Patients with a long-term condition and who are registered with a Scottish GP practice, but not residing in a care-home setting, are eligible to register for CMS. Within three months of registering a patient for CMS, you must complete a pharmaceutical assessment, which consists of a medication profile (also referred to as a pharmaceutical care risk assessment) and a patient profile, and then assign a pharmaceutical care plan priority (low, medium or high). This priority setting helps you to identify those patients who would most benefit from a pharmaceutical care plan. The results of the assessment can help in developing a patient’s personalised care plan as appropriate.

If a patient is exempt from prescription charges on age or medical grounds, an electronic patient notification message is sent automatically to the patient’s GP practice. This informs the GP practice of the patient’s registration and details of the pharmacy where they have registered for CMS.

If a GP considers it appropriate, they can then generate a 24- or 48-week serial prescription for a CMS registered patient. A serial prescription must be dispensed in the pharmacy where a patient has registered for CMS. It is retained in the pharmacy and dispensed at the intervals defined by the GP.
**Stage 1: CMS Registration**

Patients can be registered with only one pharmacy at any one time.

- Patients **eligible** for CMS registration must:
  - have a **long-term condition**
  - be **registered with a Scottish GP practice**
  - receive **regular prescriptions**.

- Patients **not eligible** for CMS registration include:
  - **temporary** residents
  - residents in a **care-home setting**.

Mandatory data required to register a patient is as follows:

- Patient name
- Date of birth
- Gender
- Exemption category (including not exempt)
- Address
- Community Health Index (CHI) number
- Postcode

**Exemption category is a mandatory field for CMS registration. The CHI number is also a mandatory field. PMR systems should previously have captured patient CHI numbers from scanned AMS prescriptions.**

Currently, only patients who are exempt on **age** or **medical exemption** grounds, and who are registered for CMS, will be flagged as CMS-registered in the GP system. This means that, initially, it is the only these groups of patients who will be eligible for a **serial prescription** if the GP considers it to be appropriate.

CMS requires a patient’s explicit consent to allow the exchange of data between the community pharmacy, the GP practice and the Common Services Agency.

It is a pharmacist’s responsibility to explain this aspect of data sharing, ensuring a patient understands it in full. Patients **MUST** cross all five declaration areas before signing.

**Remember:** within three months of registration, a pharmaceutical assessment must be completed for every CMS registered patient.
Stage 2: Web-based care planning tool – Pharmacy Care Record (PCR)

The Pharmacy Care Record (PCR) is a web-based application to support you when providing CMS. You can access PCR only from Scottish community pharmacies via an N3 connection or gateway. Any pharmacist who requires access to PCR must have a personal User ID and password. Your NHS Board is responsible for identifying users of PCR and for distributing the User IDs and passwords. You can access PCR records only for patients registered with the community pharmacy where you are currently working. All access to PCR is audited. There are two steps to accessing PCR:

- associating with the community pharmacy; and
- PCR login.

Associating with a Community Pharmacy

You must first ‘associate’ yourself with the pharmacy where you are working to be able to access PCR.

In most pharmacies the association process can only be performed on the main ‘server’ computer in the pharmacy. Some pharmacy ‘multiples’ may allow association from any computer in the pharmacy.

The association process validates your association request against the ePharmacy Certificate currently installed on the pharmacy computer.

An icon may be visible on the computer desktop for accessing the PCR association website. You can also link to the association page from the SHOW Community Pharmacy website – http://www.communitypharmacy.scot.nhs.uk. Alternatively, you can use the following website address to access the PCR association website – https://pcrua.mhs.scot.nhs.uk

Upon accessing the PCR association website you will be presented with a screen warning you that the PCR Association website requires access to the digital certificate on your computer.

Figure 3. PCR user association page

Once you have clicked ‘Yes’ on the Security Alert window, you will be able to enter your User ID and password and the pharmacy contractor code of the pharmacy you wish to be associated with.
After entering the relevant details you click on the ‘Associate User’ button. You will then be presented with a final Security Alert dialogue box and, for the association to work, you must click ‘Yes’. If the association is successful you will receive a message confirming this.

After you have changed your password, the association page will be re-displayed and you will have to repeat the association process using your new password. You only have to do this the very first time you associate yourself. At this stage, you are only associated with a pharmacy. You will still need to login to the main PCR application to access patient records.

After the initial password change, passwords expire every 60 days and upon expiry you will be requested to change your password. Your password will need to be different to one you have previously used.

Your password can also be changed at any time by selecting the ‘Change Password’ option on the high-level PCR Menu.

PCR Login

You can login to the PCR application from any computer in the pharmacy where you are working. You must have associated yourself with the pharmacy before you can login.

The main method of accessing PCR is from either an icon on your computer desktop or the following website address: https://pcr.mhs.scot.nhs.uk.

