

MyCare

MyCare.scot  
2026 launch

*Pharmacy teams*

**PLAYBOOK**

**A. Introduction****B. Key information**

1. MyCare.scot overview
2. MyCare.scot benefits
  - a. For pharmacy teams
  - b. For health and social care
  - c. For the public
3. MyCare.scot launch – what will happen
4. MyCare.scot medical information pages
  - a. Allergies
  - b. Medications – short-term
  - c. Medications – repeat prescriptions
  - d. Vaccinations
5. How do people find out about MyCare.scot
6. When do people find out about MyCare.scot

**C. The workforce reality**

1. Impact overall
2. Impact for pharmacy teams
3. Potential questions for pharmacy teams
4. Workforce National Hub
5. National Contact Centre
6. Final thoughts

# MyCare.scot 2026 launch

## Workforce playbook

### Introduction



# Introduction

## Playbook purpose

This playbook provides health and social care teams with information relating to MyCare.scot being made available to people aged 18 and over in Scotland from 15 April 2026.

Specifically, it explains:

- what MyCare.scot is
- what the launch means
- the role of health and social care teams
- support and information available

## How to use this playbook

The playbook can be used as a reference guide and route to support resources and services.

# MyCare.scot 2026 launch

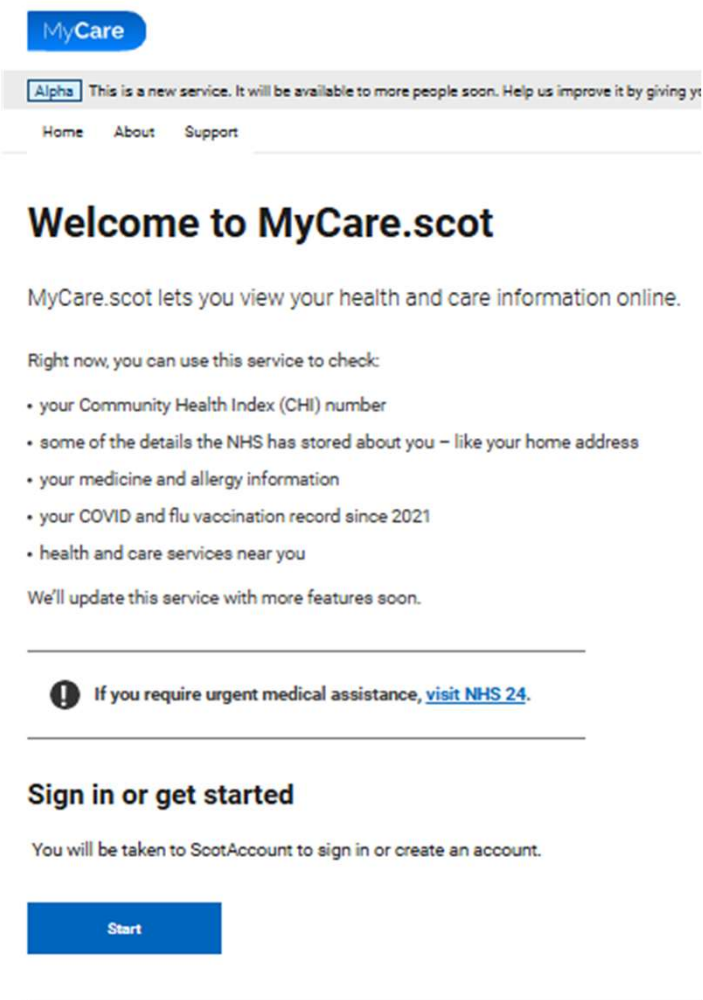
## Workforce playbook

### Key information



# What is MyCare.scot?

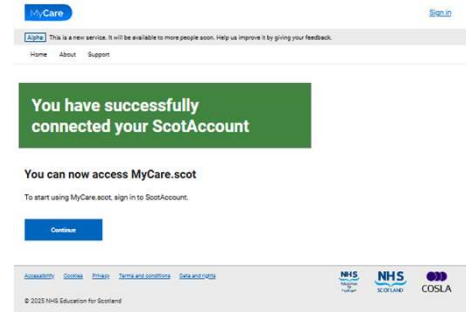
MyCare.scot is a secure online service where people can access their health and social care information. It is the first step in an exciting change to the way we interact with health and social care services. MyCare.scot will give people more choice in how, when and where they find the information they need.



