

EPS Prescription Tracker Business Continuity Mode User Guide – Part 1 – BC Mode Functionality

Published September 2017

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Introduction

Business Continuity (BC) Mode has been added to the EPS Prescription Tracker. Within this mode:

- Resident pharmacy staff will have access to summary level information on prescriptions which are nominated to their site. They will also be able to drill down to view prescription information relating to the patient and medication details.
- Locum pharmacy staff using the (FFFFF) Smartcard role profile will also have access to summary level information relating to the EPS prescriptions which are nominated to the selected pharmacy site. However, patient and medication details will only be viewable when a search has been performed for the relevant prescription ID, or the patient NHS Number.

Access to this information is intended to assist business continuity planning and working e.g. helping to assist any discussions with GP practices, and helping to determine which patients might require emergency supply.

Further information about using BC Mode is outlined below, including how to access the mode and how to find prescription information to assist continuity working.

Entering Business Continuity Mode

Accessing Prescription Tracker and Selecting BC Mode

Access EPS Prescription Tracker in the usual way, via the [NHS Spine Portal](#) (**Smartcard required**) (Figure 1).

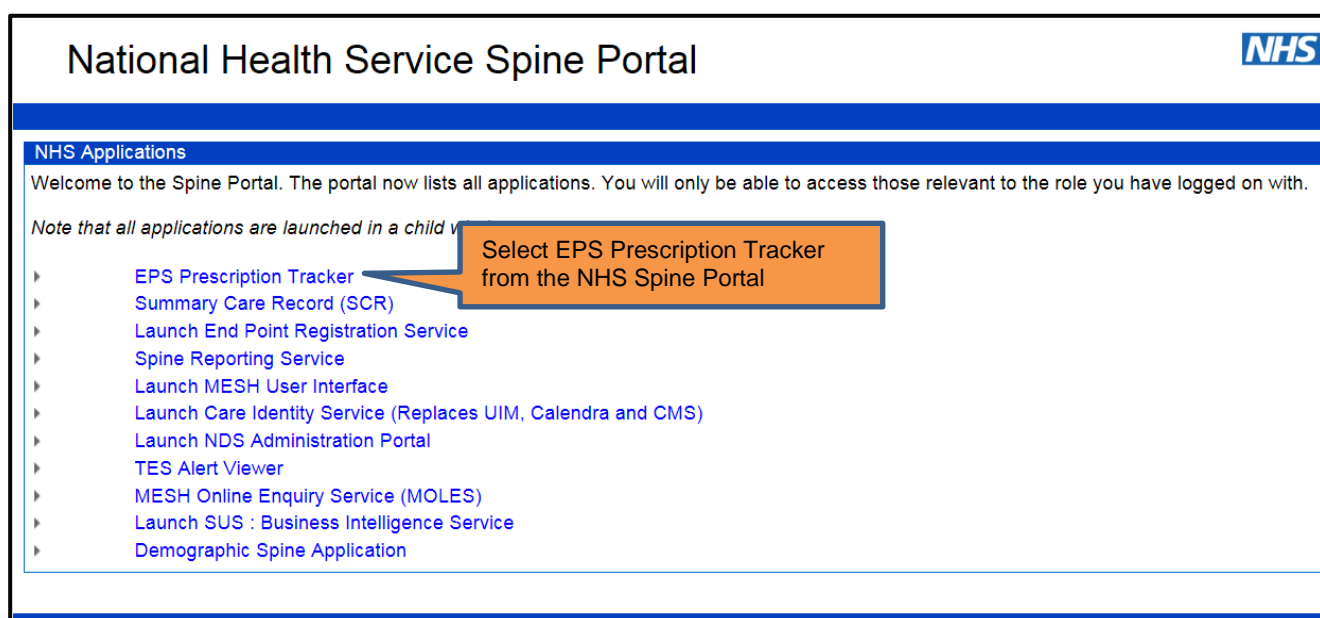


Figure 1: Accessing EPS Prescription Tracker

Changing the Mode

To use BC Mode, you must change the mode in which it operates usually.

