

GP Practice System Remote Access Protocol

Applies to

HaRD CCG employed Pharmacists and Medicines Optimisation Technicians

These protocols are produced by the NY&AWC MM team hosted by HaRD CCG for use by their employed MM team members. They can be adopted for use by other healthcare staff working in GP practices across NY&AWC CCGs but HaRD CCG accepts no responsibility for the use and application of these protocols in these situations. External staff working to these protocols must agree with their own employer whether they are competent and able to work to these protocols.

Rationale

This protocol is to authorise the NYAWC Medicines Management Team (MMT) to access GP practice held patient records and prescribing systems remotely for the purposes of fulfilling their current workplan and/or formulary work.

It is important that information governance (IG) requirements are adhered to regardless of the location from which work is undertaken to safeguard patient and business confidentiality.

The protocol should be used in conjunction with the current HaRD CCG mobile working standards (HaRD, 2015), the NHS Confidentiality Policy (NHS England, 2016) and the Access to Patients' Record in General Practice MMT protocol (HaRD, 2018).

Method

The MMT staff will log onto the N3 spine via an approved remote access token from home/practice or office. The location of work will facilitate confidentiality by ensuring that the computer screen cannot be overlooked by other persons or staff members while in use, and locked when not in use.

This remote access will be used to enable the user to work under the same protocols according to the same rights as authorised by the practice, as if they were physically present in that practice.

There are 2 level of remote access to which practices can agree:

Task	Details	How will patient be informed?	Tick if task authorised
Remote formulary management (NB: not applicable in CCGs where OptimiseRx is active)	MMT member will access and update the practice formularies remotely for the practice. The practices will be notified when this has taken place.	N/A	<input type="checkbox"/>
Remote access to patient records	For the purpose of MMT work in line with the relevant protocol for that work module	N/A	<input type="checkbox"/>

Emis web environment code (if applicable)		N/A	N/A
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When this protocol is signed the MMT member should:

- Place a copy into the relevant practice folder for signed protocols
- Scan/photograph the signed protocol and store in the appropriate CCG folder on the Y: drive
- Update any CCG list they hold for their locality with a note of the authorisation to use remote access.

Signature of practice Caldicott Guardian	
Practice name	
Date	
Signed on behalf of NYAWC MMT	

The practice representative signing this protocol agrees to take responsibility for the notification of all relevant practice staff.

References

- HaRD, 2015. *Policies*. [Online]
Available at: <http://www.harrogateandruraldistrictccg.nhs.uk/data/uploads/policies/corporate-policies/hard-039-mobile-working-policy-and-guidelines-v3.0.pdf>
[Accessed 09 03 2018].
- HaRD, 2016. *Medicine Protocols*. [Online]
Available at: <http://www.harrogateandruraldistrictccg.nhs.uk/medicine-management/medicine-protocols/>
[Accessed 09 03 2018].
- NHS England, 2016. [Online]
Available at: <http://www.england.nhs.uk/wp-content/uploads/2013/06/conf-policy-1.pdf>
[Accessed 09 03 2018].
- EMBED, 2018. *IG information*. [Online]
Available at: <https://portal.nyhcsu.org.uk/web/information-governance-portal/information-governance-toolkit>
[Accessed 09 03 2018].

Document version control

Version	State changes	New version	Actioned by
0.00	New Protocol	1.00	AM
1.00	Update to information	2.00	JA/CK/AM
2.00	Minor changes	2.01	RA
2 01	Use of on-line version statement	2 02	SK October 2016
2 02	New initial statement regarding protocol use.	2 03	SK November 2016
2 03	Update to references and links	2 04	JA March 2018