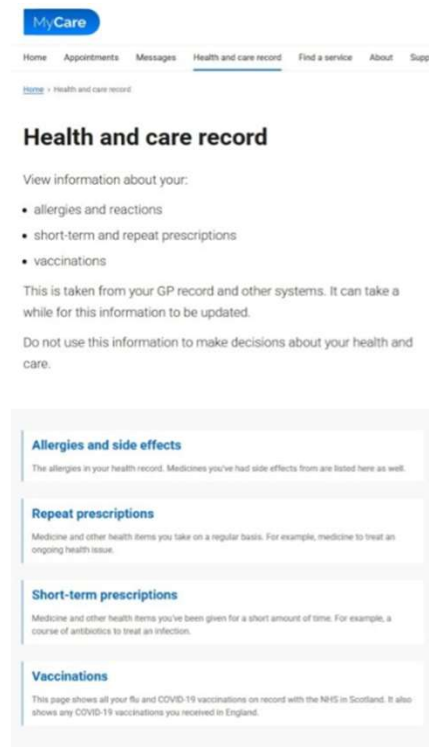
The screenshot shows the MyCare.scot homepage. At the top left is the MyCare logo. Below it is a blue banner with the text: "Alpha This is a new service. It will be available to more people soon. Help us improve it by giving your feedback." Below the banner are navigation links: Home, About, Support. The main heading is "Welcome to MyCare.scot". Below this is the text: "MyCare.scot lets you view your health and care information online." A sub-heading says: "Right now, you can use this service to check:" followed by a list of services:
 

- your Community Health Index (CHI) number
- some of the details the NHS has stored about you – like your home address
- your medicine and allergy information
- your COVID and flu vaccination record since 2021
- health and care services near you

 Below the list is the text: "We'll update this service with more features soon." A warning icon and text state: "If you require urgent medical assistance, visit NHS 24." At the bottom is a "Sign in or get started" section with the text: "You will be taken to ScotAccount to sign in or create an account." and a blue "Start" button.



The screenshot shows a success message on the MyCare.scot interface. At the top left is the MyCare logo. Below it is a blue banner with the text: "You have successfully connected your ScotAccount". Below the banner is the text: "You can now access MyCare.scot" and "To start using MyCare.scot, sign in to ScotAccount." Below this is a blue "Continue" button. At the bottom are navigation links: Home, About, Support. The footer contains the text: "© 2022 NHS Education for Scotland" and logos for NHS, NHS Scotland, and COSLA.



The screenshot shows the "Health and care record" page on MyCare.scot. At the top left is the MyCare logo. Below it are navigation links: Home, Appointments, Messages, Health and care record, Find a service, About, Support. Below the navigation is a breadcrumb trail: Home > Health and care record. The main heading is "Health and care record". Below this is the text: "View information about your:" followed by a list of services:
 

- allergies and reactions
- short-term and repeat prescriptions
- vaccinations

 Below the list is the text: "This is taken from your GP record and other systems. It can take a while for this information to be updated." Below this is the text: "Do not use this information to make decisions about your health and care." Below the text are three sections:
 

- Allergies and side effects**: The allergies in your health record. Medicines you've had side effects from are listed here as well.
- Repeat prescriptions**: Medicine and other health items you take on a regular basis. For example, medicine to treat an ongoing health issue.
- Short-term prescriptions**: Medicine and other health items you've been given for a short amount of time. For example, a course of antibiotics to treat an infection.
- Vaccinations**: This page shows all your flu and COVID-19 vaccinations on record with the NHS in Scotland. It also shows any COVID-19 vaccinations you received in England.

