

Proxy Ordering of Medication by Care Homes

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Agenda

Item	Speaker
Introduction	Julie Lonsdale Midlands and Lancashire CSU
The benefits of proxy ordering	Jane Shanahan and Alison Marshall Specialist Medicines Optimisation Care Home Team, East Lancs Hospital Trust
Overview of NHS mail and ipad deployment	Sue Capstick Digital Leader Supporting the Frontline (Lancs and South Cumbria ICS)
Process and forms	Julie Lonsdale Midlands and Lancashire CSU
Q&As	

Overview

- Proxy ordering exists for carers of patients in their own homes
- For equity it needs to exist for care home staff also
- Change in process as care home staff already order medication for patients
 - Need to move from paper to electronic
 - Need to make the ordering process slicker to benefit care home staff and practice staff
 - Most important during Covid-19
 - Benefits calculator – NHSEI website
- Business case for project work was agreed by the ICS Out Of Hospital Cell
- Access to national funding to support the project work
- Resources are available to support

Jane Shanahan and Alison Marshall

Specialist Medicines Optimisation Care Home Team

Proxy Online Access For Care Homes in East Lancashire

Who Are We?

Jane Shanahan and Alison Marshall



Keith Ridge – On World Pharmacy Technician Day 2020
ACB Project



On World Pharmacy Technician Day 2020 I'm honouring:

Jane Shanahan and Alison Marshall

Medicines Optimisation Care Home Pharmacy Technicians, Specialist Medicines Optimisation Care Home Team, East Lancashire Hospitals NHS Trust, and graduates of our NHS England Medicines Optimisation in Care Homes Programme @ACBscore #PharmacyIntegration

Because:

They've implemented a new ward-based clinical pathway in which pharmacy technicians calculate the anticholinergic burden score of in-patients' medication, passing to a ward clinician for review where necessary – and for the incredible, life-saving support they've given to care home residents and staff this year which is simply outstanding in every way

#RxTechday

Association of Pharmacy Technicians UK @APTUK1

COVID19 - NHSE initiative “Call To Action” to support care homes, May 2020



- Pharmacy and Medicines Support to Care Homes: Urgent System-Wide Delivery Model, May 2020
- SPS lists a range of supports, as listed
- EL SMOCH Emergency Support accelerated
 - **proxy ordering roll out**

East Lancashire Hospitals NHS Trust
Local Primary Care
NHS East Lancashire COG
NHS Blackburn with Darwen COG



Care Homes - Medicines Management Emergency Support during COVID 19



How we can help?

Anticipatory Care

- COVID 19 Homely Remedies – Provide advice and support re-imburement
- Provide details and opening hours of pharmacies stocking end of life medications
- Ensuring anticipatory medicines are available where needed, and pathways with Community Pharmacies and GPs are optimised

Ensuring access to medicines

- Support eRD (electronic repeat dispensing) for appropriate residents
- Provide advice and support for effective medication ordering, including Proxy Access
- Managing stock shortages of key medicines
- Support implementation of COVID-19 Medicines Re-use Scheme

Medication reviews, queries and advice

- Undertake structured medication reviews as part of MDT
- Streamlining administration and minimising/simplifying dosing, plus de-prescribing of medicines where appropriate.
- Medication related queries include ad-hoc supplies/mid cycle requests, synchronisation, missing items, formulation changes.
- Hospital discharge medicines reconciliation including liaising with GP, hospital or community pharmacy
- Advice on safe administration of medicines from original packs rather than blister packs where appropriate
- Send medicines related queries through directly – contact details are:

East Lancs: mm.carehomereferrals@nhs.net

BwD: bwd.carehometeam@nhs.net

Please email any queries through to the above email addresses via secure email.
Alternatively if secure email unavailable or you would prefer to discuss over the phone,
please email contact phone number and name of contact within the home and a member
of the Care Home team will call you back.

Service available between 8am and 4pm Monday to Friday.



