

Pharmacy First

Updating the GP patient record

Information for GP and Pharmacy staff

19 July 2024 - updates following revised implementation approach

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1. Pharmacy First: transforming pathways

NHS England is significantly improving the digital infrastructure between general practice and community pharmacy to support the implementation of Pharmacy First and the expansion of the Blood Pressure Check Service and Pharmacy Contraception service.

GP Connect Update Record is one of the enhancements announced in the NHS England [delivery plan for recovering access to primary care \(May 2023\)](#).

Improve **referrals** to community pharmacy services

(DoS, Profile Manager, nhs.uk, NHS111 online and 111 telephony pathways)

Streamline digital referrals from general practice to community pharmacy

(Booking and Referrals Standard)

Provide registered community pharmacy professionals with appropriate **access to patient's GP record**

(GP Connect Access Record)

Following a community pharmacy consultation, send structured information more **easily and update the GP patients record**

(GP Connect Update Record)

3 community pharmacy services:
1. Pharmacy First Service
2. Blood Pressure Check Service
3. Pharmacy Contraception Service

2. Update Record: implementation approach

Update Record is a new way for general practice to receive consultation summaries from community pharmacy. NHS England has heard from the profession and representative bodies and changed the implementation approach.

Original implementation approach

NHS England started engaging with professional organisations and stakeholders on the new Update Record capability in summer of 2023, and explicitly agreed the design prior to the launch of Pharmacy First in January 2024.

It was envisaged that summaries of community pharmacy consultations would automatically arrive into general practice workflows.

At roll out, a temporary option for practices to opt out of Update Record for a 3-month period was provided to give practices time to familiarise themselves with community pharmacy consultation summaries arriving in this new way before IT suppliers would automatically turn it on. This was shared with the BMA, RCGP and IT suppliers in March 2024.

New GP choice implementation approach

The ability for general practice to opt out of GP Connect: Update Record will not change.

Practices will continue to have the choice of whether to use this new way to receive post consultation summaries from community pharmacy directly into workflow or receive these communications via NHSmail or letter.

This provides the opportunity for general practices to opt in and trial enabling and using Update Record and provide feedback.

3. National data standards



- The Professional Record Standards Body has defined the national standard for information that should be recorded in the community pharmacy and sent to the patient's GP.
- The Royal College of General Practitioners, Royal Pharmaceutical Society, Community Pharmacy England and other national stakeholders have endorsed the PRSB [Community Pharmacy Standard](#)
- NHS England published the [Community Pharmacy Information Standard](#) in June 2023.
- Community Pharmacy Information Standard release v3.01.03 (September 2023) is the under-pinning standard for Update Record.



4. What is GP Connect: Update Record?



GP Connect Update Record only allows authorised clinicians in community pharmacy to send pharmacy consultation summaries in a structured format and will include details of any medicines supplied, directly into general practice workflows for filing, rather than via NHSmail or letter.

The community pharmacy service specifications outline the data that must be recorded and shared with the patients registered general practice.

The National Data Sharing Arrangement (NDSA) is a signed contract detailing the acceptable use of data by GP Connect users. GP Connect is a way for healthcare providers to securely transfer GP patient records between GP Connect products, which are used in patient care.



A Data Protection Impact Assessment (DPIA) is a useful tool to help NHS England demonstrate how data protection law is complied with. The DPIA is a living document and will continue to be updated as the service launches, progresses new functionality and products through First of Type testing and then into live service.



More information is available at:

[GP Connect: Update Record](#)













[GP Connect: Update Record FAQs](#)

Any additional queries on Update Record should be sent to GPconnect@nhs.net.

5. What information is sent as part of Update Record?

- Update record information is structured/coded
- When Update Record is enabled by the general practice, community pharmacy consultation summaries – including observations, notes and any medicines supplied – arrive into the general practice workflows in the GPIT system.
- Update Record only provides the summary of the community pharmacy consultation. It will not be used to communicate actions or referrals to general practice.

Information Sent

 Person demographics and GP details are obtained via PDS verification	 Clinical summary of consultation
 Date and time of consultation	 Observations eg BP, temperature
 Pharmacy details	 Pregnancy status
 Outcome of consultation	 Medicine details or Reason for no supply
 Clinician details name, role, professional identifier	 Information and advice given to patient
 Presenting complaint	 Signpost/Referral information eg referred to, reason, urgency

6. Overarching benefits

- **Improves patient safety**



Information on the community pharmacy consultation summary and any medicines supplied is added to the GP patient record as quickly as possible and will be visible to other healthcare professionals. This will reduce the risk of over-prescribing and increasing antimicrobial resistance. It also reduces errors caused by manual transcription.

