

WHAT'S NEW IN PCR VERSION 12

May, 2017

Overview

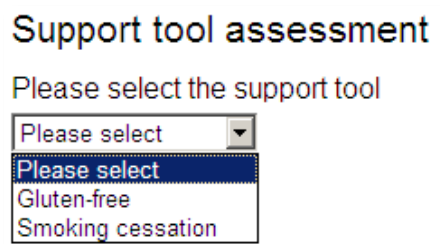
In PCR version 12, there are major changes to the existing Gluten-free support tool assessment and a new SBAR (pharmacy communication) feature has been added. These changes are supported by new or revised reports and home screen totals.

There are two minor changes to the smoking cessation initial data capture screen. A pregnancy status warning message has been added and new guidance text has been added to the "Shared care between pharmacy and non-pharmacy services" option.

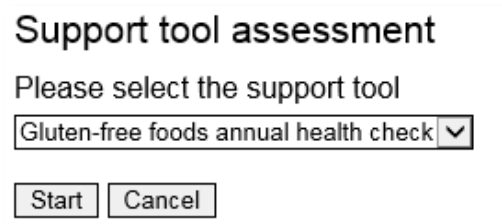
Gluten-free foods annual health check

The "Gluten-free support tool assessment" has been renamed to "Gluten-free foods annual health check". The new name is represented on the support tool selection page (below) and throughout the question pages, summary page, and corresponding report names.

Up to version 11:



Version 12:



Summary of changes:

- Revised question text for some questions
- Two new questions
- Revised guidance text
- Function to select "Outcomes" on each question page
- Set the next health check date as part of the completion process (and via the patient profile)
- Record additional information in the patient profile
 - Additional reasons why a patient would not have an annual health check completed in pharmacy
 - Patient accepted onto scheme indicator
 - Date patient accepted onto scheme
- Revised reports and pharmacy home totals
- Redundant reports and pharmacy home totals removed

New questions

Adverse Effects section – "If yes, has the patient discussed these symptoms with their GP or dietitian?"

Monitoring section - "Have the patient's folic acid/iron/calcium/Vitamin D supplements been reviewed in the last 12 months?"

Reworded questions

Interactions and Precautions (first question)

- From: "Is the patient prescribed folic acid, iron or calcium and vitamin D supplements"
- To: "Is the patient being prescribed folic acid, iron or calcium/ Vitamin D supplementation?"


Interactions and Precautions (second question):

- From: "Is the patient aware of how to take these medicines properly, if indicated?" (options are Yes or No)
- To: "If yes, is the patient aware of how to take these medicines, properly, if indicated?" (Options are Yes, No or Not applicable)

Adverse Effects (Second question):

- From: "Does the patient have any symptoms that may suggest they are consuming foods that contain gluten?"
- To: "Does the patient have any new/on-going/recurring symptoms of coeliac disease?"

The example screen (below) for "Adverse effects" shows question revisions, new outcomes and revised guidance.

Pharmacy: 1234 - Pharmacy	Pharmacy Care Record	
User: Testuser - Jane Smith		
Last login: Mon, Apr 24, 2017 13:16		

Home Search Protocols Reports Change password Manage profile Yellow card Help Logout

FISHER, Henry (Mr)	Born 01-Jan-1988 (29y) Gender Male CHI No. 0101884052
Preferred name PH:1234 PCD:T GFD:DCH GFA:O	Patient Details Last Modified On 16-May-2016 By AppSupport
Address 82 Drury Street, ER5 8LP	Phone and email 0356384578

[Gluten-free foods annual health check](#) > [Concordance](#) > [Interactions and precautions](#) > **Adverse effects** > [Monitoring](#) > [Review](#)

Gluten-free foods annual health check

Adverse effects

Is the patient aware of the common symptoms that are caused by not following a gluten-free diet? Yes No

Does the patient have any new/ongoing/recurring symptoms that may suggest that they are consuming foods that contain gluten? Yes No

If yes, has the patient discussed these symptoms with their GP or dietitian? Yes No N/A

Is the patient aware that adverse effects should be reported? Yes No

Outcomes

Advice given to patient on what common symptoms are

Patient has symptoms and has been referred to GP

Patient informed that adverse reactions should be reported to their pharmacist / GP / Dietitian

Patients who do not adhere strictly to their diet may experience symptoms such as a decreased appetite, weight loss, pain, diarrhoea, anaemia, mouth ulcers, abdominal bloating, lethargy, and nausea.

