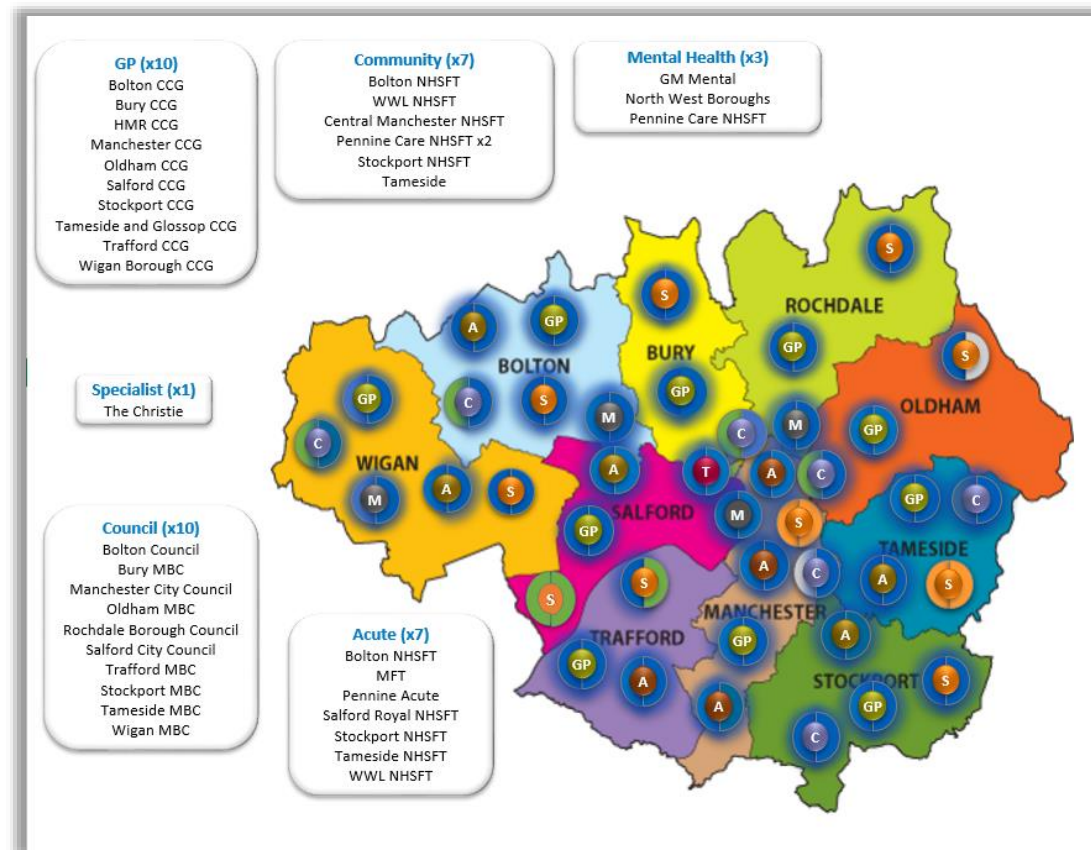
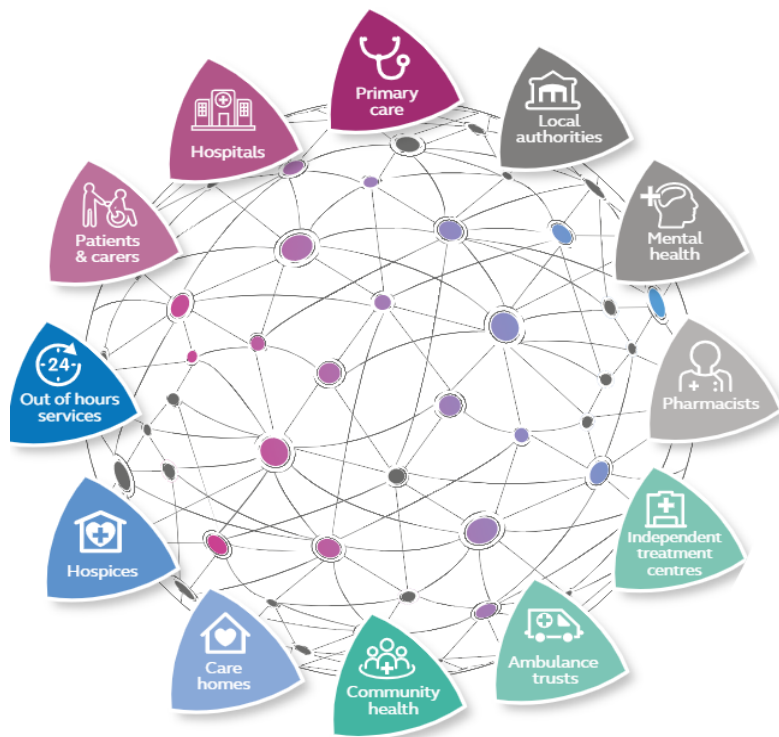




