Guidance on how GP practices will receive information following pharmacy Consultations

Following initial information from NHSE that **new functionality to provide practices with structured information** about pharmacy consultations for blood pressure checks, contraception and Pharmacy First (minor illness and clinical pathways) will be rolled out from 1 April in a phased approach, further details about this are now available.

Please note structured messages will not be sent for emergency medicines but in some systems there may be a message to alert to a document in "acquired documents", which most surgeries have admin staff processing regularly.

The new functionality will be structured messages directly into patient record which will reduce burden and improve patient safety by minimising the number of times information is inputted and showing relevant information more quickly in the Summary Care Record.

The **Service specifications** include details of the data that pharmacists will record and transfer. Community Pharmacy will not be able to pick the codes – this has been structured nationally. At this time we have not received information on specific Snomed codes but this article will be updated when this is received.

These structured messages are not for urgent action messages which should be communicated in ways agreed locally.

Some patients may not consent to the information being shared with the GP practice for example for oral contraception and in this case the message will not be sent.

At present all GP systems are ready to receive these messages but only one pharmacy system, (Cegedim health care solutions) is live at this time – week commencing 8 April 2024. Practices will see a gradual increase in structured messages as pharmacy systems go live. Those Community Pharmacies with suppliers who are not "live" should continue to send information by NHS mail.

Is the data auto-filed into the GP record?

Auto-filing means the data in the message will automatically enter into the patient record. All users have choices around enabling auto-filing.

A workflow task is created in both EMIS and TPP systems for every message received by the practice. This is to give the user at the practice visibility of the incoming message.

EMIS
The default setting is to hold messages in a "provisional" state other than medication 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.

TPP
The default setting is to auto-file Update Record messages. Users do have the option to choose to manually file the messages. If selected it will require a user to view and accept the message before data is added to the patient record.
You can also watch this video from TPP **Pharmacy First – TPP (tpp-uk.com)**

What actions do GP practices need to take:

- **Familiarise themselves with the new functionality.** Information about this is now on GP system news updates by the system supplier.
- **Set up preferred process of managing the messages e.g., auto-file or manual file.** Auto-file has the advantage of being instantly available in the summary care record whilst manual file will enable checking of coding but until filed will only be visible in the tasks section of the patient record.

  There is also the short term option to disable these messages if a GP practice in the short term would like to delay receiving these structured messages. This has been put in place as a temporary exception due to timings with year end and/or Easter holidays. Should a GP practice choose to temporarily disable Update Record, they will receive a message from their system supplier advising them of the exact date when the functionality will automatically be switched on. If this function is disabled, please let your local Community pharmacies know. The Community Pharmacy should receive a failed message and then resend by NHS mail.
- **Review/accept messages as soon as possible** so all details are filed to patient record – any member of practice team can do this based on practice working preferences.
- **Continue to check NHS mail for post event messages** whilst the other Pharmacy suppliers become "live". Once all the pharmacy suppliers are "live" this information will be updated.
- **Look for documents for emergency supply of medicine in the acquired documents section.** Although there are no structured messages for this there may be message to alert to a document in "acquired documents", which most surgeries have admin staff processing regularly
- **Any technical issues should be reported to NHIS in the usual way**

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