

Choose Pharmacy Application

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1. What is Choose Pharmacy?

Choose Pharmacy is a web-based application which has built upon and re-branded the existing Common Ailments Service (CAS), introducing a new module called “**Discharge Medicines Review.**”

This Choose Pharmacy application will enable accredited Community Pharmacies and Community Pharmacists to:

- Provide consultation and treatment for a defined list of **26 common ailments (CAS)**;
- Access an **electronic Discharge Advice Letter (DAL)** generated by the National Welsh Clinical Portal (WCP) and Medicines Transcribing and electronic Discharge (MTeD) system, to support an **electronic Discharge Medicines Review (DMR)**.

2. Who developed the Choose Pharmacy application?

The Choose Pharmacy application was developed by the NHS Wales Informatics Service (NWIS) in partnership with Welsh Government, Community Pharmacy Wales (CPW), Royal Pharmaceutical Society (RPS), Health Boards and NHS Wales Shared Services Partnership. The project adopted a user-centred design process with front line users from across Wales and has been designed and developed according to their requirements.

3. Who can use the Choose Pharmacy application?

Only accredited Community Pharmacies and Community Pharmacists can access and use the Choose Pharmacy application. This includes locum community pharmacists.

Community pharmacists requesting access to the application are required to have signed an acceptable use statement. Further details of how you can request access to the Choose Pharmacy application are available by contacting Shared Services on 01792 607214.

Pharmacists must be accredited to provide the relevant services available within the application. Further details of the accreditation process for services are available from www.WCPPE.org.uk.

4. Does Choose Pharmacy integrate with the Patient Medication Record (PMR)?

No. There is no planned integration between the Choose Pharmacy application and the Community Pharmacy Patient Medication Record (PMR). These are to be treated as separate applications.

5. How do I create a Choose Pharmacy user account?

New users are required to complete a **pharmacist listing** form which can be provided by Shared Services. Please contact Shared Services on 01792 607214 to request a form.

When completed, these forms can be submitted via:

- **Email:** awpd@wales.nhs.uk
- **Post:** Contractor Services, NWSSP – PCS, The Oldway Centre, 36 Orchard Street, Swansea, SA1 5AQ.
- **Fax:** 01792 607394

These details will then be added to the All Wales Pharmacy Database (AWPD). Once added onto the AWPD, an **approval letter** will be sent advising the community pharmacist of their NHS Windows login details and NHS email account.

On receipt of their approval letter, the community pharmacist must contact the NHS Wales Primary Care Service Desk on 0333 200 8048, quoting the incident number provided in the approval letter, to receive their NHS email password. The same password is used to log into the Citrix session.

Once in receipt of their NADEX/NHS email password, users should access the Choose Pharmacy application and select the **sign up** option on the **Pharmacist Sign in** page. Within this screen you will create a Choose Pharmacy password. Your Health Board service delegate will then receive an email to approve the appropriate access controls to your account.

6. What information will be provided in my Choose Pharmacy approval letter?

Community Pharmacists will receive an approval letter when their application to access the Choose Pharmacy application has been received and approved.

In the approval letter, users will receive:

- **Display name:** The user name which will be displayed in the Choose Pharmacy application. E.g. Lindsay Jones
- **NHS Windows login (NADEX):** This is used to log on to Citrix and a user's NHS Wales email account via webmail. E.g. LI000305
- **NHS Email address:** User's NHS email account. For example, GPHC0123456@wales.nhs.uk. This will be used to log into the Choose Pharmacy application.
- **Proxy Account:** Linked to GPhC email account to enable users to search for you on the NHS email global address list.
- **Incident number:** This is required for users to receive their Windows login (NADEX) and NHS email password from the Primary Care Service Desk (PCSD).

A user's NHS email password will not be provided in this approval letter. In order to obtain passwords, please contact the Primary Care Service Desk (PCSD) on 0333 200 8048 and quote the incident number detailed in the approval letter.

