

As GPs gear up to increase usage of the Electronic Prescription Service (EPS), this quick reference guide will help pharmacy teams get the most out of their system.

Pharmacy actions	Explanation & guidance	Key info & links	Tick
<p>Know when your local GPs are going live?</p> <p>There is an 8-week process for GPs who wish to start using Release 2</p>	<ul style="list-style-type: none"> GPs must give at least 8 weeks notice before going live so pharmacies and others have time to prepare. Your LPC should inform you when local GPs are going live, and may delay the go-live date if pharmacies are not ready. Local deployment: The HSCIC site reveals which GPs have ordered an R2-system, and lists the expected GP 'go live' dates; or you can see a map displaying GPs who are (1) live, (2) going live, and (3) not live yet. 	<p>*lpc-online.org.uk/</p> <p>*tinyurl.com/epsdemployment</p>	
<p>Meet and work with GPs</p>	<ul style="list-style-type: none"> Take up opportunities to take part in business process change sessions at the GP practice, or contact your GP to arrange a meeting which other local pharmacies may also attend. Use the engagement checklist to make sure that the GP staff and your pharmacy staff know how they will work together. E.g. where: <ul style="list-style-type: none"> the pharmacy loses internet/EPS access a patient needs a combination of paper and electronic scripts non-routine clinical info needs to be passed on to the patient. 	<p>Engage-ment checklist is at: */epsmeetgp</p>	<input type="checkbox"/>
<p>Ensure all relevant staff are fully trained on EPSR2 and your PMR system</p>	<ul style="list-style-type: none"> Find out what type of PMR system training is offered and take part: E.g. one-to-one staff training, webinars, training videos, user manuals, quick reference guides desk aids and help files on the system. Plan the training so all staff will be trained in time for GP go live. The most effective training will be that taken place shortly before staff start to deal with electronic prescriptions. Training undertaken too early may be forgotten. Consider appointing an 'EPS champion' within the pharmacy who staff can go to for support and troubleshooting. Make provision for the training of part-time staff and locums. 	<p>*/epstraining</p> <p>*tinyurl.com/epstrainingmatrix</p>	<input type="checkbox"/>
<p>Gather nominations</p>	<ul style="list-style-type: none"> During meetings with GPs you may wish to agree how you will handle nominations. Patient communications: Consider your approach to explaining EPS to patients. Will patient leaflets, signs or online videos be available to patients? Nomination guidance: Ensure staff gathering nominations are familiar with the national guidance. Re-confirmations needed? Nominations collected on paper but not adjusted on the EPS system for more than 6 weeks may need re-confirmation before these are adjusted onto the national EPS/spine. This is in case patients had switched their nomination to another pharmacy during the interim period. 	<p>*tinyurl.com/nominationguidance</p> <p>*/nomination</p>	<input type="checkbox"/>
<p>Check your Smartcards all working correctly</p>	<ul style="list-style-type: none"> Obtain Release 2 Smartcards with the appropriate roles assigned for each member of staff dealing with prescriptions (dispensing technicians, pharmacists etc.) and test that these work okay. Passcodes: Are these known? Can all staff use their smartcards or are any locked? Local Registration Authority (RA): Do you know their details? Your RA is responsible for providing cards and dealing with card issues. They are commissioned by the local Area Team. RA contact information may be available from your AT or on your LPC site. 	<p>*/smartcards</p>	<input type="checkbox"/>
<p>Relevant stationary</p>	<ul style="list-style-type: none"> Check you have dispensing tokens: You may need to order them from your local NHS England Area Team. 	<p>*/tokens</p>	<input type="checkbox"/>
<p>Check your NHS Choices profile</p>	<ul style="list-style-type: none"> Pharmacy details: Are yours correct on NHS Choices? Where patients ask the GP about live pharmacies, the GP must provide a list of local pharmacies R2-enabled, based on NHS Choices info. 	<p>*/choices</p>	<input type="checkbox"/>
<p>Contingency planning</p>	<ul style="list-style-type: none"> Know who to contact in the event of a problem. Use the IT troubleshooting guide, and fill in contact information. Contingency plan in case there is loss of internet/power/EPS. Signup to receive Spine alerts so you know if there are issues with the national EPS system. 	<p>*/contingency</p> <p>*tinyurl.com/spinealerts</p>	<input type="checkbox"/>
<p>Reporting system issues and making your system work for you</p>	<ul style="list-style-type: none"> Report all system problems and issues, however minor, to your supplier who may resolve some over the phone, and add others to a work plan as a future development. Helpdesk reference number: Always obtain one when contacting your supplier so the issue can be escalated via other routes if needed. 	<p>*/systems</p>	
<p>Prescription payment</p> <p>Errors on prescription endorsement and claiming could cost you.</p>	<ul style="list-style-type: none"> Ensure you will be properly reimbursed. For example, are all relevant staff familiar that: <ul style="list-style-type: none"> Exemption status and endorsements need to be applied correctly to each R2 prescription before claiming. Expiry takes place for prescriptions which go unclaimed for six months (180 days) after dispense date. Once expired these cannot be submitted to the Pricing Authority (PA). Check that your system will ensure that no prescriptions can expire without warning. 	<p>*/epssubmission</p> <p>*/epsexemption</p> <p>*/epsexpiry</p>	<input type="checkbox"/>
<p>Understand how to submit your electronic prescriptions</p>	<ul style="list-style-type: none"> FP34C totals will include the total of paper prescriptions/items and electronically submitted prescriptions/items. Dispensing tokens are submitted to the PA, but for audit purposes only. The PA use the electronic exemption status. Only those exempt for a reason other than age are required to be sent. 	<p>*/epssubmission</p>	<input type="checkbox"/>