

Electronic Prescription Service Phase 2 (EPS2)

Online Pharmacies and pharmacy chains are actively signing up patients for electronic prescriptions. NHS items are a key pillar in the Pharmacy Business Model and it is vital we protect them by actively nominating patients.

This document has been produced to help those who need to get started and provide hints and tips for those who already have.



Be Aware: *you could receive a prescription at any time* even if your local GP surgeries have not 'Gone Live' yet. **For example** if a patient is on holiday in Cornwall and sees the GP who is EPS2 live they may send you an electronic prescription via the NHS Spine. Therefore it is important to check EPS daily.

So what do you need to do to make sure you are ready?

1. Make sure that appropriate colleagues have valid smart cards and use them daily.

- The NHS Portal will warn you if your card is about to expire. Follow the on screen instructions.
- If your card has expired you will need to contact the Registration Authority.
- Check you can access and Nominate prescriptions on you PMR.
- Don't rely just on your Pharmacist; check your Locum has a valid smartcard .
- If you need a smartcard please contact your local RA.

2. Have at least one box of dispensing tokens? Available from Practitioner Support Services.



3. Order spare toner cartridges.

4. If you are already receiving bar-coded EPS1 prescriptions then start scanning them. This will populate the NHS number and date of birth for age related exemptions

5. Make sure that your patient's PMR is updated with their exemption details. This is vital when processing and claiming.

6. Check if you have received any electronic prescriptions every morning. You can also download prescriptions from the spine at any time of the day.

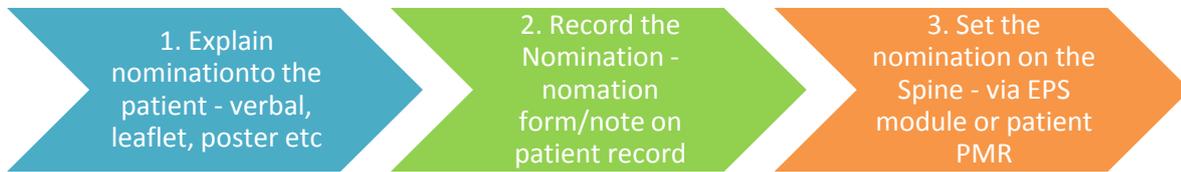
7. When you get a 'going live' date for your local surgery arrange a meeting with them to discuss implementation and to manage expectations.

Gaining Patient Nominations:



You don't need to wait for your Surgery to go live **start collecting nominations now!** Once a nomination is on the spine it doesn't need to be reconfirmed when the surgery goes live.

Failing to do this now can result in a drop of prescription items over night!



When signing up patients for EPS you need to manage their expectations. It is not necessarily quicker and can actually be slower than the way they get their scripts now.



For Pharmacies already live with EPS2 and receiving regular prescriptions.

New Prescriptions and Dispensing:

- Once downloaded, scripts can be dispensed and processed from any computer even without a smartcard inserted.

Send Dispensed:

- Collected prescriptions should be changed to 'send dispensed' on the spine at least once a day. Either scan them individually after collection.
- To help Identify electronic from paper prescriptions awaiting collection staple the dispensing token to the bag, use different shelves for each and mark bags with an 'E' or 'EPS'.
- If they are non-age exempt print a dispensing token for them to sign for payment/exemption declaration purposes. Record the exemption on the PMR or the script will be processed as chargeable.



When to Claim:

- When a prescription is dispensed within a given month, the dispense notification must be

sent within that month and the electronic claim message must be received by the NHS Prescription Services before midnight on the 5th of the following month.

August			September				
28	29	30	1	2	3	4	5

Dispense notification sent 29th August. Electronic claim message received Sept 5th = Payment in August.

August			September					
28	29	30	1	2	3	4	5	6

Dispense notification sent 29th August. Electronic claim message received **after** Sept 5th = Payment in September.

- Prescriptions needing extra endorsing i.e. specials, out of pockets etc. that cannot be at the time of labelling should be separated and endorsements added before claiming.

Filling out the FP34C:

If claiming for electronic prescriptions:

- ✓ Tick the box Part 1 'EPS Release 2 claim messages'

If sending prescriptions/dispensing tokens:

- ✓ Tick the box in Part 1 'ETP tokens for non-payment'.



If you have 4000 paper & 1,000 electronic prescriptions the total prescriptions claimed will be 5,000.



Controlled Drugs Schedule 4 IMPORTANT MESSAGE!!!

For all controlled Drugs the whole prescription (all items) cannot be claimed if 28 days have elapsed since it was signed electronically. Currently only Schedule 4 controlled drugs can be dispensed via EPS2.

1. Make sure Schedule 4 stored awaiting collection are checked at least weekly
2. In the case of owing's, the owing balance of prescriptions cannot be dispensed later than 28 days after the appropriate date on the prescription.
3. Contact the patient and offer delivery if close to 28 days after the prescription was written.