Quit Your Way PCR for Community Pharmacies

NHS Lanarkshire Quit Your Way Pharmacy Support Team







What is the PCR???

- PCR = Pharmacy Care Record
- Key Capabilities include
- Pharmaceutical care plan
- High risk and new medication review
- Support tools for GFFS and Smoking Cessation
- SBAR and reports
- Pharmacists, Pharmacy Technicians & Foundation Pharmacists
- SWAN connection





Changes to PCR Login Process

- All users must "associate" with the pharmacy where they are working daily
- Support for Internet Explorer ended June 2022
- Download PCRUA WinClient app to allow association via Microsoft Edge
- <u>https://www.cps.scot/news/changes-to-pcr-login-process</u>
- NHSL IT Facilitator Delia Bryce <u>delia.Bryce@lanarkshire.scot.nhs.uk</u>





NHSLanarkshire.PharmacyFacilitation@lanarkshire.scot.nhs.uk



Changes to PCR Login Process

- Click on the PCRUA app
- User ID
- Password
- Contractor Code
- Associate user
- PCR weblink
- Password resets
- ePharmacy Helpdesk
- 0131 275 6600





Changes to PCR Login Process

- Click on PCR weblink
- User ID
- Password







What's new for PCR?

- Minimum Data Set (MDS) now referred to as Mandatory
 Progress Report
- Contact or Record Contact is now referred to as <u>Patient's</u> <u>Progress</u>
- Initial Data Capture is now Pre-Quit Registration
- Within pre-quit registration page a new free text area is available to add notes/comments about the quit attempt
- Within 'Pre-Quit Registration' page, guidance is provided to check for any interactions
- Patients linked to pharmacy with mandatory progress report due in 7 days – warning text now appears on patient search page

Step 1 - Enter your details & select 'Login'

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For issues with Logins and for new Logins etc. contact: Delia Bryce, 07920 594839 <u>Delia.Bryce@lanarkshire.scot.nhs.uk</u>

Each pharmacy is entitled to their own login for - all qualified pharmacists & Foundation Trainee Pharmacists -one registered pharmacy technician per pharmacy

For General Enquires, contact us on 01698 754 888 or E-mail: <u>PharmacyTobaccoControl@lanarkshire.scot.nhs.uk</u>

Step 2 - Enter client details then select 'Search'

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Given name	Shortbread	
Date of birth	05-05-1955	
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Postcode		
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lo matching pa	tient record has been found.	
loooo ahanaa i	vour search criteria or click here to create a ne	w PCR record.

Step 3 If client is found, select 'View' and go to Step 7. Otherwise continue to Step 4 Step 4 - If client is NOT found then select

'click here' link to create new PCR record

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Steven Shortbread	01-Apr-1955	555555555	G11 1AR	View
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Step 5 - Complete fields below and select 'Save'.

Ensure the client's address & **a** telephone number is recorded, ideally a mobile number if possible

DO NOT USE PHARMACY PHONE NUMBER as this stops the upload process, causing the pharmacy to miss out on national payments they should be due.

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Given name	Steven	*	Family name	Shortbread	*
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Date of birth	01-04-1955	*	Patient Deceased		
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Address 3			Work phone number		
Address 4			Email address		
Address 5	Glasgow				
Postcode	G11 1AR				
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Step 6 - Select 'View'

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Step 7 - Select 'Edit'

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			Born 01-Apr-1955 (62y) Ger	nder Male CHI No. 5555555555
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Step 8 – Check client's demographics are correct before continuing

ENSURE client's telephone number is correctly recorded (not the pharmacy telephone number, to avoid upload failure) and select 'Save'

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Step 9 – Select end tab 'Support Tools' then click on 'Start Support Tool Assessment'

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Step 10 - Select 'Smoking Cessation' from the 'Support tool' drop down list then click 'Start'

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Step 11 Complete Pre-Quit Registration

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User:	GGC1 - GGC1
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SHORTBREAD, Steven

Born 05-May-1955 (69y) Gender Male CHI No. 5555555555

Patient Details Last Modified On 14-May-2024 By GGC1

Address 1 Test Avenue, G1 1AR

Smoking	cessation:	Pre-Quit	Registration
			5

Consent			
Does the client consent to follow up?	Yes 🗸		
By participating in the smoking cessation service the client has agreed to be contacted by NHS Scotland representatives in order to follow up their progress and smoking status and has agreed to provide a telephone number to facilitate follow up.			
Client information			
Gender	Male v		
If female, pregnant?			
What is the client's ethnic group?	White Other British		
If 'Other' chosen above, please specify			
What is the client's employment status?	In paid employment V		
If 'Other' chosen above, please specify			