Why do this? The benefits include...

- Paper based systems manually processed, risk of transcription errors, lost orders, emails, telephone.
- Placing prescription orders can be an onerous and time consuming task for care home managers/staff, often creating numerous queries and follow up contacts to obtain prescriptions from the variety of GP practices, with which their residents are registered.
- Care home staff, GP practices and Community Pharmacy are facing unprecedented challenges caring for their residents and patients through COVID19 crisis.
- Frees up time for GP practice.
- Removes duplicated work in the practice.
- Reduces footfall in care homes, GP practices and community pharmacy, reducing risk of virus transmission. Reduced care home queries, phone calls, faxes, emails. Safer, quicker process.
- Online proxy ordering – select from prescribed items reduces error risk, reduces duplication
- Provides audit trail of who and date ordered
- Improved Clinical Safety
- **Allows more time for patient care in all sectors.**

Proxy Progress in East Lancashire

- EL 90 Care Home (65+)
- May 2020 - piloted in 3 Care Homes
- GP practice sign up in principle
July/Aug
- Promoted via Care Home Forum,
Twitter, CCG Leads letter
- 0.8 Technician WTE/week

By November 20

- **19 Care Homes** have been set up + are using proxy access to order px
- **336 residents/patients** using proxy to order
- 10 homes being processed/set up

Process

What is needed?

- NHS.NET email or secure email addresses
- NHSE approved documentation, set up check list, set up support, SNOMED codes, FAQs.
- Data Sharing Agreement
- Consent forms
- Only trained care home staff already responsible for prescription ordering would be trained to use this facility
- SMOCH – support and training of GP practice proxy admin ‘champion.’
- SMOCH support and training of care home proxy ‘champion.’

East Lancashire Process to Set Up

1. Explain the process to the care homes and GP practices – Meetings/FAQs
2. Obtain agreement in principle from the practices/care homes
3. All email communication NHS.NET TO NHS.NET
4. Provide Data sharing agreement between GP/Care Home - signed
5. Provide Consent forms to be completed for each care home resident
6. Application forms completed for the care home staff responsible for ordering + identification proof to scan
7. Care Home Manager to notify GP practice/NHS.NET of any changes of staff responsible for ordering px (de-activate NHS email)

East Lancashire Process to Set Up cont

7. Appointment made with the practice to support/training setting up the proxy
8. Medication Review
 - Repeat Items on Acute moved to Repeat (practice specific)
 - Acute items ordered by email (not messaging)
9. List of Patients who lack capacity to consent + Best Interest Decision, tasks sent to GP
10. Once all completed, support the care home with patient access
11. Inform the pharmacy of change of ordering for next cycle
- 12. GO LIVE!!!** (f/u calls after set up (monthly))

See link below for more information

@ <https://www.england.nhs.uk/ourwork/clinical-policy/ordering-medication-using-proxy-access/step-by-step-process/>



Hints, Tips and Barriers

Hints and Tips

- Use NHS national guidance, no need to re-invent the wheel
- Develop a good relationship with the Care Home staff and GP practice
- Promote at Care Home + GP Forums
- **Need to set up NHS.NET emails in advance + activate**
- Staff identification scanned onto EMIS
- Ideally 1 ordering system in the care home/unit
- F/U calls after set up

Barriers to overcome

- Time to support versus other priorities, queries, SMRs, MDTs etc
- COVID-19 – Virtual working
- Some GP practices will not agree
- GP/Care homes not aligned
- IT capability variable within care homes
- Need to set up NHS emails for individual care home staff responsible for px ordering
- Other IT issues within the home e.g. scanning of the consent forms
- Minimal staff available in care homes or GP practices to set up

Positive Outcomes



Care Home

- Time saving, no paperwork, easy to order, not waiting for the dispensing tokens from the pharmacy, can check patient access after 48 hours and can see that the prescriptions have been issued, less contact with the GP practice.
- Plenty of support from the care home team
- Time released for Carers to CARE FOR RESIDENTS

GP practice

- It is going well! Fewer queries and more regular ordering and an audit trail of who has ordered what and when.
- The MMT support the setting up with the care home, we just had to link the users at the practice end and set the restrictions.
- Train GP practice staff to manage going forward
- The proxy users access at the care home is restricted - only have access to the **Prescription Order Function** - no access to any other online functions.

