

## **Working in Partnership to Deploy EPS Release 2 Checklist for GP Practice-Pharmacy Local Business Change Discussions**

*Establish Communication Channels:* Identify named EPS contact points at the GP Practice and Pharmacy.

*Engagement Strategy:* Consider how best to engage. Approaches tried include short weekly catch-up calls. There is scope for LPCs and LMCs to facilitate local dialogue.

*Nomination:* What processes are in place locally to capture nominations?

*Repeat Dispensing:* How will the repeat dispensing functionality be used locally?

*Split Prescriptions:* There are some prescription items that cannot be transmitted electronically, for example Schedule 1, 2 or 3 Controlled Drugs. How will this be dealt with?

*Post-dated Prescriptions:* A post-dated electronic prescription will only be sent to the EPS service on the specified date. Does the GP Practice plan to post-date electronic prescriptions?

*Prescription Tokens:* Does the GP Practice plan to issue prescription tokens for acute prescriptions?

*Repeat Prescription Collection Services:* Are changes planned to these services?

*Repeat Prescription Order:* How will patients make repeat prescription requests in future?

*Communicating Supplementary Clinical Information to Patients:* There is potential to pass supplementary information to pharmacies in the electronic message (note it is only mandatory for pharmacies to pass this on in certain scenarios). How does the prescriber plan to use this information flow?

*Re-issue of prescriptions where amendments are required:* Electronic prescriptions can't be amended they need to be cancelled and reissued. How will requests for prescription change be administered?

*Dosage instructions:* At present there is no standard dosage syntax. Dosage instructions should be in a form of words that can be passed directly to the patient.

*Managing Patient Expectations:* What messages will be given to patients about the time for the pharmacy to prepare prescriptions and for the surgery to respond to repeat requests?

*Business Continuity Contact points:* If there is a problem identified at the GP or pharmacy, who will be proactively alerted and what contact points will be used?

*Where is my prescription?* A scenario that has arisen in EPS Release 2 sites is patients visiting the pharmacy but not finding their electronic prescription as expected. There is a need for local agreement on how this will be managed.

*Problems resulting in reduced access to the EPS Service:* If a GP cannot send an electronic prescription or a pharmacy cannot access electronic prescriptions, how will this process be managed locally, for example authorising an emergency supply at the request of the prescriber or reverting to paper?

*Avoiding the 'Blame Game':* When problems do arise – what message will be given to patients?

Recently deployed EPS Release 2 and want to share your experience? Lessons learned can be logged and viewed on the main Connecting for Health website at: <http://www.cfh.nhs.uk/epstips>.