

## **Optimise Rx and ScriptSwitch – Frequently Asked Questions**

### **1. What is Optimise Rx?**

Optimise Rx is a prescribing support software tool which has been commissioned by Hartlepool & Stockton-on-Tees CCG as an alternative to ScriptSwitch.

Optimise Rx is a system which:

- Is fully integrated into the patient record to enable the delivery of prescribing best practice and to optimise cost savings
- Offers prescribing options, alerts and prompts based on evidence based best practice, safety and cost, supporting medicines optimisation
- Has reference messages which combine national guidance and local formulary information promoting clinically effective prescribing and guiding towards formulary prescribing
- Is patient specific and uses clinically intuitive prescribing options that take into account the full patient history (as coded), increasing the likelihood of clinical acceptance
- Is fully integrated within the workflow of the GP clinical system

### **2. What is the main difference between Optimise Rx and ScriptSwitch?**

The main difference is that Optimise Rx is fully integrated within the workflow of SystmOne and EMISweb. It analyses the patient record, including Read codes, past medication history and test results before displaying a recommendation tailored to the patient.

ScriptSwitch triggers purely on medication prescribed and does not interrogate the patient record before displaying recommendations.

### **3. Is Optimise Rx compatible with all GP clinical systems?**

Optimise Rx is currently only compatible with SystmOne and EMISweb. It is not yet compatible with Vision (expected Q3 2016/17). Vision practices will be contacted individually regarding this.

### **4. Is any training required to use Optimise Rx?**

No specific training is required to use the software. Once activated it is already embedded within SystmOne and EMISweb, and therefore should be intuitive.

Prescriber guides, quick reference guides and Youtube demonstrations for each clinical system are available and links to these will be sent to all practices.

### **5. Do prescribers need to do anything differently when using Optimise Rx?**

For everything except antibiotics, no. For antibiotics, prescribers need to ensure a Read code is entered **before** the medication is selected. This is because the antibiotic messages rely on a current, rather than past Read codes to display appropriate recommendations.

### **6. When will Optimise Rx be activated?**

Optimise Rx is scheduled to go live in Hartlepool & Stockton-on-Tees CCG from Monday 13<sup>th</sup> June. Practices should ensure that they have Optimise Rx activated by Thursday 30<sup>th</sup> June at the latest.

Your NECS practice pharmacist/ technician will liaise with individual practices regarding a go live date.

## **7. How is Optimise Rx installed/ activated on the clinical system?**

Activation of Optimise Rx takes place at individual practice level. The person activating Optimise Rx for the first time at each practice must have administrative rights on SystmOne/ EMISweb (usually the practice manager or IT lead). No IT engineer visits are required.

Your NECS practice pharmacist/ technician will be available to support activation of Optimise Rx in practices. Further information on installation is included in the installation guide which can be accessed through the NECS Medicines website.

In EMISweb Optimise Rx can be activated at any time. In SystmOne it is recommended that initial activation takes place when there are as few users as possible logged into the system (activation can be done remotely).

## **8. How can Optimise Rx support medication review?**

An additional feature of Optimise Rx in SystmOne is the 'fdb' button. This allows you to see all recommendations for a specific patient and so can be used to inform medication review. The Optimise Rx button needs to be added to the toolbar to access this. If individual users are allowed to configure their toolbars this needs to be completed on a user by user basis.

## **9. What will happen to ScriptSwitch?**

ScriptSwitch will no longer be active in Hartlepool & Stockton from 1<sup>st</sup> July 2016. ScriptSwitch should be deactivated by the practice IT administrator prior to activation of Optimise Rx to ensure duplicate messages are not displayed.

## **10. If a practice has 2 sites (branch practices) will Optimise Rx be activated across all computers?**

Yes.

## **11. Does Optimise Rx transmit and receive patient identifiable data?**

Only non-identifiable elements of the patient medical record are transmitted by the clinical system to the OptimiseRx servers. The data includes a unique identifier, the patient age in whole years, gender, and pertinent information regarding the patient's prescribed drugs (historic, current and prospective), conditions, test results and allergies. Only concepts which could conceivably trigger a response from OptimiseRx are transmitted, which results in a significant part of the patient medical record being filtered out at source. The response from OptimiseRx includes specific messaging. The data received from the clinical system is only used for the duration of that consultation, no patient data is retained by OptimiseRx.

## **12. Can I feedback on the system?**

Yes, Optimise Rx messages provide you with an opportunity to feedback why you feel they may be inappropriate, this may be in terms of the patient you are prescribing for, or in more general terms. You can also speak to the Medicines Optimisation team if you have any feedback or suggestions.

## **13. Where can I find more information on Optimise Rx?**

A range of information to support practices, including prescriber guides, installation guides, quick reference guides and Youtube demonstration videos, can be accessed through the Tees page of the NECS Medicines website.

## **14. Who do I contact if I have any queries or need support?**

Please speak to your NECS practice pharmacist or technician, or alternatively email [necsu.medicinestees@nhs.net](mailto:necsu.medicinestees@nhs.net) or telephone the Medicines Optimisation Team on 01642 746909.