Next Steps



- Focus on project delivery
- More technician time allocated
- Aim to achieve 50% of EL Care Homes using Proxy Online ordering by March 2021
approx 45 care homes



Healthier Lancashire & South Cumbria

Digital update for the proxy ordering of medicines webinar

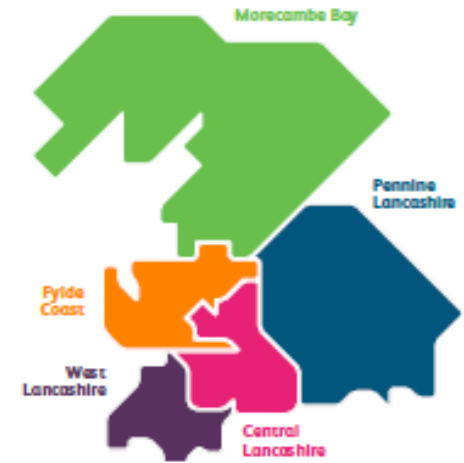
1st December 2020



Sue Capstick

Digital leader Supporting the Frontline

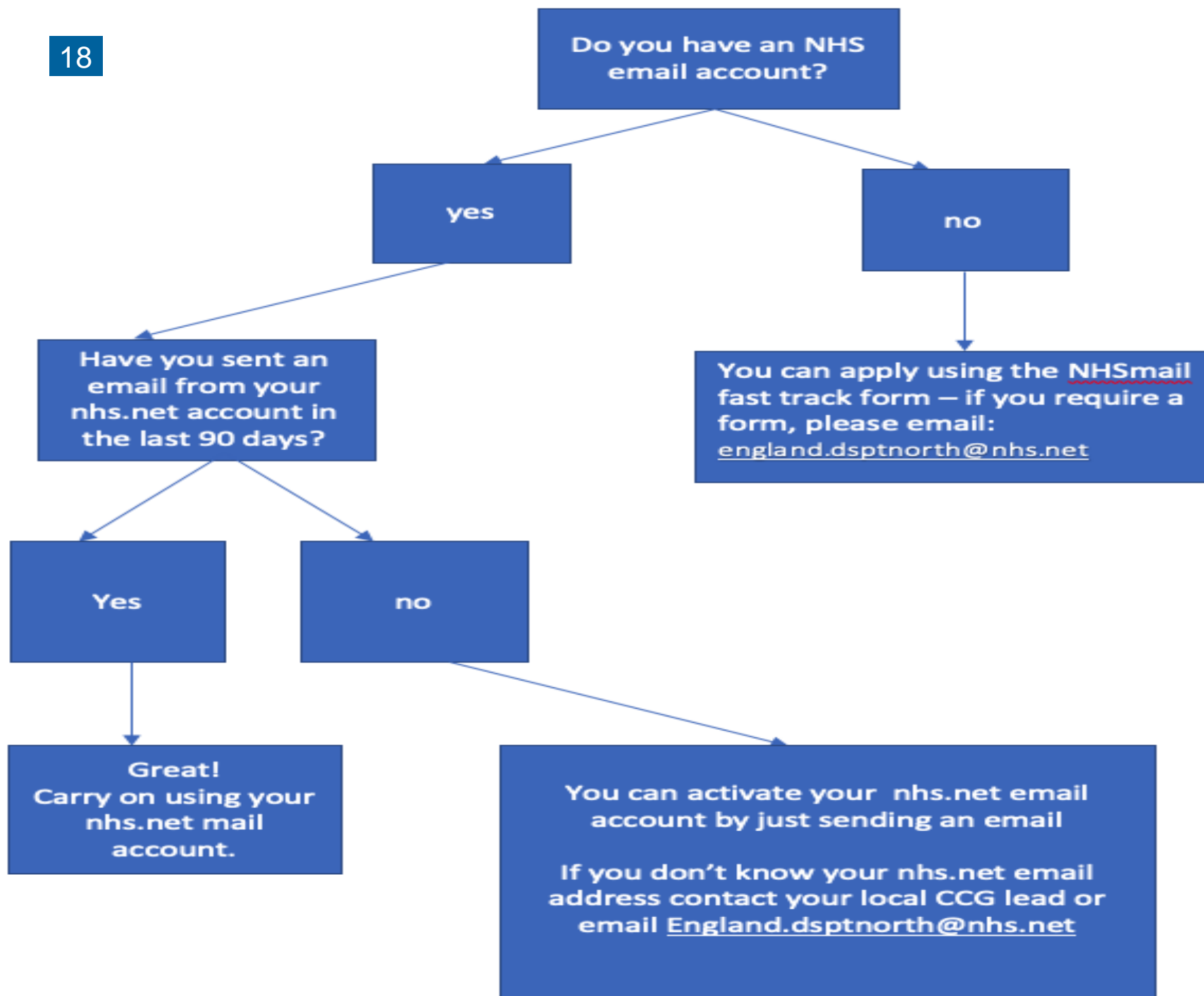
NHS mail iPad offer to care homes



NHS mail

- 81% care homes across L&SC have an NHS.net account
- Contact england.dsptnorth@nhs.net to apply for an nhs.net mail account
- Activating an unused @nhs.net account





NHSx iPad offer to care homes

- Apple iPad 10.2" 8th Gen 32GB Wi-Fi + Cellular
- Number of preloaded apps
- iPads distributed to care homes by mid-December
- Jigsaw24 providing technical support
- Additional guidance including weekly webinars provided by [Digital Social Care website](#)



The screenshot shows the NHS website's navigation bar with links for Home, News, Publications, Statistics, Blogs, Events, and Contact us. The NHS logo is prominently displayed. Below the navigation bar, there is a search bar and a secondary navigation menu with links for About us, Our work, Commissioning, Get involved, and Insights Platform. A yellow banner contains a message about coronavirus advice. The main content area features a left-hand sidebar with a 'Our work' menu, where 'Living well, ageing well and tackling premature mortality' is selected. The main heading is 'Ordering medication using proxy access: Guidance for care homes, GP practices and community pharmacies'. The page includes a breadcrumb trail, a sub-heading 'GP online services', a paragraph explaining the service since 2005, a bulleted list of benefits, and a section titled 'What this guide is for'.

Home > Our work > Living well, ageing well and tackling premature mortality >
Ordering medication using proxy access: Guidance for care homes, GP practices and community pharmacies

Ordering medication using proxy access: Guidance for care homes, GP practices and community pharmacies

GP online services

Since 2005, patients have been able to use online services for booking appointments, ordering repeat prescriptions, and viewing information their GP practice holds about them in their patient record. This has helped to:

