User Guide

SMRLive

Supporting Primary Care to deliver the SMR Requirements

ECLIPSE

Contents

NHS

Company No: 05913240

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SMR Live Objectives

Supporting Primary Care to deliver the SMR Requirements

SMR Live is designed to support Practices, PCNs and ICBs 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.

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 first published in September 2025/26 and all subsequent updates. 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 for 2025/26 in England

"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** or **https://secure.nhspathways.org** if using the N3/HSCN and require patient identifiable data.
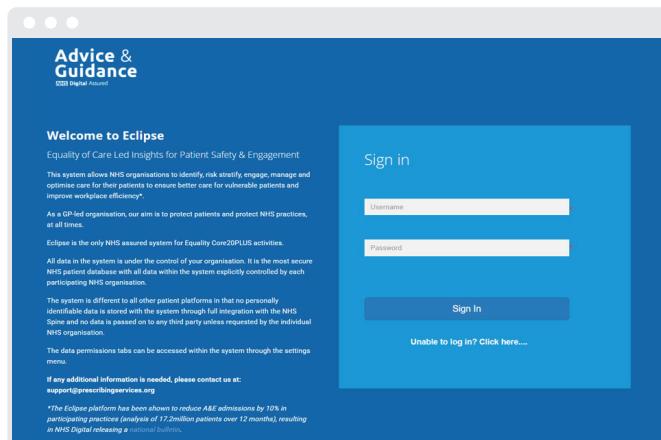
You will be provided with a username and password sent directly to your NHS email. You will need the details provided to access the system.
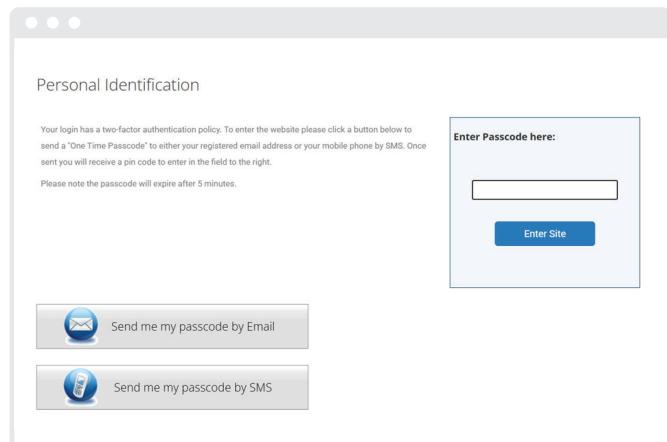
Once you have entered the system, you will be met with a two-factor identification. This will send a passcode to either your email address (the email address used to send the login details) or your personal work can be added once logged into the system under 'user details' tab.
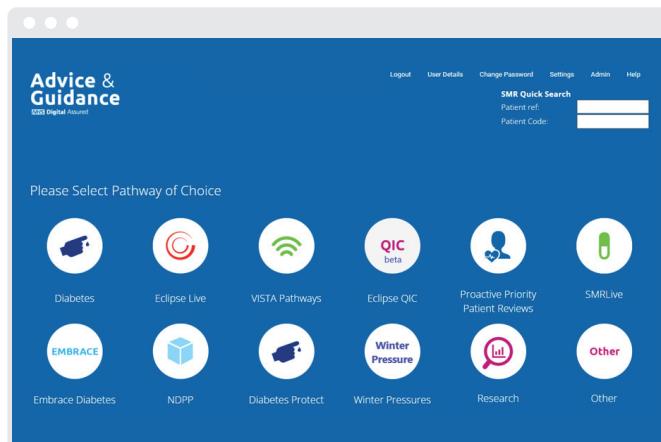
This is the front page of Eclipse, in order to do an SMR, you will need to click onto the SMRLive pathway.

Please contact our support team if you require assistance - support@prescribingservices.org
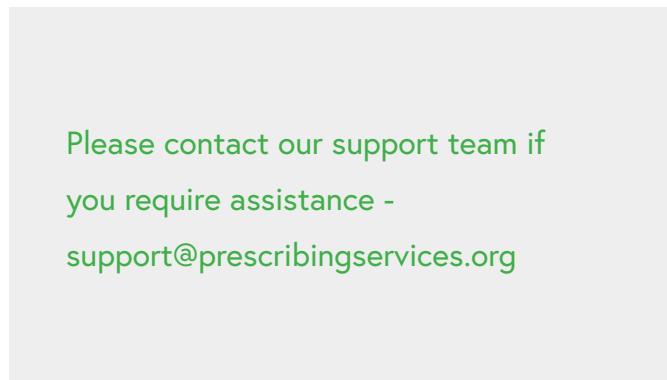
Note:
If you are logging in as a PCN user, your home screen may look different, but you will see the SMR Live module icon.