Home Change role Change Mode Help Exit

Business Continuity

Select 'Change Mode' and then 'Business Continuity Mode'

Find by Prescription ID

*Prescription ID [Prescription ID] Clear Search

Enter Prescription Details

*Start Date Range [] to []

Prescription Version R2 Prescriptions Status Any Status

** NHS Number [NHS Number]

** My Site (FFFFF) ☐

Clear Search

Guidance

Find by Prescription ID

The 'Prescription ID' uniquely identifies each prescription within the EPS. The ID is printed as a barcode and as text on prescription tokens. Enter the ID exactly as it is printed on the prescription token, including the '-' characters.

Date Range Search

If you do not have the unique Prescription ID then you can search for a patient's prescriptions using the date range search and the patients' NHS number. The Prescription Version can look for all prescriptions, or EPS R1 prescriptions, or EPS R2 prescriptions.

Entering a date range and ticking the 'My Site' box will give you all the electronic prescriptions for your site within that date range.

Changing mode

Additional information is available when the Prescription Tracker mode is changed to Business Continuity. This mode should only be used if you have a business continuity problem, such as the loss of your dispensing system. The provision of this information is to support decision making and does not replace the requirement to dispense from the legal prescription or follow the appropriate professional guidelines on Emergency Supply.

Business Continuity Mode: Resident dispensing staff will be able to view patient and medication details for their nominated prescriptions together with the prescribing practice details. Locum staff will be able to see a summary of all nominated prescriptions for the site they are working at.

Please remember to return to Normal mode after using the Business Continuity Mode.

Figure 2: Entering Business Continuity Mode

Accepting the Disclaimer

To proceed and use BC Mode, you need to agree the terms and conditions in the disclaimer. This will confirm that the pharmacy has a BC situation and that prescription details cannot be accessed using the usual dispensing system in the usual way.

EPS Prescription Tracker

Business Continuity - Disclaimer

I confirm that:

- I am currently involved in a business continuity situation; and
- I cannot access prescription details via my pharmacy system.

I require access to the business continuity support information provided by Prescription Tracker to support decision making. I confirm that I will only use the information provided for these purposes. I also understand that:

- The availability of information via Prescription Tracker does not replace the legal prescription, nor can I submit a reimbursement until I receive the legal prescription.
- This information is sensitive personal data, and any copies shall be managed in accordance with the law.
- The misuse of patient data, resulting from inappropriate access of the Prescription Tracker Business Continuity Mode, will be escalated to the Pharmacy Superintendent of the site that was accessed.
- Access to this information is tracked and recorded by NHS Digital, and that an audit trail is available should my right to access this information be challenged in the future.

These obligations are in addition to those specified in the terms and conditions accepted when the smartcard was issued.

☒ I accept the terms and conditions and wish to proceed

'Close' will exit Business Continuity mode and return user to Normal Operation mode

Close Proceed

The user must accept terms and conditions of entry to Business Continuity mode before being allowed to proceed

Figure 3: Disclaimer

Selecting your Pharmacy Site

Resident pharmacy staff: If you only have one pharmacy site assigned onto your Smartcard then the site will have been selected when you authenticated using your Smartcard reader. If you work at more than one pharmacy then you will need to select the site for business continuity when authenticating access to the NHS Spine Portal.

Locum pharmacy staff using (FFFFF) Smartcard role profile: A Locum (FFFFF) user must select and confirm which pharmacy site will use business continuity arrangements before proceeding (Figures 4 & 5). All activity by the locum whilst assigned to this site will be recorded within NHS Spine audit logs.

Select Dispensing Site

You have authenticated using a Virtual Locum Pharmacy (FFFFF) User Role Profile.

In order to access Business Continuity mode within Electronic Prescription Service, you must select the dispensing site in which you are working.

