



Preparing for EPS in your pharmacy

Business Process Change workshop help sheet

These help sheets are designed to support you in a key part of the planning for EPS. As indicated in the Standard Deployment Model, the business process change session should include:

- A walkthrough of current prescribing and dispensing processes with both the practice and pharmacy, looking at how these will change with EPS Release 2.
- Both practice and local pharmacies in attendance to “sign off” processes
- A discussion on business continuity.

This help sheet covers key points that you can use to think about how you can change your current processes to make the most of using electronic prescriptions.

Areas covered in this pack:

- | | |
|--|--|
| 1. Smartcards | 5. Cancellation and amendment |
| 2. Nomination | 6. Endorsements |
| 3. Dispensing electronic prescriptions | 7. Electronic claims |
| 4. Prescription Collection Service | 8. End of month |
| | 9. Business Continuity and troubleshooting |

Smartcards

| Done | Action |
|--------------------------|--|
| <input type="checkbox"/> | Ensure that anyone dealing with electronic prescriptions has a Smartcard |
| <input type="checkbox"/> | Ensure that the right roles are on each Smartcard |
| <input type="checkbox"/> | Check the certificates are up to date on Smartcards and old certificates have been 'ended' |
| <input type="checkbox"/> | Check the Smartcards work prior to going live |
| <input type="checkbox"/> | Ensure Smartcards are being used at all times |
| <input type="checkbox"/> | Ensure that you know who to contact for Smartcard issues/updates |
| <input type="checkbox"/> | Ensure you know how to obtain <i>Self Service Fallback Smartcards</i> and <i>Short-term Access Smartcards</i> where required |

Every time you interact with the Spine then you will need to use your Smartcard. Consider:

- Who will be downloading prescriptions?
- Who will be sending dispense notifications?
- Who will be setting nominations, changing nominations and removing nominations?
- Who will be sending electronic claims?

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Nomination

| Done | Action/Consideration | Options/further information | Y/N (Notes) |
|--------------------------|---|---|-------------|
| <input type="checkbox"/> | Will the pharmacy be proactively capturing nominations? | Speak to patients about the service when they come in to collect medicine/ attach nomination form to the patients prescription bag/driver | |
| <input type="checkbox"/> | How far in advance of going live will the pharmacy start gathering nominations? | X number of months in advance. Consider how many patients are signed up to PCS. | |
| <input type="checkbox"/> | How will nominations be captured? | On paper forms/ patient information captured in a book/straight onto the system | |
| <input type="checkbox"/> | Who will capture nominations? | All staff in the pharmacy or staff with certain role/ responsibilities | |
| <input type="checkbox"/> | Will the pharmacy target specific patients to contact? | Patients that have already signed up to the Prescription Collection Service/delivery service | |
| <input type="checkbox"/> | How will staff communicate with patients about EPS and nomination? What methods will the practice use to support this? | Face-to-face/email/text message/leaflets/posters/ stickers | |
| <input type="checkbox"/> | Where will EPS literature be obtained from? | Produced by the pharmacy/head office/downloaded from the EPS website /provided by the local NHS? | |
| <input type="checkbox"/> | Will you have a process for inputting the nominations onto the system once it is live? | At the end of the day/quieter periods/over lunch | |
| <input type="checkbox"/> | How will nominations be reconfirmed if they are captured more than eight weeks in advance of go live? | Email/face-to-face/SMS text | |
| <input type="checkbox"/> | Who will be responsible for checking/ changing and removing nominations (ensuring these are done in a timely way and with patient consent)? | All staff/dispensing clerk/pharmacist | |
| <input type="checkbox"/> | Consider a process for dealing with patient complaints in regards to nomination? | Consider adding nomination complaints to your current complains procedure. | |

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Dispensing electronic prescriptions

| Done | Action/Consideration | Options/further information | Y/N (Notes) |
|--------------------------|---|--|-------------|
| <input type="checkbox"/> | Consider the process for downloading prescriptions? Who will do this and how often? | Always download first thing in a morning/ request throughout the day/regularly during clinic times/every 20 minutes/request every time the terminal is used | |
| <input type="checkbox"/> | When will you send dispense notifications? The should be sent promptly. Only then does the repeat dispense 'clock' start | <ul style="list-style-type: none"> • Straight after the medication is given to the patient • At the end of each day (how will you keep a record of all the electronic prescriptions that have been collected?) | |
| <input type="checkbox"/> | When will you send the dispense notification for prescriptions that are delivered to patients? | As soon as the delivery driver returns to the pharmacy | |
| <input type="checkbox"/> | How will you capture signatures for payment/exemption declaration? | Pharmacy notes on the prescription | |
| <input type="checkbox"/> | How will the pharmacy pass on clinical information from the prescriber contained in the electronic prescription message? | Verbally/print off DT | |
| <input type="checkbox"/> | In what circumstances may you wish to print off a token for the patient to take to another pharmacy or for info? | Out of stock items/hospital visit/for the patients information | |
| <input type="checkbox"/> | How will paper prescriptions be distinguished from electronic prescriptions that are on the shelf to ensure the dispense notification are sent? | Electronic prescriptions on a separate shelf/ marking the electronic prescription bags with a sticker/mark the bag | |
| <input type="checkbox"/> | Consider how EPS can help with stock control | If prescriptions are downloaded in the morning out of stock items can be ordered for patients to collect later that day or next day | |
| <input type="checkbox"/> | Consider process for owings and partially dispensed prescriptions when using EPS? | Make sure you mark these on the system and consider process for owing slips etc | |