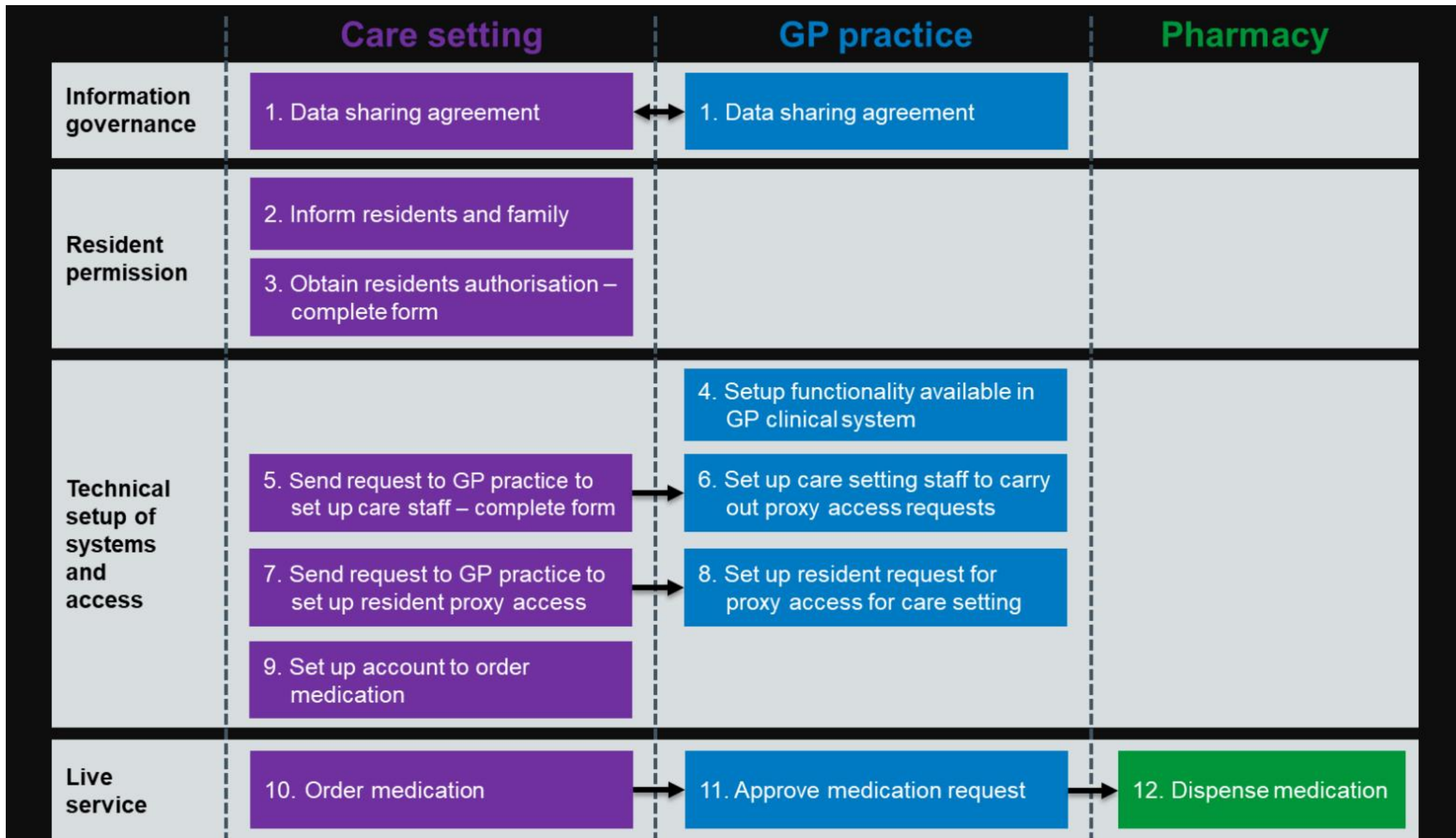
- enhance the quality of care
- increase choice and convenience for patients

Ordering repeat prescriptions this way is now well established in many GP practices.

What this guide is for

This guide is intended to support best practice for CQC registered care homes and GP practices and pharmacists to work together to allow care home staff to order online repeat medication on behalf of residents. This is called 'proxy access' throughout the document.

Each organisation refers to individuals in a different way, for care homes they are referred to as residents.



