

Case Study: GP Online Services in Care Homes – Ordering medications by proxy

This case study provides an overview of setting up GP Online Services for care/nursing home/s by proxy for access to their patients records for Ordering Repeat Medications online

North Street Medical Care & The Lodge Romford Care Home – Havering CCG
Beauchamp, Moulsham, Rivermede, Sutherland, Whitley Surgeries - Manor Lodge Care Home –Mid Essex CCG
John Tasker House & Angel Lane – Redbond Lodge Care Home – West Essex CCG
Eden Surgeries, Falcon House & Hatfield Haven Care Homes – West Essex CCG

The Challenge: set up Care staff to order medication by proxy for their residents



This project is supported by the Long Term Plan (LTP) and the Enhanced Health for Care Homes (EHCH) programme that supports GP practices and Care Homes in becoming more digitally mature. Online access to services by proxy enables GP practices and care homes to improve services for patients.

Aims of the project

- To enable DSPT compliance for the care homes
- To enable the set up of NHS mail by care home
- Set up of care home staff – proxy access
- Order repeat prescriptions for all residents of the home
- To ensure that the prescriptions ordered in time and what is needed
- To ensure a safer and quicker ordering system
- Save time for both the care home and GP staff
- To improve secure communications between practices and care homes
- To provide a digital audit trail of request, rejects, approvals and messaging

The Project



Research & Analysis:

We worked collaboratively to undertake research into how this was going to be achieved using the two main clinical systems EMIS and TPP SystmOne currently being used by the GP practices in West Essex and BHR CCG.

Features/ Solutions:

- Improved communications and engagement with all key stakeholders within the practice, care home and pharmacy in the planning of this project
- Improved governance regulations are in place and adhered to with a digital workflow
- Training for all staff where needed as different ways of working – user guides developed for sharing
- Data sharing Agreement put in place between care home/s and practice – template for sharing developed
- Developed templated forms for sharing:
 - Access to GP Online Services
 - Application for the residents or the NOK/Power of Attorney (POA) to sharing their data
 - Application for the Care Home staff to request proxy access and be added to the clinical system

Outcomes

Implementation of proxy access for care staff to GP Online Services for their residents



This page looks at possible time and cost savings within the practice, care home/s and pharmacy.

Benefits calculator is available on the Future NHS platform,
Digital Primary Care workspace

Practices, pharmacies and care homes who no longer use fax machines have reported the following benefits:

Reduction in -

- Telephone queries
- Errors as they are clear with an audit trail
- Missing requests

Improved -

- Audit trail
- Data security and clinical safety
- Turnaround time for queries with medication
- Working relationships and communication between practice and care home

Feedback from practices, care homes and pharmacies below from pilot sites:



- Reduction in risks and issues associated with ordering, issuing, collecting and dispensing repeat medications
- Reduction in errors and queries (e.g. missing items, what has been ordered/collected from pharmacy)
- Improved clinical safety
- Improved access as care home staff can order at any time of the day or night
- Improved audit trail and easy to access
- Improved data security and clinical safety as having NHS mail allows communications with the practice via secure email directly for queries or requests
- Improved turnaround time for queries due to secure email communications improving patient care
- Improved data security as care home staff access via the proxy user to the registered patients of the GP practice via their own username and password which save time

Staff turnover in care homes can be high so there is always a risk that new staff are not aware of the ordering system and therefore revert back to a paper format - it is vital this does not happen. Care Homes should ensure a robust process is put in place for leavers and new starters who are responsible for medication ordering and admin tasks.

It is vital that it is communicated to all stakeholders throughout this project that for successful implementation the registration of new residents is an ongoing process, remains challenging and takes time to embed into new ways of working.