[Note: - blood in stools is a rare symptom of non-adherence. Consideration should be given to other possible causes e.g. local causes at perianal area, constipation, inflammatory bowel disease (IBD) or cancer. Where necessary, refer the patient to their GP. If patient is over 50 years old ask if they have submitted a bowel cancer screening test.]

Actions:

- Ask patient if they have had any symptoms.
- Keep a record of any problems that the patient describes.
- Refer them to their GP if symptoms appear severe.
- Record any care issues in the patient's care plan and agree desired outcomes and actions.
- Signpost to information sources on symptoms e.g. NHS Inform website, Coeliac UK leaflet, Coeliac UK website or local group. (www.nhsinform.co.uk / www.coeliac.org.uk)
- Check patient is aware of that new, ongoing or recurring symptoms should be reported.
- Discuss sharing any ADRs with the pharmacist, GP or dietitian.

Outcomes

Outcomes can be optionally selected on each question page. They are used to signify what action was taken (e.g., advice given) or planned (e.g., referral needed) during the assessment in response to a potential care issue being identified by the person doing the assessment. For example, if the patient indicated in response to the first question in "Adverse effects" that they were not aware of the common symptoms that are caused by not following a gluten-free diet, the corresponding (first) outcome on that page should be selected if the person doing the assessment was satisfied that they conveyed the appropriate advice to the patient.

Each outcome selected on a question group page is listed on the summary screen together with the question responses (below).

Concordance	
Is the patient adhering to their gluten-free diet?	No +
Does the patient understand how to identify foods that may contain gluten?	No +
Does the patient have information that will support their concordance with a gluten-free diet?	No +
Outcomes	
Patient does not understand how to identify foods that may contain gluten and referred to dietitian via GP	
Interactions and precautions	
Is the patient prescribed folic acid, iron or calcium and Vitamin D supplements?	No +
If yes, is the patient aware of how to take these medicines properly, if indicated?	No +
Outcomes	
Advice given to patient on how to take medicines	

Use + to add care issues for the specific question.

Adverse effects	
Is the patient aware of the common symptoms that are caused by not following a gluten-free diet?	No +
Does the patient have any new/ongoing/recurring symptoms that may suggest that they are consuming foods that contain gluten?	No +
If yes, has the patient discussed these symptoms with their GP or dietician?	No +
Is the patient aware that adverse effects should be reported?	No +
Outcomes	
Advice given to patient on what common symptoms are	
Patient has symptoms and has been referred to GP	
Monitoring	
Is the patient aware of how many gluten-free units they are able to order each month?	No +
Has the patients folic acid/iron/calcium/Vitamin D supplements been reviewed in the last 12 months?	No +
Height or weight or both not available	No
Height (m)	1.5
Weight (kg)	90
BMI	40 +
Outcomes	
Advice given to patient on the number of units they can order	
General advice given on taking supplements	

Completion

When the health check is completed the date of the next annual health check must be specified. (This was previously set in the monitoring page), see screen example below.

The screenshot shows the 'Monitoring' section of the assessment form. A dialog box is open, prompting the user to 'Select or enter date for next gluten-free foods annual health check'. The date '24-04-2018' is entered in the date field. Below the date field are 'Complete' and 'Cancel' buttons. In the background, the 'Monitoring' question 'Is the patient aware of how many gluten-free units they are able to order each month?' is visible with a 'Yes' response selected. Below the dialog box, a table lists 'Care issues associated with this assessment'.

Care issue	Earliest review by	Last modified on	
> Patient may not be adhering to their gluten free diet		24-Apr-2017	View

[Note: date defaults to one year in the future]

Patient profile

Some information has moved from the "Monitoring" question page from within an assessment.

- "Gluten-free annual health check not completed in pharmacy" checkbox
- Reason 'not completed in pharmacy' dropdown menu (only displayed if checkbox selected)
- The date of the next gluten-free foods annual health check

Additional information is required to be recorded in the patient profile edit page. These include:

- A checkbox to signify that the patient is accepted onto the (Gluten-free foods) scheme and agreed to annual health checks.
- The date the patient was accepted onto the scheme

Updated Gluten-free section of patient profile edit page:

Gluten-free

Diagnosed coeliac (historical) Yes No Not Recorded

Gluten-free diet

Gluten-free annual health check not completed in pharmacy

Number of units

Dietitian advised

Guideline units					
Child 1-3 years	10	Male 19-59 years	18	Female 19-74 years	14
Child 4-6 years	11	Male 60-74 years	16	Female 75+ years	12
Child 7-10 years	13	Male 75+ years	14	Breastfeeding	+4
Child 11-14 years	15			3rd trimester pregnancy	+1
Child 15-18 years	18				

Patient accepted onto scheme and agreed to annual health checks

Date patient accepted onto scheme

Next gluten-free foods annual health check date

Additional "reason" menu shown if "not completed in pharmacy" selected:

Gluten-free diet

Gluten-free annual health check not completed in pharmacy

Reason why Gluten-free foods annual health check not completed in pharmacy

Pharmacy home

Pharmacy home totals with links to corresponding reports have been changed as illustrated below.

