



User Guide

# SMRLive

Supporting Primary Care to deliver the SMR Requirements



ECLIPSE

### Data Classification: Restricted

While not highly confidential, should be protected to prevent unauthorised access. It should be made available to authorised personnel who require it for their roles. Data integrity is crucial to prevent tampering or unauthorised changes.

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SMRLIVE-08-2025

# 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

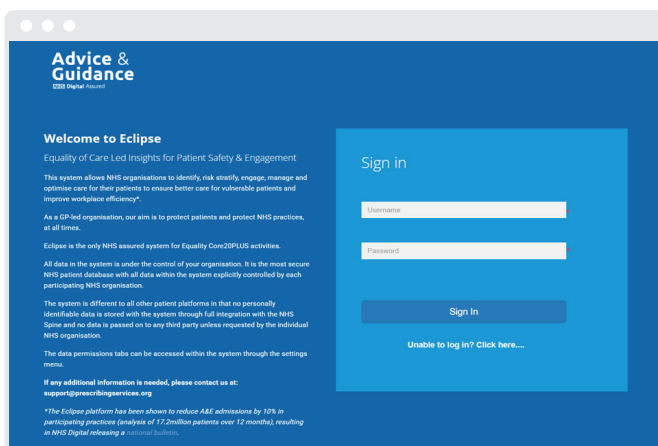
# SMR Live Guide

SMR Live offers key steps to identify and review your priority patients in need of SMRs:

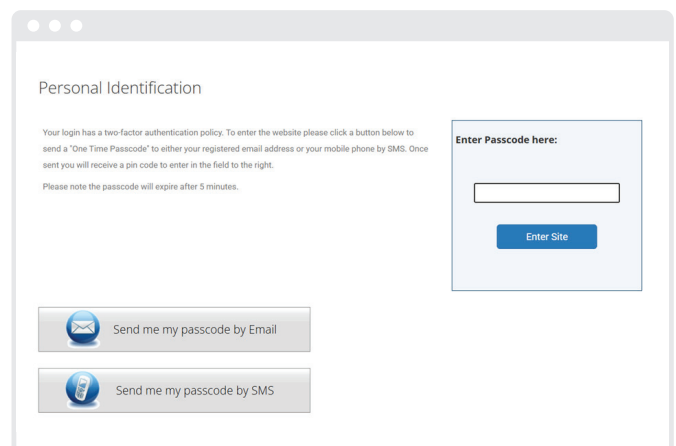
- Access the SMR Live system
- Identify your patients in need of an SMR
- Prioritise patients
- Gather required SMR insight
- Create action plans

## How to access the SMR Live system

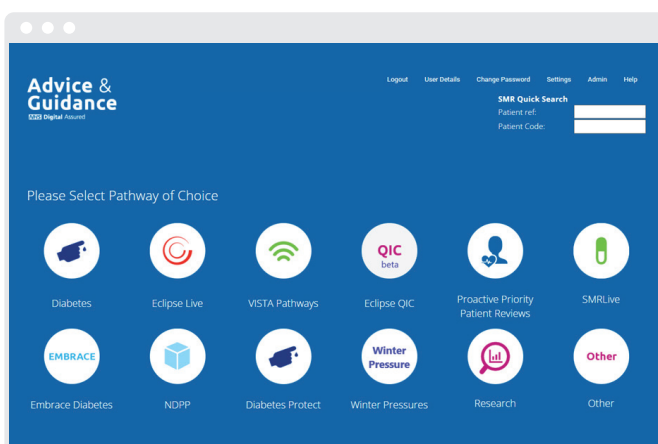
Your Eclipse Live interface can be accessed via [www.nhspathways.org](http://www.nhspathways.org) or <https://secure.nhspathways.org> if using the N3/HSCN and require patient identifiable data.



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](mailto: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