7. Do I need to complete any training?

No. Training can be provided by service delegates on request. Training documentation will also be provided to community pharmacies. A WCPPE e-learning module for the Common Ailments Service which includes information about information governance and system use is available <http://www.wcppe.org.uk/learning/learning-resources/common-ailments-scheme>

8. How will I receive a copy of the Discharge Advice Letter (DAL) from the hospital?

Electronic Discharge Advice Letters (DALs) generated by the national Welsh Clinical Portal (WCP) Medicines Transcribing and e-Discharge (MTeD) application will be made available within the application to support a DMR.

Instances where an electronic DAL is not available, community pharmacies will be reliant on hospitals posting, faxing or providing a copy to the patient.

9. Why do I receive a 'blocked content' message when trying to access the Choose Pharmacy web link and/or links within the application?

Depending on computer settings, internet browser settings may prevent websites and webpages from displaying content. All web links need to be added to a community pharmacy's internet "**white list**". Please contact your IT support team to add the Choose Pharmacy application link and its embedded links to your internet white list.

10. Can patients register with separate Community Pharmacies to receive the CAS and DMR service?

Yes. Patients can separate their registration for the DMR and CAS service across different community pharmacies.

11. How can a patient register for the DMR service?

A patient can register with a community pharmacy for the DMR service in hospital via the WCP MTeD application or by presenting at a community pharmacy after discharge from hospital.

Patients can also be approached and registered for the DMR service prior to any hospital admissions.

12. Why can't I find my patient?

The Choose Pharmacy application performs a patient search against the Welsh Demographic Service (WDS). The WDS maintains a register of Welsh residents' demographic details and their GP details. If the patient is not on WDS, they are unable to use the Choose Pharmacy application for the purposes of receiving a DMR.

13. Who should I contact if my patient's Welsh Demographics Service (WDS) details are incorrect?

In the event a patient's WDS details are incorrect, please advise the patient to contact their GP to update their record.

14. What information is presented in the electronic DAL within the Choose Pharmacy application?

Following engagement and agreement with CPW, RPS, Health Boards and the Wales Information Governance Board (WIGB), the information made available in the electronic DAL to support the DMR service only includes:

- *GP and Patient Details;*
- *Admission and Discharge Details;*
- *Known Allergies;*
- *Medications at time of discharge;*
- *Medication stopped during hospital admission including name and reason.*

15. Why can't I view an available electronic Discharge Advice Letter within the Choose Pharmacy Application?

The electronic DAL is presented using Adobe Acrobat PDF reader. Without this software being installed on your computer, it will not be possible to view the DAL or previously completed DMRs.

16. Can I use Choose Pharmacy to complete a discharge medicines review if an electronic DAL is not available?

Yes. The DMR service within the Choose Pharmacy application is not solely dependent on an electronic DAL being available.

Only those DALs generated by the national **Welsh Clinical Portal (WCP) Medicines Transcribing and electronic Discharge (MTeD)** system will be made available electronically within the Choose Pharmacy application.

In instances where a Health Board is yet to implement the national MTeD system, the patient will be provided with a paper copy of their DAL on discharge from hospital.

The community pharmacist can then conduct the electronic DMR within the Choose Pharmacy application using the paper form instead of using the MTeD electronic DAL.

However, this means that community pharmacists will need to re-enter medicines information into the electronic DMR form.

17. At what point is the DMR completed in the Choose Pharmacy application?

The DMR is completed once part 2 information has been entered into the electronic DMR form. It is not possible to submit a DMR until part 2 has been completed.

Once entered, the electronic DMR form can be submitted and the status is updated to 'completed'. All completed DMRs can then be reviewed under the 'DMR History' tab.

18. Can I share any discrepancies identified in DMR Part 1 with a patient's GP through the Choose Pharmacy System?

Any discrepancies identified in the electronic DMR form cannot be shared or sent to a patient's GP via the Choose Pharmacy application. However, completed DMR forms can be printed.

19. How is explicit consent sought and recorded for the DMR service?

Explicit consent is required from the patient to undertake a DMR within the Choose Pharmacy application.

The patient will be invited at or before the point of discharge from secondary care, to consent to share the medicines in their DAL with a nominated community pharmacy for the purpose of receiving a DMR only.

