

# SMR Live

## User Guide

Fully Integrated with:

**Advice &  
Guidance**

**NHS** Digital Assured

# SMR Live Objectives

## Supporting Primary Care to deliver the SMR Requirements

SMR Live is designed to support Practices, PCNs and CCGs in providing efficient and clinically focused SMR capacity management. It enables risk prioritisation and ease of insight gathering and action planning in order to optimise Primary Care SMR activity.

This clinical support tool is fully integrated with the Advice and Guidance (Eclipse Live) service and when utilised in conjunction with the core clinical systems empowers appropriate healthcare professionals to operate in a highly effective and efficient manner.

SMR Live enables:

- 1: Identification of the SMR Case Load.
- 2: Prioritisation and capacity management.
- 3: Ease of required SMR insight gathering.
- 4: Ability to gain direct patient feedback.
- 5: Standardised SMR action plan creation.
- 6: Interoperability across the Eclipse Live platform.
- 7: Optimisation of wider SMR activity.

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# SMR Live Background

SMR Live is fully integrated with the centrally assured national Advice and Guidance (Eclipse Live) Service and is designed to support the efficient delivery of Structured Medication Reviews and Medicines Optimisation activity as set out in the Network Contract Directed Enhanced Service documentation published in September 2020. This web based Clinical Support Module enables the efficient delivery of SMRs at Practice, PCN or Regional level through the application of standardised risk stratification and SMR prioritisation.

## SMR Live delivers:

### 1. Identification

Instant patient identification based on the nationally defined SMR criteria

### 2. Prioritisation

Standardised population prioritisation enabling SMR delivery aligned to potential impact

### 3. Insight

Standardised and comprehensive review portal to enable rapid medicines review and informative action planning

### 4. Action Planning

Automated action plan generation and follow up reminders

### 5. Patient Engagement

Patient specific SMR questionnaires and support available through linked web based portal

### 6. Validation

SMR patient cohorts can be tracked longitudinally to validate clinical outcomes

SMR Live provides an additional and essential SMR delivery tool that will empower regions, PCNs and Practices to optimise their delivery of quality SMRs whilst enabling the scale of reviews required in the current NHS environment.





## Network Contract Directed Enhanced Service Structured medication reviews and medicines optimisation: guidance 17 September 2020

“SMRs are a National Institute for Health and Care Excellence (NICE) approved clinical intervention that help people who have complex or problematic polypharmacy. SMRs are designed to be a comprehensive and clinical review of a patient’s medicines and detailed aspects of their health. They are delivered by facilitating shared decision-making conversations with patients aimed at ensuring that their medication is working well for them.

Evidence shows that people with long-term conditions and using multiple medicines have better clinical and personal outcomes following an SMR. Timely application of SMRs to individuals most at risk from problematic polypharmacy will support a reduction in hospital admissions arising from medicines-related harm in primary care. It is estimated that £400 million is spent annually in unnecessary medicines-related harm admissions to hospital.

Undertaking SMRs in primary care will reduce the number of people who are overprescribed medication, reducing the risk of an adverse drug reaction, hospitalisation or addiction to prescription medicines. Further information on the rationale behind SMRs can be found on the Royal Pharmaceutical Society web page.

Most prescribing takes place in primary care. Through the increased collaboration with the establishment of PCNs, there is a significant opportunity to support the meeting of international commitments on antimicrobial prescribing. Improved medicines use will also improve patient outcomes, ensure better value for money for the NHS (e.g. by reducing inappropriate prescribing of low priority medicines), and reduce waste and improve its environmental sustainability (e.g. by supporting patients to choose lower carbon inhalers where clinically appropriate and following a full medications review and shared decision-making process).”

# Step 1:

## System Access

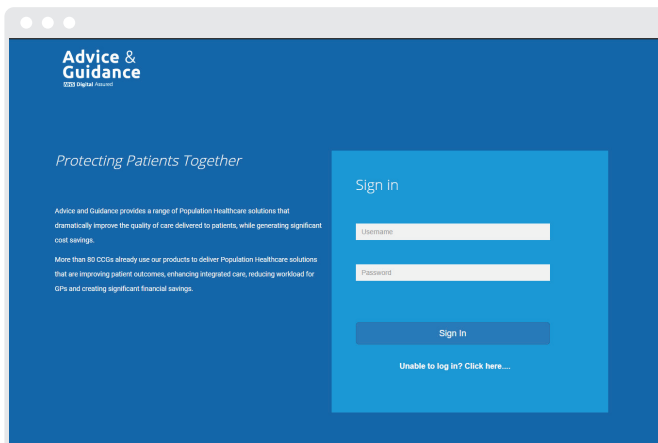
# SMR Live Guide

**SMR Live offers key steps to identify and review your priority patients in need of SMRs:**

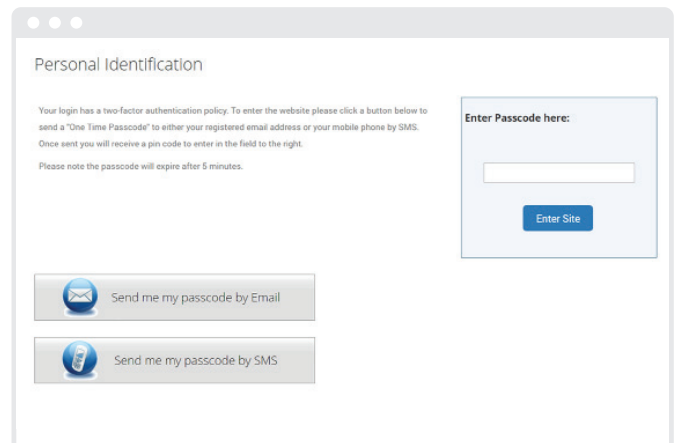
- Access the SMR Live system
- Identify your patients in need of an SMR
- Prioritise patients
- Gather required SMR insight
- Create action plans

