

North Yorkshire and Vale of York Medicines
Management Teams (Social Care)

Care Home Guidance for Online Ordering of Medication

(SystemOne Practices)

The on- line document is the only version that is maintained. Printed or offline versions should be viewed as 'uncontrolled' and may not necessarily contain the latest updates and amendments, including updated hyperlinks. Please use the online version to ensure use of the latest version.

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Target Audience

This guidance is for care homes in the North Yorkshire and Vale of York Clinical Commissioning Groups area to support online ordering for people in care homes.

This version should be used where the SystemOne electronic medical record system is in use.

Introduction

Ordering medication is a routine but vital part of the management of medicines in care homes.

Currently most care homes do this using the paper repeat slip provided by the surgery. This has to be physically taken to the surgery and the paper requests sorted by the surgery staff and transferred to the computer system.

However, it is possible to use an online ordering process. The request is transferred directly to the surgery from the care home in a simple electronic process. This means the process is easier and safer to manage both at the home and the surgery and there is a clear audit trail of what has been ordered.

SystemOnline: Patient Online Service

SystemOne is one of the electronic systems used in GP practices to keep patient medical records.

People, including those living in care homes, can have online access to their records where it is agreed with the GP practice. It is also possible for people to request that others access their records on their behalf. This is called **proxy access**.

Access to the records is provided through SystemOnline: patient online services.

This is the website: <https://systmonline.tpp-uk.com>

Setting up online ordering

Before starting the process

The care home manager or clinical lead should make sure that

- The home has completed or is working towards completion of the Data Security and Protection Toolkit. This is important to demonstrate that the home meets required standards for data protection. Compliance will also support CQC requirements to show that data security is in place. Information on how to do this is available here <https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/>
- That there is access to a secure email system such as NHS mail.
- Staff have had training on information governance.

Nominating staff members

Members of staff who are required as part of their job role to undertake the routine medication order for the home will need to be set up at the surgery with their own online account on behalf of the care home before online proxy ordering can be started.

Requests for the set-up of this account should be made using the [Request for online account for care home staff](#) form. Each individual member of staff requiring an account must sign the form to confirm that they understand their responsibilities to treat all information confidentially.

The person in charge of the home should countersign the completed form to confirm the member of staff's identity and that they are employed by the home

Once this form has been completed a copy should be kept by the care home and the original taken to the surgery for registration to the online service or sent by secure email.

The practice may need to see identification to confirm identity of people seeking proxy access. This can be done virtually. The request of the surgery must be complied with.

If the request is agreed by the surgery they will provide a username and password for each nominated staff member and instructions on how to activate the account. These instructions must be followed carefully.

Make sure you enter the details **exactly** as written including using capitals and lowercase letters as shown. If you enter the incorrect details more than three times the account will lock and new details will need to be obtained from the surgery which will delay the account set up.

If the home works with several different surgeries then ask just one surgery to set up the account initially. Once the account has been activated requests can be sent to the other surgeries with the details of the online account name. This means that one online account can be used across several surgeries making the ordering process easier.

Keep a record of the surgery that initially set up the account. If the account becomes locked then it is only the original surgery that can reset the password or username.

Obtaining Proxy Access

Staff should explain to the resident (or their nominated representative) about how medication is ordered and how online access can improve this process.

The [Patient Information Leaflet: Online ordering of medication](#) should be used to support this discussion and left with the person or their representative as appropriate.

Each resident that indicates to the care home that he/she would like the care home staff to manage the ordering of their medication online should be asked to complete section 1 of the form.

If the resident does not have capacity, section 1 can be filled in by a person with legal authority to act on behalf of the resident. For example, the person who has

been granted Lasting Power of Attorney for Health and Welfare or has a Court Deputyship which is relevant to this issue. Otherwise the person in charge of the care home or nominated deputy should complete the capacity assessment for this decision and fill in the second part of Section 1 including the opinions of representatives of the person who do not have legal authority to act on the on the person's behalf and the name of the representative. The GP practice will make a best interests decision on allowing proxy access for a resident without capacity. Section 3 should be completed by the person in charge of the care home.

Once this form has been completed a copy should be kept by the care home and the original taken to the practice for registration to the online service or sent by secure email.

The practice may need to see identification to confirm the identity of the person agreeing to the access. This can be done virtually. The request of the practice must be complied with.

The surgery will then link the staff account with the resident's repeat medication record to allow the staff member to order the medication online.

The Ordering Process

The care home and GP practice should complete the [checklist and process information form](#). This will give specific information on how the system works for your care home and GP practice and help ensure everything is in place to allow ordering to proceed. Copies should be kept by both the home and GP practice so that the repeat ordering process is clear.

