

Once the search results have been returned (it is recommended to only search for one type and one status of alert when doing this, e.g. Open (new) Access Alerts) the PO can select the ones that they want to extract, or all of them.

The extract selected alerts button becomes active. Once the extract is saved in a secure location. The PO can then bulk update the status, in this case to Open under investigation. This allows a quicker search once reconciliation is completed.



THE RECONCILIATION TOOL (OPTIONAL)

The SCR website has a tool designed to assist PO's with the reconciliation process. This tool is available to download at <http://systems.hscic.gov.uk/scr/implementation> it is located at the bottom of the page, in the SCR IG Training section.

USING THE TOOL (OPTIONAL)

Once the extract report has been formatted the PO can import (copy/paste) the NHS numbers into the reconciliation tool into the NHS Number column on the TES Information and Matching tab (column E).

The PO then needs to add more information from a different source so that the tool can reconcile the alerts against something. In the case of community pharmacy this is expected to be from the PMR. In a GP practice it would be the GP system, in a hospital the PAS.

	ALERT_TYPE	ALERT_DATE_AND_TIME	PATIENT_OID	NHS Number	JA
NHS Number on PAS Extract				123456789	
NHS Number on PAS Extract				963852741	
Not in PAS Extract or No NHS Number Available				541236978	

The exact process for getting a list of NHS numbers for the same date range as the report from the alert viewer will differ from system to system. If you do not know how to do this refer to your supplier. Once there is a report the PO will copy and paste the NHS Numbers into the NHS Number column (A) on the PAS or PMR Information tab.

Any numbers that are reconciled, that is numbers that are both in the alert viewer and in the local PMR will be GREEN in the TES Information

and Matching tab. These could then be closed in the alert viewer as there is co-operating evidence that the access was legitimate. If the organisation felt that this was a sufficient enough check.

NHS Number(s) that are not reconciled will be listed in RED. This means that the tool cannot find a corresponding entry from the PMR record of that NHS number.

This could be because the two extract reports had been run for slightly different time periods, or because the patient has not been in the pharmacy when their record was accessed. In other words additional investigation is required before this alert can be closed.



<http://systems.hscic.gov.uk/scr>

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Quick Reference Guide

Privacy Officers in
Community Pharmacy

PRIVACY OFFICER

All viewing organisations are required to have a Privacy Officer (PO), usually there will be more than one. It is the job of these PO's to validate any alerts that are generated in the course of the organisation accessing SCRs.

ALERT TYPES

There are several different alert types that are managed within the Alert Viewer. Some are generated by viewing software other than SCRa. Community pharmacy will be using SCRa to view so there are only two types of alerts that need to be managed in community pharmacy. See below

- * Alert Type**
- Create LR (Self Claimed)
 - Dissent Override
 - Sensitive Data
 - Stop Noted Record Access
 - Access Alert

CREATE LR (SELF CLAIMED) ALERTS

These alerts will be generated every time an authorised pharmacy worker accesses a patient's SCR. This is because the system requires the user to confirm what they are doing.

Confirming these accesses is straight forward but will as a minimum require access to something that can confirm the patient's attendance e.g. the PMR or signed consent form

ACCESS ALERT ALERTS

These alerts are far less likely to occur in community pharmacy although they are still possible. An Access Alert is triggered when a user selects the emergency access button. It will also be triggered if a user opts for one of the other access options. This is unlikely to be used at all in a community pharmacy setting.

NHS Summary Care Record Access Management

STOP. Has this patient given you permission to view their Summary Care Record?

HOW DO I REVIEW MY ORGANISATIONS ALERTS?

As part of the PO Role Based Access Control (RBAC) codes each PO is given access to the Alert Viewer tool <https://portal.national.ncrs.nhs.uk/portal/> (formally known as TES Alert Viewer). POs will automatically start to receive an automated email notification when an alert has been activated as soon as their organisation starts viewing, or their role is activated whichever is the sooner.

The PO can choose to turn this email notification off if they wish, by going into alert preferences and removing the tick from receive alert

emails box.

If they do a process for regularly checking the alert viewer will need to be instigated.

SEARCHING FOR AN ALERT IN ALERT VIEWER?

On initially opening the Alert Viewer it will inform the user how many open alerts are awaiting processing displaying a green banner across the top of the window.

The PO can see these immediately by clicking the blue search button. Or the PO can adjust the search by ticking and un-ticking the boxes of the status they wish to search for.

- * Status of Alert**
- Open (New)
 - Open (Under investigation)
 - Closed (No investigation required)
 - Closed (Investigated - no action taken)
 - Closed (Investigated - action being taken)

Combining this with the alert type tick boxes shown earlier allows the PO to search for all permutations of alerts for a given organisation.

MULTIPLE SITES

If a PO is responsible for multiple sites then they may wish to view sites collectively or singularly. There is an additional search field which can be used. It is the Organisation drop down.

Organisations

ALL (101)▼

It is also possible to select; all organisations the PO looks after, one or multiple different organisations and display them together.

RECONCILING ALERTS

Whilst alerts can be closed/updated in bulk, before that can happen the circumstances around that access need to be confirmed. This sometimes known as reconciliation.

Community pharmacy is unlikely to generate a large volume of alerts. So most alerts will be checked individually. However to assist large scale reconciliation the Alert Viewer can export search results in .CSV format which can then be manipulated.