- **Saves administrative time**



General practice and community pharmacy staff will spend less time manually sending and transcribing information from NHSmail or letters, and practice staff can file updates into the GP patient record with one click.

- **Shares information faster**



When GP patient records are updated more quickly, healthcare professionals in other care settings have faster access to information in the summary care record application; and patients have faster access via patient-facing services such as the NHS App.

7. Benefits continued

Linked to Patient

- No manual matching
- No mismatches
- Minimal delay

Via Workflow

- Nothing missed
- Approval prior to filing (still visible in notes)

Not a Document

- No attaching files
- Details directly in patient record

Structured Content

- No manual coding
- Contributes to QOF
- Clear pathways

Structured Medication

- Safer prescribing
- Reduce duplication
- Can be re-issued

Clear Attribution

- Filed as an external consultation
- Clinician details given

8. Urgent actions or referrals and safeguarding concerns



Update Record must not be used to communicate urgent actions or referrals

Where urgent action or an urgent referrals to general practice is required, this must be communicated directly, following local processes eg NHSmail or telephone.



Update Record must not be used to communicate safeguarding concerns.

Where a safeguarding concern is identified, follow local safeguarding procedures.

9. Is the data auto-filed into the GP patient record?

Auto-filing - General practice has a choice to enable or disable auto-filing of community pharmacy consultation summaries straight into the GP patient record.

A workflow task is created in both EMIS and TPP systems for every community pharmacy consultation summary received by the practice. This is to give the practice visibility of the incoming summary.



The default setting is to hold community pharmacy consultation summaries in a “provisional” state, other than medicines details which are auto-filed.

To add the provisional data items to the patient record in EMIS Web, an approved user at the practice must accept the task.

VS



The default setting is to auto-file Update Record community pharmacy consultation summaries.

Users do have the option to choose to manually file. If selected it will require a user to view and accept the summary before data is added to the patient record.

10. Update to National Care Records Service (NCRS)

Filed information in the GP patient record is available via the summary care record application - annex slide ii. provides more information



Medicine details are auto-filed and uploaded to Spine once an approved user is logged in at the practice using a valid smartcard.

The remaining information in the consultation summary is held in provisional state. This is uploaded to Spine once filed and a user is logged in at the practice using a valid smartcard.

VS



If community pharmacy consultation summaries have been auto-filed, SCR will update once an approved user is logged in at the practice using a valid smartcard. This will trigger upload to Spine.

If summaries are manually filed, information is uploaded to Spine once a user has filed the summary and is logged on using a valid smartcard.

11. Information available via patient facing services

Patient facing services allow patients and proxy users to see GP patient record has been given access to view someone else's GP patient record, such as a parent or carer.

- The community pharmacy team must capture patient consent to share details of the consultation with their GP. Patients should be made aware that a consultation summary and any medicines supplied may be visible in NHS App and other patient-facing services where this has been enabled by the practice.
- In the case of contraception consultations, a patient can choose to not have this information shared with the GP, for example, where a person under 16 years old is receiving contraception services. In these cases, the community pharmacy professional should capture in the pharmacy consultation record that the patient does not consent to the information being shared with general practice.

Entries are visible via patient facing services once the consultation summary is filed at the general practice.

- Medicine details are available immediately as this is auto-filed
- General practice can change the setting to hide this information if this is required



Entries by default are automatically marked as hidden from online services

- General practice must review and mark the event for sharing with patient facing services before this is available in online services



12. Actions for general practice teams

- ✓ Practices with Update Record turned off will continue to receive NHSmail or letter for community pharmacy consultation summaries.
- ✓ Practice staff need to manually transcribe details of the consultation including any relevant observations and medicines supplied into the GP patient record in a timely manner to the GP patient record.
- ✓ General practice has a choice to enable or disable Update Record and a choice to enable or disable auto-filing of community pharmacy consultation summaries straight into the GP patient record. [If general practices decides to opt in/enable Update Record, the GPIT system will automatically stop sending summaries via NHSmail and vice versa.]
- ✓ This choice also provides the opportunity for general practices to opt in, trial enabling and using Update Record and provide feedback.
- ✓ Develop local standard operating procedures for Update Record to include: (but not limited to)
 - Refer to IT system supplier guidance for system functions.
 - Update Record presents the community pharmacy consultation summary in the workflow
 - Filing of community pharmacy consultation summaries into the GP patient record.
 - Continue to monitor NHSmail and letters as well e.g. urgent messages or referrals.
 - Only when the data is added to the GP patient record is the GP responsible for the data.