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Prescription Collection Service

| Done | Action/Consideration | Options/further information | Y/N (Notes) |
|--------------------------|--|------------------------------|-------------|
| <input type="checkbox"/> | Will you be reducing the visits to GP practices to collect paper prescriptions throughout the day? | | |
| <input type="checkbox"/> | How will you target PCS patients to sign up to nomination? | Face-to-face/letter/SMS text | |

Cancellation and amendment

| Done | Action/Consideration | Options/further information | Y/N (Notes) |
|--------------------------|---|---|-------------|
| <input type="checkbox"/> | How will requests for amendment be passed to the GP practice – and how will the GP practice action this request. | Telephone/email | |
| <input type="checkbox"/> | Do all staff know what cancelled prescriptions look like in the system? | Refer to training manual/ system help files | |
| <input type="checkbox"/> | Do you have a process in place for checking for replacement prescriptions? | Always after a cancellation | |
| <input type="checkbox"/> | If a GP practice or another pharmacy advises they wish to cancel a prescription is there a process in place for returning prescriptions to the Spine once they have been downloaded onto your system? | Who will inform the patient? | |

Consider:

An electronic prescription cannot be amended once sent to the Spine. If amendment is required, the prescriber would need to cancel the prescription and then generate a new one.

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Endorsement

| Done | Action/Consideration | Options/further information | Y/N (Notes) |
|--------------------------|--|--|-------------|
| <input type="checkbox"/> | Do all staff know how to endorse electronically for ALL electronic prescriptions? | DO not handwrite endorsements on a prescription or dispensing token. These will NOT be used for pricing. Ensure electronic exemptions are correct before sending. | |
| <input type="checkbox"/> | Do you have a process in place for endorsing NCSOs? | | |
| <input type="checkbox"/> | Do you have a process for amending endorsements electronically (where necessary) before claim message is sent? | | |

Electronic claims

| Done | Action/Consideration | Options/further information | Y/N (Notes) |
|--------------------------|---|---|-------------|
| <input type="checkbox"/> | How often will you be sending electronic claim messages to the EPS? | <ul style="list-style-type: none"> • Straight after the medication has been issued to the patient and the dispense notification has been sent • At the end of each day • Every couple of days • In batches of 5 or 10 | |

Consider:
What you label is what goes into the claim.

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End of month

| Done | Action/Consideration | Options/further information | Y/N (Notes) |
|--------------------------|---|--|-------------|
| <input type="checkbox"/> | When will dispensing tokens be separated from FP10 paper prescriptions? | <ul style="list-style-type: none"> Throughout the month via a separate token tray At the end of the month before they are sent to the reimbursement agency | |
| <input type="checkbox"/> | Who will be responsible for sorting the signed and unsigned tokens and sending the signed tokens to the reimbursement agency and securely destroying the unsigned tokens? | All staff in the pharmacy or staff with certain role/responsibilities | |
| <input type="checkbox"/> | Have staff been shown how to generate system reports? For example for the number of electronic prescriptions to support the completion of the FP34C. | <ul style="list-style-type: none"> Ask supplier Helpdesk Training manual | |
| <input type="checkbox"/> | Who will complete and submit the FP34C to the NHS BSA Prescription Services to cover both paper and electronic prescriptions? | Pharmacist | |

Consider:
 EPS creates a lasting record so you can always see what you have:

- Endorsed
- Dispensed
- Claimed.

Business Continuity and Troubleshooting

| Done | Action/Consideration | Y/N (Notes) |
|--------------------------|---|-------------|
| <input type="checkbox"/> | Are all staff clear on <ul style="list-style-type: none"> • process for raising support calls? • how to log calls to your supplier? • Finding out the estimated time to resolve? • escalation procedures? | |
| <input type="checkbox"/> | What local processes are in place to continue dispensing process if EPS becomes unavailable either nationally or locally? | |
| <input type="checkbox"/> | If problems do arise – what message will be given to patients? | |
| <input type="checkbox"/> | Have you got a copy of the pharmacy escalation procedures from your supplier ? | |

Consider:
 If a GP cannot send an electronic prescription or a pharmacy cannot access electronic prescriptions, how will this process be managed locally?

- Ask patient to come back later/next day
- Deliver to patient
- Emergency supply if clinically necessary