

EPS Prescription Tracker Business Continuity Mode User Guide – Part 2 - Usage (Spine) Alerts

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EPS Prescription Tracker Business Continuity Mode Usage Alerts

Introduction

Whenever EPS Prescription Tracker Business Continuity Mode is accessed, a usage alert is created and sent to the named Governance Person at the pharmacy (see Alert Viewer section below).

If the Governance Person has also entered their preferred email address within the Alert Viewer 'Preferences Section', they will receive a confirmation email once the alert has been created. Multiple people can be set-up to receive these alerts.

A new alert type called 'EPS Business Continuity' has been created for this mode.

The alerting process aligns with the information governance for Summary Care Record which is an established [process](#).

This process provides an audit trail of access which can be used for monitoring and reporting purposes.

How to deal with BC Mode Usage Alerts

The steps below explain how you might choose to use BC usage alerts. Note that these alerts may not need to be investigated unless there are concerns over misuse, for example, an alert indicates BC mode was used by your pharmacy, but there wasn't a business continuity situation at the pharmacy.

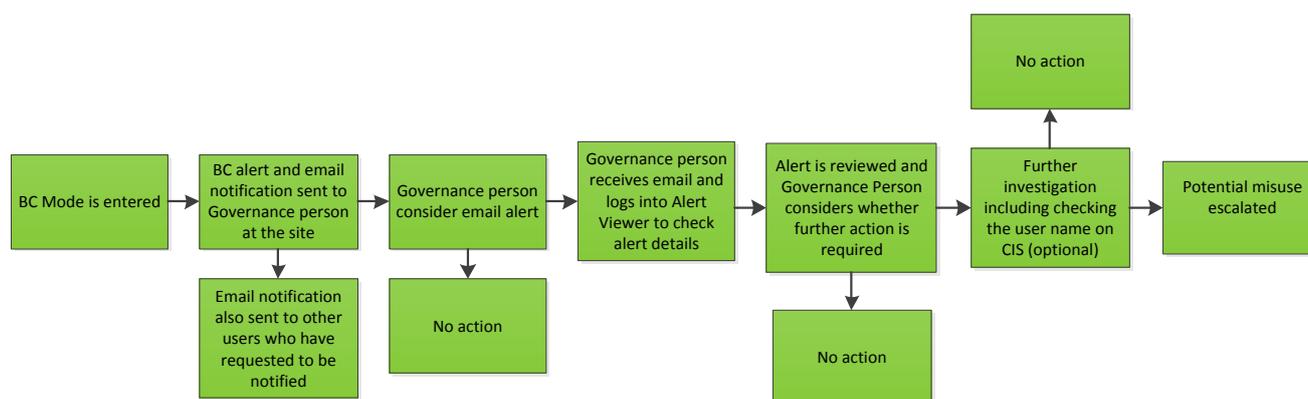


Figure 1: Business Continuity Alert Process

1. BC Mode is entered.

2. An email is received by the Governance Person(s), and anyone else who signs up to receive EPS Business Continuity alerts (see Figure 18). This email indicates that BC Mode has been used and that there are related new alerts which can be viewed by using the Alert Viewer.

3. Governance Person considers email: The Governance Person may be aware there has been a BC situation or could check with the pharmacy team. They can consider whether to view further information about the BC Mode usage by logging into the Alert Viewer.

4. Governance Person accesses Alert Viewer

5. Governance Person reviews the alert and identifies the person that used BC Mode. The name of the Smartcard user who used the BC Mode will be viewable. If there hasn't been a recent BC situation and the BC Mode name is not recognised, further investigation may be required. The status of each alert can be updated, or this can be done in bulk (see Figure 15).

6. Checking the user on Care Identity Service (CIS) Smartcard portal. If required, the Governance Person could copy the Smartcard number of an unknown user and investigate within the Smartcard CIS portal. This will display the ODS codes on the Smartcard of the person who used BC Mode and some contact information for that person and for those sites where they work. For information on how to do this, please click [here](#) and select Guidance leaflet number 2.

7. Escalating potential misuse. Any access deemed inappropriate should be treated as a breach of patient data confidentiality and escalated using the agreed organisational process. Where required, your Superintendent pharmacist and IG Lead could be involved. Also, if the breach relates to staff outside your organisation, you might choose to seek support from the Local Pharmaceutical Committee (LPC).

The escalation process which is suggested within the additional information section within each alert is to escalate to the Information Commissioner's Office (ICO), the General Pharmaceutical Council (GPhC), or NHS Protect.

In addition, all organisations processing health, public health and adult social care personal data can use the IG Toolkit Incident Reporting Tool to report serious incidents which include unauthorised or inappropriate access, including processing confidential personal data without a legal basis. For further information, please see the guidance below.

<https://www.igt.hscic.gov.uk/resources/HSCIC%20SIRI%20Reporting%20and%20Checklist%20Guidance.pdf>

Access to Alert Viewer and setting up email notifications

Accessing Alert Viewer

Governance Persons have their access to Alert Viewer designated by ODS code which is added by local RA.

The Governance Person must log into the [NHS Spine Portal](#) using a smartcard and choose the TES Alert Viewer link (Figure 2).

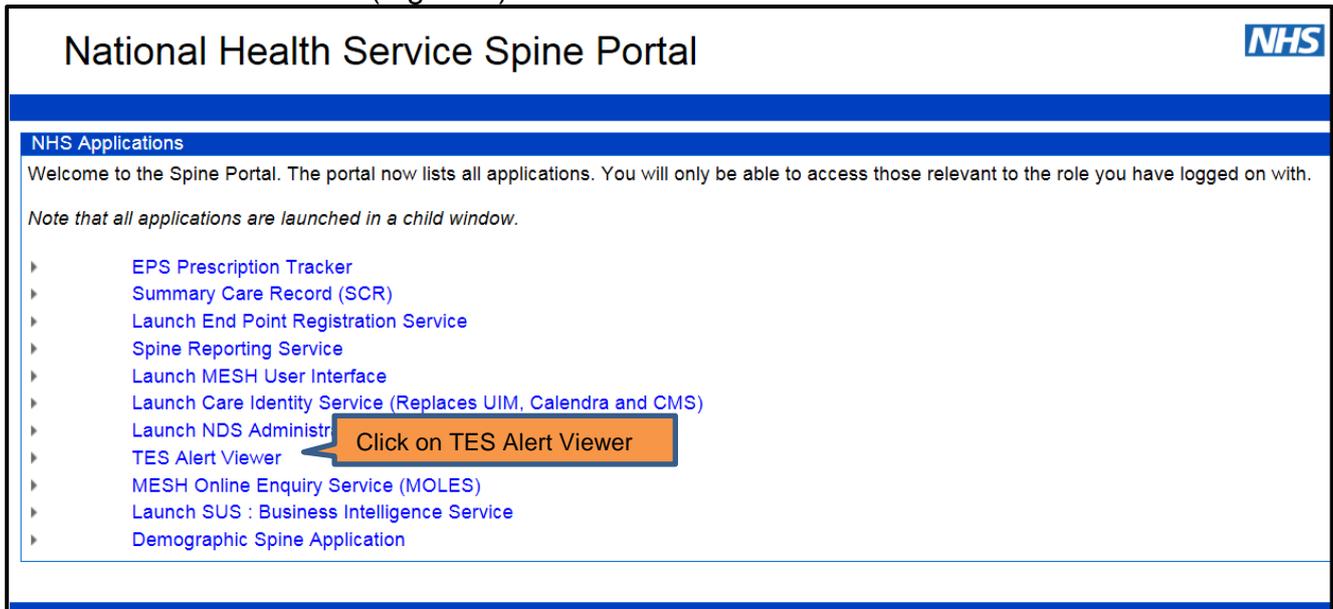


Figure 2: Accessing Alert Viewer via NHS Spine Portal

Viewing the BC Usage Mode Alerts

On the Alert Viewer home screen (Figure 3) you will need to select your pharmacy using the Organisations drop-down menu. If you work at one pharmacy, this will be selected automatically. If you work at more than one pharmacy, you can select more than one so that you can see all related alerts.