Up to version 11 (old)

Gluten-free	
Gluten-free diet set to	
Yes	[14]
Diagnosed Coeliac (DC)	[4]
Dermatitis Herpetiformis (DH)	[3]
Both DC and DH	[4]
Undiagnosed	[3]
Health check scheduled	
Up to 8 weeks from today	[11]

Version 12 (new)

Gluten-free foods annual health check	
Following a Gluten-free diet	[24]
All incomplete health checks	[8]
Health checks not completed in pharmacy	[6]
Health checks due in 7 days	[0]
Health checks overdue	[13]
Health checks never completed	[10]

Reports

Gluten-free reports have been changed as illustrated below.

Up to version 11 (old)

Gluten-free reports	
Diagnosed coeliac patients (historical)	[5]
Gluten-free diet set to Yes	[14]
Gluten-free diet set to No	[3]
Gluten-free diet set to Not Recorded	[166]
All gluten-free assessments	[22]
All open gluten-free assessments	[9]
All completed gluten-free assessments	[13]
Annual health check scheduled up to 8 weeks from today	[11]
Annual health check not completed in pharmacy	[6]

Version 12 (new)

Gluten-free reports	
Diagnosed coeliac patients (historical)	[5]
Following a gluten-free diet	[24]
All gluten-free foods annual health checks	[35]
All incomplete (no annual review date set) Gluten-free foods annual health checks	[8]
All completed Gluten-free foods annual health checks	[22]
Gluten-free foods annual health checks due in 7 days from today	[0]
Gluten-free foods annual health checks due in 14 days from today	[0]
Gluten-free foods annual health checks due in 28 days from today	[0]
Annual health check not completed in pharmacy	[6]
Gluten-free foods annual health checks that are overdue	[13]
Following a Gluten-free diet and Gluten-free foods annual health check never completed	[10]

SBAR

New feature for pharmacists to create/maintain an SBAR (Pharmacy Communication) as a PDF document. It is primarily intended for communication between the pharmacy and a GP practice, however, it can be used for communication with other healthcare professionals, too. An SBAR can be signified as a prescription query, referral or other (user specified text).

Pharmacists have full access to all SBAR functions. Pharmacy technicians have "Read only" access and are restricted from creating and editing SBARs

To create an SBAR:

From the patient home, select the SBAR tab to create a new SBAR (or view or edit an existing one).

Type	Created	Created by	Recipient Organisation	Linked Care Issue	Status	
Prescription query	20-Apr-2017	Jane Smith	Oakview Medical Practice	No	Saved	View (Edit)

[Create SBAR](#)

Selecting the "Create SBAR" link presents the SBAR type selection screen. Select an option (specify text if other) and click "Create".

Create an SBAR

{This will appear as a sub-heading on the generated PDF}

Prescription query
 Referral
 Other (Please Specify)

Enter SBAR Details. (You can specify if action is required by the recipient and by what date):

FISH, Yvonne (Ms) Born 06-Sep-1973 (43y) Gender Female CHI No. 0609731246

[CMS](#) [MAS](#) Patient Details Last Modified On 16-May-2016 By AppSupport

Address 6 Fish Crescent, FF1 1FF Phone and email 07811 132435

SBAR

Referral

Recipient Action required? Yes No

Recipient organisation Date action required by
e.g. 31-07-2015 for the 31st of July 2015

Situation

Assessment

Background

Recommendation

Last edited 24-04-2017 by Jane Smith

Replies

Completion
(Controls when no further replies are expected.)

Completed No

Completed by


Completed on

[return to Patient Home Page](#)

Select "Generate PDF" to create the PDF file that can be sent to recipient (e.g. via email). Below is an example PDF:

1234-20170420-150443

Pharmacy Communication (SBAR)
Prescription query



For the attention of: Receptionist
Organisation: Oakview Medical Practice

Requested by: Jane Smith
Organisation: 1234 - Pharmacy
Date Created: 20/04/2017

ACTION REQUIRED BY 27/04/2017

Patient Details
Name: Eric Bond
CHI: 3101798568
Core Service Registration:

Situation
The quick brown fox jumps over the lazy dog

Background
The quick brown fox jumps over the lazy dog

Assessment
The quick brown fox jumps over the lazy dog

Recommendation
The quick brown fox jumps over the lazy dog

SPACE FOR REPLY
Action: [Yes] [No] (If yes, outline response. If no, please state the reason)

Authorised by:

Note to recipient: reply can be hand-written (or annotated using Adobe Reader) in the space for reply to be faxed or emailed. Alternatively the reply to the pharmacy can be made separately, e.g., directly via email.