## How to access the SMR Live system

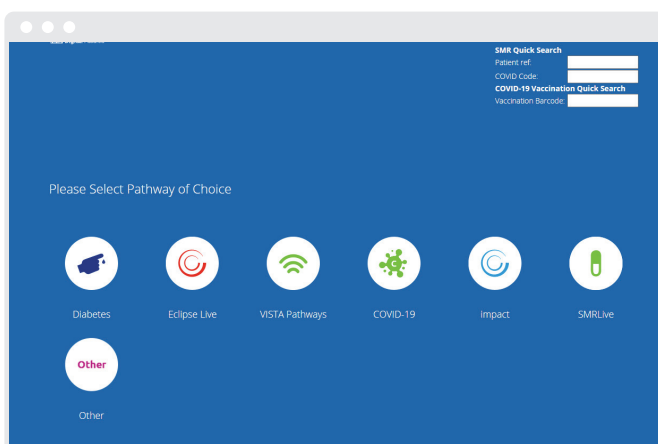
Your Eclipse Live interface can be accessed via **[www.nhspathways.org](http://www.nhspathways.org)** or **<https://secure.nhspathways.org>** if using the N3/HSCN and require patient identifiable data.



A. Log in with your username and password.



B. Two-factor authentication is required to log in. This requires entering an access code that is sent by SMS to your mobile or emailed to your NHS email address.



C. Select the SMR Live icon to access the interface.

Please contact our support team if you  
require assistance -  
[support@prescribingservices.org](mailto:support@prescribingservices.org)

**Note** - If you are logging in as a PCN user, your home screen may look different, but you will see the SMR Live module icon.

Step 2:

Identification and Prioritisation

# Home Page

On the SMR Live Home Page there are a number of different icons. The numbered icons relate to **The Structured medication reviews specification guidance 2020-21 document**, enabling ease of identification of patients within any of those risk categories.

Clicking on these icons displays a relevant list of pathways. Patients within the pathway can be accessed by clicking 'View'.

Additionally Data Quality Status and help guides can be found at the top of the screen.

SMR Quick Search

Patient ref:

COVID Code:

Home

Data Quality Status: ● Extractions up to date

**SMR Live Introductory Video**

We are pleased to release the initial version of the SMR Live module. This is version 1.0 and we would appreciate all feedback for additional requirements.

[Click here to watch our introduction video](#)

[Click here to view the Structured medication reviews specification guidance 2020-21 pdf](#)

**SMR Pathways**

This is a supplementary support tool to be utilised in conjunction with your core clinical software.

LITCHAM HEALTH CENTRE

SMR Case Load

Priority SMRs

**All SMR Pathways**

3.1a Care Home

3.1b Polypharmacy

3.1c High Risk Drugs

3.1c Medication Related Indicators

3.1d Frailty

3.1e Addiction

3.2 Covid 19

3.5 Pincer

3.6a Recent Admissions

3.6b Patient Requests

3.6c SMR Requests

3.22a Antimicrobials

3.22b Dependency

3.22c Higher-Carbon Inhalers

3.22d Deprescribing

3.22e STOMP

3.23 New Medicine Service

RADAR Alerts

Investment and Impact Fund

Prescribing Pathway	Prevalence	Alerts	Patient Engagement	SMR Insight Completed	Rating
Warfarin	98 2.7%	0 / 0 0 / 0	1.0% 1 / 98 1 / 21	9.2% 9 / 98 1 / 21	- <a href="#">View</a>

**SMR Quick Search** function can be used to navigate to the SMR SMURF for a particular patient.

**COVID Code:** Eclipse Live derived code used to support patient derived feedback and integrated care services.

**Patient Ref:** If logged in as a surgery you can enter the patient's reference number.

Emis, Vision and Microtest - This is the same patient reference as found in the clinical system.

SystmOne - This is an encrypted system created number that cross references to the NHS number (found on your Patlist)

**SMURFs** - Structured Medicines Use Review and Follow up

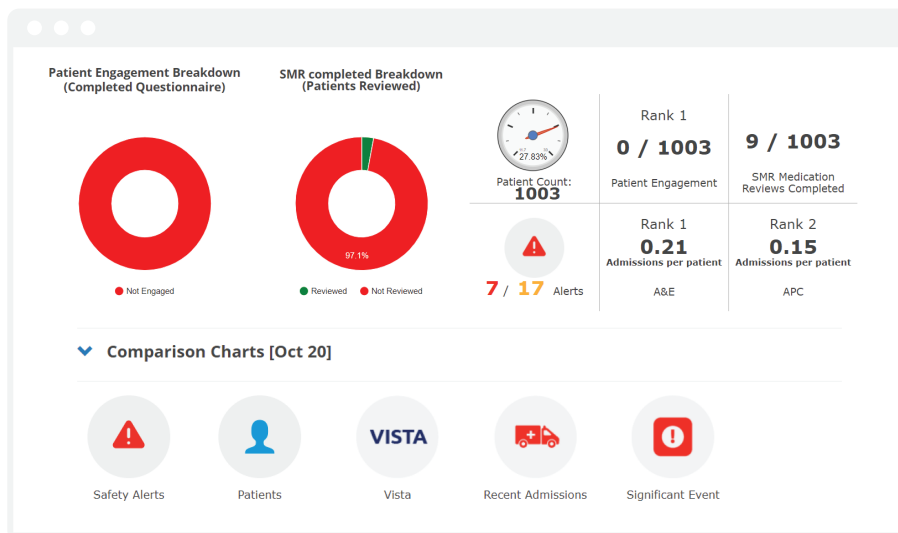
**The Patient Engagement** - Patients that have completed a feedback questionnaire

