What is
Dewis Fferyllfa
Choose Pharmacy

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Choose Pharmacy is a confidential NHS electronic records system, which community pharmacy professionals use to record details of NHS services they provide to you.

Most community pharmacies in Wales offer several confidential NHS pharmacy services such as provision of emergency medication, emergency contraception and treatment of common ailments. Some pharmacies may also be able to prescribe medication and give you a seasonal flu vaccine. These services are collectively referred to as Choose Pharmacy.

Registering for the Service

To access treatment available via the Choose Pharmacy service you will be asked to register with the pharmacy professional. They will ask you to provide some personal information to be able to treat you, such as: *your name, date of birth, postcode and your gender.*

This information will usually be collected from you at the time you need to access pharmacy services.

If you are accessing Contraception Services, you may access this service anonymously in this case the pharmacy professional will ask you for: *your initials, your date of birth and the first part of your postcode.*

You will then be given a unique service number that you can use to access the service again for a follow-up consultation if required. When accessing the contraception service anonymously your consultation will be required but not information by which you can be identified will be recorded in the system. When using your unique identifier in the future the pharmacy professional will be able to see your previous consultations.

If you are registered with a GP in Wales or England, your record will be created using information from the NHS Wales or NHS England patient demographic database.

If you are not an NHS Wales or NHS England patient, you may still be eligible to access NHS Choose Pharmacy services. In this case the pharmacy professional will ask you for additional personal information.

If the pharmacy professional does not know you, you may be asked to show some form of identification to confirm your name, date of birth and address.

Your pharmacy professional will explain the service, ask if you are happy to register and will give you a copy of this leaflet to take away.

Young Person aged 13-16

If a young person aged 13-16 years has sufficient understanding they can consent to registration. If they don't have understanding, or for children aged 12 years and under, a person with parental responsibility can nominate a pharmacy and complete registration for them.

If the person requesting registration does not have parental responsibility, registration can only continue with the consent of a person with parental responsibility.

What Information will be kept about me?

The pharmacy will keep a record of any treatment and care they provide to you. This information is held in the confidential Choose Pharmacy electronic system. This record will contain details of any medication supplied, any advice given, and any referrals made. It will be available to any pharmacy professional who is providing your care via Choose Pharmacy.

If you access the service in the future, details of previous consultations will be available to the pharmacy professional in your chosen pharmacy.

If you have changed pharmacy, then details of previous consultations will be available to your new pharmacy. This will ensure your new pharmacy has accurate information about you and can deliver a safer service.

Consent to access your Welsh GP Record

If you are registered with a Welsh GP practice, the pharmacy professional will be able to see your Welsh GP Record. This will only be for certain Choose Pharmacy services and only where it is considered to be necessary by the pharmacy professional.

The Welsh GP record is a summary of important information taken from your full GP medical record.

You will be asked to give your consent for the pharmacy professional to access your record every time it is needed, you can refuse consent by simply saying 'no'.

Every access to a Welsh GP Record is automatically monitored by the NHS to ensure that your information is being accessed appropriately.

When your Pharmacy professional is undertaking a discharge medicines review with you, they may also ask you to give consent for them to access your latest electronic Discharge Advice letter if you have recently been discharged from hospital.

SHARING YOUR INFORMATION WITH OTHER NHS ORGANISATIONS

Your GP and hospital clinicians

Where relevant the details of your consultations will be shared with your GP and/or hospital clinicians to help them provide your care. This is to ensure you are provided with seamless and safe care and allows your information to follow you wherever care is provided in a secure manner.

Examples of information that may be shared electronically includes details of:

- Medicines/vaccinations provided
- Advice given
- Any follow up needed by your GP or hospital clinicians

If you do not want your consultation shared, please inform your pharmacy professional at the time of consultation.

Other NHS organisations

Your information may be shared with other NHS organisations to:

- Make sure the service is being provided appropriately and to help plan future services; and
- Make sure the pharmacy is being paid appropriately for the services that are provided.

Wherever possible, anonymised data (information that does not identify you) will be used.

Do I have to use the Same Pharmacy for all NHS Choose Pharmacy Services?

No - You are able to nominate different pharmacies for different services. This means you can access different NHS services at different pharmacies if you wish.

What happens if I want to change Pharmacy ?

You can only nominate one pharmacy at a time for each service.

You can change your nominated pharmacy at any time, by registering at your newly chosen pharmacy.

This may be permanent or if you need to access that service in a different pharmacy temporarily (e.g. because you are holiday or working away).

I would like more information about Choose Pharmacy

To find out more about the Choose Pharmacy service, including how information about you may be used, and the rights you have relating to the processing of the personal information we hold about you, you can discuss this with your pharmacy professional or visit our webpages for further details.

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