

## English Pharmacy Board 13<sup>th</sup> January 2010 **PUBLIC BUSINESS**

### IT Strategy for the Royal Pharmaceutical Society and EPB IT action priority.

#### **Purpose**

To present the board with an updated version of the IT strategy which was agreed in September containing updates and inputs from wider stakeholder engagement.

#### **Strategic objective domains**

Professional support of pharmacy for PLB members - national and GB.

#### **Action Required**

The Board is asked to consider and agree the attached strategy document and to agree to the two priority areas for activity during 2010.

#### **1. Background**

Since the EPB agreed the draft IT policy in September 2009, further work has been carried out with external and internal stakeholders to improve the document.

The EPB has highlighted both EPS (R2), and Summary Care Records (SCR) as priorities to be included in the 2010 Business Plan. The board feel that we need to actively campaign on these matters, especially in the light of fragility around the future of SCR in an economically challenged NHS.

#### **2. Board priority**

The two sections of the policy document:

*On Use of Care Records by Pharmacists*

*On the Use of Electronic Transfer of Prescriptions in Community Pharmacies*

provide a mandate from the Board to staff to carry out activities to further the Strategic objective; "Influence Pharmacy IT activity to benefit members." Specifically addressed through the key activities:

*2.07c Campaign to extend Summary Care Record throughout pharmacy in place and successful.*

*2.07d Effective campaign to ensure EPS R2 supports English pharmacy practice in place.*

#### **3. Risk Implications**

There are no risk implications as the activity can be carried out within the EPB 2010 business plan.

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## **Royal Pharmaceutical Society of Great Britain**

### **Professional Body Policy on Pharmacy IT**

Professional practice for pharmacists will be profoundly affected in future by the use of IT and now is the time for practicing pharmacists to evaluate the technologies that are being introduced to support the profession, to contribute to the design of new systems and to consider how IT can support future professional objectives.

### **The Role of the Royal Pharmaceutical Society**

As the professional body for pharmacy, the Royal Pharmaceutical Society is committed to:

- Supporting the profession in adopting and engaging with new technologies to support pharmacy practice.
- Promoting the evaluation of the benefits and safety of healthcare technologies that affect pharmacy practice
- To provide standards and leadership in education, training and research into IT systems that support pharmacy practice.

The Royal Pharmaceutical Society is not responsible for contractual negotiations concerning the use of IT systems to support NHS services, and does not have any trade representation role. These are the remit of other pharmacy bodies.

The IT agenda provides an important platform for the pharmacy profession to advance its reputation in the wider healthcare arena, where the benefits of IT use are well recognised.

As the professional leadership body for pharmacy, the Royal Pharmaceutical Society has policy on pharmacy IT covering a number of areas.

### **On Professional Leadership in Use of Information Technology**

- As the professional body for pharmacists, RPSGB is committed to exploring the use of new technologies – both those provided by national government IT programmes, and other providers – to support best practice in pharmacy, and to develop new services, such as those outlined in the pharmacy White Paper.
- The impact of IT systems on pharmacy practice will not fully be appreciated until they have been implemented and pharmacists have gained experience in

their use in a live environment. RPSGB will support the work of innovators and leaders in pharmacy IT initiatives. It will do this through its professional networks and advisory services but, above all, by fostering a culture of innovation and thinking “outside the box”.

- RPSGB is committed to evidence-based review and evaluation of new clinical services, and the technologies that will underpin them. RPSGB will therefore support and encourage research into the benefits and safety of IT systems being used to support pharmacy services. The Pharmacy Practice Research Trust may have a particular part in this.
- RPSGB supports the use of high-quality electronic medicines reference sources and clinical content in pharmaceutical care. RPSGB will encourage its members to evaluate sources of electronic medicines information, and will provide them with the support to do this.
- As the professional body for pharmacists, RPSGB will support and engage with the development of national and international standards for medicines terminology and nomenclature.
- RPSGB will promote the principles of good information governance (IG), ensuring that pharmacists recognise their legal and professional responsibilities regarding secure and appropriate data flow of personal identifiable data within their organisations. As many pharmacists operate pharmacy businesses, this requirement also covers IG obligations under company law.
- RPSGB is committed to working with other pharmacy leadership bodies to appropriately represent the pharmacy profession to the Government, other health professionals and other pharmacy stakeholders on healthcare IT issues.

#### On Training and Professional Development in IT

- RPSGB will promote and facilitate training for members on general computer skills through appropriate agencies, in order to support professional practice.
- Continuing Professional Development will be an integral and mandatory aspect of pharmacy professional practice in future. RPSGB will support and facilitate the development of e-learning and web-based packages to support CPD, where appropriate.
- RPSGB will facilitate and support the development of training and professional development to ensure that all its members are equipped to use pharmacy IT applications as an integral part of their daily working lives, and are able to engage with and evaluate new developments.