**View** - To access pathway



## Case Load

Overview of all patients meeting one or more SMR criteria. You will see a very large number of reviews needed to comply with national requirements. Around 20% of patients are in need of a structured medication review creating a large workload to optimise these groups. SMR Live is designed to provide capacity management and prioritisation.



**Safety Alerts:** View safety alerts relating to these patients

**Patients:** View list of all SMR patients

**Patient Engagement:** Patients that have a completed SMR questionnaire

**SMR Medication Reviews Completed:** Count of SMR action plans marked as completed



## RADAR Alerts

RADAR Risk Stratification Alerts utilise established national best practice guidance; UKMi Primary Care Drug Monitoring Guidelines and relevant NICE Recommendations.

Level	Type	Search	Total Patients	Reviewed
Red	Admissions Avoidance (Radar 500)	<p>Angiotensin: Caution: ACE or ARB detected with hyperkalaemia (Potassium &gt;6.5 mmol/L), not on Potassium Sparing Diuretic</p> <p>Patient appears to have hyperkalaemia, is not on a potassium sparing diuretic and is on an ACE or ARB which can exacerbate hyperkalaemia. 1. Please validate that the patient's latest blood screen shows hyperkalaemia and that they are still taking their ACE or ARB (Azilsartan, Candesartan, Irbesartan, Losartan, Valsartan, Olmesartan, Captopril, Perindopril, Ramipril, Lisinopril, Enalapril, Trandolapril). 2. Please look to see if the patient has had a clinical review and been assessed for their elevated potassium. 3. Please ensure that the patient has a follow up to have their potassium blood tests retested (U&amp;Es). <a href="https://www.sps.nhs.uk/wp-content/uploads/2017/12/Drug-monitoring_October-2017.pdf">https://www.sps.nhs.uk/wp-content/uploads/2017/12/Drug-monitoring_October-2017.pdf</a></p> <p>Feedback</p> <p>No feedback added.</p>	1	0
Type	Reference	Last Extract	Search Run	Status
Age 50 (F)	53247790	Fri 06/11/20 12:27	Sun 08/11/20 08:32	<span>✖</span>
				<button>Review</button> <button>Address</button> <button>A&amp;G</button>
Admissions	Angiotensin: Caution: ACE or ARB detected, heart failure and hyperkalaemia (Potassium			



## Priority SMRs

Priority SMRs will automatically risk stratify your patients, using different parameters that constitute the need for a structured medication review. Each parameter is weighted to produce an overall SMR Risk Score.

Patients with SMR Risk Score > 10

Please be aware this page may take a long time to load.

Care home Patients:

Mental Health Patients:

Export Selected Rows to XLS

Export All Rows to XLS

SMUR Review	Ref	Age	Drugs	Sex	SMR Medication Review Complete	SMR Insight Complete	SMR Action Plan	Red Alerts (pts)	Amber Alerts (pts)	Polypharmacy (pts)	ACB (pts)	HGP Risk Group (pts)	Deprescribing (pts)	Dependency (pts)	Severe Frailty (pts)	Moderate Frailty (pts)	Learning Disability (pts)	Priority Groups (pts)	Emergency Admissions (pts)	SMR Total Points	SMR Pathway Code	Last Patient Questionnaire	Deprivation Decile	Last Flu Vaccination
<div></div>	<div>6742</div>	81	10	F	<div></div>	<div>06/05/2021</div>	<div></div>	20	0	5	3	2	0	0	0	5	0	0	0	35	3	11	5	21/10/2020
<div></div>	<div>2815</div>	92	18	M	<div></div>	<div>06/10/2020</div>	<div></div>	0	0	10	5	2	0	6	5	0	0	4	0	32	9	11	6	01/10/2020
<div></div>	<div>501470</div>	61	18	F	<div></div>	<div>06/10/2020</div>	<div></div>	0	0	10	4	2	0	4	0	0	0	4	5	29	8	11	5	01/01/2021
<div></div>	<div>516476</div>	60	13	F	<div></div>	<div></div>	<div></div>	0	0	7	8	0	0	4	0	0	10	0	0	20	7	11	5	01/10/2020
<div></div>	<div>78</div>	16	M	<div></div>	<div></div>	<div></div>	<div></div>	10	0	10	1	2	0	2	0	2	0	0	0	27	4	11	5	21/10/2020
<div></div>	<div>6825</div>	77	14	M	<div></div>	<div>25/02/2021</div>	<div></div>	0	0	7	1	2	0	0	0	2	0	0	15	27	4	11	5	10/10/2020
<div></div>	<div>19011</div>	79	20	M	<div></div>	<div></div>	<div></div>	0	0	10	3	2	0	6	5	0	0	0	0	26	6	11	6	04/10/2020
<div></div>	<div>501445</div>	70	7	M	<div></div>	<div></div>	<div></div>	10	5	2	2	2	0	2	0	0	0	2	0	25	4	11	3	03/10/2020