Bolton Community Pharmacy

Optimising Care Pathway with Shared Care Record

What is the Greater Manchester Care Record?



KEY

- GP General Practice
- A Acute
- S Social care
- M Mental Health
- C Community
- T Specialist (Tertiary)

PROVIDER	CONSUMER
	Fully Live
	Part Live
	In Progress
	Scheduled
	On Hold

GMCR securely collects and combines health and wellbeing data from multitude of systems used across care communities.



medications



medical history



test results



allergies

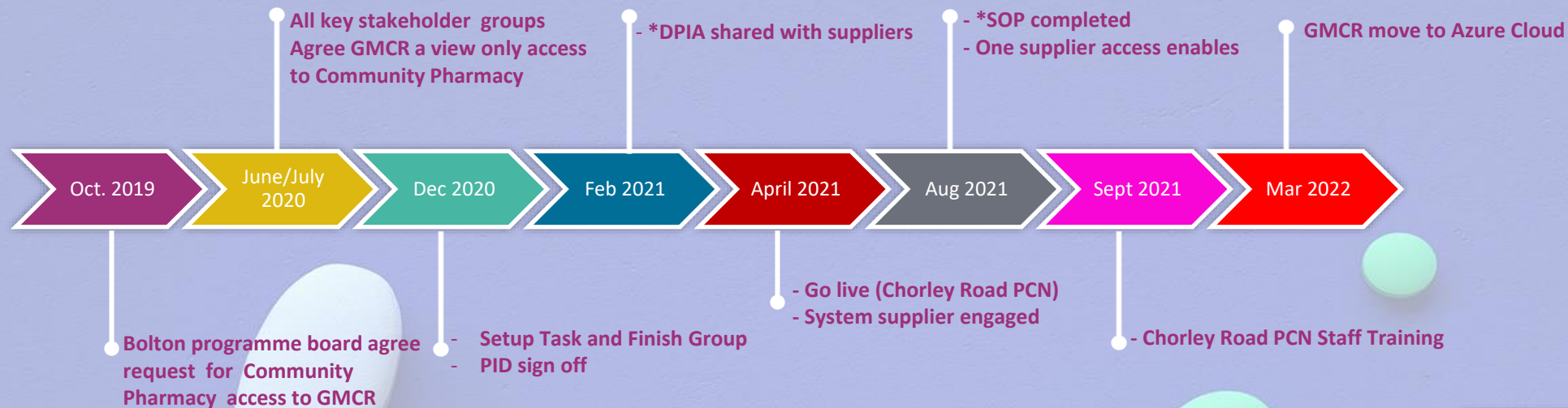


care plans



social care support

Timeline



GMCR Azure Cloud Solution enabled quicker access to GMCR via URL link. In the period April – July 2022, 4x Community Pharmacy system suppliers were enabled to access GMCR and training was delivered to staff in May 2022.

