

PCR SCREENSHOT GUIDE

INTRODUCTION

This guide provides a visual step-by-step demonstration on how to set up a new client or review a client's current quit, making it easier to understand for those who use or are new to the PCR system.

Before starting a new assessment, check the following:

- Does the patient consent to Follow Up? – **If No, do not proceed.**
- If yes, inform the patient that NHS Scotland representatives may contact them for a follow up.

Selecting the patient:

- It may be necessary to create a record for the patient
- A CHI look up function is available (CHI is mandatory)
- The mandatory patient information for smoking cessation patients differs from the normal PCR requirements. It is necessary to record the following additional information:

*Address

*Post Code – Submission will be rejected if the client's postcode is not entered correctly.

*Phone Number – **IMPORTANT:** Pharmacy telephone number must **NOT** be used, as the record will be rejected. If the client does not have or know the telephone number, please write **UNKNOWN**. Client follow up is an important part of the programme and obtaining a correct contact number is necessary.

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SEARCHING FOR A CLIENT

If the client already has a PCR record:

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Pharmacy: 9197 - Lan2
User: Lan2 - Lan2
Last login: Mon, May 19, 2025 11:30

Pharmacy Care Record



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Search criteria

[Set as default](#)

Family name	Biscuit
Given name	
Date of birth	
e.g: 31-07-2015 for the 31st of July 2015	
Postcode	
CHI	
Search	

Search results

If you were looking for another person please change your search criteria.
If you are sure the person has no record, [click here](#) to create a new record.

Patient Name	Date of Birth	CHI	Post Code	
mr bertie biscuit	07-Jul-1977	777777777	G72 8DS	View

If the client already has a record.
Click 'view'.
Go to step 5 – PCR Records

If the client doesn't have a PCR record:

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User: Lan2 - Lan2
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Pharmacy Care Record



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Search criteria

[Set as default](#)

Family name	Biscuit
Given name	
Date of birth	
e.g: 31-07-2015 for the 31st of July 2015	
Postcode	
CHI	
Search	

Search results

If you were looking for another person please change your search criteria.
If you are sure the person has no record, [click here](#) to create a new record.

Patient Name	Date of Birth	CHI	Post Code	
mr bertie biscuit	07-Jul-1977	777777777	G72 8DS	View

To create a new record 'click here'.

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Pharmacy: 9197 - Lan2
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Last login: Mon, May 19, 2025 11:30

Pharmacy Care Record



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Patient Details

Patient Demographics

CHI * [Find CHI](#)

Given name Mandatory for CHI search *

Preferred name

Date of birth Mandatory for CHI search *
e.g: 31-07-2015 for the 31st of July 2015

Patient Address

Address 1

Address 2

Address 3

Address 4

Address 5

Postcode Mandatory for CHI search

Contact Details

Title

Family name *

Gender Male

Patient Deceased ☐

Home phone number

Mobile phone number

Work phone number

Email address

* Means a field requires data

[Save](#) [Cancel](#)

Fill in the
information

***IMPORTANT: Never put the
pharmacy's telephone number.
If the client doesn't know their
phone number, put 'UNKNOWN'.**

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Pharmacy Care Record



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Search criteria

[Set as default page](#)

Family name Biscuit

Given name

Date of birth
e.g: 31-07-2015 for the 31st of July 2015

Postcode

CHI

[Search](#)

Once the client is
set up - Click
'view' and follow
the steps below.

Search results

If you were looking for another person please change your search criteria.
If you are sure the person has no record, [click here](#) to create a new record.

Patient Name	Date of Birth	CHI	Post Code	
mr bertie biscuit	07-Jul-1977	7777777777	G72 8DS	View

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PCR RECORDS

SCOTLAND

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BISCUIT, bertie (mr)

Born 07-Jul-1977 (47y) Gender Male CHI No. 777777777

Patient Details Last Modified On 29-Mar-2018 By Lan2

Address 2 Main Street, G72 8DS

Phone and email unknown

Click 'Support Tools'

Pharmaceutical care plan

High risk medicine assessments

New medicine interventions

Support tools

SBAR

Patient Profile

Named Pharmacist [Edit]

Medical Conditions [Edit]

This is where you can see current/previous quit attempts, Click 'review' if the client has a current record.