Click **SMURF Review Icon** to view detailed patient information and begin an SMR



Click **the Information Icons** within the system to view a patients NHS Number if logged in and accessing identifiable information

## SMR Risk Score

**Red Alerts:** 10 points per alert

**Amber Alerts:** 5 points per alert

**Blue Alerts:** 3 points per alert

**Polypharmacy: >= 15 :** 10 points  
**between 12 and 14 :** 7 points  
**between 10 and 11 :** 5 points

**ACB Score: 1 point for each ACB score**

### High Risk Drugs:

On a DOAC 3 points  
On NSAIDs 3 points  
On Warfarin 3 points  
On Antiplatelets 3 points  
On Neuroleptics 3 points  
On DMARDs 3 points  
On Immunosuppressant drug 3 points  
On Lithium 3 points  
On Carbimazole 3 points  
On Aminosalicylate 3 points  
On Loop diuretic 3 points  
On Antidepressant 3 points

**Deprescribing:** 1 Point each  
(to Deprescribe as Not Cost-effective)

### Dependency:

Pregabalin 3 points  
Opiates 3 points  
Current Smoker 3 points  
High Alcohol Intake 3 points  
Z-drug 3 points  
Benzodiazepine 3 points

**Severe Frailty:** 5 points

**Moderate Frailty:** 2 points

**Learning Disability:** 10 points

**Poor drug compliance:** 5 points

### Priority Groups: Medication Related Indicators

GIB01 3 points  
GIB02 3 points  
GIB03 3 points  
GIBCI 3 points  
PAIN01 3 points  
PAIN02 3 points  
PAIN03 3 points  
FRAC01b 3 points  
FRAC02b 3 points  
FRAC03b 3 points

### Emergency Admissions\*\*:

**APC Emergency Admission** 5 points per admission  
**A&E Admission** 5 points per admission

### Deprivation Decile\*:

Deprivation decile 1-2: 4 points  
Deprivation decile 3-4: 3 points  
Deprivation decile 5-6: 2 points  
Deprivation decile 7-8: 1 points

The SMR Risk Score has been developed to prioritise SMR activity based on given clinical and outcome markers. This will be subject to ongoing review and all feedback is welcome. The National Medicines Optimisation Group (NMOG) will also be invited to review the risk score criteria.

# SMR Live Pathways

	3.1a Care Homes		3.1b Polypharmacy
	3.1c High Risk Drugs		3.1c Medication Related Indicators
	3.1d Frailty		3.1e Addiction
	3.2 Covid 19		3.5 Pincer
	3.6a Recent Admissions		3.6b Patient Requests
	3.6c SMR Requests		3.22a Antimicrobials
	3.22b Dependency		3.22c Higher-Carbon Inhalers
	3.22d Deprescribing		3.22e STOMP
	3.23 New Medicine Service		Investment and Impact Fund

## Selecting Your SMR Pathway

In addition to using the Priority Patient functionality to start your SMR insight work you can access the individual SMR Live Pathways. The following pages show how to move through a selected pathway to the pathway specific SMURF and then on to the patient's SMR SMURF.

**If starting from your Priority SMRs patient list you can click on the magnifying glass icon against each patient to access their SMURF. Go to page 14 of guide, Insight gathering.**

1. Click the Pathway Icon

2. Click View to go into pathway

Prescribing Pathway	Prevalence	Alerts	Patient Engagement	SMR Insight Completed	Rating
Polypharmacy (>10 Meds)	171 4.7%	1 / 1 4 / 3	0.0% 0 / 171 1 / 21	7.6% 13 / 171 1 / 21	-

## Pathway Summary

View all patients in the pathway or the priority patients aligned to national guidance

**Patient Engagement Breakdown**  
(Completed Questionnaire)

**SMR completed Breakdown**  
(Patients Reviewed)

Patient Count: **1003**

Rank 1  
**0 / 1003**  
Patient Engagement

Rank 1  
**0.21**  
Admissions per patient  
A&E

Rank 2  
**0.15**  
Admissions per patient  
APC

▼ **Comparison Charts [Oct 20]**

Safety Alerts | Patients | VISTA | **Priority Patients** | Recent Admissions

## Priority Patient View

Polypharmacy (>10 Meds)

	Total Patients (Polypharmacy >10 Meds)	Total Patients in cohort	% Patients in cohort	SMR Insight Completed	
Current Smokers	164	20	12.2%	1	<a href="#">View</a>
Moderate / Severe Frailty	164	54	32.93%	5	<a href="#">View</a>
Patients with morbid obesity (BMI>=40 or diabetes and BMI>=35)	164	32	19.51%	3	<a href="#">View</a>
Patients with High Alcohol Intake	164	1	0.61%	0	<a href="#">View</a>
Haemoglobin < 11	164	6	3.66%	0	<a href="#">View</a>
Hyponatremia (<131)	164	1	0.61%	0	<a href="#">View</a>
Patients with SMR Risk Score between 10 and 25	164	129	78.66%	5	<a href="#">View</a>
Patients with SMR Risk Score > 25	164	6	3.66%	2	<a href="#">View</a>
SMR: Patients with an Anticholinergic Score >= 4	164	39	23.78%	2	<a href="#">View</a>
Patient in 3 SMR pathways	164	61	37.2%	5	<a href="#">View</a>
Patient in 4 SMR pathways	164	17	10.37%	0	<a href="#">View</a>
Patient in 5 or more SMR pathways	164	10	6.1%	1	<a href="#">View</a>

1. Click View to go into the priority patient cohort

## Priority Patient Cohort

View a list of patients and key measures for this cohort.