Search by exact ODS site code, partial pharmacy name or partial postcode

FL584 Search Clear

Site Code	Name	Address	Postcode
FL584	ALLIANCE PHARMACY	67 NEW ROAD, ARMITAGE, NEAR RUGELEY, STAFFORDSHIRE, WEST YORKSHIRE	WS15 4AA

Showing 1 to 1 of 1 entries ← Previous 1 Next →

Cancel Continue

Click on the pharmacy name to highlight it Blue and then click 'Continue' to confirm site selection

Figure 4: Locum Site Selection

Confirm selected dispensing site

You are accessing Business Continuity mode under the following site:

ALLIANCE PHARMACY (FL584)
67 NEW ROAD, ARMITAGE, NEAR RUGELEY, STAFFORDSHIRE, WEST YORKSHIRE, WS15 4AA

Warning: You must not select this pharmacy unless you are actually working at this site.

Please confirm this organisation is correct or choose another organisation.

Cancel Choose another Pharmacy Accept & Continue

Click 'Accept & Continue' to confirm selected site;
 OR Choose another Pharmacy to return to pharmacy site selection;
 OR Cancel to return to Normal Operation mode

Figure 5: Locum Site Confirmation

Using Tracker Business Continuity Mode

Find by Prescription ID

Resident staff or Locum (FFFFF) pharmacy staff can search by Prescription ID to look-up a single prescription (Figure 6).

Home Change rate Change Mode Help Exit EPS Prescription Tracker NHS

Business Continuity Mode is now enabled for: ALLIANCE PHARMACY (FL584). If you have entered this site by accident please contact them immediately on the following number (Telephone number unknown).

Find by Prescription ID * Denotes required field

* Prescription ID: 8C8394-CB1007-E84D1X Clear Search

Find My Site * Denotes required field

* Start Date Range: to Clear Search

NHS Number: Search for a patient

Help and Guidance

Enter Prescription ID and then click 'Search'

Find by Prescription ID

The "Prescription ID" uniquely identifies each prescription within the EPS. The ID is printed as a barcode and as text on prescription boxes. Enter the ID exactly as it is printed on the prescription box, including the '-' characters.

Date Range Search

If you do not have the unique Prescription ID then you can search for a patient's prescriptions using the date range search. If you are a resident pharmacist, you also have the option to enter the patient's NHS number. If you do not have the patient's NHS number, then this can be found using the 'Search for a patient' option.

In the search results, click on one of the counts to display the associated prescriptions and then on a Prescription ID to seek further information such as the medication details.

Please remember to return to Normal mode after using the Business Continuity Mode.

Search Results

10 records per page

Prescription ID	Status	Patient Name	Issue Date	Prescription Treatment Type
8C8394-CB1007-E84D1X	With dispenser	LAYNE AWAN	19-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4
8C8394-CB1007-E84D1X	Repeat dispense future instance	LAYNE AWAN	19-Jul-2017	Repeat Dispensing (0003) Issue 2 of 4
8C8394-CB1007-E84D1X	Repeat dispense future instance	LAYNE AWAN	19-Jul-2017	Repeat Dispensing (0003) Issue 3 of 4
8C8394-CB1007-E84D1X	Repeat dispense future instance	LAYNE AWAN	19-Jul-2017	Repeat Dispensing (0003) Issue 4 of 4

Showing 1 to 4 of 4 entries

Previous 1 Next

Figure 6: 'Find by Prescription ID' Search Results

Clicking on the 'Prescription ID' link will display the Prescription Information Screen (Figure 7) which provides details of the quantity and type of medication prescribed

Prescription Information Print Close

Prescription ID: 8C8394-CB1007-E84D1X

Treatment Type: Repeat Dispensing (0003)

Status: With dispenser

Date of Prescription: 18-Jul-2017 Date of Download: 19-Jul-2017 Date of Dispensing: False

Prescribed Medication

Econazole 1% cream, 30 gram
As Directed

Patient

Patient: MR LAYNE AWAN (Not known)
Date of Birth: 25-May-1973
NHS No: 945 374 0578
Address: 13 RADBOURNE STREET DERBY DE22 3HD

