Community Pharmacy
Cheshire and Wirral

PHARMACY
the Heart of our Community

Supporting Community Pharmacy

Pharmacy Guide to Electronic Prescription Service Release 2

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Introduction

The deployment of the Electronic Prescription Service in Cheshire and Wirral is continuing to gather pace. We have produced this guide in collaboration with PSNC to support your pharmacy to consider the planning process for the deployment of EPS Release 2.

Much more information on EPS is available on our website at http://www.cpcw.org.uk/lpc-resources/electronic-prescription-service-eps/.   The website includes information for:

- Registration Authority and Smartcard Guidance

- Token distribution arrangements;

- Progress with local deployment including processes in place to alert pharmacies when individual GPs in their locality deploy EPS R2;

- Guidance on local arrangements for monitoring use of the nomination functionality including the process for contractors to make complaints if they have concerns about inappropriate use (information contained in the NHS England nomination policy).

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EPS R1: Scan When You Can!

Using EPS Release 1 where practical can help smooth the transition to EPS Release 2. It helps staff get familiar with new scanning processes and provides an opportunity to identify and resolve problems before local GP's start using Release 2. It can also support the nomination process. It is time-consuming to manually enter patient demographic information to set a nomination but if you have dispensed a patient's prescription using EPS Release 1, the PMR record will already be populated with the necessary information, supporting efficiency.
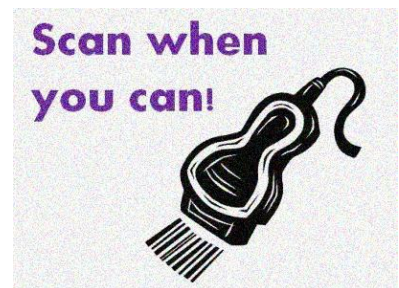
Tips from users and troubleshooting guidance on EPS Release 1 can be found on the PSNC Website.
(http://archive.psnc.org.uk/data/files/cfh_npa_psnc_eps_r1_leaflet.pdf)

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Deploying EPS Release 2? Make Staff Training a Priority

One of the biggest lessons learned from early adopters is the need for staff, including locums, to have adequate and timely training. Where staff members don't have good knowledge of how to use the new functionality, it creates unnecessary problems and extra workload for all.

It is important to work with suppliers to ensure that training is sufficient and meets the needs of individual staff. Top training tips from pharmacists that have deployed Release 2 include:

- **Planning** is a must – ensuring that all staff receive training relevant to their role. Don't forget part-time staff and locums.
- Consider the **timing of the training** - a few hours prior to deployment is the best time. Any more than a few days and key messages can be forgotten. If the pharmacy is deploying well in advance of receiving electronic prescriptions, consider splitting the training into two stages or arrange a reminder session to reinforce key messages at the point that the pharmacy actually starts receiving e-prescriptions.
- **Think about the delivery method**: Find out what kind of training your system supplier is offering; for example, one-to-one staff training, the provision of a training environment, webinars, user manuals etc. Some pharmacies have found it helpful to appoint an internal EPS champion who can provide on-going support to other team members.
- **Communicate your business processes:** To maximise the benefits of EPS Release 2, pharmacies need to adapt existing business processes. Whilst locums may have received training in system functionality at another pharmacy, business processes are unique to every pharmacy so don't forget to brief locums on these changes.

More information and tips on planning EPS R2 training can be found on the PSNC website (http://psnc.org.uk/dispensing-supply/eps/eps-r2-tips-for-planning-staff-training/)

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Factors to consider in deciding when to upgrade to EPS Release 2?

Every pharmacy contractor will need to consider their individual circumstances and weigh up the benefits, risks, opportunities and costs to determine the best time to upgrade to EPS Release 2.

In the Cheshire and Wirral area a number of GP's practices have already gone live. Rollout plans for are available on the LPC Website, these are however subject to change.

More information on the EPS Release 2 deployment status of individual prescribers can be found on the deployment map on the Health & Social
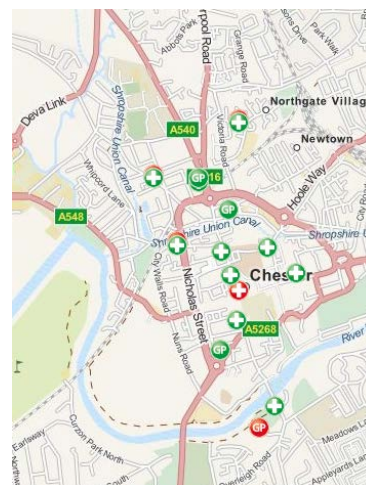
Care Information Centre (HSCIC) website http://systems.hscic.gov.uk/eps/stats/deploymap/national).