Ordering medication using proxy access: Guidance for care homes, GP practices and community pharmacies

How to set up care home proxy access

Step by step process

Tips for success

Evaluation and benefits

List of downloadable resources used in this guidance

Other guides in this series

Getting a secure email account: A guide for social care organisations

Frequently asked questions

List of downloadable resources used in this guidance

- [D1 Template – GDPR data sharing agreement template for care homes/practice](#)
- [D2 Template – care home – staff information leaflet](#)
- [D3 Template – care home – letter to residents](#)
- [D4 Template – care home – resident information leaflet](#)
- [D5 Form – care home – resident consent form](#)
- [D6 Form – care home staff proxy access request](#)
- [D7 User guide – GP practice – TPP S1 proxy access setup](#)
- [D8 User guide – GP practice – EMIS Web proxy access setup](#)
- [D9 User guide – GP practice – Microtest proxy access setup](#)
- [D10 User guide – care home – TPP S1 ordering medication using proxy access](#)
- [D11 User guide – care home – EMIS Web ordering medication using proxy access](#)
- [D12 User guide – care home – Microtest ordering medication using proxy access](#)
- [D13 Standard operating procedure – TPP S1 patient and proxy access dispensing](#)
- [D14 Standard operating procedure – EMIS Web patient and proxy access dispensing](#)
- [D15 Template – care home – communications plan](#)
- [D16 Checklist – care homes](#)
- [D17 Checklist – GP practices](#)
- [D18 Template – CCG policy for care home use of proxy access](#)
- [D19 Benefits calculator for care homes](#)
- [D20 Good practice example – GP Online Services in Care Homes – ordering medications using proxy access](#)
- [D21 Template – \(ROPA\) Record of Processing Activity](#)
- [D22 Template – Information Asset Register](#)

View the next section in this guide:

- [Other guides in this series](#)

Local Resources

- Data sharing agreement
- Care Home resident consent form
- Care Home staff proxy access request
- EMIS guides
- FAQs from NHSX

https://www.lancsmmg.nhs.uk/



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LSC Resources
LSC CPDIG Policies
LSC ICS Proxy ordering of medication in Care Homes