13. Actions for community pharmacy teams

- ✓ Confirm the IT system used to send Pharmacy First consultation summaries.
- ✓ Refer to IT system supplier guidance for system functions and to manage message rejections.
- ✓ Relevant staff to complete any training and know how to use Update Record.
- ✓ Develop local standard operating procedures for Update Record to include: (but not limited to)
 - Practices with Update Record turned off, community pharmacy to send the consultation summary via NHSmail or letter in a timely manner to the practice.
 - Must capture consent to share details of the patients consultation with their GP practice.
 - Patients to be made aware that a consultation summary and any medicines supplied may be visible in NHS App and patient-facing services.
 - Urgent action or urgent referrals to general practice must be communicated directly, following local processes eg NHSmail or telephone.
 - Update Record must not be used to communicate safeguarding concerns, follow local safeguarding procedures.
 - Community pharmacy professionals should maintain good record keeping standards.
 - Community pharmacy professionals are responsible for the data generated as part of the patient consultation.

14. Process for managing live issues



Any issues should be reported by the user (general practice or pharmacy contractor) directly to their system supplier. System suppliers will:

1. Support a local resolution
2. Fix the issue themselves in their back office, and if needed
3. Escalate to NHS England Live Service Desk using agreed and well tested protocols



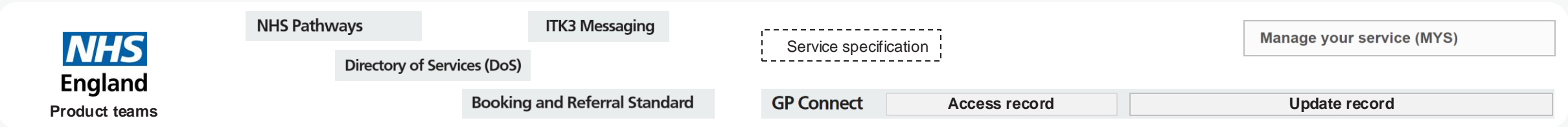
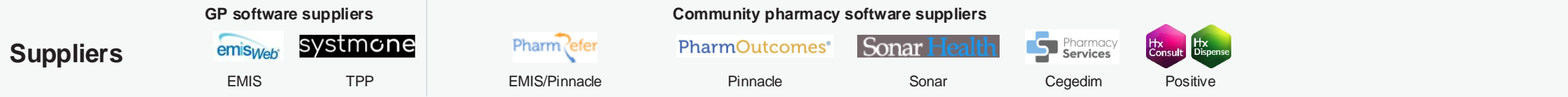
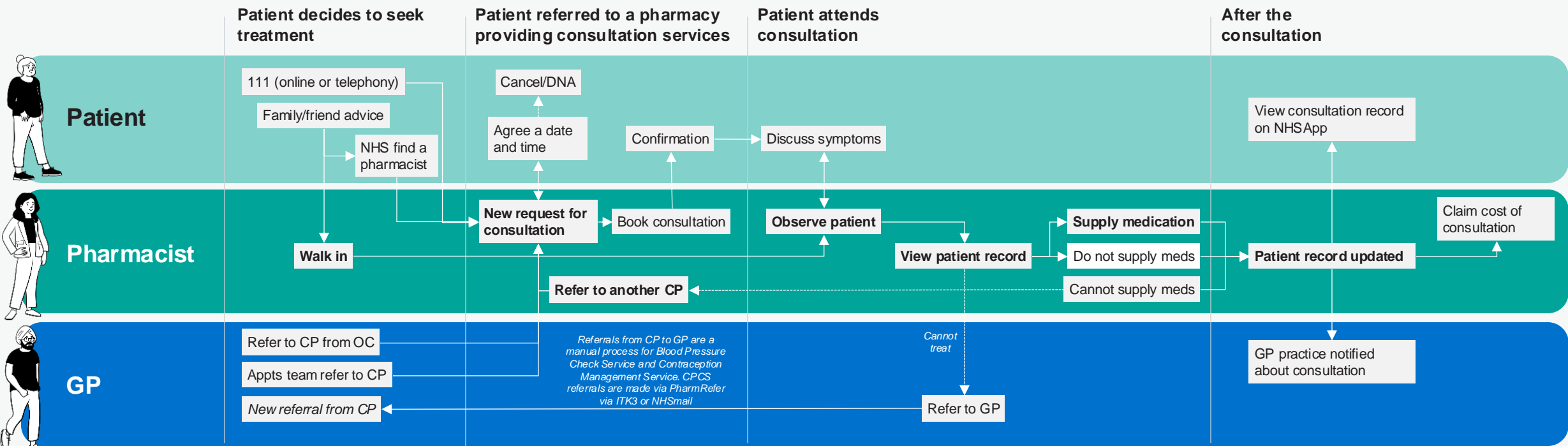
Standard way of reporting live service issues to NHSE via suppliers that:

