

# OptimiseRx SystemOne - Feedback

## OptimiseRx feedback

Your CCG is using OptimiseRx to deliver prescribing policy through messages delivered at the point of care via SystemOne.

OptimiseRx has features that mean we can control the scenarios in which many of the messages will appear, or change how local formulary messages are presented.

If prescribers share their experiences of using OptimiseRx with us we can;

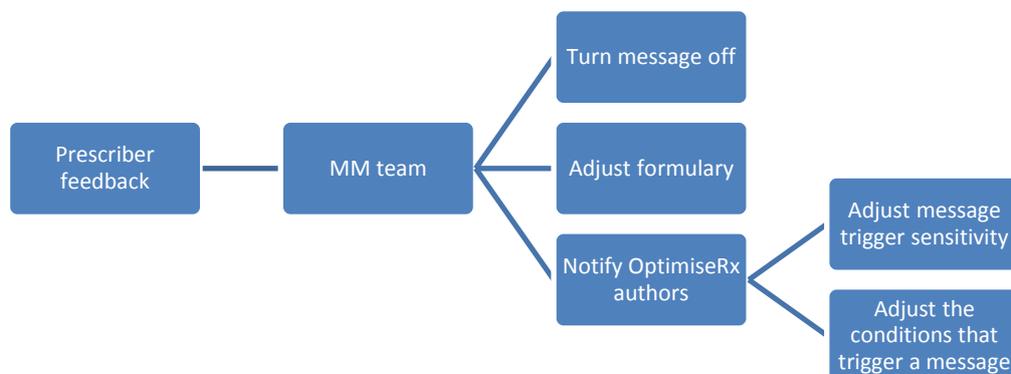
- target messages more closely to the right patient groups
- reduce the frequency that messages are presented

We can only do this if we know which messages are helping you and which may need review and adjustment. The facility to give us this feedback is built into the system (see below) but you can also email [voycg.rxline@nhs.net](mailto:voycg.rxline@nhs.net). With your feedback the system will develop to fit the way you work faster than otherwise.

## How does feedback get used?

The feedback you provide is used to ensure that the message profile maintained by your local Medicines Management team is aligned to support your prescribing requirements.

It is also used by the content authors behind OptimiseRx to track whether message triggers are clinically appropriate and make adjustments as necessary.



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## Examples of how feedback changes practice

HPA antibiotic prescribing guidance suggested that ciprofloxacin prescribing should be limited to patients with prostatitis and pyelonephritis, on receiving this guidance whilst prescribing feedback said:

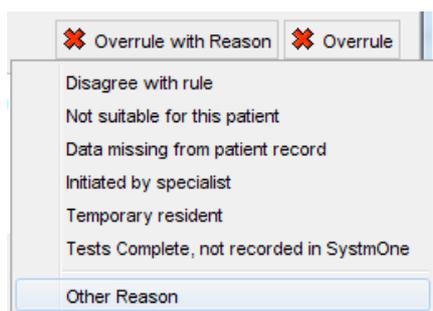
*“There are other conditions for which ciprofloxacin can be used first line”*

This resulted in the OptimiseRx authors researching evidence in this area and subsequently amending the range of conditions for which ciprofloxacin constitutes acceptable prescribing practice, for example: Diverticulitis can be treated with ciprofloxacin first line in penicillin allergic patients.

This resulted in the message being presented less frequently, and the acceptance of the guidance when it is presented has risen.

## How to provide OptimiseRx feedback within SystemOne

If you feel that an OptimiseRx message is not appropriate to the patient it has been shown for you can use the ‘Override with reason’ button, you can then select one of the pre-defined reasons from the drop-down list:



If none of these pre-defined reasons are appropriate, or you want to leave a specific message with more detail you can select ‘Other Reason’ from the list, this will open the Override Reason dialog box where you can type your message:

