

Date: 16/04/2024
Your Ref:
Our Ref: 8573

Enquiries to : Richard Mutch
Extension: 35687
Direct Line: 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

FREEDOM OF INFORMATION – COMMUNITY PHARMACISTS

I write in response to your request for information in relation to community pharmacists within NHS Lothian

Question:

1. Do community pharmacists in your Board area have any access to view digital clinical systems?:
 - a. No
 - b. Yes

Answer:

Yes.

Question:

2. If yes, which systems can community pharmacists view? E.g. Emergency Care Summary; Key Information Summary; clinical portal; SCISTORE; laboratory results; imaging results; Care partner; Morse; Badgernet; EMIS/Vision; HePMA; Trakcare
 - a. Are there any restrictions to the access e.g. partial access to the system? Please expand.
 - b. How many community pharmacist users have view only access?

Answer:

Emergency Care Summary

- a. On ECS, Pharmacists and Pharmacy Technicians only see any acute meds dispensed in the last month, and regular repeat meds.
- b. The Community Pharmacy Development team has processed 390 new access requests for Pharmacists and Pharmacy Technicians since start of 2020. Pharmacists and Pharmacy Technicians are given view only access.

Question:

3. Do community pharmacists in your Board area have any access to write to digital clinical systems?:
 - a. No
 - b. Yes

Answer:

No.

Question:

4. If yes, which systems can community pharmacists write within? E.g. Emergency Care Summary; Key Information Summary; clinical portal; SCISTORE; laboratory results; imaging results; Care partner; Morse; Badgernet; EMIS/Vision; HePMA; Trakcare
- Are there any restrictions to the access e.g. partial access to write in certain fields? Please expand.
 - How many community pharmacist users have write access?

Answer:

Not applicable.

Question:

5. If no to Q1, are there any current workstreams with community pharmacist access to digital clinical systems as a desired output in progress within your Health Board?
- No
 - Yes. Please expand.

Answer:

Yes. We are at the early stages of awaiting cost estimates from the Digital team to see if a trial of Clinical Viewer in a small number of pharmacies (which have Independent Prescribers onsite) might be viable.

Question:

6. If community pharmacists have access to digital clinical systems in your Health Board, how many of these have accessed any system(s) in the most recent 4 month period?
- What proportion of these episodes of access occurred during the out of hours period i.e. after 5pm Monday to Friday and weekends?

Answer:

Nov 2023 – 43 users accessed ECS a total of 686 times; Dec 2023 – 50 users accessed 791 times; Jan 2024 – 40 users accessed 634 times; Feb 2024 – 49 users accessed 551 times. Note, it's usually the same people accessing every month.

- Nov 2023 – 22%; Dec 2023 – 37%; Jan 2024 – 28%; Feb – 25%

Question:

7. How many accounts have been opened for community pharmacists and then deactivated due to non-use in the most recent 4 year period?

Answer:

The Community Pharmacy Development Team has processed 390 new access requests for Pharmacists and Pharmacy Technicians since start of 2020. We do not have visibility of accounts which have subsequently fallen inactive.

Question:

8. If community pharmacists have access to digital clinical systems in your Health Board, what proportion of these are pharmacist prescribers?

Answer:

Info not available since we don't ask users when they apply if they are IPs. Also, some Pharmacists will probably have become IPs since they were granted ECS access a while ago – again we have no information on this.

Question:

9. How many community pharmacies in your Health Board area are registered as a provider of the Pharmacy First Plus Service?
a. What proportion of these have access accounts for any digital clinical systems in your Health Board area?

Answer:

From our latest Community IP prescribing report in January 2024 we had 29 IPs actively prescribing out of 27 pharmacy sites. However, this picture is always changing due to the pipeline of new IPs about to qualify, or qualified and awaiting prescription pads, or have prescription pads but not started prescribing yet.

a. The Community Pharmacy Development Team has processed ECS access requests from the majority of the 29 active prescribers so the majority do have access.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing, Midwifery and AHPs
Cc: Chief Executive