Prescriber

Prescriber: VERNON STREET MEDICAL CTR (CB1007)
Address: CANCER RESEARCH UK 15 BABINGTON LANE DERBY DERBYSHIRE DE1 1TA
Tel: 0133 2332812

Dispenser

Dispenser: ALLISON RL (FRN79)
Address: WHITE ELEPHANT KINGSLEY PARK TERRACE NORTHAMPTON NORTHAMPTONSHIRE NN2 7HG
Tel: 0113 397 4320

Nominated Dispenser

Nominated Dispenser: ALLIANCE PHARMACY (FL584)
Address: 67 NEW ROAD ARMITAGE NEAR RUGELEY STAFFORDSHIRE WEST YORKSHIRE WS15 4AA
Tel:

Medication and dosage details

Close returns user back to search results

Figure 7: 'Prescription Information' Screen

Find for My Site

Resident staff or Locum (FFFFF) pharmacy staff can search by 'Date Range' to view all live prescriptions which are held on the NHS Spine for their site, within a set date range.

The information will be presented in a summary view filtered by 'Prescribing Site' and 'Prescription Status', for example 'with dispenser'. Clicking on any underlined numeric value for each report will display a report containing the corresponding prescriptions.

Individual prescription information can then be accessed by clicking on the Prescription ID link.

The screenshot shows the 'Find for My Site' search results page. At the top, there is a navigation bar with links: Home, Change role, Change Mode, Help, Exit. A yellow banner states: 'Business Continuity Mode is now enabled for: ALLIANCE PHARMACY (FL684). If you have entered this site by accident please contact them immediately on the following number (Telephone number unknown).' Below this, there are two search sections. The 'Find by Prescription ID' section has a text input for 'Prescription ID' and buttons for 'Clear' and 'Search'. The 'Find for My Site' section has date range inputs (02-Jul-2017 to 26-Jul-2017), an 'NHS Number' input, and buttons for 'Clear' and 'Search'. A callout box points to the 'Find for My Site' section with the text: 'Clicking on prescribing site name provides contact details for the prescribing site – shown below'. Below the search sections is a table with columns: Prescribing Sites: 2, To be Dispensed: 0, With Dispenser: 60, With Dispenser (Active): 10, and Last Date: 20-Jul-2017 12:07. The table lists two sites: VERNON STREET MEDICAL CTR and ILKLEY & WHARFEDALE MEDICAL PRACTICE. A callout box points to the 'With Dispenser (Active): 10' value with the text: 'Clicking onto this prescription count total number provides a link to a drilled down report of search results sorted by their Prescription Status (see Figure 8, and Figure 11)'. Below the table is a modal window for 'VERNON STREET MEDICAL CTR' showing address and phone details. A callout box points to the 'Close' button with the text: 'Prescribing site contact details. 'Close' returns the user back to the summary stats information'.

Home Change role Change Mode Help Exit

EPS Prescription Tracker NHS

Business Continuity Mode is now enabled for: ALLIANCE PHARMACY (FL684). If you have entered this site by accident please contact them immediately on the following number (Telephone number unknown).

Find by Prescription ID * Denotes required field

*Prescription ID

Find for My Site * Denotes required field

*Start Date Range 02-Jul-2017 to 26-Jul-2017

NHS Number

Search for a patient

Help and Guidance

This mode will enable resident dispensing staff to view patient and medication details for their nominated prescriptions together with the prescribing practice details. Locum staff will be able to see a summary of all nominated prescriptions for the site they are working at. In this mode you can only search for prescriptions that are nominated to your pharmacy.

The provision of the information in this mode is to support decision making and does not replace the requirement to dispense from the legal prescription or follow the appropriate professional guidelines on Emergency Supply.

There are two search options:

Find by Prescription ID

The "Prescription ID" uniquely identifies each prescription within the EPS. The ID is printed as a barcode and as text on prescription tokens. Enter the ID exactly as it is printed on the prescription token, including the '-' characters.