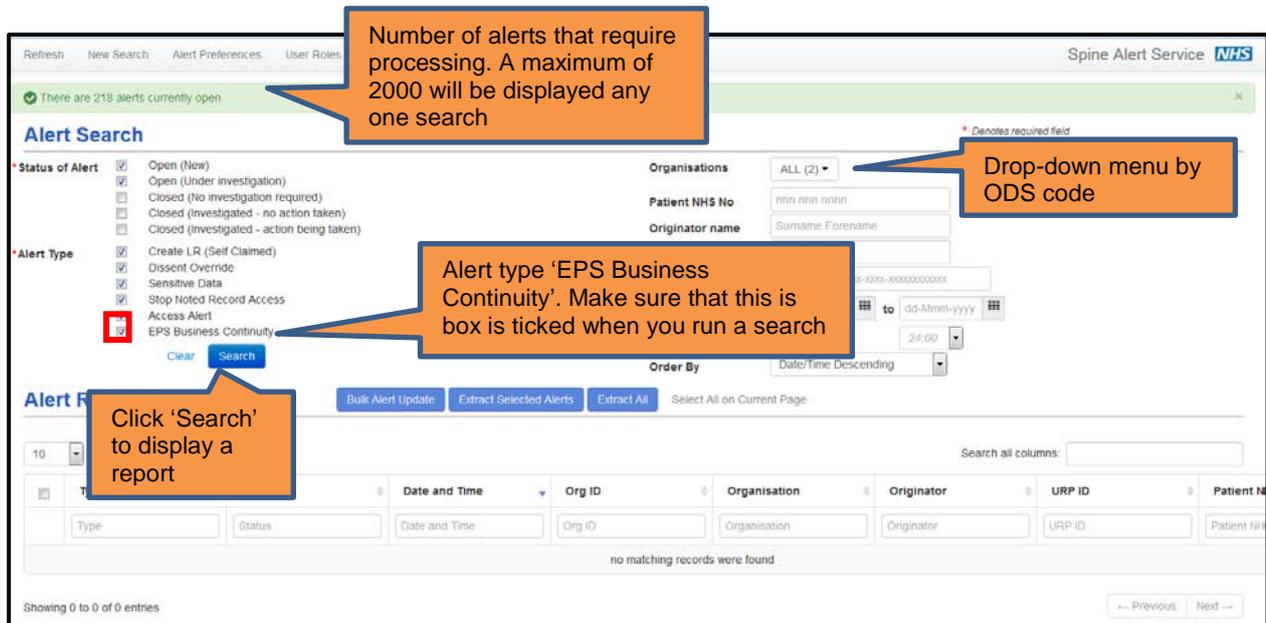


Figure 3: Alert Viewer Home Screen

Once you have selected the correct pharmacy site, click 'Search'. This will show those alerts that are open and assigned to that pharmacy site.

Administering BC Usage Mode Alerts

Each alert can be accessed by clicking onto the alert. The next section will explain how you can then action alerts and save the changes.

There is also the option to 'Select All on Current Page'. This allows you to select all the alerts that you can action. Note that you can't action alerts generated by yourself. Once highlighted, these can then be updated in bulk by clicking the 'Bulk Alert Update' button (Figure 4).

