



Proxy Ordering of Medications for Care Home Residents

The CCG's CHAPS (Care Home Advice Pharmacy Service) team have been working with GP practices and Care Homes to set up Proxy Ordering for Care Home residents. Since this has been found to be very advantageous for GP practices and Care Homes it was felt that it would be beneficial to make all clinicians aware of this current work-stream.

What is Proxy Ordering?

Proxy ordering is the electronic ordering of all the resident medication. It allows 2-3 members of staff per home to have view a password protected screen so they can view all the items on the repeat prescription for residents of a particular Care Home and then order what is required.

What are the advantages of Proxy Ordering of medication?

- It reduces staff time taken to input orders, leaving them free for other tasks.
- It has a quicker turnaround time compared to paper orders.
- It has been proved to reduce the number of items which are not ordered by mistake.
- It has a robust audit trail both at the surgery and the care home.
- It reduces medicines waste i.e. only the items required are ordered.
- It reduces queries and missing scripts at the practice
- It reduces paper – paper can result in a data protection breach if misplaced
- Covid response – paperless is better for infection control and prevention.
- Helps to capture new resident medication requirements quickly.
- Improves communication and relationship between GP and the care home
- Helps to meet targets in the DES and Enhanced Care Framework i.e. reducing medicine waste, ensuring there are no missed doses and having a robust ordering system in place.

Maintenance at Practice level

The CHAPS team have been working with GP practices and PCNs to create the role of a Care Home Champion, to make sure that proxy ordering is being set up and maintained correctly. The Care Home Champion role has been taken on by care coordinators, pharmacy technicians or prescription clerks. The Care Home Champion can add on new residents, remove online users if they leave and add new online users to maintain the proxy set up. They can also produce an interim prescription for new residents, to reduce waste and make sure there are no missed doses. The new resident can then be passed to your PCN pharmacist for a transfer of care review and an SMR.

Training videos for EMIS and S1 practices

The CHAPS team have created two training videos to help practices and PCNs with the set up and maintenance of proxy ordering. Here are the links:

- SystemOne training video [link](#)
- EMIS training video [link](#)

If you would like a guide that accompanies this, please contact the CHAPS team on northantsccg.chapsnorthants@nhs.net. We have user guides for both practice staff and for care home staff in both EMIS and S1.