

Special Patient Notes for NHS 111 and GP Out of Hours (OOH)

There has been an increase in patients using the NHS 111 and OOH GP services to obtain temporary prescriptions for medication which should be coming from their GP and/or Pharmacy.

Special patient notes (SPN) are used to highlight information about patients with complex health and social care needs (for example, palliative patients, patients with drug seeking behaviour etc). This information can be recorded by GP practices onto the Adastral system to ensure that it is available to NHS 111 and GP OOHs.

Each practice should already have an account and the details are available from Practice Plus Group (PPG). To request a log in please contact Practiceplussurrey.feedback@nhs.net

Once login details have been received, alerts can be set up for the NHS 111 call handlers and the duty GP on the Adastral website. [Log in page](#)

Updating SPNs will enable these services to support patients appropriately.

It is important to note that the NHS 111 call handlers require simple instructions that are clear and actionable as they need to follow the Directory of Service algorithm instructions. Broader background information will be more helpful to the OOH GP.

Advice for HCPs:

Practices should check that existing notes on Adastral are accurate and relevant, then add new records electronically for vulnerable and complex patients as and when they are identified. The following steps are intended as a simple guide to getting started.

- Before adding any information to the system, it is important that a thorough search is performed to ensure there are no duplicate patient records, and that all details relating to a particular patient are held in one place.
- If you are not able to find a note for a patient, click 'Add New Note'. This will take you to the patient search screen. Please notify the Practice Plus Group team if you become aware of duplicate patients.
- It is important to add an appropriate review date. Once a record is due for review it shows up in red on the list of notes recorded on the system.
- How to delete or inactivate a record is not obvious. Click on "access" the record and in the "Note Settings" section, the patient or the record can be marked as "hidden". Next, scroll to the bottom of the page and select "update". Clicking on update record ensures that the changes have been saved.

For more detailed instructions or support, please email Corinna Hardware on Practiceplussurrey.feedback@nhs.net