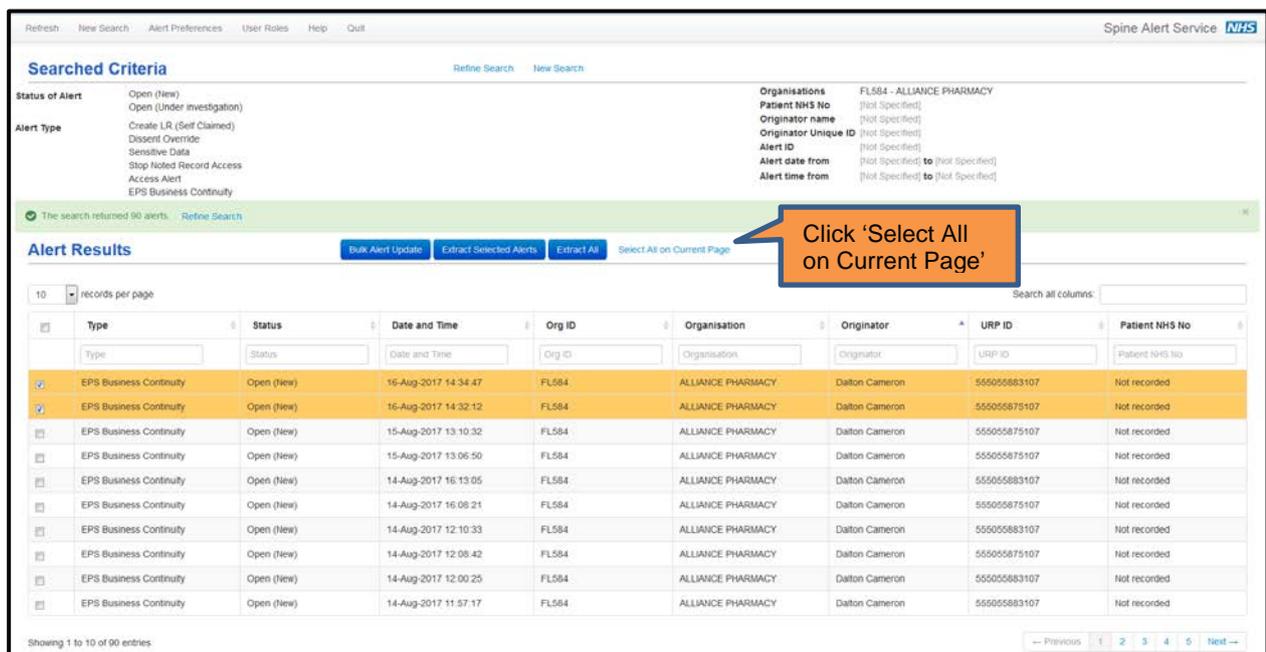


Figure 4: Alert Viewer Search Results

Completing the action details in the next screen will then update all the selected alerts with the same action details (Figure 5).

This method is recommended if you have been in a business continuity situation, have a large number of alerts to action, and are happy that the access to BC Mode was justified.

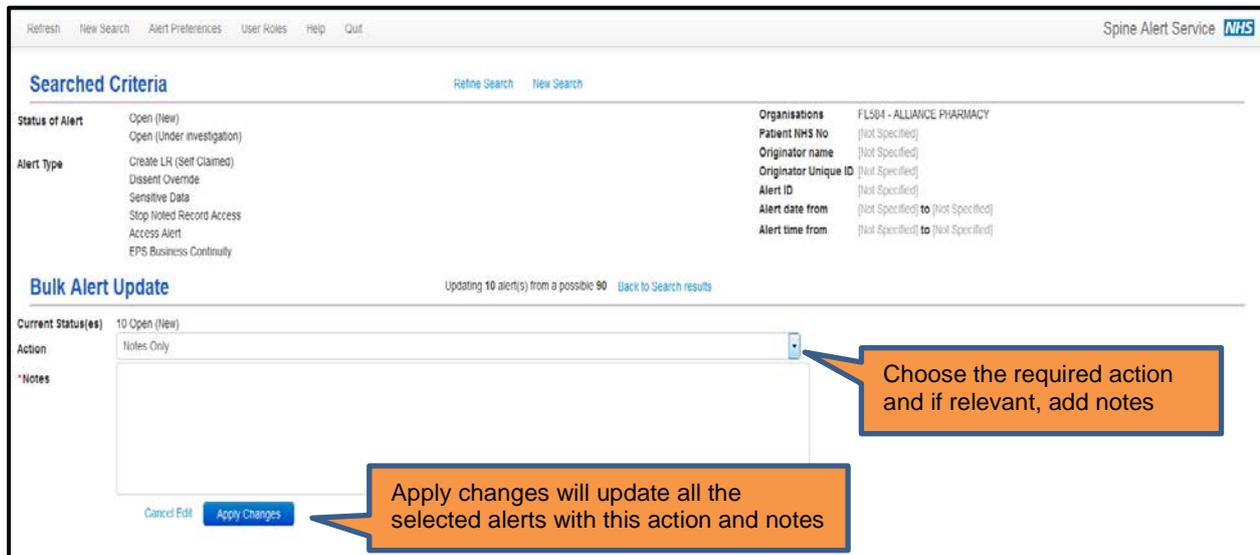


Figure 5: Bulk Update Tool

The status options can be applied to support any investigative work.