Date Range Search

If you do not have the unique Prescription ID then you can search for a patient's prescriptions using the date range search. If you are a resident pharmacist, you also have the option to enter the patient's NHS number. If you do not have the patient's NHS number, then this can be found using the 'Search for a patient' option.

In the search results, click on one of the counts to display the associated prescriptions and then on a Prescription ID to seek further information such as the medication details.

Please remember to return to Normal mode after using the Business Continuity Mode.

Number of Distinct Patients: 14

Prescribing Sites: 2	To be Dispensed: 0	With Dispenser: 60	With Dispenser (Active): 10	Last Date: 20-Jul-2017 12:07
<u>VERNON STREET MEDICAL CTR</u>	0	30	4	20-Jul-2017 12:07
<u>ILKLEY & WHARFEDALE MEDICAL PRACTICE</u>	0	21	6	20-Jul-2017 12:07

VERNON STREET MEDICAL CTR

Address: CANCER RESEARCH UK 15
BABINGTON LANE DERBY
DERBYSHIRE DE1 1TA

Phone: 0133 2332812

Close

Figure 8: 'Find for My Site' - Date Range Search Results (Resident User)

Please note: When running a search for an eRD (electronic repeat dispensing prescription) you must enter the date that the first prescription of the regime was created NOT the date of the most recent prescription, within the 'start date' field.

For example: If a 12 month eRD regime started on 1st January and it is now 15th September and you are looking for prescription 9/12, you must put 1st January as the 'start date' NOT the start date of prescription 9/12 which would be 1st September.

Prescribing Sites: 2 To be Dispensed: 0 With Dispenser: 60 With Dispenser (Active): 10 Last Date: 20-Jul-2017 12:07

VERNON STREET MEDICAL CTR 0

ILKLEY & WHARFEDALE MEDICAL PRACTICE 0

Search Results All Prescribing Sites With Dispenser

10 records per page Search:

Prescription ID	Status	Patient Name	Issue Date	Prescription Treatment Type
038595-C81007-E84BF4	With dispenser	LEON FELSKI	19-Jul-2017	Repeat Dispensing (0003) Issue 1 of 6
04A509-C81007-E88E1U	With dispenser	LEON FELSKI	20-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4
08948D-C81007-E82211	With dispenser	LAYNE AWAN	18-Jul-2017	Repeat Dispensing (0003)
0037E3-C81007-E84CDK	With dispenser	LEON FELSKI		
0074EE-C81007-E8227M	With dispenser	LEON FELSKI		
136C70-B81003-E1E2FG	With dispenser	CASSIAN SIMONOV	19-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4
195555-C81007-E84CDK	With dispenser	LEON FELSKI	18-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4
20U060-C81007-E8215M	With dispenser	LAYNE AWAN	20-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4
20U060-C81007-E8215M	With dispenser	LEON FELSKI	19-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4
20U060-C81007-E8215M	With dispenser	LEON FELSKI	18-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4

Showing 1 to 10 of 60 entries -- PREVIOUS 1 2 3 4 5 Next --

All patient and site search results are initially displayed in Treatment Type / Issue Date order. However, these can be filtered differently by clicking on a column header

Patient Name and Prescription ID values are **only displayed** for resident users

Click on 'Prescription ID' link to display Prescription Information

Figure 9: Find for My Site Report - Resident Pharmacy User

Users can also search for a specific patient by adding an NHS number to the Date Range search. Again, the Prescription ID link will be available and prescription information can be viewed.

