



[www.nhs.uk/ips](http://www.nhs.uk/ips)

# **Information Prescription Service**

## **User Guide**

**for health and social care**

**professionals**

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## Introduction

This user guide illustrates, in a series of screenshots, how to create and dispense an information prescription using the Information Prescriptions Service.

### ***What is the Information Prescription Service?***

The Information Prescriptions Service ([www.nhs.uk/ips](http://www.nhs.uk/ips)) brings together into one place a wealth of information from NHS Choices and our charity partners to make it easier for you to find the information that your patients need.

The Service has been specially developed with you in mind, as a health and care professionals, to offer you a tool to quickly and easily provide information for the people that you care for. It lets you tailor the amount of information you provide during your consultations around what the patient wants – from a comprehensive package of information to a number of bite-sized pieces.

### ***What is an information prescription?***

Information prescriptions give people with long-term conditions or care needs reliable, accurate information to help them manage their health more effectively and live more independently. They contain information, and signposts to further sources of advice and support, such as how to find local support groups.

An information prescription is a little like a medicines prescription. A medicines prescription tells a patient what drugs they need to take for their condition; an information prescription gives them information to help them cope with that condition on a daily basis.

### ***Why is information important for patients?***

Reliable, accurate information is fundamental to making informed decisions and choices. It helps people regain a sense of control over their lives and can reduce the fear that the diagnosis of life-threatening or long-term illness may bring.

There are clear benefits to the NHS in offering patients reliable, accurate information. There is good evidence that patients who are given information and are supported to use it to make decisions about their care

- are able to manage their long-term conditions more effectively;
- use NHS services less often than patients who have not been given information;
- choose less invasive (and less expensive) treatment options;
- have fewer repeat consultations with health professionals;
- have fewer unscheduled admissions to hospital, and lower rates of re-admission;
- comply better with medicines regimes, leading to fewer wasted drugs.

# Creating an Information Prescription

Go to the Information Prescription Service at [www.nhs.uk/ips](http://www.nhs.uk/ips)



## Create an information prescription

Enter condition or treatment

[A-Z list of conditions and treatments](#)

Postcode (optional)

Save My Location



## Step 1 – Log in or register for an account

We strongly encourage all health and social care professionals to log in when using the Information Prescription Service. This will give you access to a wider range of functionality that will help you in your daily clinical practice.

You can log in or register for a new account following the links at the top left hand side of the home screen.



## Register

If you do not have an NHS Choices account, click on the “Register here” link and enter your email address and a password on the following screen. You will be sent an email confirming your account and asking you to activate your account. You must do this in order for your log in to the Information Prescription Service to work. You should then return to [www.nhs.uk/ips](http://www.nhs.uk/ips) to log in, following the instructions below.

## Manage content

**Your email address**

Enter email address:

Confirm email address:

---

**Your password**

Your password must be between 8 and 20 characters and can include capitals, numbers or symbols.

Choose a password:

Confirm password:

---

**Terms and conditions**

Collection and use of personal information. We shall collect and use any personal information you give to us in accordance with the site's privacy policy, terms and conditions and the statements below. We shall not disclose your personal information to any third parties without obtaining your prior consent unless we are required by law to do so.

In particular:

When signing up for a personal account, you will have an option to submit personal information, including postcode, age, date of birth, phone number, email address,

By clicking on the button below you are agreeing to our terms and conditions

**Create my account >**

## Log in

If you have already registered for an account with NHS Choices, enter your email address and password to log in to the Information Prescriptions Service.

**NHS choices**  **Search >**

Log in or [Register](#) to access your favourites or prescribing history

**IP information prescription service** **Quickly create a package of health information to print, email or save**  
About this service | Contact us | Partner list

### Your NHS Choices Page

**Login to NHS Choices**

Email address:

Password:

**Log in >**

[Forgotten your password?](#)

**Don't have an account?**

Don't have an account? Creating an account will let you tailor NHS Choices around your interests. You'll also be given personal pages where you can save useful health information. You can even receive emails or text messages on your chosen topics or health goals.

