

Changes to the way we do things

Barnsley Integrated Sexual Health



@spectrumcicsh

spectrum-sexualhealth.org.uk

Contents

1. Changes to the way we do things	3
2. Getting your tablets	3
3. What electronic prescribing means for you	4
4. Test requests	5
5. Confidentiality	6

Changes to the way we do things

We are aiming to streamline the delivery of our services from Spectrum's Gateway clinic and there are a few things that we need to tell you about. Please read all the information below before your next clinic visit.

Getting your medication

We currently provide medication in a number of different ways.

1. Home delivery

Where possible, we prefer to use the home delivery system. This ensures that all your tablets are delivered to your home.

If you are happy to switch to home delivery, please speak to your doctor at your next appointment.

2. Collection of tablets from Spectrum's Gateway Clinic

Where home delivery of medication is not suitable for you, we will continue to order your tablets to the clinic. The tablets are supplied by Barnsley Hospital. To do this more efficiently we are moving away from paper prescriptions to electronic prescribing.

3. Collection of tablets from Barnsley Hospital

Occasionally, and usually only if you have run very low on your tablets, you will need to collect your medication from Barnsley Hospital. We will also be using electronic prescribing for this.

What electronic prescribing means for you

When we prescribe electronically, the prescription has to be sent under your name (instead of your anonymous clinic number which is currently used on the paper prescriptions).

This means that information about your medication will be stored on electronic records at Barnsley Hospital and staff looking after you there may be able to see your prescriptions from us. Also, your HIV medication may appear on discharge letters from the hospital to your GP.

The advantages of electronic prescribing are:

- We can send prescriptions directly to Barnsley Hospital at any time, instead of waiting for the once a week collection of paper prescriptions from clinic
- If you run out of tablets, you will not need to come to clinic to collect a prescription to get your tablets– we can send it directly to Barnsley Hospital
- Your waiting time in the hospital pharmacy will be reduced as you can ring to find out when your tablets will be ready.
- It will take less time (up to 7 days less) to get tablets delivered to Gateway clinic for collection.
- Prescriptions can be done when staff are working at other sites.

Some disadvantages might be:

- You may have concerns about your HIV medication showing on your records at the hospital, but please see the section on confidentiality below.

Please let your doctor know at your next visit if you do not want us to electronically request your medication.

Test requests

We currently send all your tests under your anonymous clinic number and date of birth, we do not use your name.

Since we have moved to electronic patient records (EPR) we can now request your tests so that they come back to your record directly. To do this, the tests need to be sent under your name.

We have set up the system so that your results will usually **only** be visible to our clinic staff and the laboratory staff. Very rarely, even with these settings, health care professionals may be able to see your tests on the local 'Open net' results reporting system (RRS).

Advantages of sending tests under your name:

- Your results will be visible in your record as they are reported, so can be processed more efficiently
- It is safer than copying your results from the reports into your records by hand.
- It reduces the chance of a result not being seen by your doctor, as everything is on one system.

Disadvantages of sending tests under your name:

- You may have concerns about medical staff external to the clinic seeing your blood results, but please see the section on confidentiality below

Please let your doctor know at your next appointment if there is any reason why we should not request your tests under your name.

Confidentiality

Both Spectrum and the NHS take confidentiality very seriously, and breach of the following rules could result in a member of staff losing their job:

- Staff are not allowed to look at your records unless they have a valid reason to do so – for example if they are involved in your care.
- Staff are not allowed to disclose any information about you to people not involved in your care.