

Proxy Access

South East London Frequently Asked Questions (FAQs)

Topic	Question	Answer
Documentation	Why do practices need to complete a DPIA/DSA for care homes using proxy order or proxy order and access?	As the Data Controller, the GP Practices need to be assured that access being granted is compliant with Data Protection Legislation to protect resident privacy and confidentiality. TWO documents that GP practices need completed by care homes. <ol style="list-style-type: none">1. Data Protection Impact Assessment (DPIA) which is a risk assessment to review and identify any risks associated with granting proxy access and how to mitigate them.2. Data Sharing Agreement (DSA) is an agreement that sits between the GP and the Care Home for the access to the GP systems. It sets out the responsibilities for data being accessed, data protection responsibilities, expectations, and requirements for each party.
Documentation	Why is GP practice responsible for the DPIA/DSA even though care homes are responsible for information governance (IG)	Controllers of the data (in this case, the GP Practices) hold the patient information and to which access is being granted. Therefore, the responsibility sits primarily with GP Practice to ensure access is approved appropriately and reviewed.
Documentation	Do we need to complete one DPIA and one DSA for each practice?	Each GP practice needs to complete a DPIA, and as new care homes come on board, they update the one DPIA rather than have a DPIA for each home. The Care Home does not need to complete the DPIA. A separate DSA is required for each Care Home. The GP Practice should complete the DSA and sign it and then get the Care Home to sign it.
Documentation	Are we able to adapt the DPIA and DSA templates.	DPIA and DSA templates are completed and approved for local practice use in line with the GP practice IG processes.
Documentation	My care home is part of a Group(chain) and one of the homes has already signed a DSA. Do I also need to sign one?	Depending on the agreement you have with your head office or how your head office operates, it may be possible for only one DSA to be signed. This can only be if all care homes use the same GP practice. Where this has been agreed (CH and GP Practice), it recommended a copy of the DSA is available to each care home manager, so they are aware of the terms of the agreement.

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e-MAR	Is proxy access the same as e-MAR? Want to go to e-MAR first.	Proxy access is a separate IG system. Proxy access allows the user to view and request their resident's medication via GP online system. e-MAR directly links to the community pharmacy and not GP. Future digitalisation will allow for these systems to be interconnected.
e-MAR	Can I use e-MAR to link with Proxy access.	No, e-MAR system is separate system set up by the supplying community pharmacy and not linked to your GP online system. Proxy access connects to GP online system via Patient Access platform.
e-MAR	We are planning to switch to e-MAR, will this affect Proxy set up	No, it should not affect set up, however it is better to complete set up of one before the other. This helps to align ordering process.
e-MAR	Do we still need to use e-MAR i.e., Atlas system when using Proxy?	Yes, you will need e-MAR to cross check your current medicines to order repeat medicines via proxy access. The requested medicines order via proxy access is sent to the community pharmacy, as information to what has been requested/ still in stock. It is recommended that both actions are done concurrently. For CH using Atlas, sending the information to the community pharmacy once the GP has issued the prescriptions will disturb the 'flow' of information i.e., the connection you have re: running balances.
e-MAR	We use Atlas, our community pharmacist has told us we can link to GP records	Atlas has an added function called Atlas GP (which can be additionally purchased). It interconnects directly to GP online system and there is no need to get on to the patient access platform. Currently Atlas GP is being updated.
GP Set UP	Do I need to generate a linkage key for each resident?	No, the linkage keys do not need to be set up for each resident. A unique set of linkage keys are set up for each Care home staff member for proxy access and they are linked to all the relevant resident profiles at the care home.
GP Set UP	Will care home be able to order from acute.	No. Proxy access users can only see repeat medication list (including variable). Acute meds can be requested directly to the GP practice via secure care home email (usually nhs.net)
GP Set UP	Will they order variables to limit/reduce waste e.g., ONS can be placed on variable repeat.	Medication on the repeat list including variables can be seen and ordered via proxy. You will need to be clear with CH if you have a separate system for your variables, on how you want the process to be. This can be done at initial meeting when discussing Proxy and before 'go-live' and via a written procedure. Ensure you also inform your health care professional supporting you and your home to set up proxy.