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	Smoking cessation: Pre-Quit Registration				-
	Consent				
	Does the client consent to follow up? Yes By participating in the smoking cessation service the client has agreed to be contacted by NHS Scotland representatives in order to follow up their progress and smoking status and has agreed to provide a telephone number to facilitate follow up.				
	Client information Gender Male If female, pregnant? If What is the client's ethnic group? Not disclosed If 'Other' chosen above, please specify If What is the client's employment status? In paid employment If 'Other' chosen above, please specify In paid employment				
	Check whether client takes any medication that interacts with smoking tobacco - <u>SPS smoking interactions</u> Note any identified issue and actions taken in the below box.				
	Notes on medicine interaction				
	Tobacco use and quit attempts			., 15	5:09

New – Link to SPS website to check for interactions



New - Patient safety – drug interactions check



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Tobacco use and quit attempts					
On average, how many cigarettes does the client usually smoke per day?	21 to 30 🔹				
How soon after waking does the client usually smoke their first cigarette?	6 to 30 minutes 🔹				
How many times has the client tried to quit smoking in the past year?	Once •				
Referral and assessment context					
Date referred to service	21-03-2017				
Referral source(s)	Self-referral	Pharmacist			
	Dentist	Practice nurse			
	GP	Prison			
	Health visitor	Smokeline			
	HealthPoint	Stop smoking roadshow			
	Hospital	Incentive scheme			
	Midwife	Other (please specify)			
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Select '**Yes**' for clients that receive shared care between harmacy and non-pharmacy services

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	Intervention setting(s)	Primary care		Workplace		
		Hospital - Inpatient		Educational establishment	t	
		Hospital - Outpatient		Non-NHS community venue		
		Pharmacy	\checkmark	Home		
		Prison		Other (please specify)		
	If 'Other' chosen above, please specify					
	Date of initial appointment	20-03-2017				
	Intervention(s) used in this quit attempt	One to one sessions	✓	Couple/family based support		
		Group support (closed groups)		Other (please specify)		
		Telephone support		Unknown		
		Group support (open/rolling groups)				Е
	If 'Other' chosen above, please specify					
	Shared care between pharmacy and non-pharmacy services?	o Yes ⊚ No				
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Once all fields are completed, select 'Save'

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Date of initial appointment	20-03-2017		,	
Intervention(s) used in this quit attempt	One to one sessions	V	Couple/family based support	
	Group support (closed groups)		Other (please specify)	
	Telephone support		Unknown	
	Group support (open/rolling groups)			
If 'Other' chosen above, please specify				
Shared care between pharmacy and non-pharmacy services?	⊚ Yes			
Pharmaceutical usage				
Pharmaceutical usage	NRT only (combination therapy)		•	
Total number of weeks of known product use	0 -			
				Save Cancel
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Step 12 – When client returns at week 1, log into PCR, and select 'Reports'

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Step 13 – Go to 'Smoking Cessation Reports' (by scrolling to the bottom of the screen)

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Step 14 - Select 'Open Smoking Cessation Assessments' then find client's name & select 'View'

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Done

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Step 15 – Clicking on '**View**' opens the Pre-Quit Registration screen. Scroll down to '**Quit Date**'

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Step 16 - When client returns for Product – Click Start

Qlient information		Referral and intervention context				
Gender	Male	Referral date	05-Apr-2024			
Pregnant	No	Referral source	Self-referral			
Ethnic group	White Other British	Referral source (other)	Unanswered			
Ethnic group (other)	Unanswered	Intervention setting(s)	Pharmacy			
Employment status	In paid employment	Intervention setting (other)	Unanswered			
Employment status (other)	Unanswered	Date of initial appointment	05-Apr-2024			
Tobacco use and quit atte	mpts	Intervention(s) used in this	One to one sessions			
Cigarettes s moked	11 to 20	quit attempt				
Time after waking	6 to 30 minutes	Intervention (other)	Unanswered			
Number of quit attempts	Once	Is shared care	No			
		Consent				
\setminus		Consent to follow up	Yes			

Pre-quit registration: Capture of initial assessment information prior to quit attempt start

Ensure that all assessment information is recorded – this is mandatory for the 4- and 12-week submission stages. If not being supplied on the day the patient signs up for the service, arrange a quit date in the future for them to come back for their first supply of stop smoking products.

Do not start the quit attempt until the day the patient collects their first supply of stop smoking products

Next available mandatory progress report

Quit attempt: Not started Start

Step 17 - Remember to update Type of Product used & No. of weeks of usage

Enter information and click "Confirm Quit Date"



Step 18 - Once Quit Date is Confirmed- Scroll down to Mandatory Progress Report Submission Table. 'Start' should show 'Validated' and 'Submitted

This confirms you have entered and submitted the quit date and the pharmacy will receive the 1st national payment of £30.

