



Community Pharmacy Care Portal Checklists

V3.2 October 2025

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Go Live Preparation	Complete (√)
1. Complete a Community Pharmacy Access Request Form (CP-AR1) and return it to the CP Office at nhsh.cpsoffice@nhs.scot .	
<p>Undertake and complete 2 x training sessions.</p> <p>a. Community Pharmacy TURAS Care Portal recorded presentation. b. TURAS Safe Information Handling Module (to be refreshed every 3 years).</p> <p>Log in to your TURAS account and search for: “Once for Scotland: Cyber Security”.</p>	
2. Care Portal Governance Documentation Pack received from CP Office.	
3. Read and Sign off Information Sharing Agreement (ISA) ensuring the following are completed in full.	
a. Add Pharmacy details and complete ICO Registration in Section 1.	
b. Complete Contractor sign-off information in Section 12.	
c. Complete Pharmacist sign-off information in Section 13.	
4. Complete and return NHSH Care Portal Access Agreement Form to nhsh.cpsoffice@nhs.scot .	
GO LIVE	
5. On receipt of logins to NHSH Network and Care Portal:	
a. Install VDI external client (support available).	
b. Login to VDI External client.	
c. Login to Care Portal.	

Technical Use of Care Portal:

Employ all available technical tools to ensure data security e.g. strict password protection, screen lock etc.

Do not allow any other member of staff to use your NHS Highland Network account/Care Portal access.

Log out of Care Portal at the end of every session.

Disconnect from the Virtual Desktop Infrastructure (VDI) immediately after each use.

Clinical Use of Care Portal

1. You have a duty of confidentiality to all individuals.
2. Consent must be attained verbally from the patient every time Care Portal is to be accessed.
3. When asking for consent, be clear what access is being requested and for what purpose.
4. You must be able to demonstrate compliance with GDPR and Caldicott principles.
5. Print, display and draw attention to the NHS Highland Care Portal patient notice.
6. If required, make the NHS Highland Data Protection Notice available to any patient. A copy can be found [here](#).
7. Only access the minimum dataset required to deliver patient care.
8. Only display information on screen for as long as required to fulfill the purpose. If appropriate, move to an alternative PC, e.g., the consultation room.
9. You are responsible for the implementation of any actions identified as part of any process or system audit review.
10. If a patient employs their right to rectification regarding demographic information, have them contact their GP Practice.
11. If a patient employs their right to rectification regarding their medication, contact the GP to discuss. The patient information should be updated by GP or pharmacy, depending on the outcome.
12. If a patient is requesting access to information in Care Portal for their own knowledge, not about the care you are providing, (e.g. pending test results) then they should be referred to the GP practice.
13. If you are leaving the area or moving to another pharmacy within the Board, you are required to update your details by notifying the Community Pharmacy Services Office at nhsh.cpsoffice@nhs.scot.