- Ensures fast, responsive support
- Provides regular updates for high impact issues
- Enables NHS England to triage the issue and provide the right level of expertise
- Suppliers understand and use regularly
- Has 24/7/365 cover



ICBs and regions with their own IT support hub should follow local procedures, with escalations being to system suppliers.

i. Pharmacy First service journey



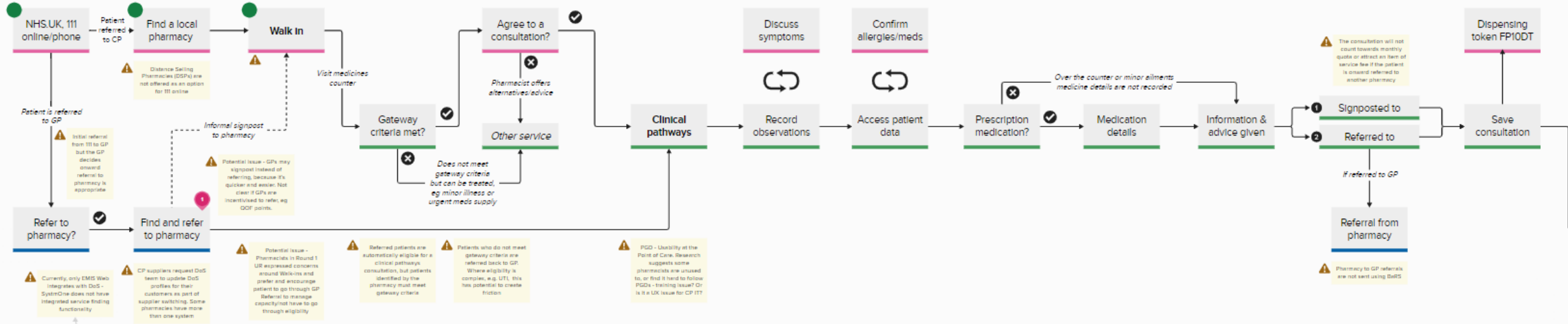
ii. Pharmacy First service journey blueprint - iterative



Referral or signposting to treatment



Consultation with a pharmacist (online or F2F)



<p>111 health advisor or GP team follows NHS Pathways or other CDSS or triage system</p> <p>NHS Pathways</p>	<p>GP team uses clinical system or NHS Service Finder to find pharmacies offering Pharmacy First</p> <p>NHS Directory of Services</p>	<p>Pharmacist follows CPE's guidance 'Providing the service'</p> <p>Community Pharmacy England</p>	<p>Pharmacist follows Pharmacy First service spec's clinical pathways' gateway criteria</p> <p>NHS NHS Digital website</p>	<p>Minor illness or urgent supply of medication, oral contraception, blood pressure check etc</p>	<p>Record if: UTI, Shingles, Insect Bites, Sinusitis, Impetigo, Otitis Media, Acute Sore Throat</p>	<p>Check: Age, Pregnant, Allergies & adverse reactions</p> <p>Record: Observations, Examinations</p>	<p>Record: New allergies</p>	<p>Record: Supply type, Exemption details/ category</p>	<p>Record: Medication details</p>	<p>Record: Advice yes/no, Plan & actions</p>	<p>Record: Urgency, Referral to (inc ODS code if appropriate), Reason</p>	<p>Generate and print FP10DT token</p>
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Logos: PharmOutcomes, sona informatics, Pharmacy Services, Hx Consult, Hx Dispense.

iii. How long does it take to update NCRS?