[Register here](#)

[NHS Choices for professionals](#) | [Editorial policy](#) | [Personal accounts](#)

Your log-in status will be shown in the top left hand corner of the screen. On the right, you will now be able to access the additional features available to you as a care professional.



## Step 2 – Select a condition

Once logged-in, you will see two ways to select the relevant condition for which you want to create an information prescription:

- a) Enter the name of the condition, using predictive text to help you identify the correct term.



### Create an information prescription

Enter condition or treatment

bowel

Bowel cancer  
Irritable bowel syndrome

hide [x]

Save My Location

Start ▶

- b) Select from the A to Z list

## Conditions and treatments starting with:

Search by A-Z

**A** **B** **C** **D** **E** **F** **G** **H** **I** **J** **K** **L** **M** **N** **O** **P** **Q** **R** **S** **T** **U** **V** **W** **X** **Y** **Z**

**A**

<a href="#">Abortion</a>	<a href="#">Alcohol misuse</a>	<a href="#">Antenatal appointments</a>	<a href="#">Attention deficit hyperactivity disorder (ADHD)</a>
<a href="#">Abscess</a>	<a href="#">Alcoholic liver disease</a>	<a href="#">Antenatal care</a>	<a href="#">Autistic spectrum disorder</a>
<a href="#">Acid reflux</a>	<a href="#">Alzheimer's disease</a>	<a href="#">Asperger syndrome</a>	
<a href="#">Acute leukaemia</a>	<a href="#">Anal cancer</a>	<a href="#">Asthma</a>	
<a href="#">Addictions</a>	<a href="#">Angina</a>	<a href="#">Asthma - children</a>	
<a href="#">ADHD</a>	<a href="#">Angioplasty, coronary</a>	<a href="#">Atrial fibrillation</a>	

### Step 3 – Enter Postcode

This step is optional. However, entering a postcode at this stage will allow the system to identify any relevant local content that may be needed for the information prescription.

### Step 4 – Select Content

You will now be taken to the main content screen.

in as s i k m m

[Prescribing history](#) [Your favourites](#) [Log out](#) [Your profile](#)

**IP** information prescription service

Quickly create a package of health information to print, email or save  
 About this service | Contact us | Partner list

## Create an information prescription for Asthma

[Print a blank form to fill in on paper](#)

To view PDF leaflets on this page [download Adobe Reader - \(opens in new window\)](#)

[Reset form](#)

**Select your options:**

- ▶ Basic NHS information about Asthma [Show](#)
- ▶ Specialist information from our charity partners about Asthma [Show](#)
- ▶ Local charity information about Asthma [Show](#)
- ▶ Local health service and directory information [Show](#)

---

- ▶ Add personalised cover note [Show](#)

[Create information prescription](#)

[Print a blank form to fill in on paper](#)

From here, you can select content from four categories of information, and add a personal note to the patient:

1. Information about the condition produced by NHS Choices on behalf of the NHS;
2. Specialist information about the condition produced by partner organisations such as national charities;
3. Information produced by local organisations associated with the postcode you entered.
4. Information about local services

To expand each category, click on the blue bar or on the “show” button on the right hand side of the screen.

### Category 1: NHS Choices’ information

This category allows you to select content produced by NHS Choices on behalf of the NHS. You can check the “all pages” button to include all of their information or check the “selected pages” button to take just sections of content.

If you opt for selected pages only, you will need to identify which content you wish to include in the information prescription, by ticking chosen boxes from the overview, expert view, lifestyle and real stories sections shown.