Key Stakeholder Groups

- Programme Board
- Professional Reference Group
- Local Pharmaceutical Committee
- Information Governance Group

Key *
 SOP – Standard operating procedure
 DPIA – Data protection impact assessment
 GMCR – Greater Manchester Care Record
 PID – Project initiation document

Navigation Tile

Navigation Tiles

Care Plans	MDT	GP Info	Results	Activity	Mental Health	Social Care	Community Care	Cancer Care	Clinical Letters
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Summary Tiles

Branding and information tiles	
GP Covid Status	GP Advance Care Planning
End of Life (EPaCCS)	
GP Advance Care Planning (real-time)	
ICSP Summary	
MDT Record	
Record Content & Demographics	
Allergies Summary	
GP Real-time Information	
GP Medications	
GP Problems	
GP Results	
GP Lifestyle	
GP Frailty Status	
GP Vitals and Measurements	
Hospital Activity (outpatients, inpatients and emergency attendances)	
Clinical Correspondence	
Acute Pathology Results	
Radiology	
Cancer Care	
Mental Health	
Community Care	
Additional GP Information	
Social Care	

Frequently used navigation tiles

- Additional GP information
- GP medication
- Integrated care support plan summary
- Result summary

Usage and Feedback

June – November 2022

6

Unique users

37

Navigation tiles

227

Navigation tile views

*“We’ve been using the GM Care Record at our pharmacy for several months and have found it useful when we have **medicines related queries**. In the past we would have contacted the GP Practice which often means we have a lengthy wait for an answer, but now we can often **find the answer we need very quickly** in the GM Care Record.”*

*“It also helps with the delivery of services such as the **Community Pharmacist Consultation Service**, as we can quickly see prescribed medicines. With referrals from NHS111 for **urgent medicine supplies** it quickly shows all previously ordered medicines, you can see **behaviour patterns** such as patients not ordering frequently enough, which prompts a conversation about compliance. It may also add value with the **Hypertension Case Finding Service** and the **Flu Service** as we can see recent blood pressure measurements and vaccination status.”*

Access to shared care record enables community pharmacies to provide comprehensive and coordinated care to patients. The following are some examples of how the care pathways are being optimised.

New Medicines Service

- Access to full medication history.
- Provides detail of previous adherence or clinical issues.
- Provides information as to why a medication was stopped or started.

Consultation Service (CPCS)

- Supports professional decisions regarding emergency supply options.
- Supports decisions regarding advice for minor illness.
- Reduces need to refer to urgent / GP care.

Vaccination Service

- Confirms vaccination status and eligibility for the service.
- Access to information about previous intolerance or allergy to vaccinations.

Smoking Cessation

- Confirm medication and check suitability of supply of varenicline via patient group directives.
- History information to support patient counselling.

Contraception

- Confirm medication and check suitability of supply for emergency contraception.
- Safeguarding concerns.
- Recent BMI/BP.
- Regular contraception use.

Inhaler Service

- Check medication at first appointment and that actions (such as suggested medication changes) have been completed by the GP before follow-up.
- Assess use of reliever inhalers (prescribing). Step-up / Step-down - previous attempts. Issuing of rescue packs by GP for COPD.

Access to shared care record enables community pharmacies to provide comprehensive and coordinated care to patients. The following are some examples of how the care pathways are being optimised.

Discharge Medicines Service

- Access to full medical history.
- Hospital and other letters.
- Pathology, history and follow up.
- Improved communication.

On The Counter Sales

- Interactions and contraindications.
- Misuse history.
- Allergies.

Minor Ailments Service

- Access to full medical history.
- Red Flags

Care Homes

- Improved safety.
- Greater efficiency in communication e.g. why medication have changed.