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 2025/26 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.
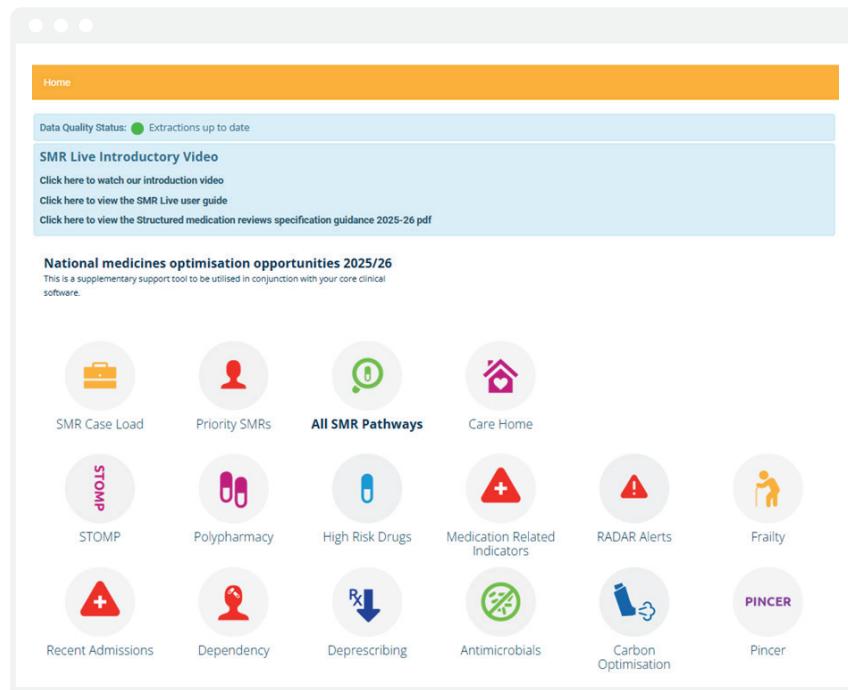
This is the main SMR pathway and from here you can see every patient that needs an SMR in accordance with the NHS guidelines.

Clicking on **SMR Case Load** will show every patient within the practice that requires an SMR.

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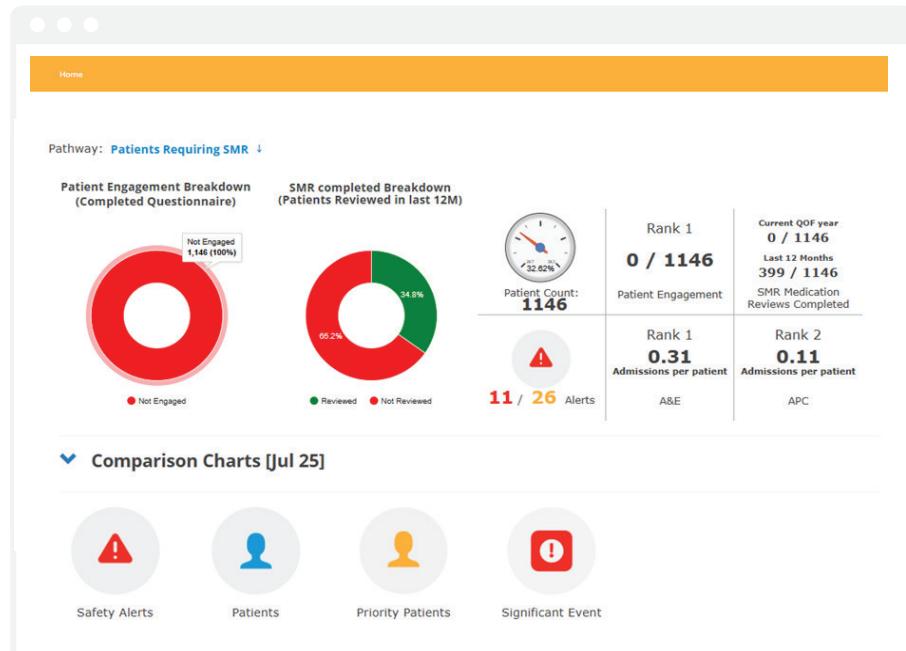
Safety Alerts: View safety alerts relating to these patients.