**B.2a**

## Benefits for pharmacy teams

### Medication accuracy

Greater visibility may prompt earlier correction of outdated information and improve overall data quality

### Safer conversations

People may arrive more informed and better able to discuss changes

### Long term transparency

Increased digital visibility supports safer prescribing conversations and reduced paper reliance over time

# Benefits for health and social care

## Transformation

Reduces impact on frontline services by providing people with direct access to information and services

## Enhanced data quality

Provides a holistic view across health and social care, breaking down boundaries for person-centred care

## Care

Self-service elements will help waiting times and reduce admin for staff, providing more time to care

## Efficiency

Streamlined access to trusted information in one place, improving decision making – whole picture view

## Strategic alignment

Supports universal pressure points across the whole health and social care system, as well as sector-specific challenges

## Integration

Works smoothly with other parts of the system, and includes the same features current services offer

# Benefits for the public

## Choice

Access to information when, where and how people want it - one sign-in can access multiple services

## Security

Uses the same safeguards as other health and social care data services and works only with a secure sign-in (through ScotAccount)

## Empowerment

Greater ownership and control of personal health and social care information

## Inclusion

Online access to what people need, meaning they don't have to travel to get information

## Representation

Co-designed in collaboration with the people who will use it

## Integration

Helping to ensure people no longer need to repeat their story to different health and social care staff when being seen by different services

# MyCare.scot launch – what this means

From 15 April, MyCare.scot will be available to people aged 18 and over in Scotland.

When someone signs up to MyCare.scot they will be able to:

- sign in securely using ScotAccount, which uses CHI numbers to make sure the right data is linked to the right identity
- see their demographic information
- see some of their current medications and allergies, taken from the Emergency Care Summary record maintained by GPs
- see flu and Covid vaccinations since 2021
- access Service Finder, for health and wellbeing services based on search criteria

These features are a starting point and will be expanded in future, including integration with primary care.

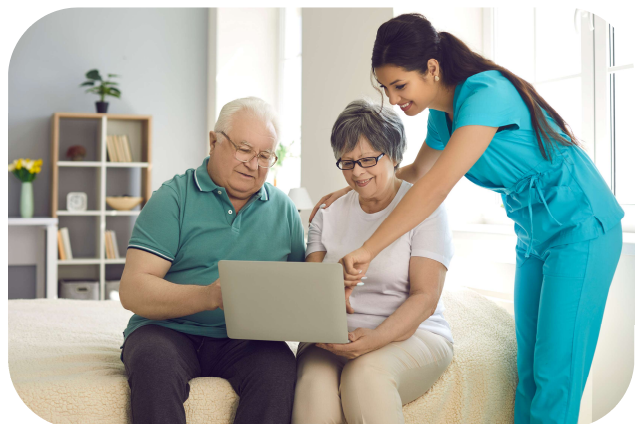
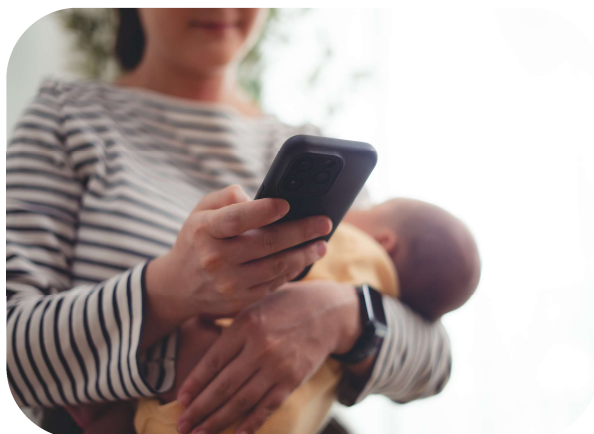


# MyCare.scot medical information pages

From 15 April, if a member of the public signs up to MyCare.scot they will be able to:

- see some of their current medications
- see known allergies
- see flu and Covid vaccinations since 2021

If any of the data they see is incorrect, there are correction processes in place for you to refer them to. These will be explained later in this document.



# MyCare.scot – medications prescribed (short-term)

**Short-term prescriptions**

Medicines and other health services you receive given for a short amount of time. For example, a course of antibiotics to treat an infection.

We only show you short-term prescriptions you've been given in the past few months.

[Go to your MyCare account to see all your prescriptions](#)

**The most recent prescriptions in the table below include prescriptions issued:**

- The date of the issue of your GP's prescription
- The date the most recent prescription was issued
- The date the most recent prescription was issued after an infection

Check all prescriptions for safety and accuracy.

Go to [MyCare](#) to see all the prescriptions of your GP and other health professionals as well as all your prescriptions of GP practices in your area.

