

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

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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).

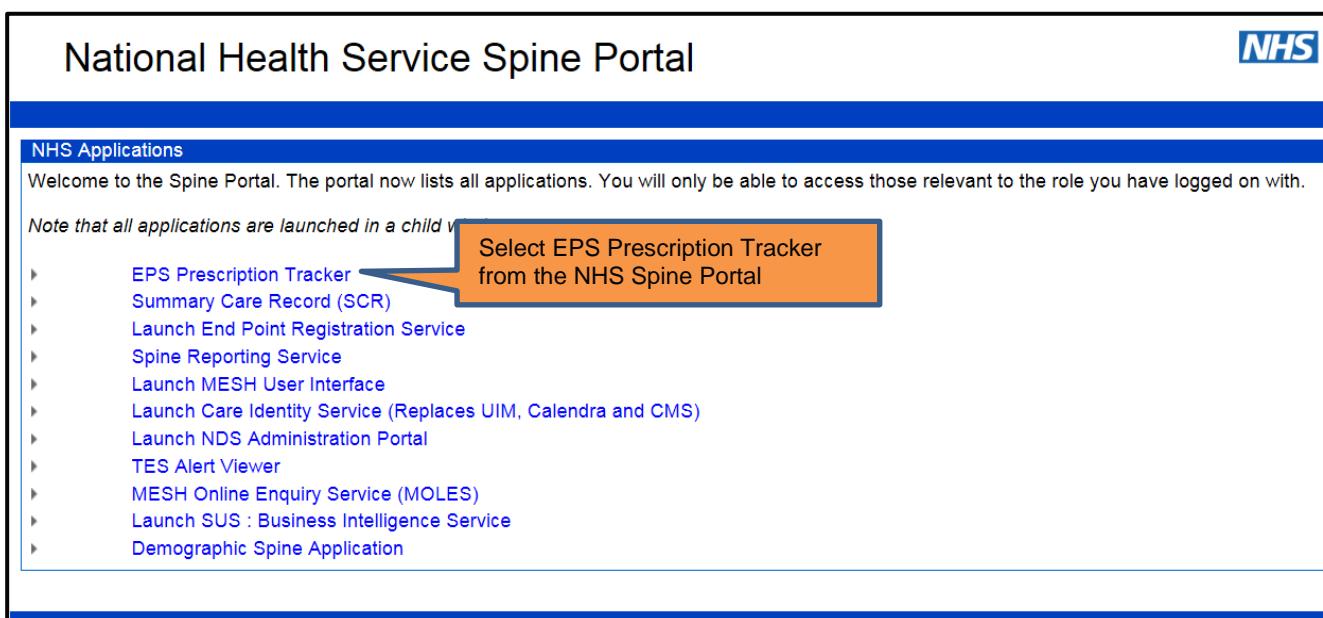
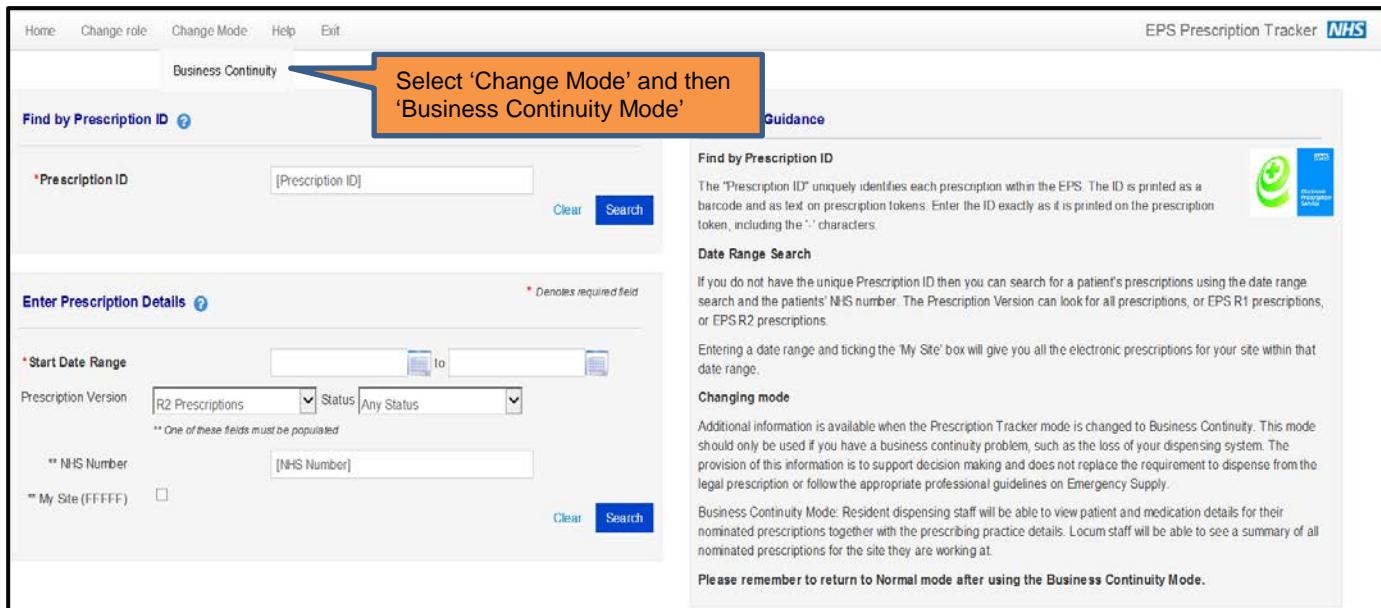