Next available mandatory progress report									
Quit attempt: Started on 0 4-week Mandatory progre	08-Apr-2024 ess report: Not released <u>Rel</u>								
View submitted Mandatory Mandatory progress rep	y progress report ort Submissions								
Mandatory progress report	Target date	Status	Release status	Submitted by	Submitted on				
Start	-	Validated	Submitted	GGC1	14-May-2024				
Four week	06-May-2024 - 20-May-2024	Open	Not submitted						
Twelve week	17-Jun-2024 - 15-Jul-2024	Open	Not submitted						

Patient's progress

Week	Contact date	Contact type	Smoked	CO reading	Product	Product and contact notes	Recorded by	Recorded on
1	08-Apr-2024	Face to face	No	9 ppm	24h patch Gum		GGC1	14-May-2024

Create a progress entry

Step 19 – When the client returns each week

When client returns at week 1, log into PCR & click into 'Reports' Go to 'Smoking Cessation Reports' Select 'Open Smoking Cessation Assessments' & select client by clicking on View'. Then scroll down to 'Pre-quit registration (MDS). Under 'Patients Progress', click on 'Create a progress entry'

Next a	vailable man	datory progre	ss report						
Quit a 4-wee	attempt: Starte ek Mandatory	ed on 08-Apr-20 progress report	24 : Not released	Release					
View s Manda	ubmitted Man atory progres	datory progress s report Subm	s report issions						
Mandat	ory progress repo	ort Target d	ate	Status		Release status	Submitte	ed by	Submitted on
Start		-		Validated		Submitted	GGC1		14-May-2024
Four we	ek	06-May-2	2024 - 20-May-2024	Open		Not submitted			
Twelve	week	17-Jun-2	024 - 15-Jul-2024	Open		Not submitted	\backslash		
Patien	t's progress								
Week	Contact date	Contact type	Smoked	CO reading	Product	Product and on notes	contact	Recorded by	Recorded on
1	08-Apr-2024	Face to face	No	9 ppm	24h patch	Gum		GGC1	14-May-2024
								Creat	e a progress enti

Step 20 – Enter weekly information

Remember to update '**Pharmaceutical usage**' & '**Total number of** weeks of known product use' *each week* after product is dispensed & to click '**Create a progress entry**'.



To update and submit a client's 4 or 12 week Mandatory data, scroll down to Next available mandatory progress report: Select Release

Next available mandatory progress report

Quit attempt: Started on 08-Apr-2024 4-week Mandatory progress report: Not released Release

View submitted Mandatory progress report

Mandatory progress report Submissions

Mandatory progress report	Target date	Status	Release status	Submitted by	Submitted on
Start	-	Validated	Submitted	GGC1	14-May-2024
Four week	06-May-2024 - 20-May-2024	Open	Not submitted		
Twelve week	17-Jun-2024 - 15-Jul-2024	Open	Not submitted		

Patient's progress

Week	Contact date	Contact type	Smoked	CO reading	Product	Product and contact notes	Recorded by	Recorded on
1	08-Apr-2024	Face to face	No	9 ppm	24h patch Gum		GGC1	14-May-2024

Create a progress entry

Complete fields and click Submit 4 or 12 Week Data

	\backslash
Quit date 08-Apr-2024	
Submit four week Mandatory progress report	
Was the client successfully contacted for 1-month follow up? Date follow-up carried out Client withdrawn from service at time of follow-up? Has the client smoked at all (even a puff) in the last two weeks?	Yes > 13-05-2024 ■ ● Yes ○ No No ~
Reason CO reading not taken?	Please select
If pre-quit registration has changed please edit the values usin Pre-Quit Registration	g the following link Submit four week data Cancel

This generates national payments to your pharmacy of:

£15.00 at 4 Week £35.00 at 12 Week MPR per client

How to check submissions have been uploaded

Next available mandatory progress report

Quit attempt: Started on 08-Apr-2024 12-week Mandatory progress report: Not released Release

View submitted Mandatory progress report

Mandatory progress report Submissions

Mandatory progress report	Target date	Status	Release status	Submitted by	Submitted on
Start		Validated	Submitted	GGC1	14-May-2024
Four week	06-May-2024 - 20-May-2024	Validated	Submitted	GGC1	14-May-2024
Twelve week	17-Jun-2024 - 15-Jul-2024	Open	Not submitted		
			/		

Go to 'Mandatory Progress Report Table'

- 4 OR 12 Week (Smoking) 'Status' should now show 'Validated' (if client recorded as a non-smoker) or 'Failed' (if client as a smoker)
 'Release Status' will show 'Submitted' for successful submissions, 'Not
- 'Release Status' will show 'Submittéd' for successful submissions, 'Not submitted' if still awaiting submitted or 'Expired' if the submission window has

been missed

Assessment Completion

- Complete when all Week 4 and/or 12 MPR data has been submitted
- Successful
- Unsuccessful
- Lost to follow up
- Patient died
- No further changes!