Prescription	Date
Chlorhexidine	Monday 23 April 2020
Paracetamol	Monday 23 April 2020
Aspirin	Monday 23 April 2020
Colloidal	Monday 23 April 2020
Colloidal (long-acting)	Monday 23 April 2020

Medications are named and displayed with the date they were prescribed.

Please note – to minimise public concern and confusion, dosage and other administration data is deliberately excluded.



**Allergies and side effects**

The allergies in your GP record. Medicines you've had side effects from are listed here as well.

**About the information on this page**

This page shows some of the information in your GP record about any important allergies or side effects that you may have.

**About the medications shown on this page**

If a medication or drug is shown here:

- you may have an allergy to it, or an intolerance of it in other ways - you should not take the medicine or drug without being told to by your GP or other health worker
- you could be sensitive to all similar drugs - for example, an allergy to one type of medicine that contains penicillin will usually mean you are allergic to all penicillin medicines

**Help with words you may see on this page**

**Allergy, intolerance, certainty, severity**

Doctors use the term 'allergy' to mean a reaction caused by your immune system. Your immune system normally helps you healthy by preventing infections, but an allergy happens when it overreacts to something, like pollen causing hay fever in the summer.

An intolerance means a side effect from medication, like feeling sick when you take an antibiotic. This is an unwanted effect caused by the way the medicine works, but not what doctors would call an 'allergy'.

Certainty is about how sure the health worker is about the allergy. It can be difficult for a health worker to be sure that a medication has caused an allergy reaction or side effect, so they can add estimates of this to your record.

Severity is about how strong the allergic reaction is. Health workers can record how severe the reaction was, if they have that information. If they do not, they may use a best guess value. You may see words like 'likely' and 'severe', which in the GP record would show as 'Likelihood: Likely, Severity: Mild, Type: Allergy'. The GP's computer will check if you have any allergies or side effects to a medication when they write your prescription, even if these values are missing or you think they are not quite right.

**Priority**

Priority is shown as a number from 0 to 5. It is a way for some GP records to sort information. If you see this in your record it does not mean that the record is more or less important than any other record. It is a leftover from when your record was moved between computer systems.

**Date recorded**

This may show the date your allergy or side effect was added to the GP record, rather than the date you first showed signs of the allergy or side effect.

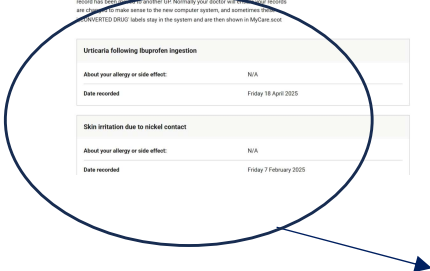
**Computer codes**

GP computer systems use codes (numbers and letters) and clinical words from a medical dictionary so that they can always mean the same thing in any system. These are called 'Read codes'. They will sometimes be shown in your records in MyCare.scot. Read codes can contain information in square brackets, like 'D1'. They do not have any meaning except for the computer.

The most common one you may see is 'N01', which stands for 'history of', meaning that your medical history includes the allergy or side effect description shown next to it. For example, 'N01 Drug allergy' is commonly used to record any allergy or side effect you have had to a medication.

**Converted drug**

The words 'CONVERTED DRUG' are sometimes added by computer systems when your record has been moved between GP systems. Normally your doctor will check your records and update them to be for the new computer system, and conversions are not needed. 'CONVERTED DRUG' labels stay in the system and are then shown in MyCare.scot



**Adverse reaction to Co-Codamol 30/500, Reaction type: Adverse Effect, Read code for reaction: Dyspepsia [J16y400], Certainty of allergy: Likely, Severity of allergy: Severe.**

About your allergy or side effect: N/A

Date recorded: Thursday 21 May 2020

---

**Adverse reaction to Naproxen, Reaction type: Adverse Effect, Read code for reaction: Dyspepsia [J16y400], Certainty of allergy: Likely, Severity of allergy: Severe.**

About your allergy or side effect: N/A

Date recorded: Thursday 21 May 2020

---

**Adverse reaction to Naproxen, Reaction type: Adverse Effect, Read code for reaction: Asthma trigger [178..00], Certainty of allergy: Possible, Severity of allergy: Mild.**

About your allergy or side effect: N/A

Date recorded: Thursday 13 June 2019

People will see some of their current medications and allergies, taken from the Emergency Care Summary record kept by GPs.