## Create an information prescription for Bowel cancer

[Print a blank form to fill in on paper](#)

To view PDF leaflets on this page [download Adobe Reader - \(opens in new window\)](#)

[Reset form](#)

### Select your options:

▼ Basic NHS information about Bowel cancer Hide

Preview this information at: <http://www.nhs.uk/conditions/cancer-of-the-colon-rectum-or-bowel> - (opens in new window)

Select the sections you'd like to include

All pages on Bowel cancer (approx 17)  Selected pages  None

Overview

<input type="checkbox"/> Introduction	<input type="checkbox"/> Symptoms	<input type="checkbox"/> Causes
<input type="checkbox"/> Diagnosis	<input type="checkbox"/> Treatment	<input type="checkbox"/> Recovery
<input type="checkbox"/> Prevention	<input type="checkbox"/> NICE guidelines	<input type="checkbox"/> Screening

Expert View

Expert view

Lifestyle

Social support

Real stories

Anne's story  Coping with cancer

## Category 2: information from partner organisations

At this point, you can begin to select content produced by partner organisations such as major national charities. Click on the light blue bar, or the “show” button on the right hand side of the screen to see what information is available. This may include PDF, audio, video or flash files.

Under each category, select content by ticking the relevant check-box. If you wish to see what is in each document before you select it, click on the “preview” button to see the document in a new window.

### Select your options:

▶ Basic NHS information about Bowel cancer		<a href="#">Hide</a>
▼ Specialist information from our charity partners about Bowel cancer		<a href="#">Hide</a>
▼ 1 Prevention and risk factors		<a href="#">Hide</a>
Preview by clicking on the icons below		
<input type="checkbox"/> Prevent and detect -your guide (BBC)	Beating Bowel Cancer	 <a href="#">Preview - (opens in new window)</a>
<input type="checkbox"/> Preventing bowel cancer (CRUK)	Cancer Research UK	 <a href="#">Preview - (opens in new window)</a>
<input type="checkbox"/> Risk factors, causes and symptoms of colon cancer (CB 4 pages)	Macmillan Cancer Support	 <a href="#">Preview - (opens in new window)</a>
<input type="checkbox"/> Risk factors, causes and symptoms of rectal cancer (CB)	Macmillan Cancer Support	 <a href="#">Preview - (opens in new window)</a>
▶ 2 Symptom awareness and early detection		<a href="#">Show</a>
▶ 3 Screening		<a href="#">Show</a>
▶ 4 Referral, tests and investigations		<a href="#">Show</a>
▶ 5 Diagnosis and staging		<a href="#">Show</a>

### Category 3: information from local organisations

At this point, By entering the patient’s postcode, you can include within the information prescription content produced by local NHS or social care organisations. As with the previous categories, click on the light blue bar, or the “show” button on the right hand side of the screen to see what information is available. This may include PDF, audio, video or flash files.

Under each category, select content by ticking the relevant check-box. If you wish to see what is in each document before you select it, click on the “preview” button to see the document in a new window.

### Create an information prescription for Cancer

[Print a blank form to fill in on paper](#)

To view PDF leaflets on this page [download Adobe Reader - \(opens in new window\)](#)

**Pre-prepared information prescriptions** (start with one of these or create your own below) [Reset form](#)

National presets (add local info yourself)  Editor's choice

**Select your options:**

- ▶ Basic NHS information about Cancer [Show](#)
- ▶ Specialist information from our charity partners about Cancer [Show](#)
- ▼ Local information about Cancer [Hide](#)
  - Information supplied by organisations within 2 miles of M8 [Change >](#)
  - Preview by clicking on the icons below
  - ▶ [North Manchester General Hospital Macmillan Cancer Information and Support Centre](#) [Show](#)

### Category 4: information about local services

By entering the patient’s postcode, you can include within the information prescription the location details for NHS services relevant to the patient’s condition, drawn from NHS Choices’ service directories. This will identify the 5 locations nearest to the postcode you entered, and show within the information prescription their full address and contact details, together with their map location.

## Create an information prescription for Bowel cancer

[Print a blank form to fill in on paper](#)

To view PDF leaflets on this page [download Adobe Reader - \(opens in new window\)](#)

[Reset form](#)

### Select your options:

▶ Basic NHS information about Bowel cancer [Hide](#)

▶ Specialist information from our charity partners about Bowel cancer [Hide](#)

▶ Local charity information about Bowel cancer [Show](#)

▼ Local health service and directory information [Hide](#)

#### Add names and addresses of relevant services (with map):

The 5 nearest of each type of service you select will be included on your information prescription.

