1. The Independent Prescribing Service (IPS) Module

What are the Independent Prescribing Services (IPS)
The community pharmacy Independent pathfinder services are currently NHS Wales pathfinder services where community pharmacists practising as independent prescribers are commissioned to provide an NHS independent prescribing service under a Service Level Agreement. There are currently a number of different services for the management of acute conditions, management of drug withdrawal or provision of oral contraception.

When undertaking consultations, the pharmacist will
- Provide advice for self-management of the condition AND
- Prescribe medication within their professional competence where appropriate.
- OR
- Refer the patient to the GP or other setting such as A&E, Out of hours if necessary.

What are the aims and objectives of the IPS?
The IPS aims and objectives are Service aims
- To provide patients presenting in the community pharmacy with a relevant acute condition access to effective advice and treatment, provided by a community pharmacist independent prescriber.
- To support a ‘community pharmacy first’ model of care, to reduce the number of patients consulting their GP for defined conditions that can be appropriately managed in the community pharmacy setting.

Service outcomes
- Provide timely access to advice and appropriate treatment for management of relevant defined conditions.
- Reduce demand on GP consultations relating to relevant defined conditions, including people registering as temporary patients.

What will the Choose Pharmacy IPS module include?
The IPS module will enable Independent Prescribing (IP) pharmacists to
- Record IPS consultations
- View the full Welsh GP Record (WGPR) to support clinical decision making
- Generate GP summary letters and/or referral letters
- Create a patient history within Choose Pharmacy which moves with the patient if they access IPS services at different pharmacies.
What will the Choose Pharmacy IPS module NOT include?

The IPS module will not

- Include a prescribing support tool
- Generate prescriptions
- Generate claims for payment
- Enable IP pharmacists to access information in NHS clinical systems other than WGPR.

Please refer to the Service Level Agreement, service specification and other associated documents for detail of service delivery.

2. The Welsh GP Record

Key information

- Before accessing a patient’s Welsh GP Record (WGPR), the patient must be asked to provide informed consent. This should include a discussion about why accessing the WGPR is important in providing care and what information you will be able to see.

- All patients should be offered information on how to access a copy of the Welsh Government leaflet “What is your Welsh GP Record and how is the record used” – this can be signposting to the following site: www.gprecord.wales.nhs.uk/home

- All Welsh patients were given the option to opt out of sharing their WGPR with relevant healthcare professionals – the GP records this on the patient’s medical record at the practice.

What is the WGPR?

- The WGPR is a summary of important information from the patients GP medical record.
- The information that community pharmacists can see is a summary of:
  - Summary page
  - Patient details
  - Problems
  - Diagnosis
  - Medications
  - Risks and warnings
  - Procedures (including vaccinations)- undertaken in last 12 months
  - Investigations - undertaken in last 12 months
  - Examinations - undertaken in last 12 months
  - Events

- It does not contain:
- Detail of any private discussions patient may have had with GP/journal of consultations.
- Information recorded by other prescribers (e.g. hospital clinics, community clinics), therefore the WGPR may not be a complete record of the patients medical history

**Why would it be helpful for the pharmacist to see the WGPR?**
- To help you make informed clinical decisions when undertaking consultations.
- To improve safety and quality of care by being able to access information from WGPR.

**How is the WGPR kept secure?**
- Strict controls are in place to keep patient information safe
- Only the pharmacist treating the patient will be able to see the WGPR and will ask for permission before doing so.
- A record is kept every time the patient’s information is viewed and checks are made to make sure that no one is looking at a record when they shouldn’t be. This is monitored via NIIAS in the same way as access to other Choose Pharmacy modules.

**Which option should I choose to confirm consent?**
- Consent can be given by the patient or a person able to provide consent on behalf of the patient, either in person or via telephone call/video consultation.
  - In these instances the ‘yes consent has been provided’ should be selected
- Where consent cannot be obtained from the patient or a person able to provide consent, but the pharmacist feels that accessing the WGPR is in the best interests of the patient to make a safe supply
  - In these instances the ‘not given, but essential in the patient’s best interests’ should be selected


**Can the patient access the IPS service if they do not give consent to view WGPR?**
Yes – patients can still access the IPS if the pharmacist has enough information to undertake the consultation and make clinical decisions in relation to the consultation.

**If a patient has opted out of making their WGPR available can they change their mind?**
Yes – the patient will need to discuss with their GP practice to update their record.
WGPR Error Messages

There are a number of reasons why the WGPR is unavailable

- In the event of a technical error, the following message will be displayed ‘the GP record is not available due to a technical problem. Please inform the helpdesk.’  
  **ACTION:** contact the NWIS helpdesk to raise a ServicePoint call. The consultation may continue if the pharmacist feels it is appropriate to do so.

- Where the record for a patient is permanently unavailable, the following message will be displayed ‘The GP record for the selected patient cannot be retrieved’  
  **ACTION:** advise the patient to contact their GP practice to discuss. The consultation may continue if the pharmacist feels it is appropriate to do so.

- Where the patient is not Welsh, the error message *A Welsh GP Record is not available for this patient. The Welsh GP Record is only available for patients registered at a Welsh GP Practice*  
  **ACTION:** The consultation may continue if the pharmacist feels it is appropriate to do so.

Where can I get more information?

For more information about the WGPR visit [www.gprecord.wales.nhs.uk](http://www.gprecord.wales.nhs.uk)

Please refer to the Choose Pharmacy IPS User Guide for additional guidance on accessing the WGPR.

3. IPS Service Evaluation

**Why do we need to evaluate the Choose Pharmacy IPS module?**

The pathfinder Independent Prescribing Service (IPS) is currently being commissioned by your Health Board. The purpose of the Choose Pharmacy IPS module evaluation is to provide information about your experiences of using the module in delivering the IPS service to inform its further development and use by other pharmacists.

**Why will I need to take part?**

You will be invited to take part because you are practising in an early adopter site where the Choose Pharmacy is available and therefore have first-hand experience to provide your views and reflections.

**What will be evaluated**

We will focus our evaluation on two main areas:

1. The functionality of the IPS module such as issues you may be experiencing with operating or accessing the Welsh GP Record.
2) Your experiences with the module and how it has supported your practice, clinical decision-making, recording of consultation outcomes and any changes that would further support you.

**How often I will be contacted?**

You will be contacted by the Primary Care Services Support team weekly for the first few weeks after the module goes live, for issues around the functionality. You will be contacted by the Research Lead for Choose Pharmacy once for your experiences, after you have had the chance to use it for a couple of months. More information will be sent prior to this and you will be asked to sign a consent form.

**What do I have to do?**

You will have to spend 2-3 minutes on the phone the Primary Care Services Support team once every week for the first 3 weeks after the module goes live, for issues around the functionality. You will have to spend 15-20 minutes on the phone with the Research Lead for Choose Pharmacy a couple of months after the module goes live.