Placing an order

The regular order should be initiated by the member of staff with designated responsibility for medicines or their deputy. The registered manager must ensure alternative arrangements are in place to initiate the order if the designated person is not available. At least two members of staff must be trained to order the medication, although the actual ordering can be done by one staff member.

Dedicated time must be set aside for the regular order to be done without distractions.

Before ordering any medication check the current supplies and the current medicine administration record (MAR) chart to establish what needs ordering for each person.

Remember to order in good time to allow the prescription to be generated and the medication to be dispensed. For routine ordering this is usually at the start of week 2 of the four week cycle.

Follow the agreed process for managing requests that are needed urgently.

The staff members nominated to order the medication for the resident will need their individual staff username and password to access the online ordering service via the online portal at: <https://systmonline.tpp-uk.com> or via the surgery website.

Once logged in staff will see a list of all the residents they can order medication for.

Staff should then:

1. Select the person whose medication you need to order
2. Under the “your medication” section – Click the **Request Medication** link
3. Select the medication required by clicking on the box in the left-hand column
4. Check the details of each medication carefully to ensure that any recent changes have been accounted for. If changes have not been actioned, a message can be sent to the GP practice via a **custom request** - see directions on how to do this below
5. Click **continue**
6. **Check** the following medications you are about to request are correct
7. Click **Request Medication**. The Medication Order Summary is displayed, stating that the request has been sent to the GP practice to re-prescribe the item(s)
8. Click **Print Confirmation** and either save as PDF file in a secure folder on the care home computer system or print out confirmation of this request
9. Click **Home** if you’re happy with the prescription request
10. Select **View alternate patient/practice** and select the next person who you wish to order medication for or securely log out of the system if you have finished

Making a Custom Request

Sometimes medication will need to be ordered using a custom request rather than from the repeat medication list, for example where:

- An item has not yet been added to the repeat list
- An item already on the repeat list has not yet been altered to reflect changes
- This is the method indicated on the [Check list and process information](#) form

Once logged in staff should:

1. Select the person whose medication you need to order
2. Under the “your medication” selection – click the **Request Medication** link
3. Select **Make custom request** towards the bottom of the page

4. Use the free type space to write your request. When providing this information, you should bear in mind that it may be visible to all practice staff. Please provide as much information as possible – e.g. Interim prescription for 3x Senna tablets, dropped
5. Click **Request Medication**. The Medication Order Summary is displayed, stating a request has been sent to the practice to prescribe the following items on XX-XX-XXXX
6. Click **Print Confirmation** and either save as PDF file in a secure folder on the care home computer system or print out confirmation of this request
7. Click **Home** if you're happy with the prescription request
8. Select **View alternate patient/practice** and select the next person who you wish to order medication for or securely log out of the system if you have finished

Please note: if a password is entered incorrectly five times the account will be deleted. If you have forgotten your password please contact the GP practice who originally set up the online ordering account to provide you with a new password. If the account is deleted the member of staff and care home manager will have to complete Request for online account for Care Home Staff form again and provide all surgeries with a list of the residents access is required for.

Checking the order

Two working days after placing the order, log in to SystmOnline and check each person's account to see what requests have been accepted. Keep a record that this check has been carried out as part of the medication ordering audit trail, for example, sign and date the order confirmation.

There is no requirement to check the paper prescriptions/dispensing tokens before the medication is dispensed where this process is in place. The prescriptions can be sent directly to the pharmacy by Electronic Prescription Service (EPS) where this is available from the surgery.

Follow the agreed process given in the [checklist](#) for managing requests that have not been accepted by the GP practice and record any actions taken in the person's records.

The arrangements for the collection or electronic transfer of prescriptions should be agreed with the surgery and documented in the [checklist](#).

If you need to access the person's records for some other reason than to order medication or check prescription requests, for example, to confirm a dose of medication, this must be recorded in the person's care records and signed and dated.

Confidentiality

As with traditional ordering systems, the person's confidentiality must be maintained. All staff should be trained in dealing with confidential information.

Nominated staff members should use their own individual username and password and make sure they keep the details securely. The log in should only be used by the named member of staff and only for the purposes of managing the person's medication.

Details of who has logged into a person's records can be seen by both the home and the surgery.

Records should be retained in line with current national guidance for retention of records. <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care>

The GP practice retains the right to withdraw online access if they believe it is being used inappropriately.

Changes to proxy access requirements

It is a requirement of proxy access that the home inform the surgery promptly of any changes required. The [Request for changes to proxy access](#) form should be used for this and sent via secure email.

Where the member of staff leaves the employment of the home or access needs to be terminated for security reasons the surgery must be informed in writing within 1 working day.

If a resident moves from the home permanently the surgery must be informed within 1 working day so that proxy access for staff at the home can be removed.