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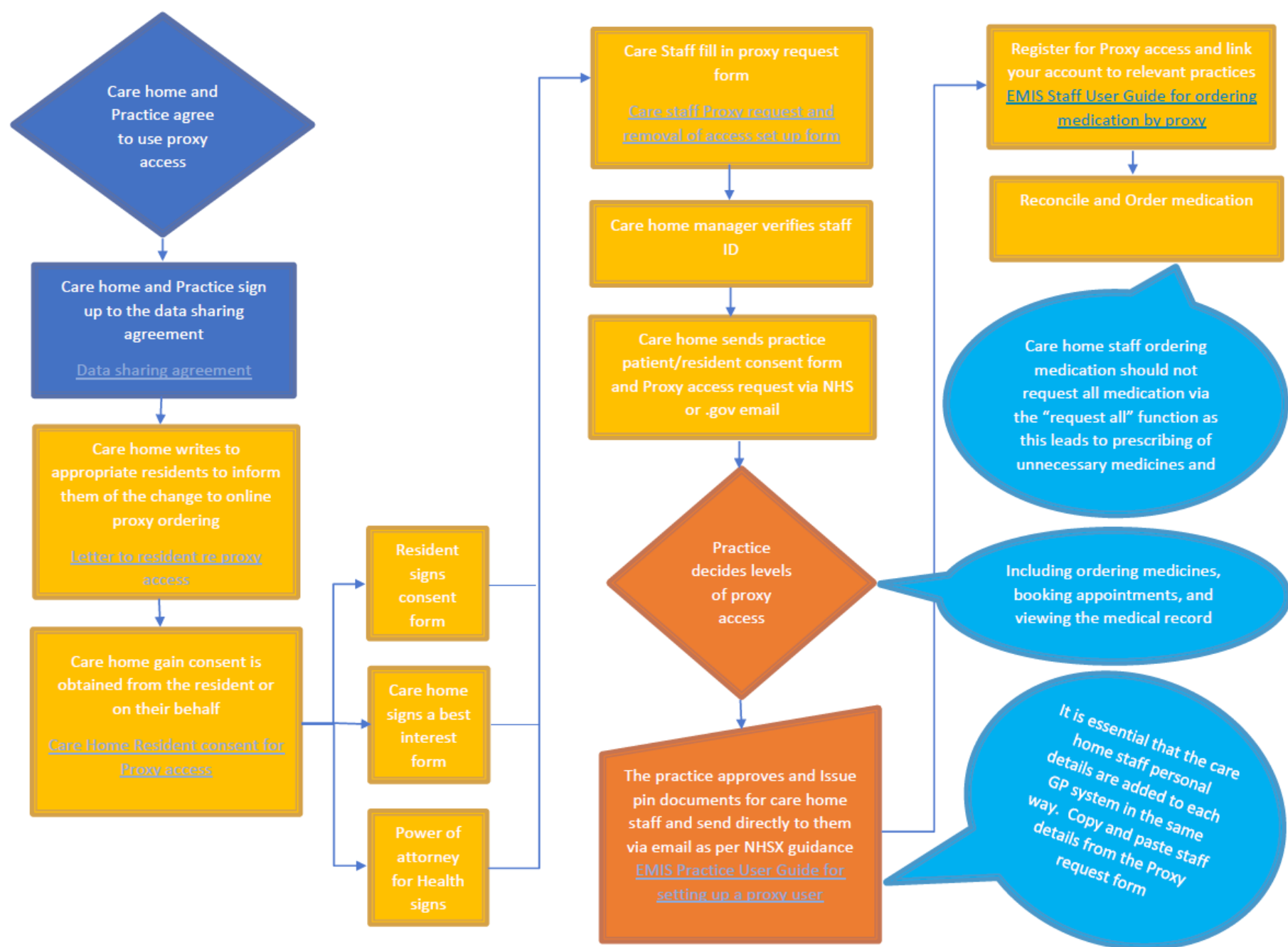
Welcome from Mr Curran, Chair of LSCMMG
"The Lancashire and South Cumbria Medicines Management Group has been established as part of the collaborative commissioning arrangements between the eight Lancashire and South Cumbria Clinical Commissioning Groups (CCGs). Its purpose is to provide a platform for a consensus decision making process relating to the use of medicines across the Lancashire and South Cumbria NHS footprint, to ensure equity in access to medicines and optimisation of medicines use".

Medicines Recommendations
View all Medicine Recommendations:

- Medicines
- High Cost Drugs (PbR excluded)

Prescribing Guidance
View all Prescribing Guidance:

- Clinical Guidelines
- Information Leaflets
- Position Statements
- Shared-Care Guidelines



Permission to allow [Click or tap here to enter text.](#) to order my repeat medication using GP online services proxy access

Section 1- Resident's Details and ID Verification

Resident's Name:	Click or tap here to enter text.	Resident's Date of Birth:	Click or tap here to enter text.
Resident's Address:	Click or tap here to enter text.		
		Postcode:	Click or tap here to enter text.
Resident's Email Address:	Click or tap here to enter text.		
Resident's phone Number	Click or tap here to enter text.		



ID Verification:	<p>I can confirm I have verified the identity of this resident as per our organisation's ID Verification Protocol: Care Home Managers Signature:</p> <p><u> X </u></p> <p>Date: Click or tap to enter a date.</p>
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Section 2 – Application Type (Please place a ✓ in the appropriate box)

I am the resident	<input type="checkbox"/>	<i>Complete section 3</i>
Click or tap here to enter text. am the resident's next of kin or person with legal power of attorney and agree to the online ordering of repeat medication by the care home, in the best interests of the resident	<input type="checkbox"/>	<i>Complete section 3</i>
Click or tap here to enter text. am the manager of the resident's care home and agree to the online ordering of repeat medication by staff in the absence of next of kin, believing this to be in the best interests of the resident.	<input type="checkbox"/>	<i>Complete section 3</i>

Section 3 – Terms of Agreement

Please read the following and tick each statement you agree with
(Please place a ✓ in the appropriate box)

I have read and understood the information leaflet provided by the care home	<input type="checkbox"/>
I reserve the right to change my mind at any time	<input type="checkbox"/>
I understand the risks of allowing someone else to have access to my/ the residents health record	<input type="checkbox"/>

Signature:

 X

Date: [Click or tap to enter a date.](#)

Application to grant Care Home Worker Proxy Access to order repeat medications online/removal of access rights for all registered residents.