- RPSGB will explore how informatics orientation and education can best be included in the undergraduate pharmacy curriculum and pre-registration experience. RPSGB will support pharmacists who are seeking to undertake an informatics or information science specialist course, in order to specialise in clinical informatics, in line with other initiatives for supporting pharmacists with a special interest.

#### On Use of Care Records by Pharmacists

- RPSGB already has a policy position concerning the use of GP records by pharmacists. This should now be developed to take into account access to care records by pharmacists in pharmacy care settings. RPSGB is committed to supporting its members in the use of care records to support the development of pharmacy practice in pharmacy care settings.
- RPSGB believes that pharmacists should have appropriate role-based access to care records. This would have a beneficial effect on patient care, by reducing medication-related critical incidents. For example, it would enable a pharmacist to check that a patient was not allergic to an individual drug.
- Consumer research indicates that consumers want and expect continuity of care and for all healthcare professionals (including pharmacists) involved in their care to have access to their medical record. In this respect, RPSGB will promote the role of pharmacists as fully integrated members of the care team, to patients and fellow healthcare professionals.
- RPSGB will liaise with representatives of medical professional bodies and patient groups to address issues associated with pharmacy access to care records and to promote the benefits of access to care records by pharmacists.
- Pharmacists have high standards of patient confidentiality, according to the relevant legal and professional requirements, and RPSGB will work to maintain this standard. RPSGB will, where possible, contribute to the development of official and interdisciplinary standards for care records, and will engage in discussions on consent and confidentiality issues with the professional bodies of other healthcare professions.

#### On the Use of Electronic Transfer of Prescriptions in Community Pharmacies

- RPSGB believes that the electronic transfer of prescriptions (eTP) is a valuable contribution to patient care and provision of pharmaceutical services. For pharmacists, implementation of eTP has the potential to improve dispensary workflow and to have a beneficial effect on the safety of the dispensing process.

- RPSGB is committed to ensuring that eTP systems used are fit for purpose and will work with other pharmacy bodies and system suppliers to advise on eTP design issues that relate to professional pharmacy practice. RPSGB is committed to building good working relationships with stakeholders in national eTP initiatives.
- RPSGB is committed to evidence-based development of technologies to improve pharmaceutical care, so that the benefits of the systems are validated. The RPSGB welcomes the benefits analysis work being conducted on the EPS by academic researchers and looks forward to the publication of results.
- The further development of safe and effective systems is facilitated when the systems are being actively used and when lessons are learnt from their implementation. RPSGB would encourage pharmacists, especially those in the EPS Release 2 early implementer areas, to work closely with suppliers in their areas, in order to realize the potential benefits for patient care.

#### On the Communication of Patient Data

- As they begin to deliver new professional services (for example, Vascular Risk Assessments), pharmacists will need to ensure that patient data is transmitted to and from other health professionals in a safe and secure manner. RPSGB recognises that there may be different types of technical solution to support this, but will uphold the use of appropriate security and encryption standards, and will facilitate evaluation of the available technologies, so that relevant information is available to pharmacists.

#### On the Development of Comprehensive Electronic Prescribing to support Clinical Pharmacists in Hospital

- There is evidence to indicate that electronic prescribing systems in hospitals can reduce medication-related errors and improve workflow in hospitals. Hospital electronic prescribing systems also have the potential to support innovative ways of providing pharmacy services in hospitals. RPSGB welcomes the development of hospital electronic prescribing systems and their use by pharmacists and other healthcare professionals in hospitals.
- RPSGB is committed to evidence-based development of technologies to improve pharmaceutical care, so that the benefits of the systems are validated. RPSGB will encourage hospital pharmacists to take a lead in evaluating the benefits of hospital electronic prescribing systems and disseminating the results of these evaluations.

- RPSGB is concerned that hospital electronic prescribing systems are developed to support pharmacist-led services in all clinical specialties. Specialist pharmacists are uniquely placed to contribute to the design of functionality to support their clinical specialty. RPSGB has a role in coordinating and facilitating the involvement of pharmacists with special interests in software design and implementation in specialist areas.
- RPSGB will support the development and evaluation of IT initiatives to support and extend the work of consultant pharmacists.
- RPSGB will support the development of a national standard pharmaceutical care record for patients receiving care from pharmacists. This record will be integrated with medical care records, and the specialist care records for other professions. Such a care record will provide a standard for pharmacists working in hospitals, and will provide a platform for care transfer at the primary care/secondary care interface.

#### On use of Proprietary Pharmacy Systems

- While national IT solutions are being developed in England, Scotland and Wales, RPSGB recognises that most practicing pharmacists access these solutions via established proprietary pharmacy systems. RPSGB recognises the expertise contributed by pharmacy system designers, and will support pharmacy systems suppliers in the development of appropriate functionality by issuing clear professional guidance, and encouraging pharmacists to discuss specific local requirements with their systems suppliers.
- Pharmacy systems provide a range of configuration options to support local variations in pharmacy practice. Pharmacists are encouraged to explore the configuration options available through their system, to ensure that their system is appropriately configured to support their current and future working practices.

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