Mental Health Patients:

[Export Selected Rows to XLS](#) [Export All Rows to XLS](#)

Smart Review	Ref	Age	Drugs	Sex	Red Alerts	Amber Alerts	SMR Insight Complete	SMR Action Plan	SMR Total Patients	Pathway Review	Pathway Action Plan	Last Smart Questionnaire	Deprivation Decile	BP Sys	BP Dia	HbA1c	Hb (g/L)	ALT	Cholesterol	Neutrophil	HbA1c	T2D1	Potassium	Sodium	Weight (kg)
	1206	86	18	F	0	0			37				5	150	80	23	10.8	13.0	3.5	6.44	40	1.55	4.8	131	81.8
	1794	84	15	F	0	0			22				5	100	60	51	10.0	13.0	3.5	7.80	40	1.77	4.8	143	75.0
	1541	91	18	M	0	0			19				5	124	70	70	10.0	16.0	2.0	4.41	42	0.96	4.8	140	92.8
	1453	90	11	M	1	0			17				5	135	71	67	9.8	13.0	3.7	3.61	43	2.25	5.1	130	69.8
	12725	81	15	F	0	0			14				6	139	74	53	10.0	15.0	4.5	5.32	45	1.49	4.2	142	81.6
	501673	35	15	M	0	0			13					180	100	14	10.4	16.0	4.7	2.28	58	0.80	4.5	136	91.4
	1126	90	11	F	0	0			12				3	130	70	53	10.0	5.0	3.8	5.27	48	0.53	4.2	140	59.2

2. Click the magnifying glass icon to go into the SMURF for the patient review

**Please note:** Patient list details can be exported using the Excel function. If logged in and accessing identifiable information this will be reflected.

## Step 3:

### Insight Gathering

# SMURF - Structured Medicines Use Review & Follow Up

Depending on the pathway and the patient cohort you are working with you will see the appropriate SMURF i.e. Warfarin Review, Medication Review, Frailty Review or another. You will see all relevant SMURF Reviews for the patient you are viewing. This can be used for your wider patient review.

Medication Review

Patient Ref: 1206

Feedback

Notes

Monitoring up to date

Medication Review

(09/04/20)

Last Polypharmacy Review

(31/10/19)

ACB Score

3.0

GI Bleed Index

3.0

Haemoglobin

10.8g/dl

(12/10/20)

eGFR

23

(03/06/20)

ALT

13U/L

(03/06/20)

Flu Jab

(31/10/19)

Covid Review

DOAC Review

Pregabalin Review

Structured Medication Review

Overview

Analysis

Patient appropriately monitored

Patient has not completed a questionnaire

Actions

Patient appears to have anaemia, please contact GP/pharmacy as patient needs to be reviewed

Patient would benefit from a Flu Jab

Complete Medication Questionnaire

Create new pathway action plan

Other Actions

1. Click **Structured Medication Review** box to access the patient's specific SMR overview page

**Please Note:** If you are accessing directly from the Priority SMR list you will go straight to the patient's SMR SMURF.

The **Structured Medication Review** gives an overview of the key SMR insights available to assist in SMR insight gathering and action planning.

Structured Medication Review

Patient Ref: 1206

Feedback

Notes

Monitoring up to date

SMR Risk Score

37

Haemoglobin

10.8g/dl

(12/10/20)

eGFR

23

(03/06/20)

ALT

13

(03/06/20)

Blood Pressure

150/80mmHg

(05/10/20)

ACB Score

3.0

Weight

81kg

(31/12/18)

GI Bleed Index

3.0

Non Smoker

(21/01/19)

Serum Sodium

131mmol/L

(09/06/20)

Medication Review

(09/04/20)

Flu Jab

(31/10/19)

eFI Score

0.19

Red Alerts

0

Amber Alerts

0

Deprivation

5/10

Covid Review

DOAC Review

Pregabalin Review

Overview

Analysis

SMR Risk Score: 37

Count

Score

Polypharmacy

18

10

ACB Score

3.0

3

High Risk Drugs

1

2

Dependency

1

2

No. of Emergency Admissions

4

20

Patient appropriately monitored

Patient has not completed a questionnaire

Actions

Patient appears to have anaemia, please contact GP/pharmacy as patient needs to be reviewed

Patient would benefit from a Flu Jab

Complete Structured Medication Review Qu

Open SMR action plan not flagged as Completed

2. Scroll down to review available information.

Long Term Conditions Overview

(data up to 11/11/2020)



Hypertension



Chronic Kidney Disease



Peripheral Vascular Disease

Medication History Overview

(data up to 11/11/2020)

Medication from last 90 days

Antibiotic

21-Aug-20

Trimethoprim

200 mg tab

Continue | Review | Increase | Decrease | Stop

Anti-Depressants

01-Oct-20

Venlafaxine XL (Efexor XL)

75 mg XL cap

Continue | Review | Increase | Decrease | Stop

Antihistamine

01-Oct-20

Cetirizine

10 mg tab (30)

Continue | Review | Increase | Decrease | Stop

Anti-Neuropathics

01-Oct-20

Pregabalin

50 mg cap

Continue | Review | Increase | Decrease | Stop

Blood Pressure Control

01-Oct-20

Bisoprolol

5 mg Tab

Continue | Review | Increase | Decrease | Stop

01-Oct-20

Bisoprolol

2.5 mg Tab

Continue | Review | Increase | Decrease | Stop

26-Aug-20

Candesartan

16 mg tab (28)