Section 1- Care Home Worker Details and ID Verification to be completed by Care Home/Manager:

Nominated care home staff member Name: (Please enter name into EMIS, exactly how it appears on this form)	Click or tap here to enter text.	Date of Birth	Click or tap here to enter text.
Care Home Name and full address: (Please enter address into EMIS exactly how it appears on this form)	Click or tap here to enter text.		
Email Address: (Please enter email address into EMIS, exactly as it appears on this form)	Click or tap here to enter text. @NHS.net or Click or tap here to enter text. @gov.uk (This must be a secure email address such as nhs.net or .gov email)		
Contact Number:	Click or tap here to enter text.		
IG Training	I can confirm that this Care Home staff member has completed required level of IG training as identified in the Information Sharing Agreement	<input type="checkbox"/>	
Add Proxy access	I can confirm that this Care Home staff member is currently employed with our care home and proxy access to all residents' records should be approved where consent exists	<input type="checkbox"/>	
Remove Proxy Access	I can confirm that this Care Home staff member has now left our care home and proxy access to all resident's records should be removed	<input type="checkbox"/>	

ID Verification:	I can confirm I have verified the identity of this Care Home staff member. Signature of Care Home Manager: X _____ Date: ____ Click or tap to enter a date. ____
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Section 2 – Terms of Agreement to be completed by staff member:

I understand and agree with each statement below with regards to the patient's online information; (please place a ✓ in the box)

I have read and understood the information leaflet provided by the practice about online access and will treat the patient's information as confidential	<input type="checkbox"/>
I will be responsible for the security of any of the information that I see or download	<input type="checkbox"/>
I will contact the practice as soon as possible if I suspect that the account has been accessed without my agreement.	<input type="checkbox"/>
If I see information in the record that is not about the patient or is inaccurate, I will contact the practice as soon as possible. I will treat this information as strictly confidential.	<input type="checkbox"/>
I will deactivate my proxy access account if I leave the organisation.	<input type="checkbox"/>

X _____

Care Home staff member Signature: _____

Date: Click or tap to enter a date.

Section 3 - To be completed by Practice:

Action	Date
Worker created as online user & Proxy access granted	Click or tap to enter a date.
Log in details emailed to Care Home	Click or tap to enter a date.
Worker online user status & proxy access removed	Click or tap to enter a date.

Free training for care homes

- PrescQIPP:

<https://www.prescqipp.info/learning/prescqipp-e-learning/>

Medicines use in care homes Course 1, 2 and 3 – these are purchased by CCGs – soon to be for the whole of Lancashire and South Cumbria. Staff will have to register for the website and choose the CCG area they are in

- HEE e-learning:

<https://www.hee.nhs.uk/our-work/medicines-optimisation/training-non-registered-medicines-workforce>

- NICE guidance:

Managing medicines in care homes

[https://www.nice.org.uk/guidance/sc1/chapter/1-recommendations?utm_medium=\(other\)&utm_source=socialcare&utm_campaign=tpresource](https://www.nice.org.uk/guidance/sc1/chapter/1-recommendations?utm_medium=(other)&utm_source=socialcare&utm_campaign=tpresource)

Locality Leads

- **North Lancashire**
 - Sanjay Tanna - Sanjay.Tanna@gp-p81002.nhs.uk
- **South Cumbria**
 - Dave Rawlinson david.rawlinson1@nhs.net
- **Fylde Coast**
 - Julie Harrison – Julie.harrison50@nhs.net
- **Central Lancashire**
 - Keren Henderson - keren.henderson@nhs.net
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