Appendix 1: Request for online account for Care Home Staff

Name of care home:	
Name of GP Practice:	

Care home staff members requiring proxy access should complete their details and sign to confirm that they understand their responsibility for safeguarding sensitive medical information and understand and agree with each of the following statements:

1.	I/we have read and understood the information leaflet provided by the practice and agree that I will treat the patient information as confidential
2.	I/we will be responsible for the security of the information that I/we see or download
3.	I/we will contact the practice as soon as possible if I/we suspect that the account has been accessed by someone without my/our agreement
4.	If I/we see information in the record that is not about the person, or is inaccurate, I/we will contact the practice as soon as possible. I will treat any information which is not about the person as being strictly confidential.

Surname:
First name:
Date of birth:
Online account already set up*: Yes <input type="checkbox"/> No <input type="checkbox"/>
Online account name*:
Signature:

* **Online account name must be one set up for you at the care home you work in. Personal online accounts must not be used.**

To be completed by the person in charge of the home

I confirm that the person requesting an account is a member of staff working at
[insert name of care home]

I confirm that their job role involves managing medicines for the people for whom access is requested.

Signature:

Date:

Print name:

Job title:

For care home: please attach a list of people living at the care home for whom proxy access is being requested. This must only include people for whom proxy access has been agreed. For new people moving into the home please complete the [Consent to proxy access to GP online services](#) form

For practice use only

Online account set up? Y/N	Date task completed:	By [initials]:
Date home informed:	By [initials]:	

Appendix 2: Patient information leaflet: Online Ordering of medication

A New Way To Order Your Medication

Medication prescribed by your doctor can now be ordered online from your surgery. Staff at your care home may already order your medication for you. They do this by completing a paper “repeat request slip” that lists your medication. This then has to be taken to the surgery.

If you agree, the staff at your care home will be able to do this using a secure online system direct to the surgery. This makes it easier and safer for the staff at the home and the surgery.

What will staff be able to do?

With online access authorised staff will be able to:

- ✓ View a list of your current repeat medication and easily select the ones that need ordering.
- ✓ Include a message with the request, if needed
- ✓ Track your order to make sure the medication you need is on its way.

Can staff see all my medical records?

No – they can only see the medication you have been prescribed, when it was last ordered and any requests for medication they have made.

This is the same information that is on the paper repeat slip and on the records that the home keeps to support you with your medication safely.

How is it done?

Staff ordering your medication will be given their own log in details with access to your repeat medication list.

This means that the surgery knows who has accessed your records.

When your medication needs to be ordered the member of staff will log into your account and order the medication through the computer. They will check after two working days to see what medication has been prescribed.

The prescription will be sent to your pharmacy for dispensing.

How do I know it is secure?

Your care home is required to keep your information confidential. This means that they must keep their login details and password safe so nobody else can use it.

The surgery has the right to remove online access to services for anyone that doesn't use them responsibly and when it is no longer needed.

If you think someone has accessed your record when they should not have – talk to your surgery. They can stop any further access.

It's your choice

If you decide not to allow online access or change your mind this is OK.

You can tell the care home or your surgery.

The surgery will not allow online access if you do not agree.

This decision will not affect the quality of your care.

What do I need to do next?

Staff at your care home will talk to you about online ordering.

If you are happy for them to order your medication online they will ask you to sign a form.

The form is sent to your surgery so that the surgery know you have agreed.

If you find it difficult to make the decision a friend or relative can help make the decision.

Can I order online myself?

Yes – if you order your own medication, let the care staff know that you want to order your medication online or contact the surgery directly. Online access can be arranged for you

Appendix 3: Consent to proxy access to GP online services: For Care Homes

Name of Care Home	
GP Practice:	

Section 1: The Person's Details and Consent to Proxy Access

(This the person whose records are being accessed)

Surname:	Date of Birth:
First Name:	NHS number:
Care home Name and Address:	
Postcode:	
Telephone Number:	

I..... (Name of person), give permission to my GP practice to give proxy access to my records for the purpose of online ordering of medication (as indicated in section 2) to members of staff from (Insert name of care home) who are authorised by the home to order my medication.

I confirm I have been given and understood the patient information leaflet that explains online ordering by the care home.

I understand I can change my decision at any time

I understand the risks of allowing someone else to have access to my health records.

Signature of person or LPA (delete as appropriate) date:.....

Print name

OR

The person lacks capacity to make this decision and there is no person with legal authority to give consent on their behalf. Proxy access for online ordering of medication is requested for the staff from (insert name of care home) in the person's best interest to ensure timely supply of medication.

Capacity assessed by Care Home Staff Member (Print and Sign):	Date:
Comments including any views expressed by representatives of the person.	

Section 2: Online Access Requested

Online Prescription Management	<input type="checkbox"/>
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Section 3: Care Home Staff Details

Access is requested for the following staff members.

