

Frequently asked questions

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	Question	Answer
1	What does care home proxy access for ordering medication mean?	Care home staff can order medication online, on behalf of the residents in their care.
2	Do care homes need to have individual proxy accounts for care staff?	Yes, proxy access accounts must be set up for each, authorised, named, member of staff that will order medication on behalf of residents. All residents will show in the one account for that named staff member.
3	How do I find out how to do this is there more information?	<p>Engage with you GP and pharmacy colleagues to work together, planning locally for a successful implementation.</p> <p>This new guidance from the LGA and NHSX provides a step-by-step guide to granting authorised care home staff with proxy access to their resident’s GP online services account. Enabling them to order their resident’s medication online quickly, safely and securely. Saving care home, pharmacy and GP practice staff time whilst making the dispensing of individual medicines easier and creating an automatic audit trail. It also covers the security and governance arrangements that must be put in place and explains that authorised staff members will get their own individual login and password. The functionality is only available at GP practices that use EMIS and TPP GP systems. Care home residents will be informed of this change of process and can choose to opt out of the process.</p> <p>England.carehomesgproxy@nhs.net</p>
4	Why capturing this data and what are you going to do with it?	<p>We are capturing the data to find out who, where and how many care homes nationally order their medication online and access further information through their GP system that holds the residents electronic record.</p> <p>We are going to review the responses with regional colleagues to support them</p>

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		with implementation of this locally where requested in the coming weeks/months.
5	Some care homes have electronic MARS linked closely to the providing chemist and the GPs. Would 'proxy access' be replacing this e-MAR system?	No, this is different to e-MAR. Proxy access allows care homes to order medications online using GP systems, not the administration of medication.
6	Do you order online medication by proxy, is this the same as ordering through our e-MAR system by proxy?	No, see above Q5