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| Using the Greater Manchester Care Record – ****Community Pharmacists**** FAQs |
| Q: How do I log onto GMCR? |
| A: In your Pharmacy system Via Chrome or Edge type into the URL bar [www.idcr.manchester.nhs.uk](http://www.idcr.manchester.nhs.uk) then type in your user name and password. |
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| Q: How do I get my user name and password? |
| A: The user will be required to complete a user access form. This will be signed by your organisations authorising officer or senior delegated officer. This should then be submitted to Louise Gatley LPC representative to confirm that you are registered pharmacy professional [louise@boltonlpc.org.uk](mailto:louise@boltonlpc.org.uk) . An account will be requested for you from NHS GM Digital IT Services. Once an account has been created you will be sent your access details by email from [idcr.support@nhs.net](mailto:idcr.support@nhs.net) |
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| Q: When should I access the GMCR? |
| A: Access the GMCR if you think this will support Clinical judgment. |
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| Q: What are the legalities around sharing information? |
| A: Health and social care organisations have a duty to share personal data under s251B of the Health and Social Care Act 2012, where it is:  (a) likely to facilitate the provision to the individual of health services or social care in England, and  (b) in the individual’s best interests.  Every patient should feel confident that information about their health is securely safeguarded and shared appropriately when that is in their interest.  Health and social care professionals should have the confidence to share information in the best interests of their patients. |
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| Q: Do all professionals who have access to the GMCR have a legitimate reason to view it? |
| A: All members of staff working in the NHS and other healthcare organisations have a legal duty to keep information about you strictly confidential (unless in extreme circumstances where your safety or that of others is compromised).  The NHS has a code of confidentiality which all staff must adhere to.  Also we keep your electronic records securely to prevent unauthorised access in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).  There is a GM wide Data Privacy Impact Assessment [DPIA] signed by all our data controllers and it has been agreed that pharmacists and technicians can access to view by GM IGG. |
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| Q: Can a copy of the DPIA and data sharing agreement be shared please? Is there a requirement for each pharmacy organisation to sign up to this before they go live? |
| A: Copies of the DPIA and data sharing agreement can be shared. There is no requirement to sign this, as this is for data controllers only to sign. |
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| Q: What does the whitelisting process involve so pharmacists can access the GMCR? |
| A: The pharmacy supplier will be required to whitelist the URL <https://idcr.manchester.nhs.uk> and provide the project team with their external facing IP addresses so that Graphnet can whitelist them. |
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| Q: Is there an audit trail in the background to support with identifying misuse of the system? |
| A: The access to the GMCR systems is managed by a robust “users access authentication” mechanisms to ensure that all instances of access to any Personal Data under the GMCR in Bolton are auditable against an individual accessing any patient record.  It is a criminal offence to access a patient record without a legitimate reason. Patients are entitled to have their privacy protected and those who work with sensitive personal data need to know that they can’t just access it or share it with others when they feel like it. The law is clear and the consequences of breaking it can be severe. |
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| Q: What does the training involve? |
| A: Overview training will be provided virtually to staff. A video of training is also available. To support the user, User guides, process maps and FAQs are supplied. |
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| Q: Are there any SOP templates available. We have been asked by our insurers that a SOP and robust documentation in the pharmacy is a must. |
| A: The project team have provided a template SOP which you can amend or use your own. This must be reviewed by Pharmacy Superintendent. |
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| Q: Have any pharmacies gone live yet and how are the initial experiences? |
| A: A number of Pharmacies are live using the GMCR. Please see the case studies below for how they have found it useful. |
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| Q: What are the benefits of using the GMCR for pharmacists? |
| A: Please see the benefits paper. |
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| Q. My service specification or SOP states that I need to check SCR, but I have access to the GMCR and my GMCR has the same info and more. Can I use GMCR instead of SCR? |
| A: Yes. Many specifications and SOPs will reference SCR given that GMCRs are a new development and given that many areas do not yet enable GMCR access by the community pharmacy professionals.  Over time, specifications and SOPs are anticipated to be updated to specify that a relevant record (e.g. SCR/GMCR) will be able to be used. See also: the FAQ immediately above. |
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| Q. Would accessing a patient’s GMCR provide an alternative to accessing their SCR? |
| A: If you have access to GMCRs within your area, then use of the GMCR may provide an alternative to use of SCR for some situations.  There is a requirement in the terms of service for NHS pharmacists who use SCR to use it, if they consider, in their clinical judgment, that it is in the best interests of the patient to do so. However, many contractors will opt to use GMCR as an alternative and may therefore determine they will not need to also access the SCR, depending on the scenario. |
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| Q: Who will have access to the GMCR within the pharmacy? |
| A: Any registered pharmacy professional within your pharmacy. |
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| Q: Will locums have access? |
| A: Yes. Your regular locums can complete the locum user access form and be signed off at your branch. They will need to complete the relevant training. They will also require an NHS email address. |
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| Q: Is the GMCR read only? |
| A: Yes, it is. |
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| Q: Are blood results included? |
| A: Yes, GP blood results can be seen from across GM. In addition, most hospital blood results are on the GMCR except Bolton who are in the testing phase for adding this information. |
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| Q: What ‘letters’ are shown on the GMCR? |
| A: There are clinical letters from the GP system. |
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| Q: Can I access the GMCR presentation? |
| A: The training link can be provided as part of your training. |
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| Q: Can I see hospital medications? |
| A: These are not currently available on the GMCR. You will find some detail in the hospital correspondence in the ‘Clin Letters’ tab. |

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| **For further information please contact:** | |
| Louise Gatley MRPharmS - Chief Officer Bolton Local Pharmaceutical Committee | [Louise@boltonlpc.org.uk](mailto:Louise@boltonlpc.org.uk) |
| Barbara Smith – IT Business Systems Manager [Bolton Foundation Trust] | [barbara.smith@boltonft.nhs.uk](mailto:barbara.smith@boltonft.nhs.uk) |