All staff members listed below must have been set up with an online account connected to the care home. For staff members who require online accounts approving by the GP practice use the [request for online account for care home staff](#) form.

Staff Name	Date of Birth	Online account name

***Online account name must be one set up for this care home. Personal online accounts must not be used.**

To be completed by the person in charge of the home

I confirm that the people listed above are members of staff working at *[insert name of care home]*

I confirm that their job role involves managing medicines for the person to whose account access is being requested.

I confirm that the person to whose account proxy access is being requested is a resident at this care home.

Signature:

Date:

Print name:

Job title:

For practice use only

The person's NHS number		The person's practice computer ID number	
Identity verified by (initials)	Date	Method of verification	Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>
Proxy access authorised by			Date
Date account created:			

Appendix 4: Checklist and process information

Name of Care home
Name of GP practice

Question	Details of arrangements where necessary	Please tick	
Data security		Care home	Practice
Have all staff who will access the person's record had training on information governance?			
Has the home completed the DSPT toolkit or working towards it?			
Is there a secure email address at the care home? What is it?	Email address:		
Is there a secure email address at the surgery the home can use for queries? What is it?	Email address:		
Procedure			
Is there a written protocol in the care home medication policy around ordering medication?			
Is there a written protocol in the GP practice medication policy around care homes ordering repeat medication?			
Have designated staff been identified at the care home?			

Question	Details of arrangements where necessary	Please tick	
Have the proxy consent forms been completed and returned to the practice?			
Has the practice agreed access for the designated staff and set up the online account/accounts?			
Is there a nominated contact for the care home at the practice for prescription issues? What are their names?			
Is there a nominated contact(s) at the care home for the practice to contact about prescription issues? What are their names?			
Ordering			
How will the care home request regular repeats?	Online		
How should the care home request interim prescriptions?			
How should the care home request urgent prescriptions?			
What is the process for ordering medication which has not yet been included on the repeat list?			
What action should the care home take when a request has not been accepted?			
What action will the GP practice take when they reject a request?			

Question	Details of arrangements where necessary	Please tick	
Are interim prescription issued to bring regular prescription items in line with the monthly cycle e.g. for newly prescribed items or when patients have been discharged from hospital? How should these be requested?			
Process for issued prescriptions			
What is the agreed procedure for monthly prescriptions?			
What is the agreed procedure for interim prescriptions?			
What is the agreed procedure for urgent prescriptions?			
Any other specific arrangements? (please detail below)			

Signature of care home representative	Print name	Date
Signature of practice representative	Print name	Date

Appendix 5: Request for changes to Proxy Access

The home is responsible for informing the GP practice of all changes which affect the proxy access required within 1 working day. Changes to proxy access requirements must be put in writing and sent to the GP practice for approval and action. The form can be sent via secure email. This form can only be used for residents and staff for whom proxy access for online ordering has already been agreed. For new residents use the [consent to proxy access](#) form and for staff who need online accounts use the [request for online account for care home staff](#) form.

Name of care home:	
Name of GP Practice:	

To be completed by person in charge of the home/Clinical lead

Please tick	Reason for change	Change requested	Name(s) of Person/People	NHS number	Name(s) of staff	Online Account name
	Person has left the home	Please remove proxy access for all staff			All staff	All staff
	Member of staff is no longer employed at the home	Please delete the online account associated with this home for this staff member	All residents			
	Member of staff no longer needs online proxy access for their job role	Please delete the online account associated with this home for this staff member	All residents			
	Person has moved units within the home	Please remove online proxy access for the named person for the listed staff members				

Please tick	Reason for change	Change requested	Name(s) of Person/People	NHS number	Name(s) of staff	Online Account name
	Staff member has moved units	Please remove proxy access for the named staff to online ordering for the person/people listed.				
	Person or staff member <i>(delete as appropriate)</i> has moved units within the home	Please allow access for the named staff to online ordering for the person/people listed.				
	Other (please state)					

Signature:

Print name:

Job title:

Date:

For care home: if more space is needed please attach details as required.