Smoking Cessation Reports

- Access and action every week!
- Who is responsible in your pharmacy?
- MPR reports are most important
- Expiring within the next seven days
- Awaiting 4 or 12 week
 follow up
- Nudge calls from PIP team – don't rely on these!

the day	[0]
All completed Gluter result health checks due in 7 days from 100ay	101
Gluten-free toods annual health checks due in 14 days from today	[0]
Gluten-free foods annual nearth checks due in 28 days from today	[0]
Gluten-free foods annual near choice a	[3]
Annual health check not completed in pharmedy	[6]
Gluten-free foods annual health checks that are overdee	[2]
Following a Gluten-free diet and Gluten-free loods announ receiver	
check never completed	
High risk medicine assessments support tool reports	
All high risk medicine assessments for the pharmacy	[37]
All open high risk medicine assessments	[4]
All completed high risk medicine assessments	[33]
Smoking cessation reports	
Completed smoking cessation assessments	[18]
No interactions in the last seven days	[148]
MDS	[15]
Expiring within the next seven days	[0]
Awaiting 4 as 40	[3]
Ewalung 4 of 12 week follow up	0]
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Final Hints and Tips

- PCR data is uploaded once a week on Wednesday night
- DO Record weekly contact/contact attempts for every quit
- DO Submit 4 and 12 week data for every quit or you will miss out on payments
- DO Update product(s) used and weeks used when submitting week
 4 & 12 MPR (in Pre-Quit Registration)
- If starting a new quit attempt for the SAME client DO NOT enter on to PCR for 1 week as it creates an Error Record.
- DO Remember quit date is the date the clients STARTS their quit attempt
- DO NOT enter the pharmacy number!





Quit Your Way Pharmacy

12wk Support Programme and Your PCR

	1			
Week 0	Pre Quit Assessment Recording PCR Initial Data Capture/Record new client on PCR Do not record Quit Date until client returns for Wk1			
WEEK 1	QUIT DATE	Quit Date Set (QDS) Submit between Wk0-Wk1 IMPORTANT Do not set Quit Dates more than 14days in advance on PCR	Remuneration 1 st Payment £30 (wk1)	
Week 2	Post Quit Date Support	Patients Progress - record weekly contact on PCR (telephone/face to face)		
Week 3	Post Quit Date Support	Patients Progress - record weekly contact on PCR (telephone/face to face)		
WEEK 4	POST QUIT DATE SUPPORT	Submit 4 Week MDS	Remuneration	
Week 5	Post Quit Date Support	UPDATE MANDATORY PROGRESS REPORT WITH PRODUCT TYPE & NO. OF WEEKS USED IMPORTANT Please follow up clients (minimum 3 attempts) and submit no later than week 6 from	2 nd Payment £15 (wk4)	
Week 6	Post Quit Date Support	QDS		
Week 7 to week 11	Post Quit Date Support	Record weekly contact on PCR (telephone/face to face)		
WEEK 12	FINAL POST QUIT SESSION	SUBMIT 12 Week <u>MANDATORY PROGRESS REPORT</u> UPDATE INITIAL DATA CAPTURE WITH PRODUCT TYPE & NO. OF WEEKS USEDRECORD CONTACT & CONTACT ATTEMPT ON PCR <u>IMPORTANT</u> Please follow up clients (minimum 3 attempts) and submit no later than <u>week 14</u> from QDS* * failed quit attempts can be submitted from week 10*	Remuneration 3 rd Payment £35 (wk12)	
IMPORTAN • Assess cl • Please up payment • Nicotinel <u>https://n</u> <u>depende</u>	<u>VT:</u> ient's readiness, motivation, pdate PCR weekly. All data fr is to be made and data/statis II NRT is NHS Lanarkshire's cu hslguidelines.scot.nhs.uk/me nce/nicotine-dependence/	commitment, change routine, cravings, withdrawal symptoms, high risk situations & CO monitoring om the PCR is uploaded on a Wednesday evening to the national ISD Database where information i stics updated. urrent first line formulary stop smoking product. dicines-guidance/joint-adult-formulary/chapter-4-central-nervous-system/drugs-used-in-substance-	g. s processed for	

QUIT YOUR WAY with our support

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Lanarkshire