GPs  Hospitals  Support for independent living

Stop-smoking services

near postcode

[Create information prescription](#)

[Print a blank form to fill in on paper](#)

## Step 5 – Add a personal note

Log in as [user](#)

[Prescribing history](#) [Your favourites](#) [Log out](#) [Your profile](#)



Quickly create a package of health information to print, email or save  
[About this service](#) | [Contact us](#) | [Partner list](#)

## Create an information prescription for Asthma

[Print a blank form to fill in on paper](#)

To view PDF leaflets on this page [download Adobe Reader - \(opens in new window\)](#)

[Reset form](#)

### Select your options:

▶ Basic NHS information about Asthma [Show](#)

▶ Specialist information from our charity partners about Asthma [Show](#)

▶ Local charity information about Asthma [Show](#)

▶ Local health service and directory information [Show](#)

▶ Add personalised cover note [Show](#)

[Create information prescription](#)

[Print a blank form to fill in on paper](#)

In this section, you can add a personal note to the patient into the free text field. This can be used to highlight key facts that you might want to bring to their particular attention, or to summarise what you have discussed during the consultation. Patients sometimes find it hard to remember all that they have been told during a consultation with a health professional, particularly if they have received unsettling news, so capturing your discussion in this way will allow them to refer back to it as many times as they need to.

When you generate the information prescription, this field will appear at the beginning of the information prescription.

▼ Add personalised cover note Hide

To:

First name  Last name

Add health worker details:

First name  Last name

Phone number  Email address

Add a cover note Max 2000 characters (0 Used)

(Optional)  
I would particularly like to draw your attention to the following...

## Step 6 – Add cancer-specific information

Information prescriptions for cancer conditions can include specific chunks of information, developed by our cancer charity partners and the National Cancer Action Team. To add a chunk to the prescription, click on the relevant heading and drag it into the right hand box.

Add pre-prepared content for this condition

- Tests for bowel cancer: Proctoscopy/sigmoidoscopy
- Active surveillance
- After treatment – follow up
- Aromatase inhibitors (hormonal therapy)
- Borderline tumours
- Breast cancer chemotherapy
- Breast cancer chemotherapy for men
- Breast cancer radiotherapy
- Breast cancer radiotherapy for men
- Breast cancer stage

### Breast cancer in men

Breast cancer in men can develop in the small amount of breast tissue behind the nipple. Breast cancer in men behaves in a similar way to breast cancer in women. So it's usually treated in the same way. Because there is much less breast tissue in men the breast is usually removed (mastectomy). You may find it difficult or embarrassing to talk about your breast cancer, especially as it commonly affects women. Some men find it helpful to talk things over with their doctor or nurse. Close friends and family members can also offer support. Breast Cancer Care, a national support organisation, can put you in touch with other men with breast cancer.

## **Step 7 – Generate the information prescription**

Once you have selected all of the desired content, generate the information prescription by clicking on the “create” button.



