

EPS Prescription Tracker Business Continuity Mode

Q and A's

Q. How do I access Prescription Tracker BC Mode?

A. It is accessed through the NHS Spine Portal though you may have a direct link on your computer. BC Mode is accessed exactly the same way as you have always accessed EPS Prescription Tracker.

Q. Do I need a Smartcard?

A. Yes. Make sure that your Smartcard certificate is in date and you have one of the following activity codes on your Smartcard – **B0278 “Perform Prescription Preparation”** or **B0570 “Perform Pharmacy Activities”**

Q. What internet version and browser should I use?

A. Your computer should meet the minimum requirements as stated in the NHS Spine compliance document which is called the [warranted environment specification \(WES\)](#).

Q. Can GP's access this?

A. Yes. Make sure that your Smartcard certificate is in date and you have one of the following activity codes on your Smartcard – **B0278 “Perform Prescription Preparation”** or **B0570 “Perform Pharmacy Activities”**. It will show the GP any prescriptions which have been generated by their prescribing site and are live on the Spine. However, the tool is designed to be used by pharmacy staff members who are experiencing a business continuity situation. Therefore, it is recommended that GP's continue to use Normal Operation Mode to view the status of EPS prescriptions that they have prescribed.

Q. When should BC Mode be used?

A. BC Mode should only be used when you are in a business continuity situation and you do not have access to your normal PMR system.

Q. What should I do if I accidentally log into BC Mode?

A. Immediately contact the site which you have logged into on BC Mode and explain the situation. This will avoid any unnecessary escalation activities.

Q. What should I do if I think someone has misused BC Mode for my site?

A. Please escalate their access using the agreed escalation process within the pharmacy, initially via the Pharmacy Superintendent for the site. Details of who accessed your information will be within the BC Mode usage alert, which has been sent to the governance person at your site. If you are unsure of the person, you can check their details on the Care Identity Service which is hosted on the NHS Spine portal. Type either their name or UUID number into the search options.

Q. Can Locums use BC Mode?

A. Yes, but they will only see patient medication information if they search using a single Prescription ID or using a Date Range and NHS Number search for the site they are accessing.

Q. Will BC Mode let me access all prescriptions on the NHS Spine?

A. No, BC Mode will only let you search for prescriptions that have been prescribed, nominated or downloaded by your site. This mirrors current functionality within Normal Operation Mode.

Q. How do I log an incident when BC Mode functionality isn't working?

A. The first point of contact is to raise/log an incident with the pharmacy supplier who will access/triage the incident and if required will interface with the National Service Desk (NSD) for a resolution.

Q. What if my N3 connection is down?

A. If you haven't got an N3 connection, then you won't be able to access EPS Prescription Tracker BC Mode. In this situation, we suggest that you try to work with a sister pharmacy to ensure that there is continuity for your patients.