Continue | Review | Increase | Decrease | Stop

01-Oct-20

Doxazosin

2 mg tab

Continue | Review | Increase | Decrease | Stop

26-Aug-20

Indapamide (Slow release) (NatriliX SR)

1.5 mg SR tab (30)

Continue | Review | Increase | Decrease | Stop

Blood Thinning

01-Oct-20

Edoxaban (Lixiana)

30 mg tablets

Continue | Review | Increase | Decrease | Stop

Bone Loss Control

01-Oct-20

Calcium Carbonate / Vit D (Adcal-D3)

1.5 g / 400iu Tab (Chewable)

Continue | Review | Increase | Decrease | Stop

01-Oct-20

Risedronate

35 mg tab (Once Weekly)

Continue | Review | Increase | Decrease | Stop

Cholesterol Control

01-Oct-20

Atorvastatin

10 mg tab

Continue | Review | Increase | Decrease | Stop

Gastro Protection

01-Oct-20

Lansoprazole Capsules

15 mg caps (56)

Continue | Review | Increase | Decrease | Stop

Heart Rate Control

01-Oct-20

Digoxin

62.5 mcg tab

Continue | Review | Increase | Decrease | Stop

Nutritional Supplements

01-Oct-20

Folic acid

5 mg tab

Continue | Review | Increase | Decrease | Stop

01-Oct-20

Vitamin Capsules

1 caps

Continue | Review | Increase | Decrease | Stop

Opioid Analgesics

01-Oct-20

Buprenorphine Patch (BuTrans)

5 mcg/hr transdermal

Continue | Review | Increase | Decrease | Stop

Other Drugs

26-Aug-20

Sodium Bicarbonate Capsules

500 mg cap

Continue | Review | Increase | Decrease | Stop

Save & View Action Plan

Clear previous drug actions

Start new drug:

+ Add

2. Actions can then be issued against each medication by clicking one of the following:

**Review** - Add notes and mark the medication for review

**Decrease** - Decrease from the current strength and/or dose

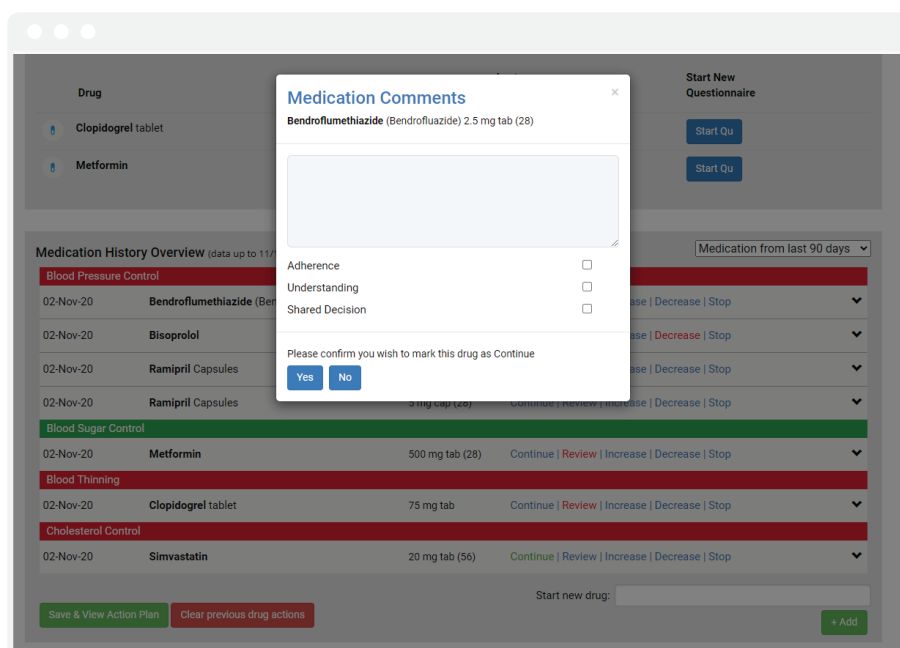
**Stop** - Stop the medication entirely

When you review each medication and select an action, a Medication Comments box will pop up enabling you to add text and capture patient adherence, understanding and shared decision status aligned to that

3. Once you are finished reviewing and applying comments and actions - click the **Save & View Action Plan** button.

This will automatically place the plan in the patient's SMURF.

**Please Note:** you may need to refresh the SMURF page.



## Step 4:

### Action Plan Creation

# Action Plan

Once you have clicked the Save and View Plan button the following screen will open.

The saved Action Plan enables you to see all added actions and gives an outline for requirements within the subsequent structured medication review.

1. Click **Action Plan PDF** to generate a PDF version of the action plan, which can then be uploaded to the GP system as you would any other document.

2. Please ensure you click the **Complete Review button** to log the review within the system.

This PDF will automatically be placed within the patient's SMR SMURF.

