

## What is Choose Pharmacy?

Choose Pharmacy is a confidential NHS electronic records system, which community pharmacists use to record details of NHS services they provide to you.

## Registering for a service

This will usually be at the time you need to access an NHS pharmacy service.

When you register, your pharmacist will ask you for some basic details:

- Your name
- Your date of birth
- Your postcode
- Your gender

If you are registered with a GP in Wales or England, your record will be created using information from the NHS Wales or NHS England patient demographic database.

If you are not an NHS Wales or NHS England patient you may still be eligible to access NHS Choose Pharmacy services. In this case the pharmacist will ask you for additional personal information.

If the pharmacist does not know you, you may be asked to show some form of identification to confirm your name, date of birth and address.

Your pharmacist will explain the service, ask if you are happy to register and will give you a copy of this leaflet to take away.

For some services it is possible to register in advance (for example the Discharge Medicines Review Service).

- If you register in advance for a service you may withdraw your consent at any time, at

which time participation in the service will end.

## Children under the age of 16

If child aged 13-16 years has sufficient understanding they can consent to registration. If they don't have understanding, or for children aged 12 years and under, a person with parental responsibility can nominate a pharmacy and complete registration for them.

If the person requesting registration does not have parental responsibility, registration can only continue with the consent of a person with parental responsibility.

## Do I have to use the same pharmacy for all NHS Choose Pharmacy services?

No - You are able to nominate different pharmacies for different services. This means you can access different NHS services at different pharmacies if you wish.

## What happens if I want to change pharmacy?

You can only nominate one pharmacy at a time for each service.

You can change your nominated pharmacy at any time, by registering at your new chosen pharmacy.

This may be permanent or if you need to access that service in a different pharmacy temporarily (e.g. on holiday, working away).

## Consent to access patient records

### 1. Choose Pharmacy Record

You will be asked to give your verbal consent to allow details of consultations to be recorded within the Choose Pharmacy system.

These will be recorded each time you use an NHS Choose Pharmacy service.

This will allow pharmacists to see a summary of your record for the service you are accessing, including a summary of previous consultations.

### 2. Welsh GP Record

If you are registered with a Welsh GP practice, the pharmacist will be able to see your Welsh GP Record. This will only be for certain Choose Pharmacy services and only where it is considered to be necessary by the pharmacist.

*The Welsh GP record is a summary of important information taken from your full GP medical record.*

- You will be asked to give your consent for the pharmacist to access your record every time it is needed, you can refuse consent by simply saying 'no'.
- Every access to a Welsh GP Record is automatically monitored by the NHS to ensure that your information is being accessed appropriately, with your consent.

### 3. Electronic Discharge Advice Letter (Discharge Medicines Review Service only)

If you are registered with a Welsh GP practice, the pharmacist is able to view a summary of your latest electronic Discharge Advice letter if you have recently been discharged from hospital.

- You will be asked to give your consent for the community pharmacist to access your discharge advice letter every time it is needed.
- The pharmacist will be able to view the medicines prescribed when you were discharged from hospital.
- If you wish to do so you can provide consent for your nominated carer or representative to access this service on your behalf and discuss information regarding the medicines you are prescribed and how you take them.

### What information will be kept about me?

Your Choose Pharmacy record will contain

- Your name, address, date of birth, gender and GP details.
- Details of every consultation, which will include details of any medication supplied and any advice given and referrals made.

If you access the service in the future, details of previous consultations will be available to the pharmacist in your chosen pharmacy.

If you have changed pharmacy then details of previous consultations will be available to your new pharmacy. This will ensure your new pharmacy has accurate information about you and can deliver a safer service. The previous pharmacy will no longer be able to access your patient record.

### Sharing Information within the NHS

#### Your GP

Where relevant, the details of your consultations will be shared with your GP to help them provide your care. Examples of

information that may be shared includes details of:

- Medicines/vaccinations provided
- Advice given
- Any follow up needed by your GP

In the future this information will be shared electronically.

#### NHS Wales Staff

Your information may be used by NHS Wales staff to:

- Make sure the service is being provided appropriately and to help plan future services; and
- Make sure the pharmacy is being paid appropriately for the services that are provided.

Wherever possible, anonymised data (information that does not identify you) will be used.

Where your personal information is needed, this information will only be used where appropriate and necessary (for example to check that your Welsh GP Record has been accessed with your consent).

To find out why NHS Wales collects information about you and how this information may be used, ask your pharmacist for the leaflet "Your information, Your rights - What you need to know" or visit:

<http://www.wales.nhs.uk/sitesplus/861/opensoc/171385>

*If you have any concerns or require further details about the way your information is used you should discuss this with your pharmacist.*



# Choose Pharmacy

**This leaflet tells you about your NHS Choose Pharmacy Record and how it is used**