Process Steps for SCR Implementation
In Community Pharmacy
This is the recommended process. It may be possible to do some of the activities at the same time or in a different order.

We advise you to only complete these requirements once instructed to do so by your organisation’s SCR project team.

I am a… community pharmacy organisation

I am a… community pharmacy professional

I am a… locum

Next step
Step 1

Each GPhC registrant who will access SCR (the “user”) ensures they have a working smartcard. (Note: This is the same smartcard that is used for EPS; users do not need an additional smartcard.)

Click here for smartcard support and forms

Check the smartcard is not locked and the PIN is known by putting the Smartcard in a reader and following the instructions. You should also check validity of certificates.

If the user encounters any issues they should contact their local Registration Authority (RA) who will either resolve the issues with the smartcard or issue the user with a new smartcard.
Each community pharmacy (‘site’) attends a face-to-face SCR briefing session by invitation from the project team.

At least one senior staff member from each pharmacy must attend.

(HSCIC will provide the SCR project team with training materials directly.)

Identify if any additional hardware will be required, e.g. smartcard readers, terminals and arrange installation.
Step 3

Each ‘user’ completes the CPPE e-learning SCR module and assessment to obtain a certificate.

www.cppe.ac.uk/programmes/l/Summary-E-01
The pharmacy organisation allocates a person to perform the Privacy Officer role.

See below for more information about the Privacy Officer and potential working processes.

IG assurance and appointment of Privacy Officer

Community Pharmacy SCR Privacy Officer guidance

PO Standard Operating Procedure (DOC, 1.8MB)
The pharmacy organisation implements a new Standard Operating Procedure (SOP) covering SCR use.

Additionally, all SOPs that will be impacted by the introduction of SCR are reviewed and updated to reflect its activation e.g. SOP for MUR.

A sample SOP template is available to download.
Step 6

Each site should complete the online

Acceptable Use Agreement

The agreement should only be completed following instruction by your SCR project team
Step 7

Users email CPPE e-learning SCR certificate (plus site and smartcard UUID number) to the SCR Project Team.

*Instructions will be provided by your SCR project team.*
Step 8

SCR project team contacts local RA to approve addition of SCR access roles to user’s smartcard.

This is managed remotely and may take 5-7 days (this will vary locally).

*There is no requirement for those with smartcards to attend the RA office.*
Step 9

The pharmacy organisation checks technical requirements are in place (these are the same as those needed for EPS and for viewing the EPS ‘tracker’).

- Visit Spine website
- Technical Trouble shooting guide for community pharmacy

Each terminal which will be used to view SCR needs to allow access via smartcard to the NHS Spine web-portal, known as the Summary Care Record Application (SCRa) https://portal.national.ncrs.nhs.uk/portal/dt

*If any issues are encountered they should be forwarded to the pharmacy system supplier helpdesk.*
Step 10

Site does final check to confirm all requirements have been completed/are in place

- [Community Pharmacy SCR Helpsheet](#)

Site prints off any supporting materials as needed

- [RPS Quick Reference Guide](#)
- [Pharmacy poster](#)
- [Community Pharmacy Factsheet](#)
- [Counter staff briefing](#)
Step 11

Make patient information materials (posters, leaflets) available at the pharmacy and on pharmacy website

- Community Pharmacy SCR Patient Leaflet
- Patient poster
- Community Pharmacy SCR Patient Questions
- Opt – out form
- Consent form

Add SCRa URL to desktop/favourites if possible to aid ease of access

Technical trouble - shooting for community pharmacy
Sites now have access to view the SCRs
Step 12

The site checks access to the SCRa using the test NHS Numbers provided (these can be found in the Sample SOP and also The SCR Quick Technical guide).

Forward any issues to pharmacy system supplier helpdesk.
Step 13

Privacy officer training is completed by the person allocated to this role for the pharmacy organisation. PO guidance can be found at Privacy Officer guidance.

This step may be completed either before or after users have begun accessing the SCRa.

Community Pharmacy SCR Alert view Walkthrough V1

Community Pharmacy SCR SRS SCR Access Report Walkthrough V1
Users apply Information Governance (IG) requirements to their use of SCR.

This includes adherence to the:

- NHS IG Toolkit
- GPhC’s principles
- requirements of conduct, ethics and performance as well as the pharmacy organisation’s local IG policies and practices.

Download the NHS IG Toolkit
Routine monitoring of SCRa access events by the privacy officer commences.
Actions for locums/Organisations that use locum pharmacy professionals (i.e. users of FFFFF ODS code)

1. Where a locum works regularly at a particular pharmacy/ies, they should request that the specific site pharmacy role is added to their smartcard. The site sponsor(s) and the Registration Authority for the pharmacy will be able to approve and provide this.

2. Pharmacies should upgrade their Identity Agent to HSCIC IA v2.0 to enable the ODS code to be viewed when the locum logs on with his/her smartcard.

3. Organisations that use regular locums should actively promote and encourage these updates.

Exception

It may be essential for business continuity reasons that a locum pharmacy professional works at a site at such short notice, or so infrequently they do not have time to have the appropriate organisation roles added to their smartcard and need access to SCR using the National FFFFFF locum code. SCR access can be granted in this instance. Locums are advised to follow the process detailed in the locum guidance below if they wish to have this access applied.

Learn more in the locum guidance.
SCR implementation in community pharmacy

You may prefer to adapt training materials to the pharmacy’s own style to cover:

• concept of SCR,
• how to access SCRa,
• recording accesses on PMR,
• locum process,
• troubleshooting/resolving technical issues,
• governance,
• escalation routes
• points of contact