Patients: View list of all SMR patients.

Priority Patients: divides every patient within the practice that needs an SMR into subcategories.

SMR Medication Reviews Completed: Count of SMR action plans marked as completed in both the current QOF year and last 12 months.

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.

Eclipse breaks patient groups down into priority based of a variety of factors. Those most in need of an SMR are placed at the top.

This shows all patients within this subcategory.

How SMR Risk Score is Calculated

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.

*https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/835115/IoD2019_Statistical_Release.pdf
** With VISTA activated within your ICB

Going back to the SMR home page and clicking on Priority SMRs.

Clicking on Priority SMRs automatically shows your this table containing Patients with an SMR risk score >12, on a minimum of 5 drugs.

Clicking on any magnifying glass takes you to the patient SMURF page.

Step 3:
Insight Gathering

SMURF – Structured Medicines Use Review & Follow Up

Once a patient has been chosen, clicking on the magnifying glass brings you to the SMURF.

Structured Medication Review

54-year-old, Male,

Feedback   Notes   Logout

Monitoring up to date for this pathway   Last coded entry for patient: 21/08/2025

SMR Risk Score **32** ⚠️	PRISM New Score **VERY HIGH Risk** ⚠️	Haemoglobin **8.3g/dl** (02/05/25) ⚠️
eGFR **50** (02/05/25) ⚠️	ALT (GP) **18** (02/05/25) ✅	Blood Pressure (GP) **148/89mmHg** (05/08/25) ⚠️
Cholesterol (GP) **5.3mmol/L** (02/05/25) ⚠️	ACB Score **3.0** ⚠️	Weight (GP) **65kg** (15/01/25) ✅
Potassium **4.1mmol/L** (02/05/25) ✅	GI Bleed Index **8.9** ❗	HbA1c (GP) **30mmol/mol** (02/05/25) ✅
Ex Smoker (15/01/25) ✅	Serum Sodium **135mmol/L** (02/05/25) ⚠️	Medication Review (11/08/25)
Flu Jab (14/09/22) ❗	Estimated QRISK3 Score (%) **NA**	Alcohol (units/week) (15/01/25) ❗
Red Alerts **0** ✅	Amber Alerts **0** ✅	Deprivation **2/10** ⚠️
Ethnicity: Asian		

Additional Reviews

Diabetes Review	Care Home Patient Review	Respect Summary Review
Mental Health Review	Diabetes CKD 15 Pillars Review	Anaemia Review
Antipsychotics Review	Antiplatelet Review	Z Drug / Benzo Review
Pregabalin Review		

Overview

SMR Risk Score: 32

	Count	Score	
Polypharmacy	31	10	✔
ACB Score	3.0	3	✔
High Risk Drugs	1	9	✔
Dependency	2	6	✔
Deprivation	-	4	✔

Patient's Code: G5X8U

COVID Vaccine		
COVID-19 Vaccine	(22 Apr 2025)
COVID-19 Vaccine	(19 Nov 2021)
COVID-19 Vaccine	(13 May 2021)
COVID-19 Vaccine	(27 Feb 2021)

Flu Jab Engagement	Year	Date	Engaged
	2025	-	✖
	2024	-	✖
	2023	-	✖
	2022	14/09/2022	✔
	2021	09/09/2021	✔
	2020	15/09/2020	✔

Pneumococcal indications   Diabetes
Ischaemic Heart Disease

Status

Actions

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

Patient would benefit from a Flu Jab

Open SMR action plan not flagged as Completed ❗

Create new pathway action plan

Other Actions

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 to find out more about our:

User guides – SystmOne and EMIS Web

Telephone helpline service

Online demos

www.nhspathways.org

HOW TO SET UP USERS FOR NHS PATHWAYS

ICB level log in requests have to be authorised by the Head of Medicines Management and should be sent to 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 for Information Governance purposes.

All log in requests require the following:

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

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

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

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Helpline: 01553 615555
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