

EMERGENCY CARE SUMMARY

Community pharmacists, with the patient's consent, can contact NHS 24 on **0845 7000 666** in the OOH period if they require information that may be contained within the patient's Emergency Care Summary (ECS). NHS 24, Accident and Emergency departments, and primary care emergency centres currently have access to ECS.

Note: this number is for accessing ECS only and should not be used for Direct Referral (see sections 5, 6 & 7). Please contact the patient's GP practice in hours.

The ECS is an electronic record copied from the GP's computer system.

It contains the following information:-

- Patient's name, date of birth and address
- GP surgery
- CHI number
- Any known allergies
- Chronic and acute medication

When you phone NHS 24:-

- Please state that you are a community pharmacist wanting to access ECS.
- A call handler will take the patient's details and create a call record.
- The call handler or advisor will ask to speak to the patient to confirm they give consent. A contact number will be required if the patient is not on the premises.
- If the patient is not at your premises, NHS 24 will contact the patient, before calling you back with the information. A nurse or a pharmacist will provide the ECS information if available, as quickly as possible.

Before phoning NHS 24 please consider the following points:-

- Patient consent is required to access ECS – you and NHS 24 will need to ask the patient for this.
- Patient's name, address and CHI number (or DOB) is required.
- ECS is only as accurate as the information populated and will not include, in most instances, items which have been on handwritten prescriptions or prescribed by a prescriber other than the patient's GP.
- ECS does not contain any past medical history or quantity of medication.
- What benefit will accessing ECS provide if the patient has given you all the required details to make your professional decision?
- ECS does not replace professional responsibility.

The following are examples of when it would be appropriate to access ECS:-

- Carer seeking access to patient's medication, but unsure what medication is and patient not on Pharmacy's PMR. Remember patient consent is required.
- A patient has a consultation for MAS, but is unable to give you a complete list of current medication.

The following is an example of when it **would not** be appropriate to access ECS:-

- A patient is seeking access to their repeat medication. You have no record on your PMR system and the patient does not have a repeat slip or empty boxes. The patient is however able to supply you with details of medication, strength and dose, and you are convinced the request is genuine. ECS is not a validation tool. Please refer to the operating procedure of the PGD and the Medicines, Ethics and Practice for further guidance.