If the patient consents, this will lead to an electronic notification being sent to the nominated community pharmacy using the ENAS Alert Service. This alert will not contain Patient Identifiable Information (PII) but will inform the community pharmacy that a patient has nominated them to receive information about their medicines following discharge from hospital.

Once the ENAS alert has been received by the community pharmacist, he/she may then log into the Choose Pharmacy application to view patient demographic data only to establish contact with the patient to schedule a DMR.

The community pharmacist must obtain explicit consent before viewing a patient's DAL. This consent is recorded in the Choose Pharmacy application.

20. Is access to Choose Pharmacy audited?

Yes. Access to Choose pharmacy is recorded and audited. Once registration requirements have been met, the user will then be provided with role-based access to the system and given their user name and password credentials.

All subsequent attempts to enter the system are logged by the AC3 (account control 3) auditing protocol that is in place. The Data Protection (1998) and Computer Misuse Acts (1990) cover data in this application where unauthorised access to this system is unlawful under UK law. Users must not share their username or password with anyone. Unauthorised access to this application and the services provided will be investigated and the offenders prosecuted.

21. Can patients opt out from receiving services provided by the Choose Pharmacy application?

Yes. Patients can opt out of the service at any time. To do this, the community pharmacist can de-register the patient from within the application.

Equally, it is possible for a patient to transfer their registration to another community pharmacy. At this point, all historical consultations and reviews will no longer be made available to the previously registered community pharmacy.

22. Can patients opt back into the services provided by Choose Pharmacy?

Yes. Patients can opt back in at any time with any of the Choose Pharmacy pathfinder sites offering the specific service they require.

23. Who should I contact to reset my Choose Pharmacy password?

Community Pharmacists can select the '*forgotten password*' link on the Choose Pharmacy sign in page. An email will be sent to the user's NHS Wales email account advising them of a new password. If the user does not have access to an NHS Email account, they must log a call with the Primary Care Service Desk on 0333 200 8048 (Monday to Friday 8am - 6pm) or primarycare.servicedesk@wales.nhs.uk.

24. Can I change my password within the Choose Pharmacy application?

Yes. Passwords can be changed within the application by selecting the “Profile” tab on the home page and selecting the “Change Password” option.

25. Why has my Choose Pharmacy account been locked?

Users have three attempts to enter their Choose Pharmacy password. After the third failed attempt, a user’s account will be locked.

26. How do I unlock my Choose Pharmacy account?

If an account has been locked, an automatic email is sent to your Health Board’s service delegate. If urgent access is required, please contact your Health Board service delegate:

- **Betsi Cadwaladr University Health Board:** Sera.Roberts@wales.nhs.uk
- **Cardiff and Vale University Health Board:** Karen.May2@wales.nhs.uk
- **Cwm Taf University Health Board:** Emma.Hinks@wales.nhs.uk

27. Who should I contact to reset my Windows Login (NADEX) password?

Your Windows Login (NADEX) password is used to log into Citrix and NHS email accounts. In the event you have forgotten your password, please contact the Primary Care Service Desk on 0333 200 8048 (Monday to Friday 8am - 6pm) or primarycare.servicedesk@wales.nhs.uk.

28. How do I claim payment for the services provided?

Community pharmacies will receive payment for both completed Common Ailments consultations and Discharge Medicines Reviews (DMRs) on a monthly basis.

If a DMR has been completed using the Choose Pharmacy application, community pharmacists do not need to enter claims directly into the National Electronic Claim and Audit Forms (NECAF) database.

Data will be extracted by the Choose Pharmacy application support team and shared with NHS Wales Shared Services Partnerships for entering into NECAF.

29. Who should I contact if I have questions or concerns about Choose Pharmacy?

Should users have any concerns or questions reading the Choose Pharmacy application and the services it provides, they should contact their Health Board service delegate:

- **Betsi Cadwaladr University Health Board:** Sera.Roberts@wales.nhs.uk
- **Cardiff and Vale University Health Board:** Karen.May2@wales.nhs.uk
- **Cwm Taf University Health Board:** Emma.Hinks@wales.nhs.uk