



EPS Prescription Tracker

Factsheet for Pharmacy Staff

Published September 2017

The latest version of the EPS Prescription Tracker supports dispensers in providing high quality patient care in business continuity and emergency supply situations

You must have a legitimate reason to verify that a prescription exists or to identify a prescription status. Business Continuity Mode should only be used when you are in a legitimate business continuity situation.

For further information visit <https://digital.nhs.uk/electronic-prescription-service/rx-tracker>

What's new?

- **Business Continuity Mode**
- **Look-up the patient NHS Number using patient name and date of birth (only available in Business Continuity Mode)**

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Normal Operation Mode

The Prescription Tracker has been available since July 2015. It allows you to look-up information about an EPS prescription by searching for it by Prescription ID, Date Range, and patient NHS Number as can be seen below

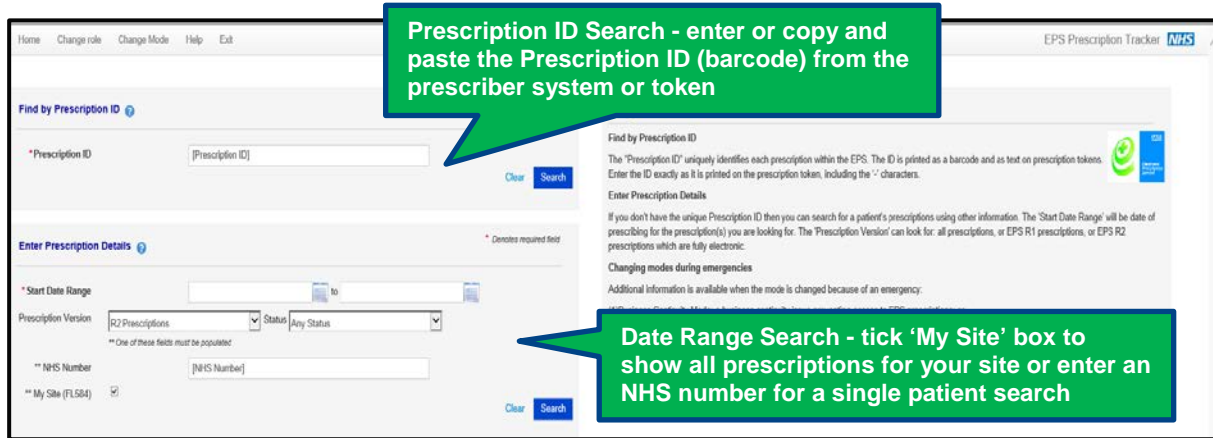


Figure 1: Normal Operation Mode Search Options

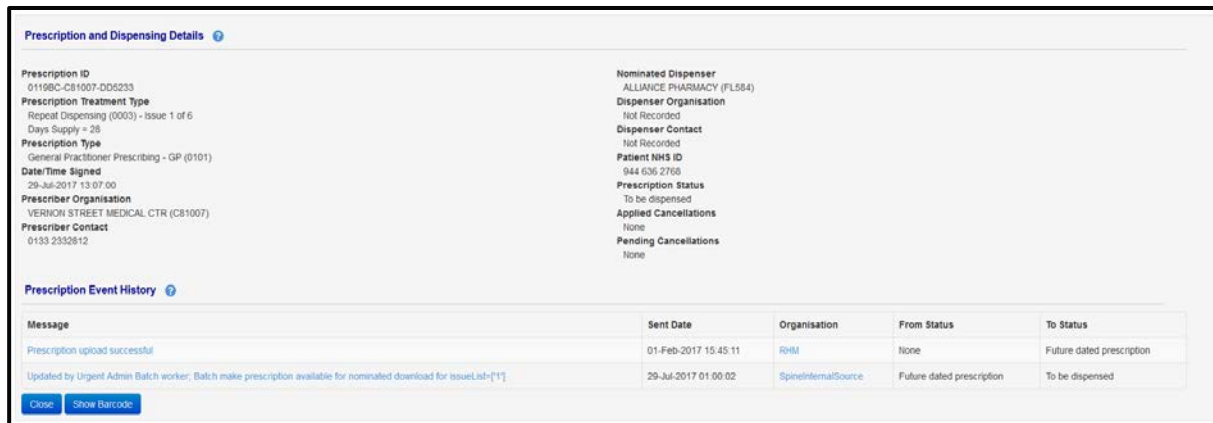


Figure 2: Prescription Information (Normal Operation Mode)

Business Continuity Mode

Business Continuity Mode was introduced during September 2017 and enables access to prescription information such as medication items and dosage. It can be used to assist with clinical decision making when you are in a business continuity situation and the pharmacy dispensing system is unavailable but you still have access to an N3/HSCN NHS connection.