Setting up email notifications

There are two steps needed to ensure you will be updated by email about new BC Mode usage alerts:

Step One: Update the Care Identity Service (CIS)

Ensure that the additional email address that you wish to add is already populated in Care Identity Service (CIS) (Figure 6). If you struggle to access this then ask [your RA](#) to help you or use guidance leaflet number 1 on the CIS website [here](#).

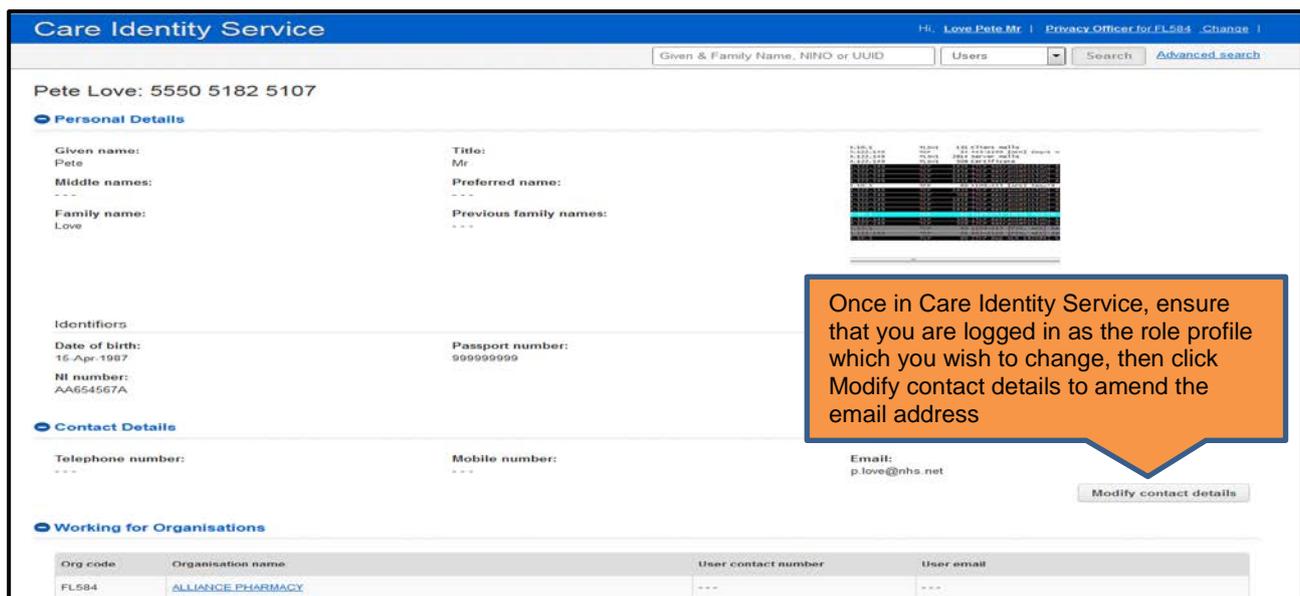


Figure 6: Amending your email details in Care Identity Service (CIS)

Step 2: The Governance Person updates 'Alert Preferences' within the Alert Viewer