For practice use only

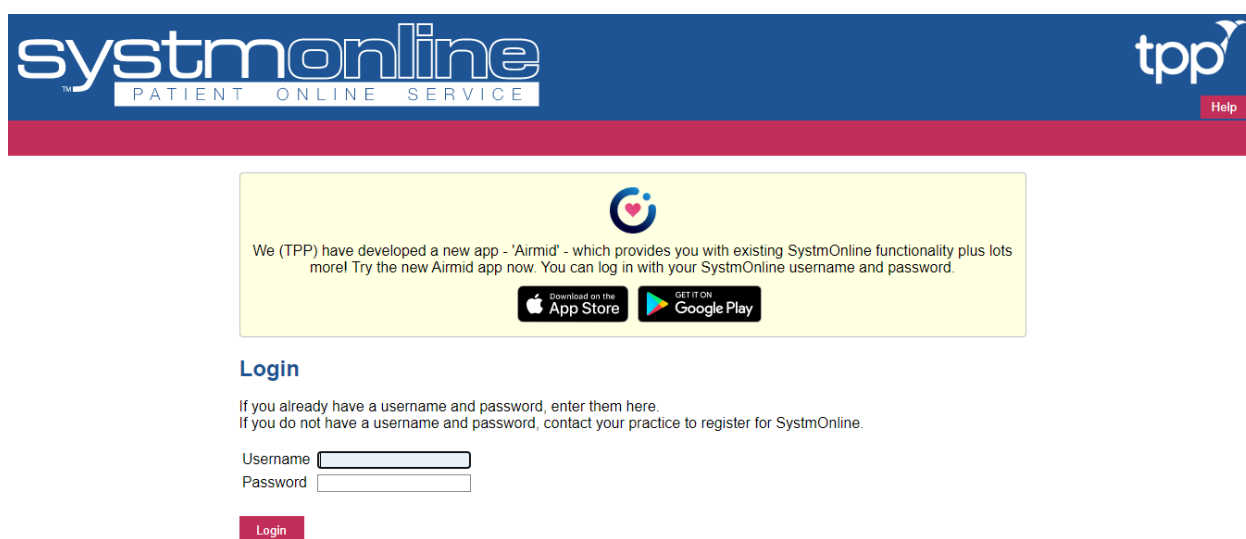
Task completed:	Date task completed:	By [initials]:
Date confirmation sent to home:	By [initials]:	

Appendix 6: Screenshots of SystmOnline: Patient Online Service

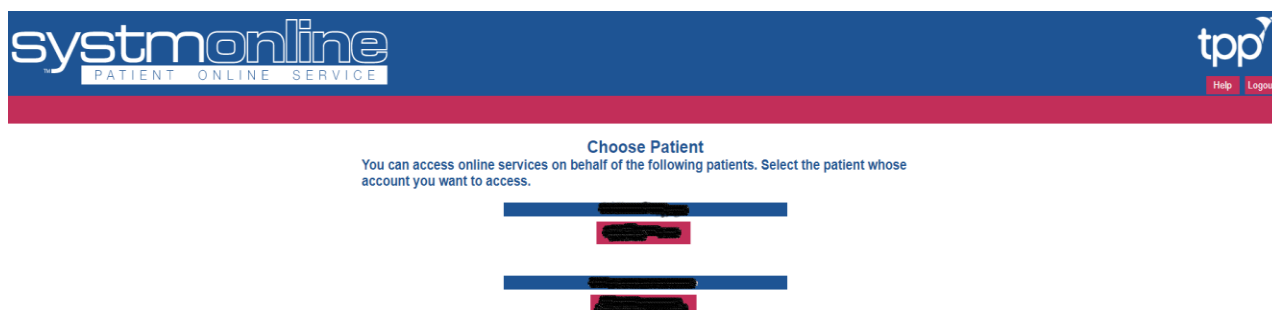
1. Placing an Order:

The staff members nominated to order the medication for the resident will need their individual staff username and password to access the online ordering service via the online portal at: <https://systmonline.tpp-uk.com> or via the surgery website.

- **Log in** using individual staff username and password



- Once logged in staff will see a list of all the residents they can order medication for
- **Select the person** whose medication you need to order
- If the care home has residents registered at different GP practices the person will appear under the GP practice they are registered with.



- Under the 'medication' section – Click the **Request Medication** link

Appointments Medication Records Account



Appointments:
Prescriptions:
General: [Redacted]

Current user: CareHomeName StaffName

Coronavirus guidance – if you have returned from China in the past 14 days or have been in contact with somebody who has already had a confirmed case of Coronavirus, and you have a cough, fever or shortness of breath please do not book an appointment online, but instead immediately:

- Stay indoors and avoid contact with other people as you would with the flu
- Call NHS111 to inform them of your recent travel to the country

Coronavirus (COVID-19)

[Get information about coronavirus on NHS UK](#)

Do not book a GP appointment if you think you might have coronavirus.
Stay at home and avoid close contact with other people.

[Use the 111 coronavirus service to see if you need medical help](#)

Note: Grey links represent features which have been disabled by [Redacted]

Appointments

Book Appointment
Future Appointments
Past Appointments

Medication

Request Medication
Outstanding Prescription Requests
Change Pharmacy

- Select the medication required by clicking on the box in the left-hand column
- Check the details of each medication carefully to ensure that any recent changes have been accounted for. If changes have not been actioned, a message can be sent to the GP practice via a **custom request** – see directions on how to do this below.

Medication

Tick the items you would like to order and press the 'Continue' button. You will then have the opportunity to review the order and add additional notes before it is sent. If the item you require is not listed then make a custom request using the 'Medication request notes' field.