# How do people find out about MyCare.scot?

The MyCare.scot web-based service will be available to people aged 18 and over in Scotland from 15 April 2026.

Due to the Scottish election on 7 May and restrictions relating to media activity, marketing and advertising, there are limitations about what can be shared with the public. As such, initially, there will be no official announcements, or information shared nationally with the public through media, including news publications or social media platforms. Messaging is not to be shared in any public-facing channels at a local level by health boards, local authorities or health and social care and wellbeing services.

For this reason, awareness of MyCare.scot within the general population is expected to be minimal at first, with gradual increase from 15 April onwards., with uptake and impact following suit.

## **Official awareness routes**

The MyCare.scot website will be updated on 15 April.

From 15 April, NHS Inform will host a Using MyCare.scot video and supporting how-to materials.

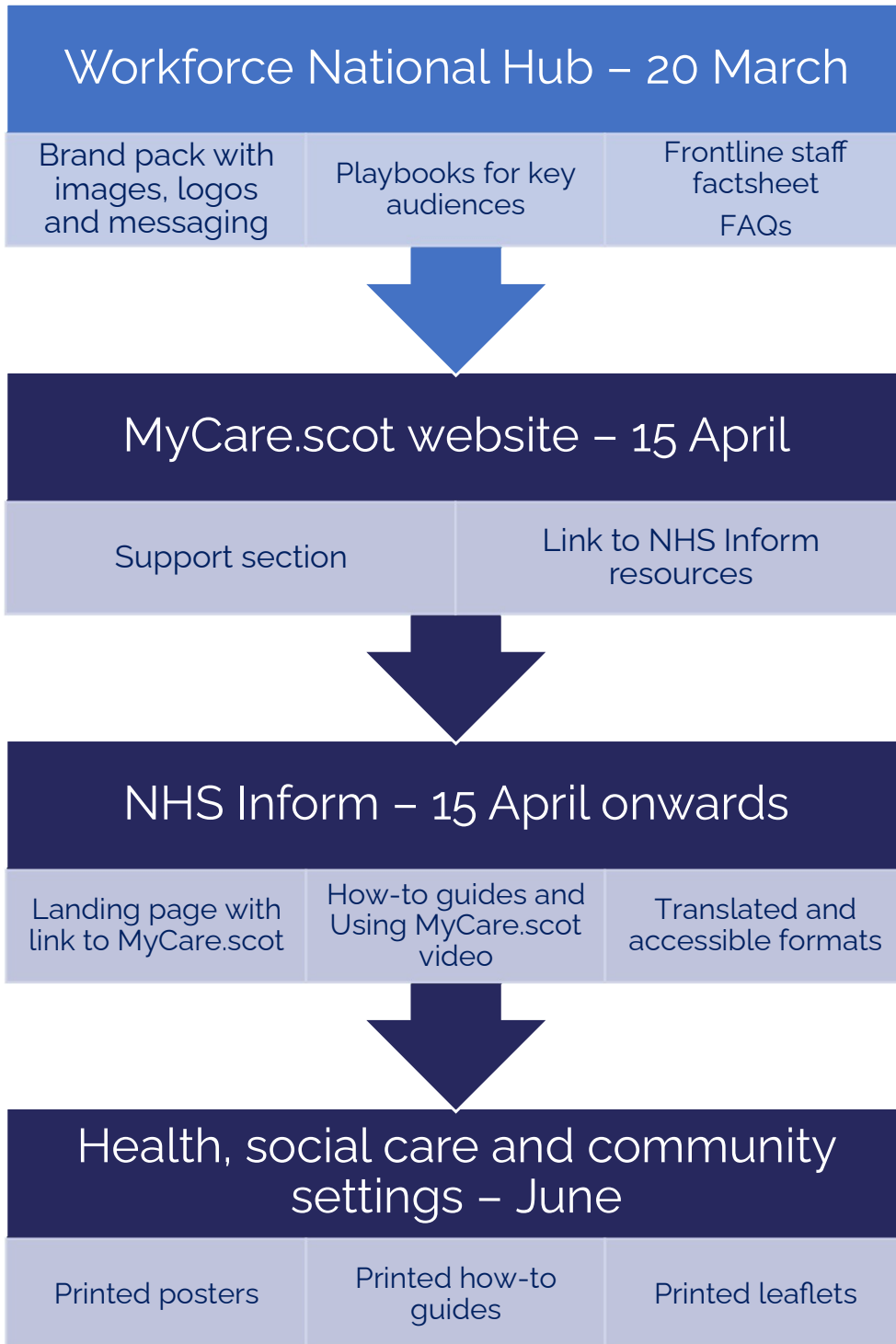
## **Accessible support resources**

From April, NHS Inform will host accessible formats and alternative language versions of the how-to guide and Using MyCare.scot video.