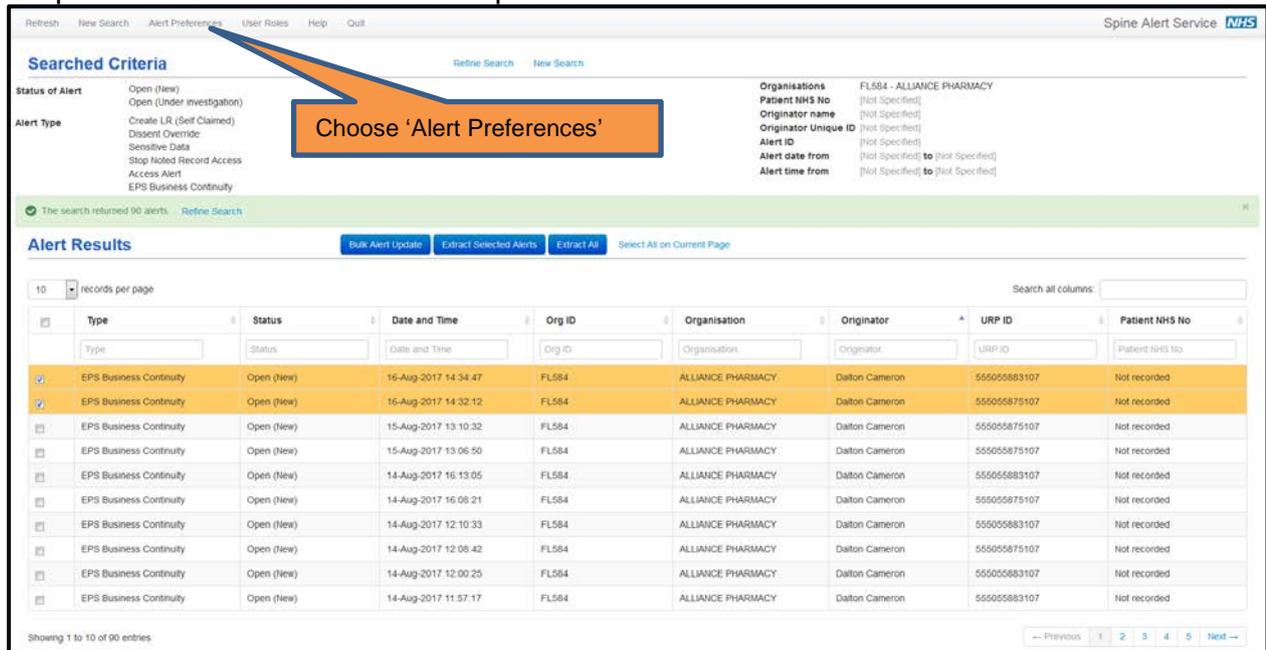


Figure 7: Choosing 'Alert Preferences' from Main Screen in Alert Viewer

In the 'Alert Preferences' screen, search for the email address that you want to add by typing the name of the user or organisation that the email address belongs to. Then click the magnifying glass. It may take some time to run.

Once the user/organisation is added, any corresponding email address stored on CIS will be added into the additional recipients list.

Once the correct user/organisation is displayed on screen, click it once and then click the single right arrow to move it to the right-hand box. Also ensure that the 'Receive E-mail Alerts' box is ticked at the top of the screen (Figure 8).

