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W: <http://psnc.org.uk/community-pharmacy-greater-manchester/>

T: 0161 228 6163

# EPS UPDATE

## Service Status

Register to receive text or email alerts when there are incidents affecting EPS. This includes major incidents/service outages of live dispensing system suppliers, EPS itself and the Spine.

Download and complete the [Higher Severity Service Incident Communication request form \(DOC, 127.0kB\)](#) and email it back to [servicebridge@hscic.gov.uk](mailto:servicebridge@hscic.gov.uk)

You will receive an alert when the system is unavailable and again when normal service is resumed

### Prescription Tracker

Pharmacies can access the EPS tracker by following this link:

<https://portal2.national.ncrs.nhs.uk/prescriptionsadmin> – you must have a smartcard inserted into your pharmacy computer to access this.

The [EPS Tracker Helpsheet](#) can be used as a guide to help you use the tracker.



## Nomination Consent

Pharmacists or staff must obtain informed consent prior to setting nomination. The LPC recommend that you continue to gather a patient signature to form an audit trail; a template form can be found on the PSNC website:

<http://psnc.org.uk/dispensing-supply/eps/patient-nomination-of-a-dispensing-site/eps-nomination-form-template-psnc/>

Further guidance can be found on the HSCIC website:

<http://systems.hscic.gov.uk/eps/library/nomination.pdf>

And a template patient information leaflet and other communication materials can be found here:

<http://psnc.org.uk/dispensing-supply/eps/patient-nomination-of-a-dispensing-site/epsr2-patient-communication-materials/>

## Live GP Practices

A full list of live practices and those who have set a go live date can be found on the CPGM website. CPGM strongly recommends that a member of staff attends the GP business change and post go-live meetings to ensure that problems and good practice can be shared.

Pharmacies should identify an EPS lead in the branch and at each practice to troubleshoot problems as they arise.



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## 7 Day Repeat Dispensing Prescriptions and EPS

### SMARTCARDS

Your EPS2 Smartcard is valid for 2 years from when it was issued. You will start to get a warning when you log in using your card 30 days before the expiry date. You can renew your card by following the on screen instructions, which appear with the expiry warning. This will take you to the NHS Self service portal <https://portal.national.ncrs.nhs.uk/scsc> where you can complete the process. This Portal can also be used to change your password if you wish to do so.

Most pharmacy computer systems allow access to the sites, but don't leave it too long, because if your card expires you will have to send it back to the RA team for renewal. You will be able to self renew your card twice, giving you a total of 6 years from its first issue.

The guidance relates to pharmacies receiving four (or more), seven-day interval electronic repeat dispensing prescriptions in a batch, and is intended to support:

- Efficient preparation of medication for batch prescription issues (Repeat Dispensing)
- Accurate prescription status information on the Spine, allowing for cancellation due to medication changes mid repeat dispensing cycle.

The recommended process is as follows:

1. Download the first issue from EPS2 as normal.
2. Reprint the first issue for each week's medication being prepared, including the first week. If four weeks are being prepared print four copies. Retain a copy of the first weeks token in a paper folder and use to manually track dispensing of subsequent issues.
3. Prepare the medication and accuracy check for each reprinted dispensing token
4. Once the first issue has been dispensed to the patient, send a dispense notification via EPS2.
5. The second issue will download automatically once the dispense notification has been sent for week one.
6. Clinical check the second week's prepared medication against the second issue of the prescription, to ensure no cancellation messages have been received and securely dispose of reprint of week one dispensing token
7. Once the medication is handed to the patient send the dispense notification for the second issue.
8. Continue as above until the whole batch has been dispensed.

Since all installments of an electronic repeat dispense prescription are identical, it is acceptable to prepare (but not dispense to the patient) medication from the first issue, each subsequent issue will be a direct copy. By sending the dispense notification only when the medication is dispensed to the patient, if a prescriber attempts to cancel a prescription or item, they will receive the correct messages in response.

#### NMCSU Registration Authority Team Key Contacts

Contact Name	Number	Email	Job Title	Base Location
William Tamkin	0161 765 636	<a href="mailto:Will.tamkin@nhs.net">Will.tamkin@nhs.net</a>	Operational RA Manager – <b>Manchester &amp; Bury</b>	St James House, Pendleton Way, Salford, M6 5FW
Richard Wood	07810816218	<a href="mailto:Richard.wood1@nhs.net">Richard.wood1@nhs.net</a>	Operational RA Manager – <b>Salford &amp; Trafford</b>	St James House, Pendleton Way, Salford, M6 5FW
Louise Lee	0161 304 5311	<a href="mailto:Louise.lee2@nhs.net">Louise.lee2@nhs.net</a>	Operational RA Manager – <b>Tameside + Glossop &amp; Stockport</b>	Tameside & Glossop CCG, New Century House, Windmill Lane, Denton, M34 2GP
Gillian Newsome	0161 622 6575	<a href="mailto:g.newsome@nhs.net">g.newsome@nhs.net</a>	Operational RA Manager – <b>Oldham, HMR</b>	Oldham CCG, 1st Floor, Ellen House, Waddington Street, Oldham, OL9 6EE
Lee Highton	01204 462 220	<a href="mailto:leehighton@nhs.net">leehighton@nhs.net</a>	Operational RA Manager – <b>Bolton &amp; Wigan</b>	Bolton CCG, St Peters House, Silverwell Street, Bolton, BL1 1PP

Opening Hours: Monday – Friday 9:00am – 5:00pm