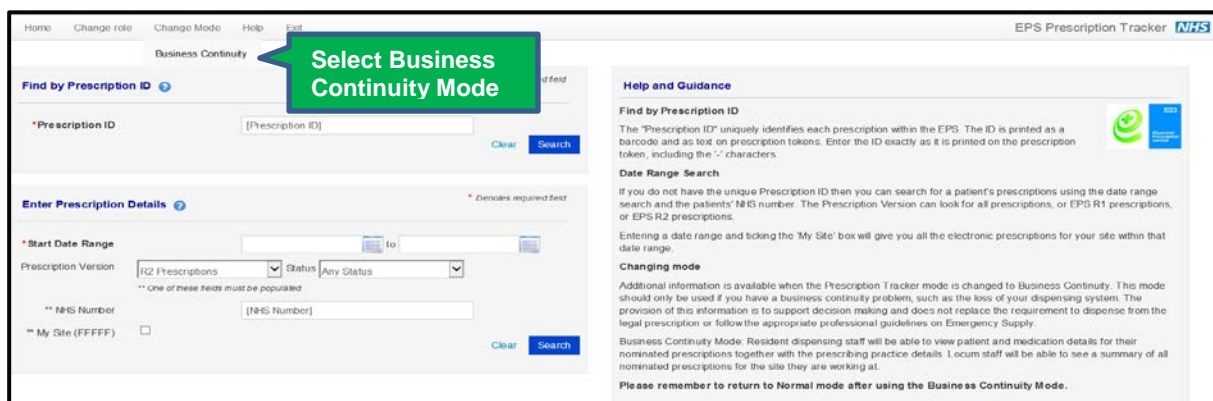


Figure 3: Entering Business Continuity Mode

You have to sign a disclaimer confirming that you are in a business continuity situation. A locum pharmacy user (using a Smartcard with the FFFF code) will also have to choose and confirm the site in which they are working.

Please note: Business Continuity Mode will only let you view electronic prescriptions which have been prescribed, nominated to, or downloaded by your site.

Find by Prescription ID

Search for a prescription and then click on a Prescription ID link to view the prescription information to view additional information.

The screenshot shows the 'Find by Prescription ID' search interface. A search box contains the Prescription ID '8CB394-CB1007-E84D1X'. A callout box says 'Enter prescription ID and then press Search'. Below the search results, a table lists several Prescription IDs. A callout box says 'Click on Prescription ID link to display Prescription Information'. The 'Prescription Information' page for ID '8CB394-CB1007-E84D1X' is shown, with a callout box saying 'Medication and dosage details'. The medication listed is 'Econazole 1% cream, 30 gram As Directed'. Other details include Patient: MR LAYNE ANWAN, Prescriber: VERNON STREET MEDICAL CTR, and Dispenser: ALLISON RL.

Figure 4: Find by Prescription ID Search & Prescription Information (Business Continuity Mode)

Find for My Site

When running a search using a 'Date Range', resident users will be able to drill down to see prescription Information. Locum users will only see this level of detail if they add an NHS Number into the search criteria.

The screenshot shows the 'Find for My Site' search interface with a date range search from '02-Jul-2017' to '26-Jul-2017'. A callout box says 'Clicking on site name provides contact details for the prescribing site'. The search results page shows a table with columns for 'Prescription ID', 'Issue Date', and 'Prescription Treatment Type'. A callout box says 'Prescription count is a link to a report of search results filtered by Prescription Status and'. Another callout box says 'Click on Prescription ID link to display Prescription Information'. A third callout box says 'Patient Name and Prescription ID values only displayed for resident users'. The table shows results for various sites like 'VERNON STREET MEDICAL CTR' and 'CANCER RESEARCH UK'.

Figure 5: Find for My Site - Date Range Search Results (Resident User)

If you do not have the patient's NHS Number, then this can be found using the 'Search for a patient' option

Search for NHS Number

Enter patient details * Denotes required field

* Gender Female Male

First name

* Surname

* Date of birth

Full postcode

10 records per page

| Name and Address | Date of Birth | Gender | NHS Number | Postcode | Practice |
|---|---------------|--------|--------------|----------|----------|
| Steve Willis, 13 Queen Street, Carlton, Wakefield, West Yorkshire | 31-Aug-1983 | Male | 590 018 1464 | WF3 3RF | N82668 |

Figure 6: Search for a Patient Functionality

Benefits with using the new Prescription Tracker Business Continuity Mode include:

- The only way to view EPS prescription information including medication items when the pharmacy dispensing system is unavailable
- Can be included in the pharmacy business continuity plan
- May assist business continuity planning and working e.g. helping to determine which patients urgently require emergency supply, and helping to assist any of your discussions with your local GP practices.
- Improved patient care and clinical safety
- Will save time for pharmacy staff and patients and avoid delays to patients receiving medication

The EPS Prescription Tracker Business Continuity Mode user guide is available in our [guidance pack](#).

If your role requires you to be informed of Higher Severity Service Incidents by email notification you can subscribe to our [communications lists](#) (nww access required).