# Good practice example of using proxy access for ordering medications in care homes.

## Background

The good practice example shares information from four care homes who have rolled out proxy access for ordering medications in their care homes.

Each care home worked with their associated GP practice for successful implementation.

In the table below there is further information on each care home, their bed occupancy, the associated GP practice, its GP system supplier and the name of the CCG/region.

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| --- | --- | --- | --- | --- |
| Care home | Bed occupancy | GP practice | GP system | CCG/region |
| The Lodge Romford | 94 | North Street Medical Care | EMIS | Havering/London |
| Hatfield Haven  Falcon House | 22  29 | Eden Surgeries | TPP SystmOne | West Essex/East |
| Redbond Lodge | 83 | John Tasker House  Angel Lane Surgery | EMIS – both practices | West Essex/East |
| Manor Lodge | 120 | Beauchamp House Surgery  Moulsham Lodge Surgery  Rivermead Gate Medical Centre  Sutherland Lodge  Whitley House surgery | TPP SystmOne – all practices | Mid Essex/East |

## What is the problem?

Ordering, issuing and collecting repeat medications for care homes always caused both the GP practices and the care home risks and issues as this was completed on paper. There were many occasions when items were missing off prescriptions for whatever reason in the process.  There was often confusion with the pharmacy about what had been ordered/collected.

## What is the solution?

For the care home staff to order online prescriptions on the resident’s behalf by having proxy access. The solution is to ensure that prescriptions are ordered online, on time for what is needed for the next medication cycle order as agreed locally by the care home, practice and pharmacy. This will ensure a safer and quicker process for ordering medication vs a paper ordering system. This in turn will save both the care home and GP staff time and efficiency savings.

## Benefits to the care home and its staff

Listed below are the benefits that the care home staff found when they had access by proxy to order medications for their residents:

* A closer working relationship between the GP practice and the care home
* Staff had their own username and password. This means they do not have to log on and off for each patient, so this saves a lot of time
* Care home staff can order at any time of the day or night
* Any items that have not been ordered can easily be ordered by the care home
* Ordering online is easier for the GP practice, it saves time and reduces errors
* A clear, easily accessible, audit trail
* Having secure email, commonly NHS mail allows care homes to stop faxing and email the GP directly for queries or requests
* Quicker ordering and delivery
* Save time in both the care home and GP practice as less queries and quicker ordering time

### Time efficiency savings

* Before online proxy ordering was in place, the care home staff would spend 3 days ordering medications for their residents (can vary depending on size of the home)
* Since having online proxy ordering, it now takes the care home staff approx. 1 hour and 4 minutes to order medications for their residents (can vary depending on size of the home)
* This equates to around £411.99 saved in money terms or £5,189.88 per annum (can vary depending on size of the home)
* This releases around 3 days of nursing time to care for their residents (can vary depending on size of the home)