To login to PCR, enter your User ID and password and click ‘Login’.

PCR – an overview

The PCR web-based system supports two specific CMS processes:

• the pharmaceutical assessment – which MUST be carried out within 3 months of you registering a patient for CMS; and
• the pharmaceutical care plan – which you develop for those patients you have identified and prioritised as benefiting from a care plan.

More information on using PCR is contained in the NES Pharmacy PCR User Guide which can also be found on the SHOW Community Pharmacy and NES Pharmacy websites.

Pharmaceutical assessment

This is completed within three months of registration and is based on:

• a patient profile; and
• a medication profile (or pharmaceutical care risk assessment).
Patient Profile
- General health
- Medical conditions, allergies and sensitivities
- Patient factors
- Care plan priority

Medication Profile
- Questionnaire on the patient’s medicines based on a ‘yes’, ‘no’ and ‘not recorded’ option with a free text field for notes.
These two steps help you to prioritise those patients who you think would benefit from a pharmaceutical care plan and assign an overall priority of low, medium or high.

**Pharmaceutical care plan**

For those patients you identify as benefiting from a personalised care plan you then work with them to identify the care issues / problems they have, establish the outcomes you wish to achieve and agree any actions to address each issue.

![Pharmacy Care Record](image)

**Pharmaceutical care plan**

- Documents the care issues, desired outcomes and actions.
- Helps to monitor, review and update progress against the agreed actions.
Stage 3: CMS Serial Prescribing

Once a GP has received an electronic CMS notification message they can choose to generate a serial prescription for a patient as part of a shared care arrangement.

A GP can produce a serial prescription for 24- or 48-weeks. You then dispense the prescription according to the time intervals determined by the GP and specified on the serial prescription e.g. dispense every 8 weeks.

As the serial prescription is being printed in a GP Practice, an electronic prescribe message is sent to the ePharmacy Message Store (ePMS). This message can only be retrieved by the pharmacy where the patient is registered for CMS. The message contains all of the information you require to dispense the specified quantities at the time intervals indicated by the GP.

A GP may not issue a serial prescription immediately on receiving the electronic CMS notification message because the GP may want the serial prescription to coincide with a patient’s annual medication review.

In addition, you may never receive a serial prescription for a patient you have registered for CMS.

It is at the discretion of a patient’s GP whether or not the patient is considered suitable for a serial prescription.
Stage 3 (continued) – CMS Serial Dispensing

You scan a barcode on a serial prescription in the normal way and this brings down the corresponding electronic prescribe message.

Additional information on a CMS serial prescription includes:

- the total quantity to cover the entire dispensing period; and
- the dispensing interval, e.g. dispense every 8 weeks.

**Initial Dispensing Episode**
Using the information in the electronic prescribe message, your PMR will support you in creating a dispensing schedule for the entire dispensing period of a serial prescription. In most cases, your PMR system will correctly calculate the quantity for each dispensing episode but some items may require you to decide exactly what quantity should be issued e.g. creams, liquids and inhalers. Creating the correct schedule at this stage will prevent issues for subsequent dispensing activity. You should retain the paper form until all the dispensing is complete.

You can send the electronic claim message for each dispensing episode to ePMS immediately after dispensing or park it and send it at a later stage, e.g. when the patient presents to collect the prescription.

**SENDING A CLAIM MESSAGE TRIGGERS THE FOLLOWING ACTIONS.**

- An electronic dispensing notification message for each individual item is sent to the GP practice (via ePMS).
- An electronic claim message for each individual item is sent to PSD (via ePMS).
- This puts the dispensing data directly into the GP record which in turn updates the patient’s Emergency Care Summary.

*Figure 5. The result of sending an electronic claim message*
Electronic claims are made after each dispensing episode from a serial prescription. Claims are sent on an item by item basis (remember AMS claims are sent on a form by form basis). Payments are made on electronic claims only. You retain the CMS serial prescription in your pharmacy until the final dispensing episode has been completed.

Upon collection of the final dispensed items, a patient should sign the back of the GP10 form, indicating their exemption category, before you submit the paper form to Practitioner Services Division (PSD). When PSD receive the paper, it will be scanned and stored for reference purposes only.

The paper GP10 is not used in the payment process for CMS prescriptions.
Submitting a GP34 form

All serial prescription forms must be sent to PSD within three months of having been completed (dispensed in full), expired or cancelled.

For the GP34 form count ONLY the forms, i.e. Form = 1, Item = 0. Items are processed using electronic claims.

All CP3 registration forms should be submitted to PSD in the normal way (i.e. same as MAS). They should be bundled separately.

If for any reason a GP cancels all the items on a serial prescription, you should submit the paper serial prescription form with your next submission.

More detailed information on each stage of CMS is available in the NES Pharmacy CMS Implementation Resource pack.

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