**Please Note:** You may need to refresh the SMURF screen to see the latest Action Plan.

Review for Patient **3796** Action Plan created by

Case ID: 01179 Status: **Opened**

Summary:  
Structured Medication Review (Ref: 3796)

Review Notes:  
This 98 year old Male patient has been referred for review (Structured Medication)

**Suggested Actions**

- DECREASE DOSE
- STOP DRUG
- CONTINUE DRUG
- START A NEW DRUG
- INCREASE DOSE
- MEDICATION REVIEW NEEDED
- LIFESTYLE INTERVENTION
- SUGGESTED ADDITIONAL TESTS
- ADD RESULTS
- SOCIAL PRESCRIBING
- GENERAL NOTES
- FOLLOW-UP:

**Actions Added:**

Case: 01179  
Patient Ref: 3796  
Age: 98  
Gender: M

**Action Plan**  
Structured Medication Review

**Actions**

**Medication Change**

Medication Review Needed

1 Current drug: Candesartan 2 mg tab  
Comments: Needs repeat Blood pressure please  
To be completed 60 Days from 04/10/2020

Medication Review Needed

2 Current drug: Clopidogrel tablet 75 mg tab  
Comments: Needs repeat FBC with iron levels please  
To be completed 60 Days from 04/10/2020

Continue Drug

3 Current drug: Metformin SR 500 mg SR Tab  
To be completed 1 Year from 04/10/2020

Stop a drug

4 Current drug: Betahistine 8 mg tab  
Comments: Consider stopping as dizziness may have been related to low blood pressure  
To be completed 60 Days from 04/10/2020

Stop a drug

5 Current drug: Loperamide 2 mg caps  
Comments: Consider stopping as diarrhoea may be related to metformin or ferrous sulphate  
To be completed 60 Days from 04/10/2020

Continue Drug

6 Current drug: Lansoprazole Capsules 15 mg caps  
To be completed 60 Days from 04/10/2020

Continue Drug

7 Current drug: Rosuvastatin 5 mg tab  
To be completed 60 Days from 04/10/2020

**General Notes**

1 Comments: Please ensure patient has completed questionnaire

**Action Plan pdf**

Upload Attachments Complete Review

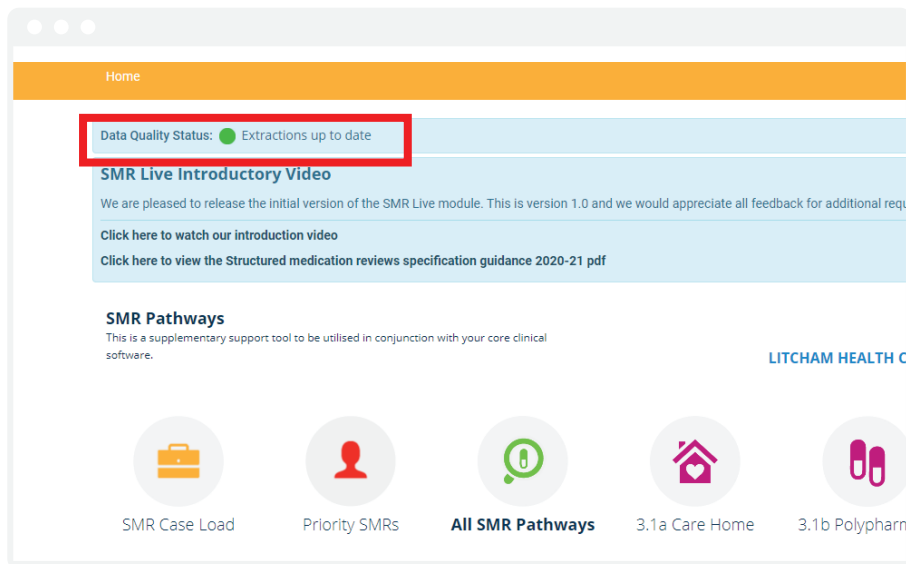
Refer Patient Library Guidelines




# Data Quality Assurance

# Data Quality Assurance

Please note that the data within your SMR Live system is only as accurate as the latest import.

Latest import information is clearly identified on the SMR Live Home page.



-  Last data extraction greater than 14 days ago
-  Last extraction greater than 7 days ago
-  Last extraction in the last week

We are looking to create complete interoperability with the Principal Clinical Systems but until then, the Principal Clinical Systems should be used in tandem with SMR Live for your final action plan.

SMR Live has been created as part of our response to COVID-19 to enable effective remote patient assessments without the patients needing to be seen. Please do feed back any system features that you feel would further enhance the ability for you to undertake an effective medication review.

SMR Live Interface

Implementation & Support

# NHS PATHWAYS SUPPORT

We have a range of support services and training programmes available to help you make the most of your NHS Pathways System. Please call 01553 615555 or email [support@prescribingservices.org](mailto:support@prescribingservices.org) to find out more about our:

**User guides – SystmOne and EMIS Web**

**Telephone helpline service**

**Online demos**

**[www.nhspathways.org](http://www.nhspathways.org)**

## HOW TO SET UP USERS FOR NHS PATHWAYS

CCG level log in requests have to be authorised by the Head of Medicines Management and should be sent to [support@prescribingservices.org](mailto:support@prescribingservices.org)

Practice level log in requests have to be authorised by either the Practice Manager / Lead GP or Primary Contact listed on the original sign up form and should be sent to [support@prescribingservices.org](mailto:support@prescribingservices.org) for Information Governance purposes.

All log in requests require the following:

- Name
- Job Role
- NHS Email
- Mobile Number (optional)
- CCG
- Practice National Code
- Practice Name

Once received these requests will be actioned, details sent to users directly and you will be updated.