Go to step 13 - 4/12 Week Data.

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Support tool assessments

Type	Number of care issues	Status	Last modified on	Last modified by	Assessment completed on	Assessment completed by
No records to display.						

Smoking cessation assessments

	Quit date	Status	Mandatory progress report	Last recorded contact	Quit attempt in	
>	12-Sep-2024	Closed	Started	Week 1	Week 40	Review
>	24-Apr-2024	Closed	Started	Week 1	Week 60	Review
>	13-Apr-2018	Closed	Four week released	Week 124	Week 375	Review
>	29-Mar-2018	Closed	Started	Week 2	Week 377	Review

If the client is starting a new quit, select 'start support tool assessment'. Go to step 7.

Start support tool assessment

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Pharmacy: 9197 - Lan2
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Pharmacy Care Record

NHS
SCOTLAND

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BISCUIT, bertie (mr)

Born 07-Jul-1977 (47y) Gender Male CHI No. 777777777

Patient Details Last Modified On 29-Mar-2018 By Lan2

Address 2 Main Street, G72 8DS

Phone and email unknown

Support tool assessment

Please select the support tool

Please select

Start

Cancel

A drop down box will appear. Select 'smoking cessation' and then 'start'.

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QUIT YOUR WAY with our support

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Date of initial appointment

Intervention(s) used in this quit attempt

One to one sessions

☐ Couple/family based support

☐ Other (please specify)

Group support (closed groups)

☐ Unknown

Telephone support

Group support (open/rolling groups)

☐

If 'Other' chosen above, please specify

Shared care between pharmacy and non-pharmacy services?

☐ Yes ☐ No

Where a Community Pharmacy is providing Smoking Cessation support in conjunction with Health Board Specialist Services, the patient quit attempt should be recorded as 'Shared Care' on PCR. There are issues in relation to duplicate records resulting from shared quit attempts. In order to ensure that the 'Shared Care' quit attempt is recorded on the national database only once the Community Pharmacy must contact the relevant NHS Board prior to entering data on a quit attempt has been recorded already. These records will be loaded into the National Smoking Cessation Service database and Community Pharmacy will be provided for these quit attempts. (Shared care records submitted previously will be loaded into the database and removed from Community Pharmacy).

Pharmaceutical usage

Pharmaceutical usage

Total number of weeks of known product use

Please select

0

Record 'Initial appointment'. This should be the first contact made with client.

Then select 'One to one sessions'

Please input which pharmaceutical usage the client is using - **Never put unknown. Record number of weeks used.**

IMPORTANT NOTE:
These fields must be updated before each of the subsequent submissions. (Update with the number of weeks used at 4 & 12-week submission)

If Varenicline is selected, additional questions will appear.

A Varenicline risk assessment must be completed prior to supply

Does the client wish to use Varenicline? ☐ Yes ☐ No

Varenicline risk assessment must be completed before supply is made, contacting GP if there is any question over suitability. If supply is made, client's GP must be informed. ☐

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THE QUIT JOURNEY

Before recording the quit attempt, any missing information will be highlighted. Use the Edit pre-quit registration to update.

The **quit date is not editable** and drives the dates for the 4 week and 12 week submissions. It is recommended that at the point of initial appointment a provisional date is discussed but only recorded at the point of the first return appointment.

You should therefore click the Cancel Button when the Confirm Quit date and record contact screen is displayed after entering the initial data.

When the client returns on the agreed date, (around 7 days after initial visit) follow the next steps to record the quit date and first contact.

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Quit date

☒ Record contact

Contact date

Contact type

Has the patient smoked?

CO Reading

Product

Please select

☐ Yes ☐ No

Please select ppm

16h patch ☐ 24h patch ☐ Lozenge

Gum ☐ Nasal spray ☐ Inhalator

Sub-lingual tablet ☐ Bupropion ☐ Varenicline

Product and contact notes

Confirm quit date C

Record '**Quit date**', this should be within the next few days

Record the '**Contact date**'; this can pre-date the Quit date to allow for supply of product in preparation of quitting.