## Dispensing the information prescription

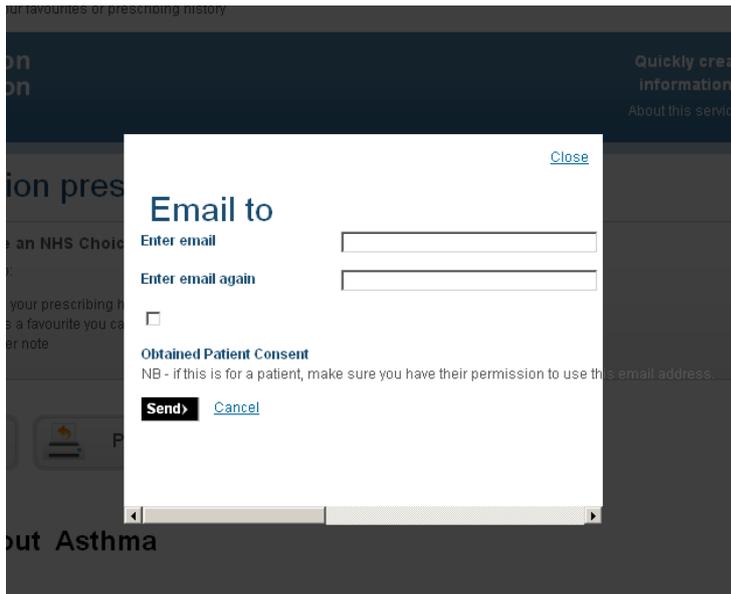
Once you have generated the information prescription, you will then be taken to a preview screen where you can view the content you have selected. If you wish to make further changes to the information prescription content, click on the “go back and edit” link on the right hand side of the screen.

The screenshot displays the 'Your information prescription' page. At the top, there is a blue header with the 'IP information prescription service' logo on the left and the text 'Quickly create a package of health information to print, email or save' on the right, with links for 'About this service', 'Contact us', and 'Partner list'. Below the header, the main content area is titled 'Your information prescription'. It features a 'Save this prescription as a pre-set that you can re-use' section with a 'Preset Name' input field and a 'Save Preset >' button. Below this are three buttons: 'Email', 'Print', and 'Save as PDF'. A link '< go back and edit' is located on the right. The main content is a preview of 'NHS choices Information about Bowel cancer', dated '10 May 2010'. It includes navigation tabs for 'NHS information', 'Specialist information', and 'Local services map view'. A text box states: 'This information comes from the Bowel cancer section on NHS Choices. This and more information is available at <http://www.nhs.uk/Conditions/cancer-of-the-colon-rectum-or-bowel/> (opens in new window)'. Below this is the 'Introduction' section, which defines Bowel cancer as a general term for cancer in the large bowel, which can also be referred to as colon cancer or rectal cancer.

The system offers you three dispensing options: email, print or save.

### **Email**

This option allows you to email a unique URL link which allows you to recall the information prescription at any time. Make sure that you check the “obtained consent” box on the emailing screen. Note, the Information Prescription Service will not store email addresses for future use – the email address you enter is for one-time use only. If you wish to email further information prescriptions, you will need to enter the email address each time.



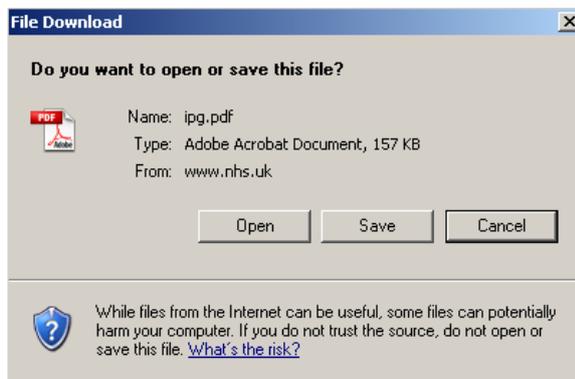
## **Print**

Click on the “print” button. This will generate a PDF version of the information prescription in preview. If having seen the content, you wish to make further changes to the information prescription, then close the print preview window and click on the “go back and edit” link on the right hand side of the screen.

If you are happy that the information prescription contains all of the required information, use your browser’s print function to select a printer and produce the finished output.

## **Save as PDF**

Click on the “save” button to save the information prescription in PDF format to the file location of your choice. If you are logged-in, this will also create a unique reference number for the information prescription, and store this in your prescribing history. This allows you to regenerate the information prescription later, should you wish to review what information you have already given to the patient.



## Using Pre-prepared Information Prescriptions

You may find that you frequently select the same pieces of information for people, for example at first appointment, pre- or post-surgery, or at particular stages of the patient journey. The pre-prepared information prescriptions lets you identify and save these defined sets of information, and recall them quickly and easily.