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GP set UP	Why does each CH staff member need to be linked to each resident and not just those on floor they normally order for?	As controllers of the data, GP practice can decide to link only staff to residents they look after but need to take into consideration that staff might move across the different units within a home and may then need to still link if this occurs.
GP Set UP	Do I need to set up patient access for each care home staff member?	CH staff are responsible for setting up their own Patient Access accounts using their NHS email addresses. They will require the linkage keys as sent by GP practice
GP SET UP	Is there any capacity in the system to support set at GP practice end?	There may be support, but this will need to be discussed by each GP practice.
GP SET UP	How long does it take to set up?	Approximately 10min per resident. This does not include medicines reconciliation if being done at the same time
GP Set UP	How many proxy access users are allowed?	Most GP's limit to maximum of 10 but depending on your practice, this could be far less. As the data controller, your GP will have to agree the number allowed. Only senior staff with responsibility of ordering medicines should request for Proxy.
GP Set UP	Staff member is leaving. Can I transfer their details to another staff member whilst waiting for them to be set up?	No. You must inform your GP <u>as soon as a staff member leaves</u> , so their access can be removed. You will need to complete the process to set up new staff member (NHS mail account, send staff user request form to the GP practice). It is important that they are up to date with any IG governance training and are trained and competent with medicines.
NHS Mail	Can generic email be used to order and linked. We prefer generic email	No. Individual NHS account must be used. Each staff member is individually linked. The Information governance (IG) is set out in this way and is designed to protect the data being accessed.
NHS Mail	We do not use NHSmail at our care home. Do we need to change to our NHS ones?	Yes, you will need to change so that each proxy access user has their own NHSmail (nhs.net account). Completing a new staff request form adding their NHS mail and send to the Practice to update. You will then need to register your NHS mail on patient access and link to online GP system using the details you will be sent. You must delete your non-NHS account you used for this purpose.
NHS Mail	I think my care home 's email is secure. Do I still need an NHS mail account?	For proxy set up- you need a secure individual email account. NHS mail is the centrally funded secure email and has many benefits. Before set up, check with your organisation and NHS digital website for confirmation that your current email is secure and can be used for Proxy.

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Ordering Process	Community pharmacy order our medicines, how does this affect the process?	You will be responsible for ordering your medicines as you will be logging into the GP system via Patient Access. Communication will need to happen with your community pharmacy for an agreed process to ensure all medication your resident is on reflects on the paper or e-MAR chart, even if not ordered for that cycle as they have enough in the home e.g., PRN medication. National guidance is that care home staff maintain responsibility for ordering their resident's medication.
Ordering Process	Will we still have to complete and send paper copies to Boots when using Proxy, is there any way of making this easier?	Communication will need to happen with your community pharmacy for an agreed process to ensure all medication your resident is on reflects on the e-MAR chart, even if not ordered that cycle as there is enough at home e.g., PRN medication. It is recommended that you complete this process at same time as ordering via proxy access. You should be cross checking your e- MAR chart, therefore you can save time by completing your agreed process i.e., ticking the paper ordering copy or the e-MAR then sending to the community pharmacy.
Ordering Process	How does this affect our current communication with GP? Can we use the boxes in proxy for other medication queries?	You should write a message in the communication box to add information relating only to that ordering cycle. Other queries should be made via your agreed/established communication process with your GP
Ordering Process	Do we still need to use FP10 when using Proxy?	No, you do not need to use FP10. By ordering via Proxy, you will be accessing the GP system via patient access and generating a electronica medication request.
Ordering Process	Will the community pharmacy see what I have ordered and the message I sent to GP?	No. You need to ensure you have an agreed process with your community pharmacy for your communications
Ordering Process	We use blisters/ dosette boxes and would like to keep this system. Can we still set up proxy?	Set up of Proxy does not change how medicines are dispensed by the community pharmacy. Therefore, you can switch to proxy with your current system. However, national guidance is that care homes should receive medicines in original packaging; a system that has many benefits, including reduction of medication waste. This benefit may not be fully received when using blisters with proxy.

Topic	Question	Answer
Patient Access	I can't view the remaining patients after the first three on my linked user. When I click, to view more, blank screen with three dots comes up.	It can take a couple of minutes for the residents to show after you request to view them.

South East London Digital leads (DISLOS) Contact for digital support with Proxy	
Bexley	TBC
Bromley	mohammad.zahir@selondonics.nhs.uk
Greenwich	sola.akinyede@selondonics.nhs.uk
Lambeth	joseph.nyame@selondonics.nhs.uk
Lewisham	kevin.justin@selondonics.nhs.uk
Southwark	shantel.sarpong@selondonics.nhs.uk