## **Public-facing materials**

In June, printed posters, leaflets and how-to guides will be distributed by Public Health Scotland to places including GP practices, pharmacies, libraries, hospitals, community centres and leisure centres.

# When will information be available?



# MyCare.scot 2026 launch

## Workforce playbook

### Workforce reality



# Impact of MyCare.scot launch

The MyCare.scot launch is about availability of access, not service delivery or system change. The following **are not needed** at this stage:

- technical changes
- changes to appointment systems
- new communications or appointment activity (excluding NHS Lanarkshire)
- change to clinical or operational responsibility

**This launch does not trigger new appointments, referrals or technical integrations.**

Members of the public might ask about MyCare.scot, or need support to access it. They may also raise issues with data they see when they are signed in. You are not required to manage any of these issues. These are to be directed to the National Contact Centre (NCC). More information about the NCC, its role and how it will help the public can be found later in this document.

When MyCare.scot is available from April, services will continue to operate as normal, but it is encouraged that you take the time ahead of its launch to familiarise yourself with the MyCare.scot service and what it offers.

A factsheet for frontline staff is available to help you manage conversations on MyCare.scot with the public.

You can also signpost people to public-facing support materials hosted on NHS Inform, including different language versions and alternative formats. These will be available from 15 April 2026.

# Impact for pharmacy teams

To provide a clear understanding of your remit, role and responsibilities, we have pulled together key points you may find helpful. These are designed to give you confidence in what is and is not changing and the types of interactions you may come across.

## There is no change to:

- prescribing workflows
- dispensing systems
- medication reconciliation processes
- clinical verification

## Pharmacy teams are NOT responsible for:

- troubleshooting MyCare.scot access
- verifying ScotAccount identity
- updating system errors specifically due to MyCare.scot visibility

## You may experience:

- increased awareness of medication records
- queries about discrepancies
- questions about why something is listed

## Important to note:

- keep language cautious about real-time status – MyCare.scot reflects recorded information held in NHS systems
- avoid taking on additional helpdesk role

## Public support

For sign-up, data corrections or technical support for individuals, please refer people to the **National Contact Centre (NCC): 0800 030 8014**

# Potential questions pharmacy teams may be asked

**Q: This medication isn't correct – can you fix it?**

A: Refer individual to NCC to manage.

**Q: Why can I see old medicines?**

A: MyCare.scot reflects recorded information; the GP can review and update records if needed.

**Q: Is the medication list in real-time?**

A: MyCare.scot reflects information held in NHS systems; if something appears incorrect, refer individual to NCC to manage.

**Q: I can't sign in / ScotAccount won't work**

A: Direct to the National Contact Centre: 0800 030 8014

**Q: Will this increase complaints?**

A: Increased visibility may prompt questions, but it aims to support longer-term accuracy and shared understanding.

**Q: I can't get through the ScotAccount steps**

A: Direct to the National Contact Centre for access support: 0800 030 8014.