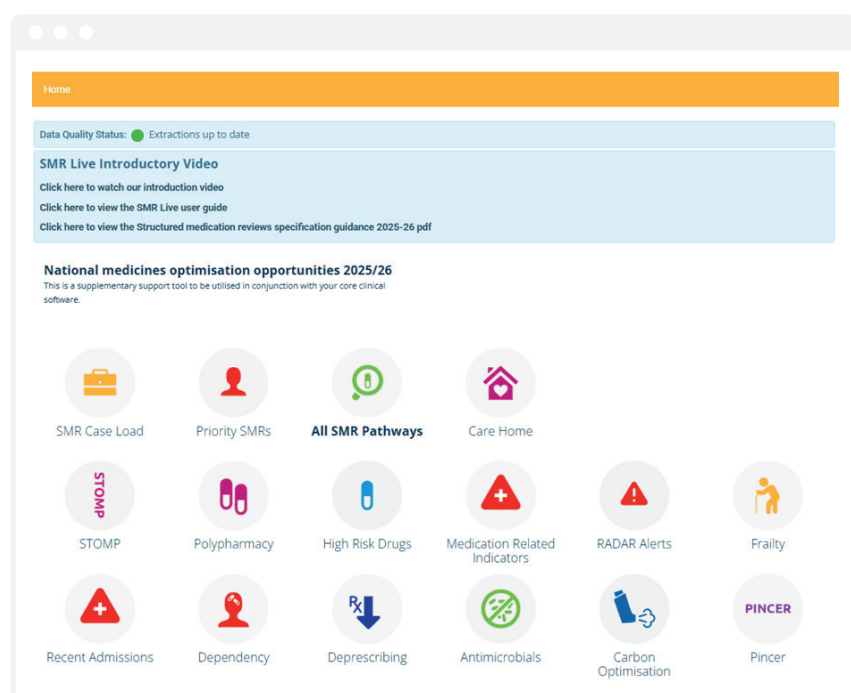


# Home Page

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 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.

Home			
Patients Requiring SMR			
Filters: None		Core20PLUS Filter ▾	
Priority Patients	Total Patients (Patients Requiring SMR)	Total Patients in cohort	% Patients in cohort
SMR risk score > 20, on a minimum of 5 drugs, no SMR since 01/04/2025	1146	Loading...	View
SMR risk score between 10 and 20, on a minimum of 5 drugs, no SMR since 01/04/2025	1146	327	28.53% View

Priority Group	Total Patients (Patients Requiring SMR)	Total Patients in cohort	% Patients in cohort
Patient in 5 or more SMR pathways	1146	66	5.76% View
Patient in 4 SMR pathways	1146	50	4.36% View
Patient in 3 SMR pathways	1146	133	11.61% View
SMR Risk Score 7	1146	80	6.98% View
SMR Risk Score 7, no SMR in current QOF year	1146	Loading...	View
SMR Risk Score 8	1146	91	7.94% View
SMR Risk Score 8, no SMR in current QOF year	1146	Loading...	View

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.

Home

SMR risk score > 20, on a minimum of 5 drugs, no SMR since 01/04/2025, Patients Requiring SMR

Please be aware this page may take a long time to load

Core Home Patients

Include

Next Patient

Core20PLUS Filter

Filters: None

Report Selected Rows to SLS

Report All Rows to SLS

SMR Review	Ref	Age	Stage	Self	SMR Medication Review Complete	SMR Review Code	SMR Action Plan	SMR Score	Ref. Alert (gms)	Amber Alert (gms)	Blue Alert (gms)	Polysubstance (gms)	High Risk ADR (gms)	Deprescribing (gms)	Dependency (gms)	Severe Toxicity (gms)	Medication Study (gms)	Learning Disability (gms)	Organic Disruption (gms)	Priority Change (gms)	Emergency Medication (gms)	SMR Pathway (Last)	Last Patient Contacted	Degradation Rate	Last Medication Review	Alert Fl. Violations	Alert and ADR Potential in Last 12 Months	
<input type="checkbox"/>	85	87	21 F	F		01/12/2024		42	3	6	0	10	4	5	0	5	5	0	0	2	0	0	21/11/2024	5		4.0	3	01/12/2024
<input type="checkbox"/>	211	82	18 M	M		16/09/2024		36	0	6	0	10	4	6	0	6	0	2	0	3	0	0	5		4.0	2	01/12/2024	
<input type="checkbox"/>	9257	78	14 F	F		06/09/2024		21	0	6	0	7	1	3	0	0	0	2	0	2	0	0	2	04/09/2024	5		1.0	0
<input type="checkbox"/>	20	73	11 M	M		01/12/2024		24	0	0	3	5	2	6	0	6	0	0	0	2	0	0	4		6		3.0	3
<input type="checkbox"/>	661	85	16 M	M		01/12/2024		22	0	0	0	10	4	6	0	3	0	0	0	3	0	0	4		5		4.0	2
<input type="checkbox"/>	713	79	11 M	M		01/12/2024		24	0	0	9	5	1	3	0	3	0	0	0	3	0	0	3		3		1.0	1
<input type="checkbox"/>	820	76	10 F	F		01/12/2024		24	0	0	0	5	4	6	0	6	0	0	0	3	0	0	5		5		4.0	0
<input type="checkbox"/>	934	76	16 F	F		01/12/2024		26	0	0	0	10	3	0	0	0	0	0	0	3	0	10	4		6		1.0	3
<input type="checkbox"/>	1486	86	22 F	F		01/12/2024		24	0	12	0	10	0	0	0	0	0	0	0	3	0	0	3		5		0.0	0
<input type="checkbox"/>	1402	78	17 F	F		06/09/2024		29	0	0	0	10	6	9	0	3	0	0	0	2	0	0	5		6		0.0	2
<input type="checkbox"/>	1891	73	16 M	M		01/12/2024		26	0	0	0	10	2	6	0	6	0	0	0	3	0	0	5		6		2.0	0
<input type="checkbox"/>	1864	87	13 F	F		01/12/2024		21	0	0	0	7	0	6	0	3	0	0	0	3	0	0	4		3		2.0	0
<input type="checkbox"/>	2123	85	11 F	F		01/12/2024		46	0	0	9	6	2	10	0	0	0	0	10	3	0	0	4		3		3.0	1