The real benefits of Release 2 will only start being realised once a pharmacy starts receiving electronic prescriptions. Some pharmacies have chosen to upgrade to EPS R2 well in advance of their local GP's for a number of reasons, including positioning themselves ready for EPS Release 2, to access the EPS Release 2 one-off allowance or to enable the pharmacy to begin technically setting patient nominations on the Personal Demographics Service (PDS), where patients have consented.

There may be additional costs in upgrading - for example, increases in ongoing system costs - and if there is a significant gap between upgrading and starting to receive electronic prescriptions, some costs may end up being duplicated such as staff training. Also keep in mind that different suppliers have different lead times for deploying Release 2 upgrades.

It is possible to start collecting patient consent for nomination before upgrading to EPS Release 2. However, if there is a delay of greater than 6 weeks between collecting consent and changing the patient's preference on the PDS, there is a need to confirm that there has been no change in the patient's circumstances, including their choice of nominated dispensing site.

Further guidance on deciding when to upgrade to EPS Release 2 can be found on the PSNC Website (www.psnc.org.uk/r2).

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Have you stocked up on tokens?

With EPS Release 2, where there is no paper flow from the GP practice to the pharmacy, it may be necessary for the pharmacy to print off a dispensing token; for example, to collect the patient exemption declaration, for the patient to sign when paying, or to support dispensing processes within the pharmacy, including the accuracy check.

NHS England are responsible for delivering the blank forms used to produce tokens (Form FP10DT) to community pharmacies. There is no charge for this. The form is the same style as those used for other NHS prescriptions, but is white in colour. These forms don't need to be stored securely.

To obtain Form FP10DT, contact:

- NHS Forms - Stores Department, Cheshire Health Agency, 1829 Building, Countess of Chester Health Park, Liverpool Road, Chester, Cheshire CH2 1DU.
- By email to office.services@wcheshirepct.nhs.uk
- By fax to 01244 650425

The Ordering and Distribution Process for Dispensing Tokens is available on the LPC website.

Don't forget to keep a close eye on stock levels to make sure you have sufficient numbers, particularly in the early days of starting to receive electronic prescriptions when demand may be less predictable. General information on tokens can be found on the PSNC website (http://psnc.org.uk/dispensing-supply/eps/dispensing-in-eps-release-2/)

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Have you got your EPS Release 2 Smartcard yet?

All staff that need to use the EPS Service require their own individual smartcard for Release 2. This includes staff that may not normally be involved in dispensing but who will be supporting processing nomination requests. Don't forget to tell locums if you are planning to upgrade to Release 2 as Release 1 cards don't work with Release 2 systems.

Smartcard registration is normally linked to specific pharmacy premises, but if a pharmacist or dispensing staff member needs to work within other community pharmacies at short notice, they can request that their card is given a user profile registered against a generic organisation code for a "locum pharmacy" (FFFFF). This will enable them to access the service at any pharmacy in England with an EPS R2 system.

Pharmacists are normally registered with access to the nomination functionality as a default setting on their cards but, for non-pharmacist staff members, it is important to indicate at registration if access to 'amend patient demographics' is required to ensure the appropriate access rights are added to enable them to use the nomination functionality.

Cheshire and Merseyside Commissioning Support Unit (CMCSU) is the local NHS body commissioned by NHS England to support smartcards for the Cheshire, Wirral and Warrington footprint. Most processes require the Community Pharmacy Smartcard Form to be submitted to the CMCSU IT Service desk. A copy of the smart card /RA process can be found on the Community Pharmacy Cheshire and Wirral LPC website (http://www.cpcw.org.uk/wp-content/uploads/sites/19/2013/07/RA-Guidance-for-Pharmacies-v0.1.pdf)

General information on smartcards can be found on the PSNC website (http://psnc.org.uk/contract-it/pharmacy-it/smartcards/)

A quick reference guide for locums can be found on the CfH Website (http://systems.hscic.gov.uk/eps/dispensing/getstarted/fffff).

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EPS Nomination Top Myths

Myth: Counter assistants can't access the nomination functionality on PMR systems.
Fact: Any pharmacy staff member, including counter staff, can change a patient's nomination settings as long as they have the relevant roles on their smartcard. Pharmacists are normally registered with access to the nomination functionality as a default, for other staff members, it is important to indicate during smartcard registration if access to 'amend patient demographics' is required to ensure the appropriate access rights are granted.

Myth: There is an expiry date for nominations that have been set.
Fact: Once a patient nomination has been set on the system, there is no 'expiry' date but the nomination can be changed or removed; the original contractor that set the nomination will not be informed of this. As the system only supports the patient to nominate one dispensing site of a particular type at a time, if two pharmacies change the nomination settings for the same patient, prescriptions will be sent to the pharmacy that last set the patient nomination request.

Myth: I have a Release 2 system and have already technically set a patient's nomination. I am expecting to have to reconfirm this at the point local GPs go live.
Fact: A patient can nominate a Release 2 enabled pharmacy before their GP surgery is offering Release 2. There is no need to re-confirm a nomination that is already recorded on the Spine at the point that the GP goes live. When collecting patient consent well in advance of a GP going live, it would be good practice to inform the patient that their GP is not yet in a position to send prescriptions electronically.

