FAQ’s

# How soon should I use SCR?

Subject to ID checks, smartcards should be updated within 48hours of the face to face training

# How does SCR work for Locums?

Locums are able to access the SCR once they have completed the CPPE module online and the privacy officer is trained at that pharmacy and their local RA team has updated their smartcard. For those locums that work across more than 5 pharmacies they wil need to speak to HSCIC directly to have a ‘5F’ code added to their smartcard.

# Do I need to access SCR for every patient?

The purpose of SCR is to aid clinical decision making so you should only access it when the need arises, with the patients consent.

# I don’t have the patients’ permission but I must access their SCR?

HSCIC quote ‘Emergency access can be used if a patient is **unable** to provide consent. If, in your professional judgement, access is required to prevent your decision being compromised then this is acceptable. It is always recommended that a reason is recorded for auditing purposes.’

# I need to amend an allergy, how can I do this?

The SCR is a read only system and any changes must come from the patients GP surgery. Please notify them directly.

# Is there an audit trail?

Yes, every action performed on the SCR system is recorded against the smartcard that is logged in at the time. It is imperative that you remove your smartcard from the reader if you have finished using it.

# Is SCR Live now?

Yes, and as soon as your smartcard is activated you will need to log on and access your test patients.

# What if we don’t want to go live?

SCR access is not mandatory, but please bear in mind that other pharmacies in the area will be using the system and therefore able to offer a more efficient service. You will also be missing out on time and cost savings as a result of not having to contact other healthcare settings. Plus more than anything you will not have the information readily available to assist in your clinical decisions.

# Will the GP know that I have accessed SCR?

No, the GP surgery will not know that you have accessed SCR.

# How do we escalate IG issues?

If these rare issues arise they should be dealt with as a part of your normal IG process detailed in your Standard Operating Procedure (SOP.) Ultimately if issues need to be escalated higher than pharmacy level then HSCIC should be contacted in the first instance.

# How many Privacy Officers can we have in our pharmacy?

We actively encourage pharmacies to appoint as many Privacy Officers as possible to ensure cover for annual leave and staff absence.

# How many SCR users can there be in my pharmacy?

Providing staff are Pharmacists or level 3 technicians or above and GPhC registered then there is no limit. These additional staff will need to complete their CPPE and send the certificate to [england.londonscr@nhs.net](mailto:england.londonscr@nhs.net).

# Does my Privacy Officer have to work at my pharmacy?

Ideally yes, but if there is not a suitable person to fulfil this role then you can appoint someone from a neighbouring pharmacy or a locum.

# Can I be a Privacy Officer and have access to SCR?

Yes it is definitely possible for you to perform both roles. The only limitation is that you cannot perform the Privacy Officer role for yourself so will need to appoint an alternative member of staff to cover this role.

# Can a patient have a copy of their SCR record?

Yes, there is a print button within the patients SCR and this will print on a single A4 sheet. We do not recommend printing all records for patients as this will then need to be dealt with confidentially in accordance with IG.

# Can we obtain consent over the phone?

Yes, for your regular patients you can obtain consent over the phone. For all other patients be sure to still cover your normal security questions to ensure appropriate access.

# How do I get consent from patients in a care home?

Where possible you should try and get personal consent from a patient. This is easier in a community pharmacy environment where the patient may be present in person or on the phone. Typically a patient in a care home may not be able to give consent e.g. dementia, very ill, end of life, mental health issues. In this scenario the pharmacist can make a professional decision to still access SCR for a patient without consent using emergency access option. You should discuss consent process with all of your care homes and alert them that you will be providing this service

# Can carers give consent on behalf of a patient?

Carers cannot give consent, only a legal power of attorney has that authority on behalf of the patient. If a carer normally orders and collects prescriptions for your patient you still need to contact the patient for consent to access SCR – if you are not able to do this then you still have to option of using the emergency access route to access SCR

# Can I look at my own record?

No, you can only access SCR as a healthcare professional on behalf of a patient that you are providing care and treatment to, where you have a legitimate relationship in the provision of care. The correct route for you to look at your patient record is Patient Online, which will provide more comprehensive information on your record. To use the SCR system and understand how it works you can use the 5 test patient IDs provided

# What do I write in the reason for access box?

The reason for SCR access and you must always remember to fill this in. This is what your privacy officer will be looking at when checking if your SCR access was appropriate. Keep it short to a few words or a concise sentence e.g. emergency supply requested

# Can a patient opt out of having an SCR?

Yes they can, you will need to advise them to go back to their GP surgery to grant/deny access to their SCR.

# Can other members of the pharmacy access SCR?

There are only two roles that have been approved for SCR access by DH. These are the pharmacist and level 3 registered technicians that are registered with the General Pharmaceutical Council (GPhC)

Pre-reg’s (trainee pharmacists) cannot access SCR

Dispensers cannot access SCR

No other role in the pharmacy can access SCR

# My smartcard is blocked or has expired, what do I do?

You need to get your smartcard issue resolved through normal BAU channels e.g. log a call with the RA/Smartcard team service desk.