Once your request has been submitted, a member of staff at the practice will process your request and issue the medication ready for collection.

☒ Request existing medication

Recent Medication

There are no recent medications to display.

Regular Medication

	Drug
<input checked="" type="checkbox"/>	Atorvastatin 20mg tablets 28 tablet - take one daily Last Issued: Never
	Citalopram 10mg tablets 28 tablet - use as directed Last Issued: 31 Mar 2020 This item needs to be reviewed by the responsible clinician before it can be requested again. Please contact the clinician to arrange this review. The responsible clinician may be your GP or in some cases your nurse. Last requested 18 Dec 19, status Issued
	Ispaghula husk 3.5g effervescent granules sachets gluten free sugar free 30 sachet - use as directed Last requested 18 Dec 19, status Issued

- Click **continue** when you have selected all medication required

	Last requested 18 Dec 19, status Refused
<input checked="" type="checkbox"/>	Omeprazole 20mg gastro-resistant capsules 56 capsule - take one twice daily Last Issued: 09 Jan 2020 Last requested 30 Oct 19, status Cancelled
	Paracetamol 500mg tablets 200 tablet - take ONE or TWO FOUR times/day Last Issued: 05 Feb 2020 This item needs to be reviewed by the responsible clinician before it can be requested again. Please contact the clinician to arrange this review. The responsible clinician may be your GP or in some cases your nurse. Last requested 01 Aug 19, status Cancelled

☐ Make custom request

Medication request notes

You can use this field to create a custom medication request using free text.

Notes entered into this field may be visible to all staff at the practice

Continue

Back

- **Check** the medications you are about to request are correct
- Click **Request Medication**

Request Medication

The following medications are about to be requested. You should check that these are correct, add notes as required, and press the 'Request Medication' button to complete the request.

Once your request has been submitted, a member of staff at the practice will process your request and issue the prescriptions ready for collection.

Drug	Notes
Atorvastatin 20mg tablets 28 tablet - take one daily Last Issued: Never	
Omeprazole 20mg gastro-resistant capsules 56 capsule - take one twice daily Last Issued: 09 Jan 2020 Last requested 30 Oct 19, status Cancelled	

Medication request notes

You can use this field to create a custom medication request using free text.

Notes entered into this field may be visible to all staff at the practice

Request Medication

Back

- The Medication Order Summary is displayed, stating that the request has been sent to the GP practice to re-prescribe the item(s)
- Click **Print Confirmation** and either save as PDF file in a secure folder on the care home computer system or print out confirmation of this request

Medication Order Summary

A request was sent to the practice to prescribe the following items on 31 Jul 2020 14:14

This prescription will be available to collect from 05 Aug 2020

*** PLEASE NOTE THAT DUE TO COVID-19 PRESSURES IT MAY TAKE UP TO 4 WORKING DAYS BEFORE YOUR PRESCRIPTION IS READY AT YOUR NOMINATED PHARMACY *** In addition we are closed on Monday 25th May bank holiday. Please ensure that you allow an extra working day for all requests from Thursday 21st May 2020. During normal working hours prescriptions will be ready for collection from reception (by you or your chosen pharmacy) after 1pm on the 2nd working day, when you request them before 4pm. Any request placed after 4pm will be available after 1pm on the 3rd working day. If you would like a chemist to collect a prescription on your behalf, please contact reception.

Item
Atorvastatin 20mg tablets
Omeprazole 20mg gastro-resistant capsules

Print Confirmation

Return to Medication

- Click **Home** if you're happy with the prescription request



- Select **View alternate patient/practice** and select the next person who you wish to order medication for or securely log out of the system if you have finished



Account

[View Alternate Patient/Practice](#)
[Messages](#)

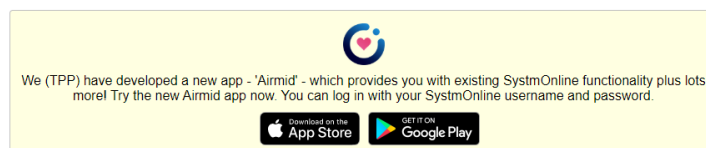
2. Making a Custom Request:

Sometimes medication will need to be ordered using a custom request rather than from the repeat medication list, for example where:

- An item has not yet been added to the repeat list,
- An item already on the repeat list has not yet been altered to reflect changes,
- This is the method indicated on the [Check list and process information](#) form

The staff members nominated to order the medication for the resident will need their individual staff username and password to access the online ordering service via the online portal at: <https://systmonline.tpp-uk.com> or via the surgery website.

- Log in using individual staff username and password



Login

If you already have a username and password, enter them here.
If you do not have a username and password, contact your practice to register for SystmOnline.