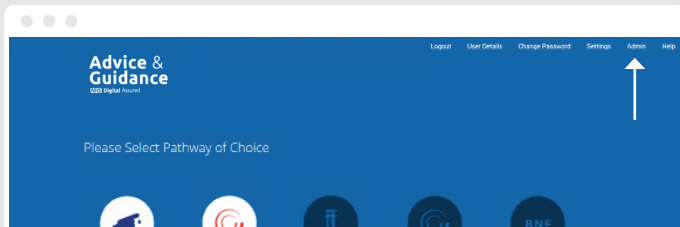
**SMR Live PCN User log in requests are available from [support@prescribingservices.org](mailto:support@prescribingservices.org)**  
**This will require an authorised PCN representative to complete the request form in full with all intended users listed.**



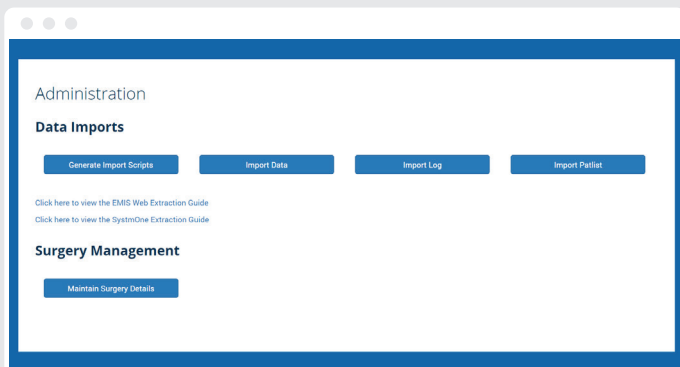
# Little Gem User Guide

Simple extension of existing data extraction to automate PATLIST processing in GP Practices.

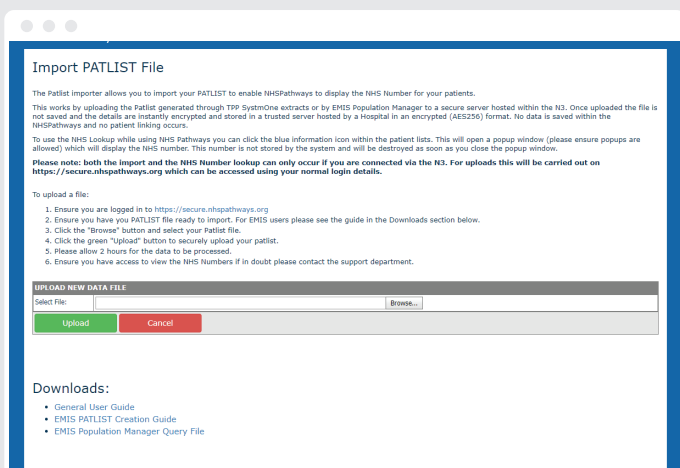
Please note: You must use the N3 version of NHS Pathways to upload your PATLIST. This is available only on the N3 at <https://secure.nhspathways.org> and can be accessed using your normal login details.



1. Once logged in the home page will be shown. Click **Admin** at the top.

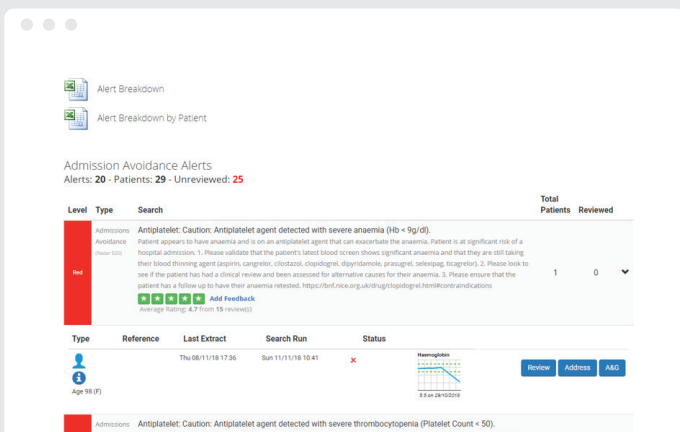



2. On the **Administration** page click **Import Patlist**.



3. Follow the **To upload a file** instructions.

4. Upload complete (This process is recommended to be completed every month).



View the patient information by clicking the blue  on the interface.

# QUICKER IDENTIFICATION OF YOUR PATIENTS

## SystemOne practices only

SystemOne use the NHS number as the patient identifier. This number is not extracted, instead a reference number is generated and held within an Excel sheet called a PATLIST. The Practice Managers/Primary Contacts are aware and shown this as part of the extraction process. There is also a macro quick finder that can be downloaded as detailed below.

### How to download a macro for quicker identification of your patients

Please enter the below link into the address bar in your web browser:

[www.nhspathways.org/downloads/patlistsearch.zip](http://www.nhspathways.org/downloads/patlistsearch.zip)

1. A zipped folder will be downloaded, unzip and save 'Eclipse Patient List Search.exe' file (keep for future use).
2. Double click and run the file.
3. Click 'Choose File', then navigate to where the PATLIST is saved.
4. Enter patient reference 'Ref' number in 'Reference Number' field and click 'Search'.
5. The 'NHS Number' field will then be populated.

We recommend minimising the program so as not to repeat step 3 each time.

**For any further guidance please contact [support@prescribingservices.org](mailto:support@prescribingservices.org)**

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07824346749

**Helpline:** 01553 615555  
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**Company No:** 05913240

**Data Protection Registration Number:** Z2536678



NHS Digital Assurance with FRA certification  
NHS England Section 251 Accredited

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**SMR Live**