Core Services e.g. Dispensing

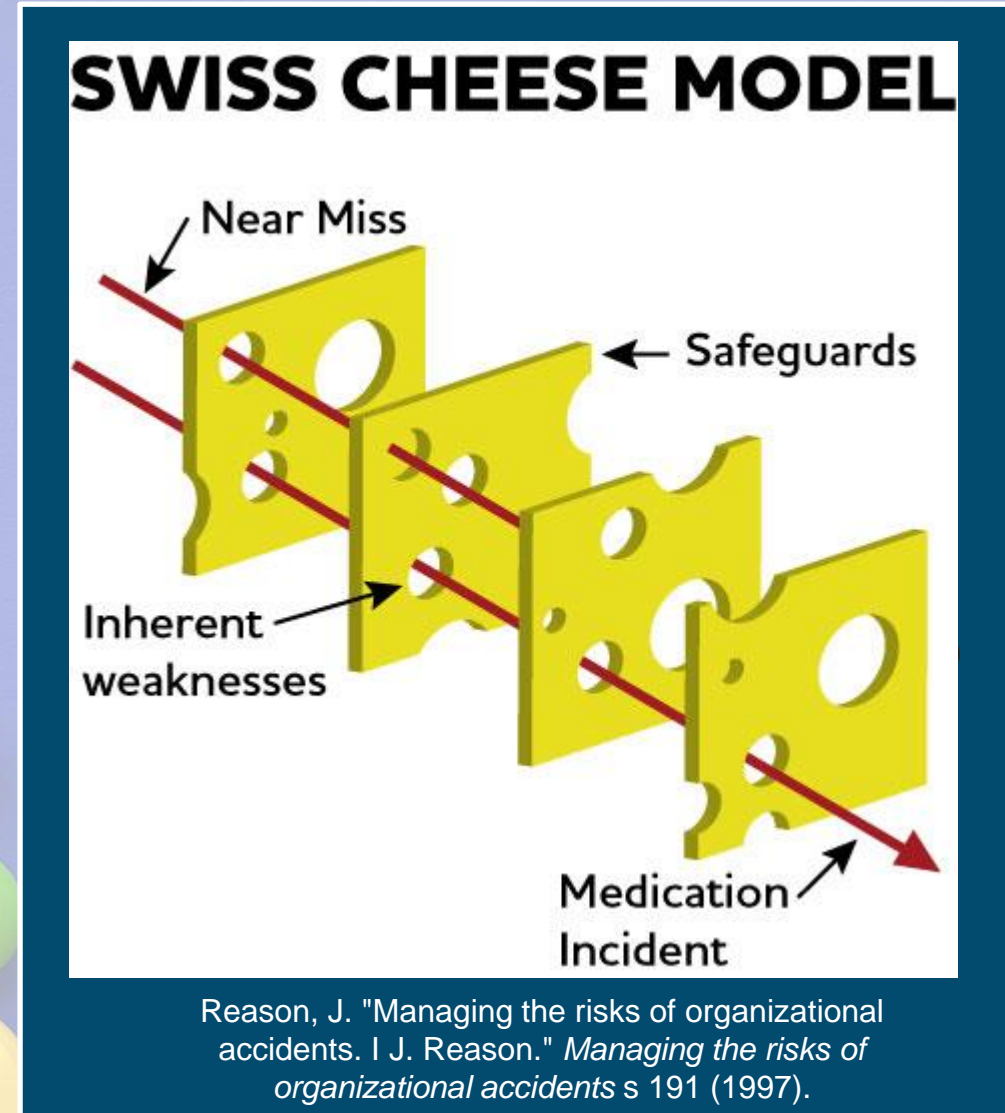
- Improved safety in dispensing and supply e.g. contraindications, clinical checks.

Hypertension Service

- Previous history of treatment, targets.
- Lifestyle measures.
- Complications e.g., renal damage.
- Supports diagnosis and follow up.

Learning

- The Swiss Cheese Model
- Health system engagement
- Supplier engagement
- Project governance structure



The following are some key factors identified for evaluating the impact of access to shared care record on community pharmacy care pathway. This is not a comprehensive list.

Patient Outcomes

- Medication adherence
- Improvement in health status
- Reduction in adverse events
- Patient satisfaction/ Less frustration

Quality of Care

- Medication reviews and quality
- Medication counselling
- Immunisation service safety
- Empowers Community Pharmacy

Process Efficiency

- Patient flow
- Reduced queries
- Prescription processing
- Reduced need for referral to GPs/Others

Coordination of care

- Communication with GP and Trusts
- Same records for all
- Improved communication across interfaces

- Funding for GM wide roll out has been obtained and a project in place to roll out
- Single Sign On (SSO) to be built into pharmacy patient medical record systems
- Roll out to approximately 700 pharmacies covering 67 PCNs and approximately 3.2m patients
- Explore future development opportunities:
 - Read-write functionality
 - Free text addition to record
 - Medication safety tool integration e.g. SMASH (safety medication dashboard)

Thank you