Username
Password

- Once logged in staff will see a list of all the residents they can order medication for
- Select the person whose medication you need to order
- If the care home has residents registered at different GP practices the person will appear under the GP practice they are registered with



Choose Patient
You can access online services on behalf of the following patients. Select the patient whose account you want to access.



- Under the 'medication' section – Click the **Request Medication** link



Coronavirus guidance – if you have returned from China in the past 14 days or have been in contact with somebody who has already had a confirmed case of Coronavirus, and you have a cough, fever or shortness of breath please do not book an appointment online, but instead immediately:

- Stay indoors and avoid contact with other people as you would with the flu
- Call NHS111 to inform them of your recent travel to the country

Coronavirus (COVID-19)

[Get information about coronavirus on NHS.UK](#)

Do not book a GP appointment if you think you might have coronavirus.
Stay at home and avoid close contact with other people.

[Use the 111 coronavirus service to see if you need medical help](#)

Note: Grey links represent features which have been disabled by [redacted]

Appointments

Book Appointment
Future Appointments
Past Appointments

Medication

Request Medication
~~Outstanding Prescription Requests~~
Change Pharmacy

- Select **Make custom request** towards the bottom of the page

<p>Last requested 31 Jul 20, status Cancelled</p> <p>Paracetamol 500mg tablets</p> <p>200 tablet - take ONE or TWO FOUR times/day</p> <p>Last Issued: 05 Feb 2020</p> <p>This item needs to be reviewed by the responsible clinician before it can be requested again. Please contact the clinician to arrange this review. The responsible clinician may be your GP or in some cases your nurse.</p> <p>Last requested 01 Aug 19, status Cancelled</p>
--

☒ Make custom request

Medication request notes

You can use this field to create a custom medication request using free text.

Notes entered into this field may be visible to all staff at the practice

Request Medication

Back

- Use the free type space to write your request. When providing this information, you should bear in mind that it may be visible to all practice staff. Please provide as much information as possible – e.g. Interim prescription for 3x Senna tablets, dropped
- Click Request Medication

<p>Paracetamol 500mg tablets</p> <p>200 tablet - take ONE or TWO FOUR times/day</p> <p>Last Issued: 05 Feb 2020</p> <p>This item needs to be reviewed by the responsible clinician before it can be requested again. Please contact the clinician to arrange this review. The responsible clinician may be your GP or in some cases your nurse.</p> <p>Last requested 01 Aug 19, status Cancelled</p>
--

☒ Make custom request

Medication request notes

You can use this field to create a custom medication request using free text.

Please provide as much information as possible - e.g. Interim prescription for

Notes entered into this field may be visible to all staff at the practice

Request Medication

Back

- The Medication Order Summary is displayed, stating a request has been sent to the practice to prescribe the following items on XX-XX-XXX
- Click **Print Confirmation** and either save as PDF file in a secure folder on the care home computer system or print out confirmation of this request

Medication Order Summary

A request was sent to the practice to prescribe the following items on 31 Jul 2020 16:19

This prescription will be available to collect from 05 Aug 2020

*** PLEASE NOTE THAT DUE TO COVID-19 PRESSURES IT MAY TAKE UP TO 4 WORKING DAYS BEFORE YOUR PRESCRIPTION IS READY AT YOUR NOMINATED PHARMACY *** In addition we are closed on Monday 25th May bank holiday. Please ensure that you allow an extra working day for all requests from Thursday 21st May 2020. During normal working hours prescriptions will be ready for collection from reception (by you or your chosen pharmacy) after 1pm on the 2nd working day, when you request them before 4pm. Any request placed after 4pm will be available after 1pm on the 3rd working day. If you would like a chemist to collect a prescription on your behalf, please contact reception.

Medication request notes

Please provide as much information as possible - e.g. Interim prescription for 3x Senna tablets, dropped

[Print Confirmation](#)

[Return to Medication](#)

- Click **Home** if you're happy with the prescription request



- Select **View alternate patient/practice** and select the next person who you wish to order medication for or securely log out of the system if you have finished



Account

[View Alternate Patient/Practice](#)
[Messages](#)

3. Cancelling a Medication Request:

- To cancel a medication request log into SystmOnline: Patient Online Service as shown above using individual staff username and password
- Once logged in staff will see a list of all the residents they can order medication for
- Select the person whose medication order you need to cancel

- If the care home has residents registered at different GP practices the person will appear under the GP practice they are registered with
- Under the 'medication' section – Click the **Outstanding Prescription Requests** link

Appointments

Medication

Records

Account

Coronavirus guidance – If you have returned from China in the past 14 days or have been in contact with somebody who has already had a confirmed case of Coronavirus, and you have a cough, fever or shortness of breath please do not book an appointment online, but instead immediately:

- Stay indoors and avoid contact with other people as you would with the flu
- Call NHS111 to inform them of your recent travel to the country

Coronavirus (COVID-19)

[Get information about coronavirus on NHS UK](#)

Do not book a GP appointment if you think you might have coronavirus. Stay at home and avoid close contact with other people.