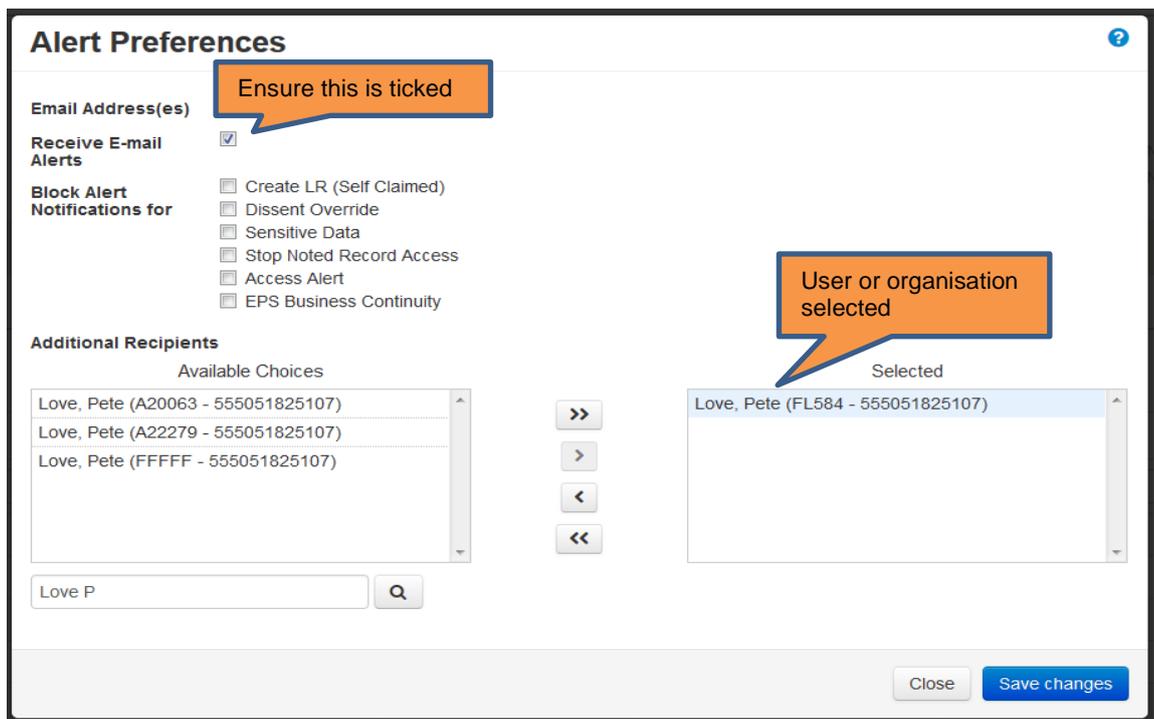


Figure 8: Adding a preferred email

Then click **'Save Changes'** (Figure 9) and then finally click **'Close'**.

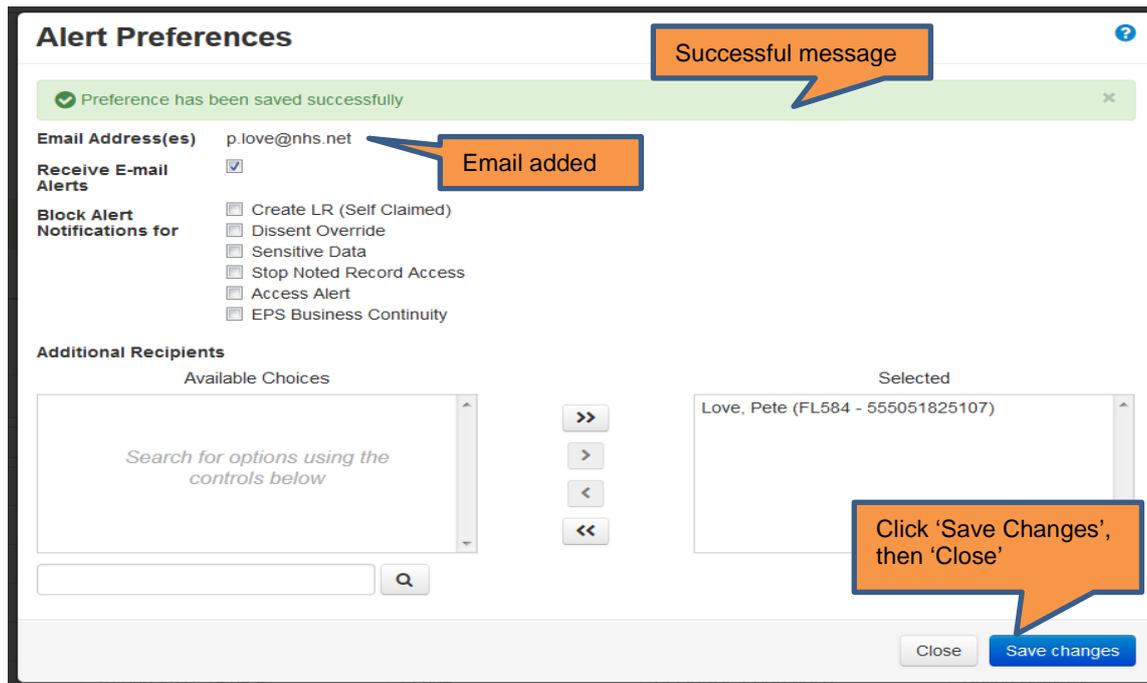


Figure 9: Successfully added email address

Top Tips

- If you are a **Governance Person** for several sites, then it is recommended that you log into **TES Alert Viewer** under each role profile and add the corresponding site **NHSmal** address to the list of additional recipients. This will enable the site to have visibility of any alerts as well as the **Governance Officer(s)**. However, this facility is only available if the **NHSmal** address for the site is already stored on the **Care Identity Service**.

Please note: only 'user' details can be updated in CIS. Organisation details are read only.

- It is useful for pharmacy team members with **Smartcards** to ensure that the correct **Smartcard** contact information is set. This can be updated using **Care Identity Service**.
- If you are a locum with the **Smartcard FFFFF** that regularly works at a pharmacy, it is recommended that you speak with the **pharmacy contractor** and the **local RA** about the possibility of having the **pharmacy ODS code** added to your **Smartcard**.

For further information or any questions around **EPS Prescription Tracker Business Continuity Mode**, please contact dcpm@nhs.net.