Find by Prescription ID * Denotes required field

* Prescription ID Prescription ID Clear Search

Find for My Site * Denotes required field

* Start Date Range 02-Jul-2017 to 25-Jul-2017 Clear Search

NHS Number 9453740578 Clear Search

Search for a patient

Search Results 10 records per page Search:

Prescription ID	Status	Issue Date	Prescription Treatment Type
912997-C81007-E89C9H	With dispenser active	20-Jul-2017	Acute Prescription (0001)
08948D-C81007-E82211	With dispenser	18-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4
08948D-C81007-E82211	Repeat dispense future instance	18-Jul-2017	Repeat Dispensing (0003) Issue 2 of 4
08948D-C81007-E82211	Repeat dispense future instance	18-Jul-2017	Repeat Dispensing (0003) Issue 3 of 4
08948D-C81007-E82211	Repeat dispense future instance	18-Jul-2017	Repeat Dispensing (0003) Issue 4 of 4

Help and Guidance

This mode will enable resident dispensing staff to view patient and medication details for their nominated prescriptions together with the prescribing practice details. Locum staff will be able to see a summary of all nominated prescriptions for the site they are working at. In this mode you can only search for prescriptions that are nominated to your pharmacy.

The provision of the information in this mode is to support decision making and does not replace the requirement to dispense from the legal prescription or follow the appropriate professional guidelines on Emergency Supply.

There are two search options:

Find by Prescription ID

The "Prescription ID" uniquely identifies each prescription within the EPS. The ID is printed as a barcode and as text on prescription tokens. Enter the ID exactly as it is printed on the prescription token, including the '-' characters.

Date Range Search

If you do not have the unique Prescription ID then you can search for a patient's prescriptions using the date range search. If you are a resident pharmacist, you also have the option to enter the patient's NHS number. If you do not have the patient's NHS number, then this can be found using the 'Search for a patient' option.

In the search results, click on one of the counts to display the associated prescriptions and then on a Prescription ID to seek further information such as the medication details.

Please remember to return to Normal mode after using the Business Continuity Mode.

Click on 'Prescription ID' link to display prescription information

Figure 10: Find For My Site - Date range & NHS Number Search Results

Please note: Locum FFFFF users will not have access to the Patient Name or Prescription ID link when searching using a Date Range search unless they add an NHS Number to the search.

Locum (FFFFF) pharmacy staff may need to work with resident staff if further information is required. If Locum (FFFFF) pharmacy staff regularly work at the same pharmacy site they can speak with the pharmacy contractor and the [Smartcard Registration Authority \(RA\)](#) about getting the ODS code for that site added to their Smartcard, so that more information is accessible via BC Mode.

Search for a Patient's NHS Number

If the NHS Number is not known then this can be looked-up and selected using the new 'Search for Patient (NHS Number)' functionality (Figure 11).

Once you have identified the correct patient within the search results, click on the patient name. This will take you back to the search screen and automatically populate the search box with the NHS Number.

The screenshot shows a web form titled "Search for NHS Number". It includes a "Close" button in the top right corner. Below the title is a section "Enter patient details" with the following fields: "Gender" (radio buttons for Female and Male, with Male selected), "First name" (text box with "STEVE"), "Surname" (text box with "WILLIS"), "Date of birth" (text box with "31-Aug-1983" and a calendar icon), and "Full postcode" (text box). There are "Search" and "clear" buttons. Below the form is a table with columns: "Name and Address", "Date of Birth", "Gender", "NHS Number", "Postcode", and "Practice". The table contains one row for "Steve Willis, 13 Queen Street, Carlton, Wakefield, West Yorkshire". A "Search:" text box is to the right of the table. A "Close" button is at the bottom right. Three callout boxes provide instructions: "Enter details and press Search" points to the search buttons; "Click patient details to select the patient. You will then be taken back to the search screen" points to the first row of the table; "Close returns user back to search results" points to the top right close button.

Search for NHS Number

Enter patient details

*Gender ☐ Female ☒ Male

First name STEVE

*Surname WILLIS

*Date of birth 31-Aug-1983

Full postcode

Search clear

10 records per page

Name and Address	Date of Birth	Gender	NHS Number	Postcode	Practice
Steve Willis, 13 Queen Street, Carlton, Wakefield, West Yorkshire	31-Aug-1983	Male	590 018 1464	WF3 3RF	N82668

Search:

Close

Enter details and press Search

Click patient details to select the patient. You will then be taken back to the search screen

Close returns user back to search results

Figure 11: 'Search for a Patient' functionality