PSNC

The Essential EPS Checklist: Part 2 of 2

Share this checklist with your pharmacy team and complete it together to ensure the whole team is getting the most out of EPS Release 2. Part 1 was included within last month's CPN, and is also available online: **psnc.org.uk/epslist1**

Work regularly with GPs

- **Use the engagement checklist** regularly to work effectively with local GP practices (see **psnc.org.uk/epsmeetgp** and Part 1 of this factsheet series regarding business change workshops).
- **Coordinate processes:** Some GP practices and pharmacies share, discuss, and refine respective specific SOPs such as: actions during outages, signing timelines at the practice versus download timings at the pharmacy, coordination regarding transmission of non-routine clinical information to patients, and nominations.

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Stationery

Order dispensing tokens and backup stock: Order them using the Primary Care Support England portal (see **psnc.org.uk/ordertokens**). For further information on tokens: **psnc.org.uk/tokens**

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Contingency planning

- **Know who** to contact in the event of a problem (see **psnc.org.uk/contingency**). Use the IT troubleshooting guide, and fill in contact information (see **tinyurl.com/epshelp**). Also see **psnc.org.uk/epsfault**
- **Develop your contingency plan** in case there is loss of internet/power/EPS.
- **Sign-up to receive Spine alerts** so you know if there are issues with the national EPS system (see **psnc.org.uk/spinealerts**).

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Reporting system issues and making your system work for you

- **Report all system problems and issues**, however minor, to your supplier who may resolve some over the phone, and add other ideas to a work-plan as a future development (see **psnc.org.uk/systems**).
- **Obtain a helpdesk reference number** whenever contacting your supplier so the issue can be escalated via other routes if needed. Your supplier should escalate to NHS Digital (formerly HSCIC) where needed and obtain an NHS Digital 'NIN' reference for you (see **psnc.org.uk/epsreport**).

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Prescription payment

Ensure you will be properly reimbursed. Errors on prescription endorsement and claiming could cost you so ensure all relevant staff are aware that:

- **Exemption status and endorsements** need to be applied correctly to each R2 prescription before claiming (see **psnc.org.uk/epsexempt**).
- **Expiry** occurs for prescriptions which go unclaimed for six months (180 days) after dispense date. Once expired these cannot be submitted to the Pricing Authority. Check that your system will ensure that no prescriptions can expire without prior warning (see **psnc.org.uk/epsexpire**).

Also see **psnc.org.uk/epssubmission**

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Understand how to submit your electronic prescriptions

- **FP34C submission form totals** will include the total of paper and electronic prescriptions/items (see **psnc.org.uk/epssubmission**).
- **Dispensing tokens** are submitted to the Pricing Authority, but for audit purposes only, therefore they do not require sorting – the Pricing Authority use the electronic exemption status. Only those tokens relating to exemption for a reason other than age, and those paid are required to be sent (see **psnc.org.uk/epstotals**).

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