Detailed guidance and FAQs about nomination can be found on the PSNC website (www.psnc.org.uk/nomination).

Local guidance on nomination including an overview of the procedures in place to monitor use of the service locally can be found on the LPC websites.

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Making your EPS System Work for You

In developing EPS Release 2 systems, pharmacy system suppliers were provided with a functional specification from Health and Social Care Information Centre. This defines what systems must do but there is significant flexibility for suppliers in the way that systems are developed to support use of the service. It is essential that all system problems, however minor, are reported to pharmacy system suppliers so that they can continue to enhance their systems to meet the needs of pharmacy staff.

In some cases, the problem may be resolved over the phone; for example, if it is a training or local system configuration problem. In other cases, the supplier may need to add it on to their work plan as a future development. Where the supplier can't resolve a problem - for example, if it is an issue with

the GP system - the pharmacy supplier can escalate the issue to a national helpdesk to co-ordinate resolution.

Remember to obtain a helpdesk reference number when you report problems. If the supplier does not resolve the problem in a satisfactory way, having the reference number is essential so that the problem can be escalated via other routes.

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EPS Release 2: Engaging with GP's

A key lesson from the implementation of EPS Release 2 to date is that good communication between GP practices and pharmacies is essential to ensure smooth implementation of EPS Release 2. Where pharmacies and GP's have worked together to prepare for implementation and have put processes in place to resolve issues that may arise, pharmacists have reported that is has strengthened relationships. Where communication hasn't been so good, the opposite has happened and in some cases it has led to a 'blame game' between professions, for example on teething problems.

A checklist to support GP-pharmacy engagement has been developed with input from GP's and pharmacists that have deployed EPS Release 2. It can be found on the PSNC website (www.psnc.org.uk/r2).

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Business Continuity

Ensure Your Business continuity plan is updated adding in the extra elements for EPS.

Things to consider before determining course of action
- How long will your system be down for
    - Short term 1 – 4 hours
    - Medium Term 4 – 24 hours
    - Long Term over 24 hours
- Volume of prescriptions
    - A handful of your patients may determine a different route than if it's 50% of your dispensing business
- Failure points
    - Hardware e.g. printer breakdown, no tokens
    - No smartcard access
    - System failure
    - No network connection
    - National Spine problems

You should always report an issue to your supplier helpdesk
Always get a reference number and name
Get an estimated time to resolve the issue
Keep a log
Contact your supplier for updates
Sign up for alerts (see below)

Business continuity resources are available from the PSNC, NPA and other organisations.

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EPS release 2: EPS Tracker

http://systems.hscic.gov.uk/eps/library/rxtracker

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Further help and Support:

Got a QR code Scanner App on your Smartphone?

Scan these codes for more information about EPS.

EPS Section on the PSNC Website	EPS Section on the HSCIC Website	EPS Section on CPCW Website

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Summary of Key Contacts:

For Smart Cards/RA

- Follow process on LPC website (http://www.cpcw.org.uk/lpc-resources/electronic-prescription-service-eps/)

For EPS Stationary

- NHS Forms - Stores Department, Cheshire Health Agency, 1829 Building, Countess of Chester Health Park, Liverpool Road, Chester, Cheshire CH2 1DU.
- By email to office.services@wcheshirepct.nhs.uk or by fax to 01244 650425

For EPSr2 queries

Contact EPS Project Manager, Torin Glazer (torin.glazer@cheshireict.nhs.uk)

For further information and support from the Community Pharmacy Cheshire & Wirral:

- Melanie Carrol, Contractor Support & Development Pharmacist (melanie.cpcw@gmail.com) tel: 0752 305 6986
- Alison Williams, Business Support Officer (cpcwnw@gmail.com), tel: 07828 832782

EPS Release 2 – Ready Reference for Codes

Connecting for Health
NHS

Electronic Prescription Service
NHS

Example Pharmacist:

- **R8003** Health Professional Access Role
- **B0572** Manage Pharmacy Activities
- **B0068** Verify Prescription

Pre-Reg. Pharmacist Example:

- **R8004** Healthcare Student Access Role
- **B0570** Perform Pharmacy Activities

Dispensing Technician Example:

- **R8008** Admin/Clinical Support Access Role
- **B0572** Manage Pharmacy Activities
- **B0401** View Patient Medication
- *OPTIONAL*: **B0825** to set nomination

Counter Assistant Example:

- **R8008** Admin/Clinical Support Access Role
- **B0570** PerformPharmacy Activities
- **B0401** View Patient Medication
- *OPTIONAL*: **B0825** to set nomination

Full guidance:
http://www.connectingforhealth.nhs.uk/systemsandservices/eps/eps/dispensing/smartcards/migration-eps2.pdf