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 Aminosaliclylate 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/loD2019\\_Statistical\\_Release.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/835115/loD2019_Statistical_Release.pdf)  
 \*\* With VISTA activated within your ICB

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

Home

Data Quality Status:  Extractions up to date

SMR Live Introductory Video


Click here to watch our introduction video


Click here to view the SMR Live user guide


Click here to view the Structured medication reviews specification guidance 2025-26 pdf


National medicines optimisation opportunities 2025/26


This is a supplementary support tool to be utilised in conjunction with your core clinical software.


SMR Case Load


Priority SMRs


All SMR Pathways


Care Home


STOMP


Polypharmacy


High Risk Drugs


Medication Related Indicators


RADAR Alerts


Frailty


Recent Admissions

Dependency

Deprescribing

Antimicrobials

Carbon Optimisation

Pincer

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.

Home

Patients with SMR Risk Score > 12, on minimum of 5 drugs

Please be aware this page may take a long time to load.

Care home Patients:

Next Patient:

Filters: None

Export Selected Rows to CSV

Export All Rows to CSV

Smart Review	Ref	Age	Drugs	My	Smart Medication Complete	Smart Medication Code	Smart Action Plan	SMR Score	Ref	Active	Active	Polypharmacy	ACB	High Risk	Deprescribing	Dependency	Frailty	Learning	Deprescribing	Priority	Emergency	SMR Pathway	Last Patient	Deprescribing	Last Medication	Last Fx	ACB and Fx
	97	59	F		10/10/2024			42	0	0	0	10	4	0	0	0	0	0	0	2	0	0	0	0	0	0	
	82	18	M		16/04/2025			36	0	0	0	10	4	0	0	0	0	0	0	2	0	0	0	0	0	0	
	71	15	M					10	0	0	0	10	1	0	0	0	0	0	0	2	0	0	0	0	0	0	
	80	14	F		10/10/2024	16/05/2025		17	0	0	0	7	2	0	0	0	0	0	0	2	0	0	0	0	0	0	
	78	14	F		10/10/2025	06/06/2025	13/11/2025	21	0	0	0	7	1	0	0	0	0	0	0	2	0	0	0	0	0	0	
	86	10	M		26/04/2025	23/06/2025		21	0	0	0	5	1	0	0	0	0	0	0	2	0	0	0	0	0	0	
	73	11	M		2/10/2024			24	0	0	0	5	2	0	0	0	0	0	0	2	0	0	0	0	0	0	
	78	14	F		8/10/2024			17	0	0	0	7	2	0	0	0	0	0	0	2	0	0	0	0	0	0	
	85	16	M		2/10/2024			22	0	0	0	10	4	0	0	0	0	0	0	2	0	0	0	0	0	0	
	79	11	M		8/10/2024			24	0	0	0	5	1	0	0	0	0	0	0	2	0	0	0	0	0	0	
	57	16	M		16/04/2025			25	0	0	0	10	2	0	0	0	0	0	0	2	0	0	0	0	0	0	

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## 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

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

eGFR  
50

ALT (GP)  
18

Blood Pressure (GP)  
148/89mmHg

Cholesterol (GP)  
5.3mmol/L

ACB Score  
3.0

Weight (GP)  
65kg

Potassium  
4.1mmol/L

GI Bleed Index  
8.9

HbA1c (GP)  
30mmol/mol

Ex Smoker  
0

Serum Sodium  
135mmol/L

Medication Review  
2/10

Flu Jab  
NA

Estimated QRISK3 Score (%)  
NA

Alcohol (units/week)  
0

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](mailto:support@prescribingservices.org) to find out more about our:

**User guides – SystmOne and EMIS Web**

**Telephone helpline service**

**Online demos**

**[www.nhspathways.org](http://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](mailto: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](mailto: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](mailto: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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**Dr Julian Brown**  
Clinical Lead

**Paul Taylor**  
Training  
paul@prescribingservices.org  
07824346749

**Helpline:** 01553 615555  
support@prescribingservices.org  
www.nhspathways.org  
<https://secure.nhspathways.org>

**Prescribing Services Ltd**  
The Norfolk Clinical Park, Rowan House, Buxton,  
Norwich, NR10 5RH

**Company No:** 05913240

**Data Protection Registration Number:** Z2536678



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