### **Editor's Choice**

The Editor's Choice is a selection of NHS Choices content that has been pre-selected for you as a "starter for ten". You can add to or change the selection in the usual way by ticking the relevant check-boxes.

### **Create a Favourite**

Create the information prescription in the usual way, following the steps above. Before printing, emailing or saving the information prescription, enter a title in the "Preset Name" box. Make sure that you choose a title that is meaningful, so that you can readily identify each individual favourite within your longer list of favourites.

The screenshot shows the 'Your information prescription' page. At the top, there is a blue header with the 'IP information prescription service' logo and a navigation menu. Below the header, the main content area is titled 'Your information prescription'. A grey box contains the text 'Save this prescription as a pre-set that you can re-use' and a 'Preset Name' input field. The 'Save Preset' button is highlighted with a red circle. Below this box are three buttons: 'Email', 'Print', and 'Save as PDF'. A link '< go back and edit' is visible on the right. The main content area displays 'NHS choices Information about Bowel cancer' with a date of '10 May 2010'. There are three tabs: 'NHS information', 'Specialist information', and 'Local services map view'. Below the tabs, there is a text box stating 'This information comes from the Bowel cancer section on NHS Choices' and a link to 'http://www.nhs.uk/Conditions/cancer-of-the-colon-rectum-or-bowel - (opens in new window)'. The 'Introduction' section begins with the text: 'Bowel cancer is a general term that is used to describe cancer that begins in the large bowel. Depending on where in the bowel the cancer starts, bowel cancer can sometimes be referred to as colon cancer, or rectal cancer.'

### **Recall a Favourite**

To retrieve a favourite, click on "Your favourites" on the right hand side of the screen, and then select the favourite that you want to use from the list displayed.

## Your favourites

Click the links below to jump straight to your information prescriptions

### Diabetes, type 1

Preset ID	Preset Name	Condition	Date Created
<a href="#">1st appointment</a>	04/30/2010	<a href="#">Delete</a>	

Once retrieved, you can add or delete content to tailor the information prescription to the patient you are now seeing, as set out in steps 4 to 7 above.

## Delete a favourite

To delete a favourite, click on “Your favourites” to display the list, and click “delete”.

## Your favourites

Click the links below to jump straight to your information prescriptions

### Diabetes, type 1

Preset ID	Preset Name	Condition	Date Created
<a href="#">1st appointment</a>	04/30/2010	<a href="#">Delete</a>	

# Using the Prescribing History

The prescribing history enables you to see what information you have provided to patients during previous appointments. This can be a useful recap for both patient and professional, particularly where the patient is known to prefer to receive their information in bite-sized pieces. To store an information prescription, you must remember to click on Save as PDF at the dispensing stage.

To review your prescribing history, Click on “Prescribing history”



This will take you to a list all of the information prescriptions that you have saved. Your prescribing history is fully searchable. Enter the search, select to search by patient name, keyworker name or date and click “search”.



## Your prescribing history

alison  [Search by date](#)

Search by name    Search by keyworker name

Name	Keyworker name	Serial number	Date of prescription
<a href="#">alison</a>		<a href="#">LXH080FK</a>	20 Apr 2010
<a href="#">alison</a>	jo evans	<a href="#">LVY903NN</a>	30 Apr 2010
<a href="#">alison tyson</a>		<a href="#">QYA795WS</a>	30 Apr 2010

To regenerate the information prescription, simply click on the relevant name or serial number.

## Using the template

The system includes a blank information prescription proforma for each condition. If you are not able for any reason to create and dispense the information prescription during the patient's consultation, you can use the template to identify the relevant information so that the patient can get the information elsewhere.

### ***To print the template***

Click on the link on the right hand side of the screen, and select your printer as usual.



[Print a blank form to fill in  
on paper](#)

Complete the template by checking the boxes alongside the information that you want the information prescription to include. The patient can take the completed template to a hospital information centre, library, UK on-line information centre or ask another member of staff to dispense the information.