

Prescribing Tip No: 351
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Prescribing Tip for information

Proxy Ordering in Care Homes

Since 2005, patients have been able to use online services for booking appointments, ordering repeat prescriptions, and viewing information their GP practice holds about them in their patient medical record (PMR). This has helped to enhance the quality of care and to increase choice and convenience for patients.

Ordering repeat prescriptions this way is now well established in many GP practices.



In the care home setting, nominated staff already order medications on behalf of their residents, but they **do not** have access to their PMR record.

During the COVID-19 pandemic, many healthcare services shifted to online provision to reduce social contact.

Proxy access for care staff to a resident's online account is a simple option for reducing social contact and enabling them to:

- be set up by the GP practice with an individual account to access the patient/resident record/s in the associated GP system via an online website
- select which medication needs re-ordering
- request that medication
- be able to add a note to the clinician: for example, if a medication is not available for ordering they can put this in the note that it is due

Ordering via online access generates an audit trail of what has been ordered, by whom and when, it also tracks when the requests have been processed for authorisation, and finally dispensed.

The proxy feature has gone through rigorous analysis to ensure there are no data privacy risks.

Other UK localities who have already implemented Proxy Access report that it has resulted in better communication between GP Practices and care homes, it has also reduced medication waste, lessened medication queries by approximately 50% and improved medication delivery times, as the care homes no longer have to chase prescriptions from the GP surgery or pharmacy.

In addition, care home staff have contributed to the tidying up of PMR records by highlighting any discrepancies in quantities to the GP, meaning the information recorded is more accurate, and therefore, increasing patient safety and reducing the risk of errors and safeguarding issues.

On average, care home and GP staff currently spend 3 days each month ordering medications for residents / patients. Implementing online Proxy Access, significantly reduces this time, and allows staff to care for residents and clinicians to concentrate on other areas of patient care.

To support the implementation of Proxy Access across our CCG localities, the ICS have developed a range of resources which are located on the Lancashire & South Cumbria Medicines Management Group (LSCMMG) website- <https://www.lancsmmg.nhs.uk/lancashire-and-south-cumbria-resources/proxy-ordering-of-medication-in-care-homes/>

To increase the uptake of Proxy Access, the ICS has secured funding to support the rollout across all the CCG localities. We are now able to offer a 'one off' payment of £150.00 to each GP practice and care home for implementing Proxy Access.

If you would like to know more about setting up Proxy Access, please contact a member of the CCG Medicines Optimisation Team.

To contact the Medicines Optimisation Team please phone 01772 214302

If you have any suggestions for future topics to cover in our prescribing tips, please contact Nicola.schaffel@nhs.net