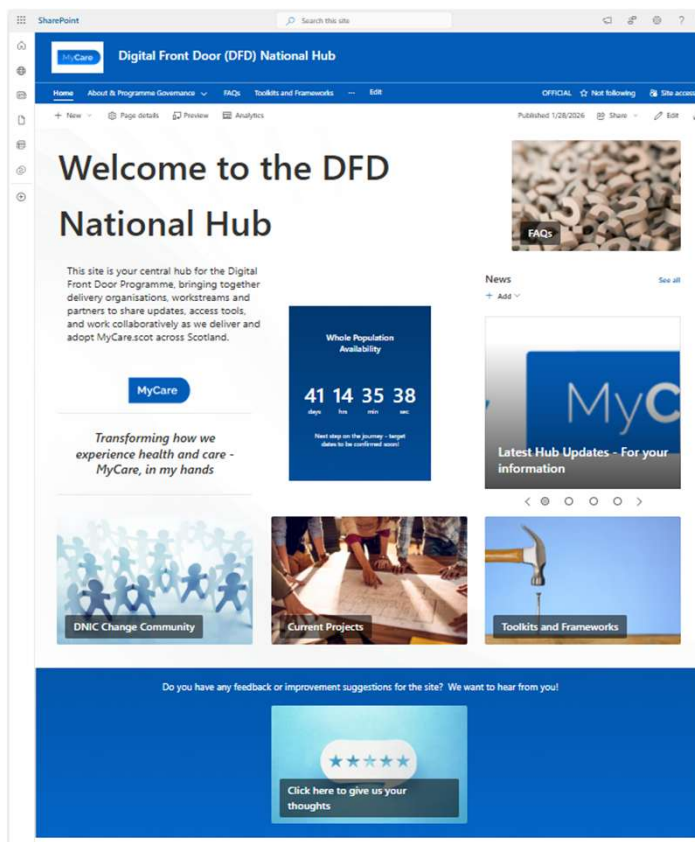
**The National Contact Centre (NCC) is the main support function for MyCare.scot. Please direct people for all support needs to the NCC: 0800 030 8014**

# Workforce National Hub

From 20 March, [MyCare.scot National Hub - Home](#) will host a digital factsheet and tailored playbooks to help health and social care professionals during the launch of MyCare.scot.

The MyCare.scot workforce National Hub is the go-to source of information about MyCare.scot and where supporting assets can be found, along with more detailed background information.

It is hosted on SharePoint, which means you may need to follow the prompt to request access. This will be granted quickly.



As MyCare.scot develops, so will the Hub. With your feedback, over coming months, we will enhance this single source of support to ensure you have a positive experience of MyCare.scot, both as someone who may access it yourself, and as someone who will help others to use it.



**The National Contact Centre (NCC) is the key service for members of the public to be directed to for help with MyCare.scot.**

The NCC will:

- give basic guidance on what information people should see when they sign in to MyCare.scot
- resolve simple queries immediately
- identify technical issues and send them to the appropriate teams

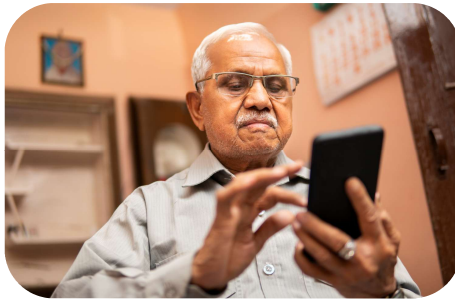
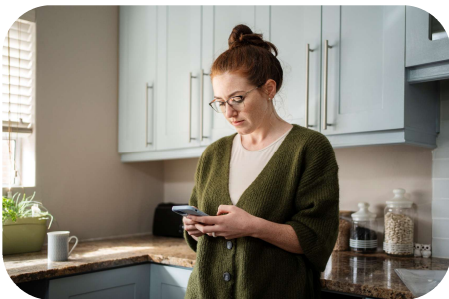
If a query relates to demographics, allergies or prescriptions, the NCC will:

- record the details of the person's query
- email this information directly to their GP practice

Vaccination queries will be sent to health board vaccination teams.

**NCC telephone number: 0800 030 8014**

- The NCC is open 9am-5pm, Monday-Friday, excluding public holidays
- Out-of-hours queries should be directed to NCC during their operating hours



## Final thoughts



The launch of MyCare.scot to people in Scotland is an exciting first step towards a future where more of our health and social care services can be accessed digitally.

Over coming months and years, we will continue developing and improving the service. This is just the beginning, and we are committed to building something that truly works for the people who rely on it.

We are grateful for your support in helping members of the public and colleagues to understand MyCare.scot, how it works and how it is accessed.

Your experiences matter, and we welcome your feedback, suggestions, and reflections as we learn and grow together.

**Thank you for being part of this partnership. Together, we are helping shape the future of Scotland's health and social care services.**

If you have any questions or experiences you would like to share, please get in touch using the feedback form on the National Hub.