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| **GGC clinical portal can be accessed from your pharmacy using the following link:**  [**https://www.ggc-portal.scot.nhs.uk/concerto/Login.htm**](https://www.ggc-portal.scot.nhs.uk/concerto/Login.htm) | |
| **Login using the username and password provided** | |
| * Community Pharmacist usernames have the prefix CPP   + **CPP Forename Surname** * Community Pharmacy Technicians usernames have the prefix CPPT   + **CPPT Forename Surname** * Enter your username and password and click login to access the system |  |
| **Setup your User details and Secret Question to allow you to reset your password if you forget it.** | |
| * Click on COMMON * Select MY DETAILS * Start Screen – click on arrow and select Patients * Click Set SECURITY QUESTION, select a question and enter your answer. This enables to reset your password using the FORGOT YOUR PASSWORD link on the login screen. * Click UPDATE PREFERENCES to save your changes |  |

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| **Search for a Patient** | |
| * Click on PATIENT * Enter the CHI number in the PATIENT ID Field * Enter a REASON FOR SEARCH. This is mandatory, a warning will appear if a reason is not selected and you will not be permitted to continue until a reason is selected. |  |
| * The result of the patient search is displayed in a table below the SEARCH button. * The CHI number, patient name, date of birth, gender and postcode displays * Click on it to select the patient |  |
| * The patient’s clinical record will display * The ACCESS CONSENT WITHDRAWN tab is available for PHARMACISTS only and contains highly sensitive documents that can be viewed if necessary. |  |

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| **Viewing the patient’s clinical record – Discharge letters etc.** | |
| * The CLINICAL DOCUMENTS menu tab displays all the documents available in the patient’s clinical record * The default view display is sorted by CATEGORY * Click on a CATEGORY to expand it to view any SUB CATEGORIES and a chronological list of the documents. * To view a particular document such as an IMMEDIATE DISCHARGE LETTER click on it and the letter will display on the right pane of the screen. A copy of the IMMEDIATE DISCHARGE LETTER can be printed if required from this screen. |  |

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| **Viewing the Medications** | |
| * Click on the MEDICATION/IDL menu tab to view the current medicines review that has been completed for the patient by GGC acute medical and pharmacy staff |  |
| * Click on the LIST HISTORY button to view all medication reviews * The most recent review is always displayed on the right pane and has a drawing pin icon next to it * Any other medication reviews will be listed below it on the left-hand pane. Anyone can be selected and will display side by side with the most recent review on the right hand pane. Only 2 at a time can be viewed together. * Click SUMMARY button to return to the most recent review * Click PRINT MEDICATION REVIEW to print a pdf document with the details of the most recent review |  |

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| **Exit a patient record and return to the patient search screen** | |
| * To exit a patient record click on the **large grey cross** at the top right of the screen. This will return you to the patient search screen * Clicking the logout button will log you out of the clinical portal system |  |