What is an EPS Business Change workshop?

Attending local business change workshops can help pharmacy teams and GP practice staff get to grips with EPS before they 'go live' with the system

As EPS introduces changes for pharmacy teams, GP practice staff and patients, it is important to ensure that, before the system goes live, everyone involved understands and agrees how the new processes will work for them. Business change workshops are an opportunity for GPs and pharmacy teams to discuss how the new EPS process will work for them locally.

Why is communication between GP practices and pharmacies so important?
When EPS Release 2 (EPS R2) goes live in the GP practice and prescriptions become electronic, communication between the GP practice and pharmacies is very important to ensure the smooth running of the system and to ensure that any issues are dealt with quickly and effectively, so that the patient experience of EPS is a positive one.

When are workshops being held in my area?
Ideally business change workshops will take place prior to system training and no more than three weeks prior to go live in the GP practice. This approach ensures that decisions can be made in advance but also that processes are fresh in people's minds. Any more than three weeks in advance and some of the key messages may be forgotten.

Local pharmacy teams should be invited to the workshops. To find out if one is happening in your area, please email **epsimplementation@hscic.gov.uk** who can put you in contact with your local EPS lead.

What will be covered?
- **Raising awareness** of the EPS processes amongst practice and pharmacy staff.
- **Reviewing the prescribing processes** and agreeing how these will operate after EPS R2 has been enabled.
- **Reviewing the dispensing processes** within the pharmacy and agreeing how these will operate after EPS R2 has been enabled.
- **Raising any potential issues before the GP goes live** – discussing how the practice and pharmacy teams will work together to address issues that could arise after go live.
- **Discussing the patient communication plan** including what literature will be used.
- **Agreeing the approach** including formally 'signing off' the agreed processes.

Who might attend?
Anyone who will work with EPS in the GP practice or pharmacy, such as:
- GP Practice Manager
- Lead GP (and other GPs if possible)
- Member(s) of reception staff/ prescription clerks
- Practice IT lead (if applicable)
- Any other practice staff who are able to attend
- Local pharmacist(s) and dispensing technicians
- Local pharmacy locums who will be using EPS

How long will it last?
This will depend on the number of people in attendance, but be prepared to put aside at least two to three hours for the workshop.

Further information
There are many tools that can be used to support the business process change sessions. Ready-made tools such as business process slides, a process checklist, and communication materials can be found at: **systems.hscic.gov.uk/eps/nhs/buschange**
Find out more about EPS at: **hscic.gov.uk/eps** or **psnc.org.uk/eps**

Top Tips

- **Identify named contact points** at the GP practice and pharmacy for queries and to ensure regular two-way communication.
- **Allocate someone to take notes of the session**, so that everyone has a copy of any agreed decisions. These can be emailed to everyone after the meeting.
- **Book a series of weekly 10 minute catch-up meetings** to review the previous seven days. These could be face-to-face meetings or pre-booked telephone calls.
- **Arrange reciprocal visits** to walk through new processes and improve understanding within the GP practice and pharmacy.
- **Proactively alert patients** to the introduction of new ways of working and ask for their support and patience during early implementation (e.g. reception poster).
- **After your 'go live', have further discussions about utilising repeat dispensing** and catch up about any other issues that have been experienced. Consider if the agreed processes work.
- **Share the agreed processes with all attendees** after the workshop.

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