Add replies to a created SBAR (E.g. annotated on a returned PDF (e.g. scanned or faxed) or received from the recipient via email.

SBAR
Prescription query

Recipient	The receptionist	Action required?	No
Recipient organisation	Meadowbank Medical Centre	Date action required by	

Situation
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi sit amet luctus nunc. Morbi vitae fringilla magna. Fusce in ultrices turpis. Sed ac elementum diam. Nulla accumsan leo quis nunc dictum, sit amet commodo quam sollicitudin. Mauris auctor ut felis at sagittis. Proin varius faucibus quam, ut egestas arcu fermentum finibus. Quisque pharetra placerat accumsan. Sed sit amet arcu leo. Etiam vitae condimentum tortor.

Background
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi sit amet luctus nunc. Morbi vitae fringilla magna. Fusce in ultrices turpis. Sed ac elementum diam. Nulla accumsan leo quis nunc dictum, sit amet commodo quam sollicitudin. Mauris auctor ut felis at sagittis. Proin varius faucibus quam, ut egestas arcu fermentum finibus. Quisque pharetra placerat accumsan. Sed sit amet arcu leo. Etiam vitae condimentum tortor.

PDF generated on 24-04-2017 by Jane Smith [View PDF](#)

Replies

Completion
(complete when no further replies are expected.)

Completed **No**
Completed by
Completed on
[Complete](#)

[Add Reply](#)

24-Apr-2017 14:23 by Jane Smith
reply text

[return to Patient Home Page](#)

An SBAR can be completed by selecting the "Complete" button when no further replies are expected from the recipient.

A report of all SBARs is accessible from the report summary page (below).

All SBARs								Number of records on report: 8	
								Show/Hide Filter	
Patient Name	Date of birth	CHI	Postcode	Type	Created on (Created by)	Recipient (Organisation)	Status (Replies)		
Ms Yvonne Fish	06-Sep-1973	0609731246	FF1 1FF		24-Apr-2017 (Jane Smith)	Dr D Smith (Oakhill General Practice)	Generated (0)	View	(Add reply)
Ms Yvonne Fish	06-Sep-1973	0609731246	FF1 1FF		24-Apr-2017 (Jane Smith)	The receptionist (Meadowbank Medical Centre)	Generated with reply (1)	View	(Add reply)

Note: an SBAR can also be linked to a care issue if created from the link on the care issue detail page.

Minor changes (Smoking cessation initial data capture)

Pregnancy status warning message

This warning message is displayed if the “if female, pregnant?” checkbox is selected and the patient’s age is greater than or equal to 44. Selecting “Yes (Pregnant)” will keep the checkbox selected, selecting “No (NOT pregnant)” will remove the selection from the checkbox.

The screenshot shows the Pharmacy Care Record interface for a patient named DASH, Martina (Mr). The page is titled "Smoking cessation: initial data capture". A warning message is displayed in a red box: "Warning: Patient's age is greater than or equal to 44 years old. Is patient pregnant?". Below the warning, there are two buttons: "Yes (Pregnant)" and "No (NOT Pregnant)". The form includes sections for "Consent", "Client information", "Tobacco use and quit attempts", and "Referral and assessment context".

Smoking cessation shared care guidance text

Additional guidance text regarding the “Shared care between pharmacy and non-pharmacy services?” option, shown below.

Shared care between pharmacy and non-pharmacy services? Yes No

Where a Community Pharmacy is providing Smoking Cessation support in conjunction with Health Board Specialist Services, the patient quit attempt should be recorded as 'Shared Care' on PCR. There are issues in relation to duplicate records resulting from shared quit attempts. In order to ensure that the 'Shared Care' quit is recorded on the national database only once the Community Pharmacy must contact the relevant NHS Board prior to entering data on PCR and enquire if the client's quit attempt has been recorded already. These records will be loaded into the National Smoking Cessation Service database and Community Pharmacy will be remunerated for the support provided for these quit attempts. (Shared care records submitted previously will be loaded into the database and remuneration made to the relevant Community Pharmacy).