Key messages



The clock starts when the GP practice team actions a consultation record received from community pharmacy

NCRS is NOT immediately updated when a pharmacist saves a consultation

Details of a pharmacy consultation are only available to NCRS **when the GP practice team saves the update** to the patient record*.

It then takes **up to 15 minutes**** for medicines data to be available via NCRS to other pharmacists or care settings that might supply or prescribe antimicrobials.

Medicines data will usually be available on NCRS the **same or next day**, providing GP practices action their workflow items promptly***.

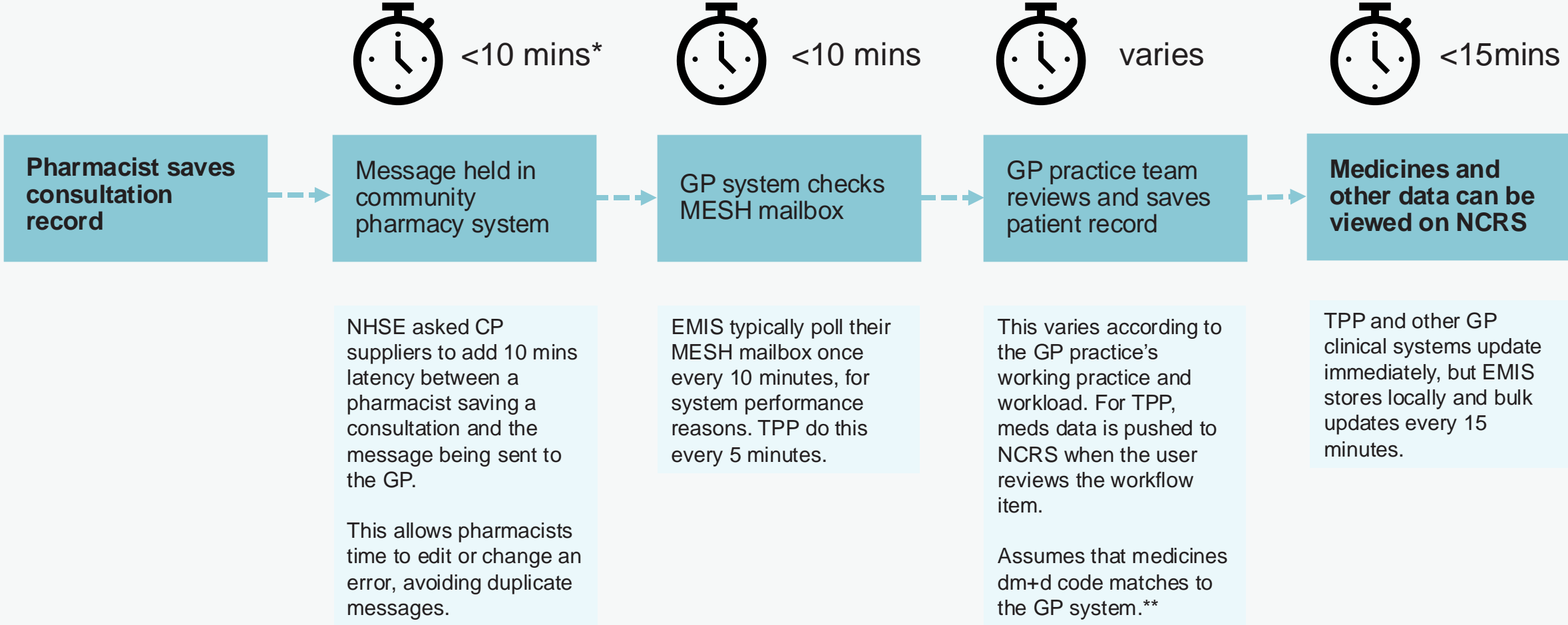
GPs work Monday to Friday, whereas **pharmacies may open on Saturday** mornings. Saturday's consultation records won't be actioned until Monday earliest.

**It takes up to 20 minutes from the pharmacist saving the record for it to arrive in the GP practice's workflow.*

***EMIS sites can take up to 15 minutes to update Spine but TPP updates on point of save.*

****This depends on GP practices' working practices and workloads. EMIS nightly bulk upload will pick up meds.*

iv. Update Record – sender to receiver steps and timings.



*Assumes CP suppliers complied with NHSE's request

**Medicines data that does not match will degrade to a free-text attachment that has to be manually reconciled.