Co monitor reading must be provided.

Where Varenicline is provided the pharmacist must undertake follow-up consultations

Please continue to follow local formulary:
Nicotinell patches (16hr/24hr), Nicotinell Lozenges, Nicotinell Gum and NiQuitin Mini Lozenges.

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Record a contact each week as current practice. If this is not possible record, the date and type under the Contact attempt section.

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Patient's progress

Contact date

Contact type

Please select

Has the patient smoked?

Yes

No

CO Reading

Please select

ppm

Type of product(s) used

NRT only (combination therapy)

edit

No. of weeks usage

8

edit

Specific smoking cessation product(s) used

16h patch

24h patch

Lozenge

Gum

Nasal spray

Inhalator

Sub-lingual tablet

Bupropion

Varenicline

Mouth spray

Product and contact notes

Create a progress entry

Cancel

CO monitoring is a requirement at weeks 4 and 12.



4 & 12 WEEK DATA

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Next available mandatory progress report

Quit attempt: Started on 14-May-2025

4-week Mandatory progress report: Not released

[Release](#)

IMPORTANT NOTE: If you miss the deadline, it will not be possible to make a submission and payment will not be made.

Before submission, it is necessary to update the Pharmaceutical usage and Pharmaceutical usage weeks' fields in the initial data capture.

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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?

☐ Yes ☐ No

Has the client smoked at all (even a puff) in the last two weeks?

CO reading confirms quit?

Reason CO reading not taken?

If pre-quit registration has changed please edit the values using the following link

[Pre-Quit Registration](#)

If the patient was not successfully contacted at the 4-week follow up, or has smoked it will not be possible to progress to the 12-week submission.

[Submit four week data](#)

[Cancel](#)

After the 4/12-week has been submitted, please check that the Mandatory Progress Report Status is shown as 'Validated' and the Release Status as 'Submitted'.

If smoking or lost to follow up at 4 weeks, submit the data then go to "Assessment Completion" section and enter Unsuccessful or Lost to follow up. This will close the record down.

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Assessment completion

Assessment complete

Assessment completed by

Assessment completed on

[Complete](#)

Successful

Unsuccessful

Client lost to follow up

PCR-DDCE3FCB-5DFA-49E0-808E-0682F6D1179A

Complete the details following the guidance given above for the 4-week submission.

The link to release the data will be available in the **Next Action section** between 12 and 14 weeks.

At least **3 separate attempts** must be made to contact the patient at **week 4 and 12** before recording that they have been lost to follow up.

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It is recommended that you familiarise yourself with these and in particular:

Expiring within next 7 days – If submission is missed, it is not possible to proceed and payment will be made.

No interactions in last 7 days

4 week/12 week submissions– There is a 2-week period allowing time to submit. For 4-week submission, you have between weeks 4-6 and for 12-week submission; you have between weeks 12-14.

When viewing the reports please be aware that the week counter is set Mon-Sun. This means that a patient could have their first contact on a Friday and show as week 1 and then on the following Monday show as week 2.

THINGS TO REMEMBER

- At least two staff members to be responsible for checking the reports weekly.
- Identify a day and time that tends to be quieter.
- Attempt to contact clients three times if they have not attended pharmacy or those who have a follow up due or about to expire.
- Update the records of clients attending.
- Close down any records outstanding i.e. Assessment completion section.

Payment reminder for each client put onto PCR:

- Quit date set - £30
- Week 4 submission – £15
- Week 12 submission - £35

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CONTACT DETAILS

- **PCR Assistance:**

PCR account set-ups:

Telephone: 01698 858 046

Email: NHSLanarkshire.PharmacyFacilitation@lanarkshire.scot.nhs.uk

PCR password resets:

Telephone: 0131 275 6600

- **Quit Your Way Pharmacy Support Team:**

Helpline: 01698 754 888

Email: PharmacyTobaccoControl@lanarkshire.scot.nhs.uk

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