Patient Advice and Liaison Service

Electronic Prescribing
The Patient Perspective

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Patient Advice and Liaison Service

Areas of Concern for Patients

- Confidentiality
- Accountability/Governance
- Practical Implications
- Financial Implications
- Speed of change

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Confidentiality

- Sharing and accessing medical records
- Copying letters to patients
- Consulting areas in pharmacies
- Security of GP surgery and other IT systems

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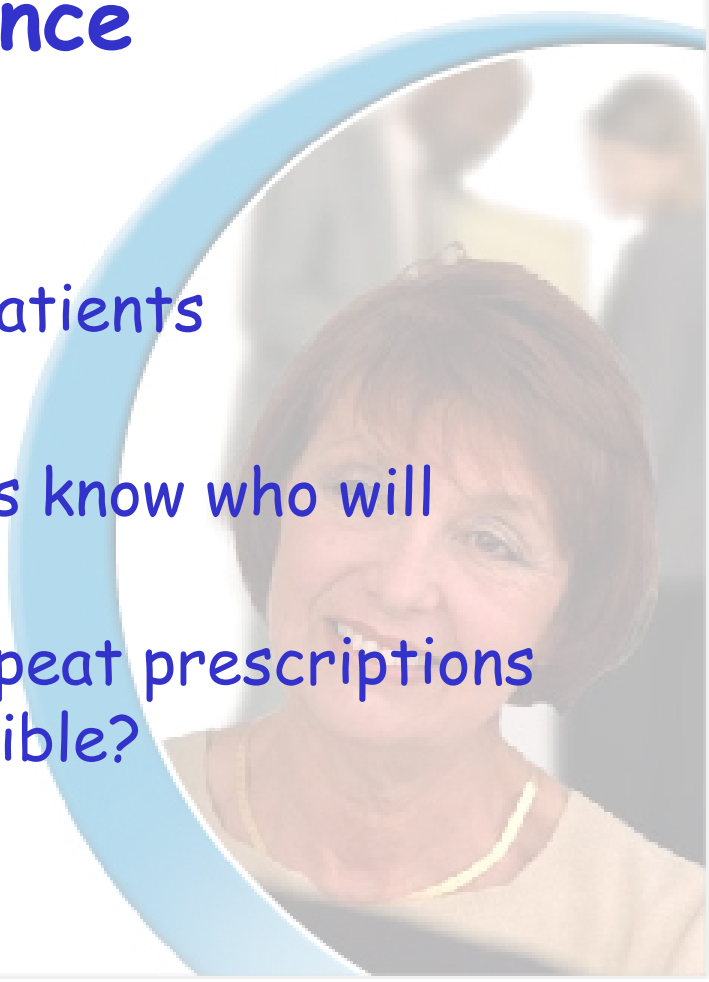
Medical Liability/Governance

- Governance through PCTs
- Clear complaints processes for patients
- Clear lines of accountability
- Repeat prescriptions (do patients know who will carry out check ups)
- Where there are problems re repeat prescriptions will patients know who is responsible?



NHS

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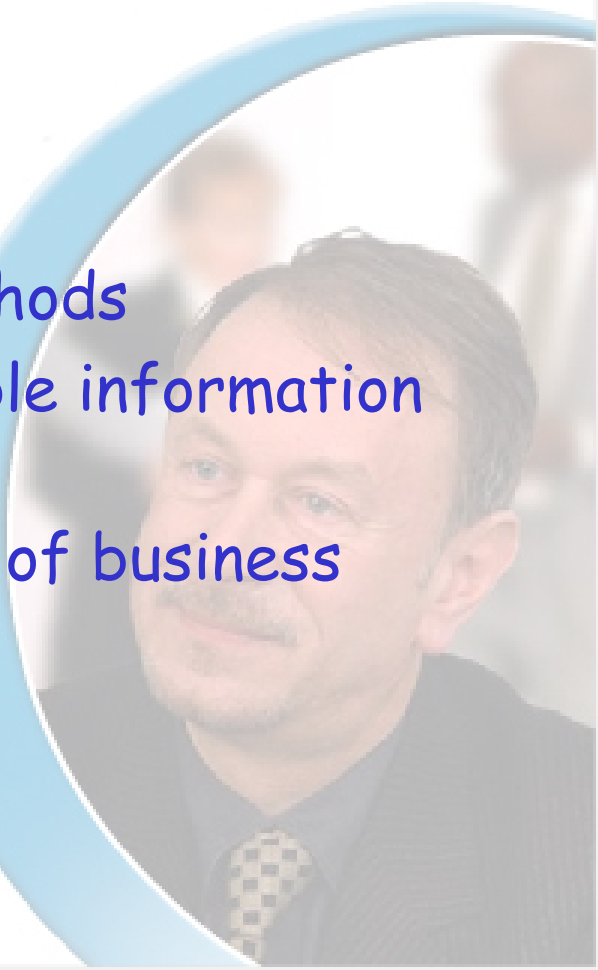
Practical Implications

- PCT governance support for pharmacists
- Dentists to be included in the loop
- Capacity for increasing workload
- Home visits and locum doctors
- Implications for independent pharmacies

Financial Implications

- Considerable investment by PCTs
- Training doctors in new working methods
- Clear unambiguous and understandable information for patients
- Large chains taking over lion's share of business
- Implications should companies fold



Patient Advice and Liaison Service

Speed of Change

- E technology moves forward very fast
- NHS moves forward very slowly
- Previous record on public service technology