[Use the 111 coronavirus service to see if you need medical help](#)

Note: Grey links represent features which have been disabled by [REDACTED]

Appointments

Book Appointment

Future Appointments

Past Appointments

Medication

Request Medication

Outstanding Prescription Requests

Change Pharmacy

- Any outstanding prescription requests not yet been accepted or rejected by the GP practice will be shown.
- You can cancel requests from this screen by clicking on the **Amend** button next to the medication

Outstanding Prescription Requests

This page displays outstanding prescription requests which have been made online.

Prescription requests that have not yet been accepted or rejected by the practice are shown below. You can amend notes and cancel requests from this screen by clicking on the Amend button next to the medication.

Date	Drug Requested	Notes	Actions
06 Aug 2020	Atorvastatin 20mg tablets 28 tablet - take one daily		Amend

Back

- Tick the box on the right hand side for the items you wish to cancel. You can enter a reason in the box provided for amending the prescription request.
- If no prescription requests are displayed this means the GP practice have actioned the request and you will need to contact the pharmacy to cancel the prescription
- **Check** the following amendments you are about to make are correct

Amend Prescription Request

Date	Drug Requested	Notes	Cancel
06 Aug 2020	Atorvastatin 20mg tablets 28 tablet - take one daily	Can enter reason for amending prescription request	<input checked="" type="checkbox"/>

Submit

Back

- Click **Submit**
- Click **Back** once completed

Amend Prescription Request

The prescription request was successfully amended

Back

- Select **View alternate patient/practice** and select the next person who you wish to order medication for or securely log out of the system if you have finished

4. Checking the Order

- Two working days after placing the order, using your individual staff username and password log in to SystmOnline and check each person's account to see what requests have been accepted
- Keep a record that this check has been carried out as part of the medication ordering audit trail, for example, sign and date the order confirmation
- To determine the status of the medication request, under the 'medication' section – Click the **Request Medication** link
- Information provided under each medication is:
 - Name, strength and form
 - Supply amount and directions
 - Last issued information
 - Message regarding that medication
 - Last request date
 - Status – this provides information on if the prescription request has been actioned or not. Please see below for status messages, what they mean and who you need to contact if a change is required
- Status Undetermined: the prescription request has not yet been actioned by the surgery. You can amend/cancel this prescription from the Outstanding Prescription

Requests if needed. Please allow 24-48 hours for a prescription request to be actioned

Regular Medication

Drug
Atorvastatin 20mg tablets 28 tablet - take one daily Last Issued: Never Cannot order medication until the current request has been processed Last requested 06 Aug 20, status Undetermined

- Status Issued: the prescription request has been actioned by the surgery. If you no longer require this item you would need to contact the pharmacy to cancel

<input type="checkbox"/>	Levothyroxine sodium 100microgram tablets 28 tablet - take one each morning (total dose is 125mcg a day) Last Issued: 19 Jun 2020 Last requested 19 Jun 20, status Issued
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- Status Cancelled: the prescription request has been cancelled by a member of staff at the care home

<input type="checkbox"/>	Omeprazole 20mg gastro-resistant capsules 56 capsule - take one twice daily Last Issued: 09 Jan 2020 Last requested 31 Jul 20, status Cancelled
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- Status Refused: the prescription request has been refused by the surgery. Please refer back to the checklist for managing requests that have not been accepted by the GP practice and record any actions taken in the person's records

<input type="checkbox"/>	Medroxyprogesterone 150mg/1ml suspension for injection pre-filled syringes 1 pre-filled disposable injection - use As directed Last Issued: 09 Jan 2020 Last requested 18 Dec 19, status Refused
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- Message: *This item needs to be reviewed by the responsible clinician before it can be requested again. Please contact the clinician to arrange this review. The responsible clinician may be your GP or in some cases your nurse –*
- You can still request this medication by placing an order via the **Make Custom Request** box (please see instructions on how to do this above). Please add a note for the item to be reviewed by the responsible clinician

<input type="checkbox"/>	Citalopram 10mg tablets 28 tablet - use as directed Last Issued: 31 Mar 2020 This item needs to be reviewed by the responsible clinician before it can be requested again. Please contact the clinician to arrange this review. The responsible clinician may be your GP or in some cases your nurse. Last requested 18 Dec 19, status Issued
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There is no requirement to check the paper prescriptions/dispensing tokens before the medication is dispensed where the process of checking the prescription status on SystmOne is in place. The prescriptions can be sent directly to the pharmacy by Electronic Prescription Service (EPS) where this is available from the surgery.