Figure 1: Accessing EPS Prescription Tracker

Changing the Mode

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

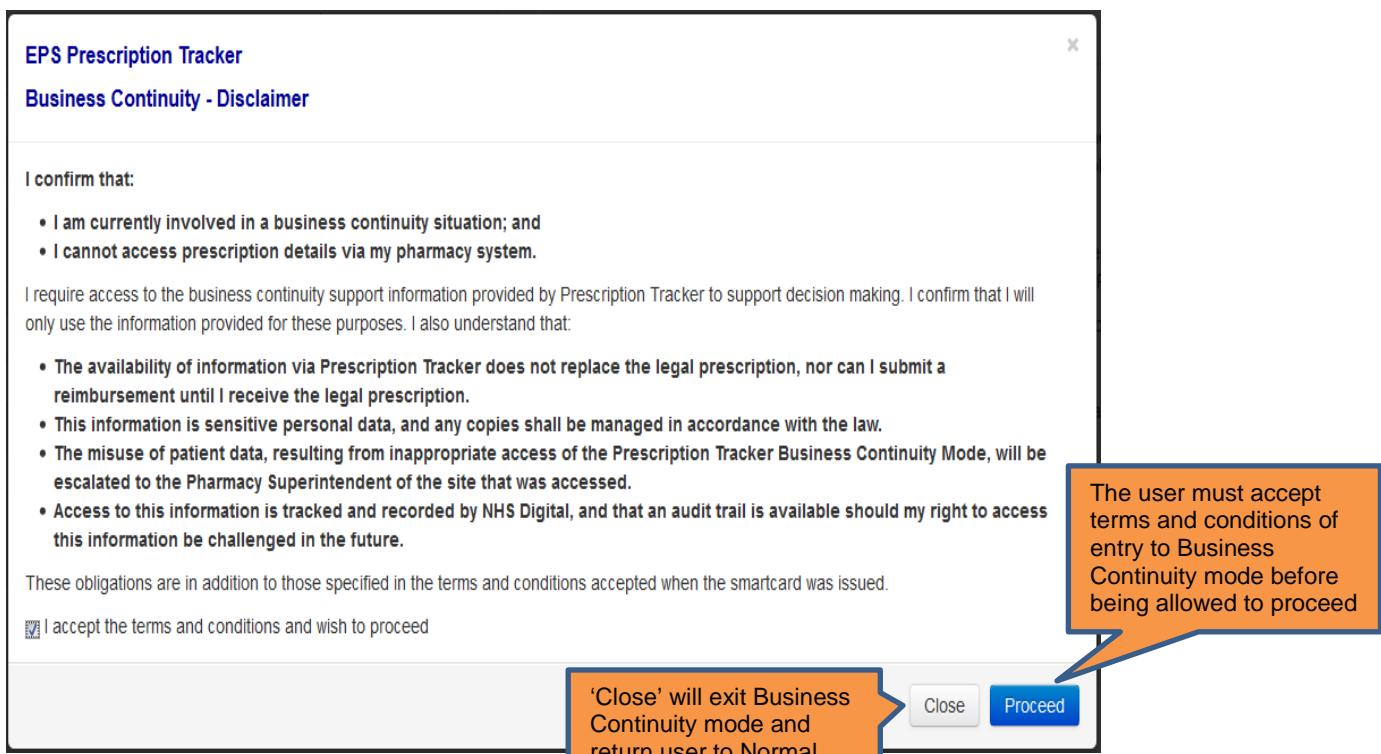


The screenshot shows the EPS Prescription Tracker interface. At the top, there is a navigation bar with links for 'Home', 'Change role', 'Change Mode', 'Help', and 'Exit'. The 'Change Mode' link is highlighted with a blue arrow and an orange box containing the text 'Select 'Change Mode' and then 'Business Continuity Mode''. Below the navigation bar, there is a search bar for 'Prescription ID' and a 'Search' button. The main area is titled 'Enter Prescription Details' and contains fields for 'Start Date Range', 'Prescription Version' (set to 'R2 Prescriptions'), 'Status' (set to 'Any Status'), 'NHS Number', and 'My Site (FFFFF)'. To the right of these fields is a 'Guidance' section with information about 'Find by Prescription ID', 'Date Range Search', 'Changing mode', and a note to 'Please remember to return to Normal mode after using the Business Continuity Mode.' Logos for NHS and NHS Digital are also present in the top right corner.

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.



The screenshot shows a 'Business Continuity - Disclaimer' page. At the top, it says 'EPS Prescription Tracker' and 'Business Continuity - Disclaimer'. Below this, there is a section titled 'I confirm that:' with two bullet points: 'I am currently involved in a business continuity situation; and' and 'I cannot access prescription details via my pharmacy system.' Below this, there is a section titled '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:' with a list of four bullet points: '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.', and '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.' At the bottom, there is a checkbox labeled 'I accept the terms and conditions and wish to proceed' and two buttons: 'Close' and 'Proceed'. An orange box with a blue arrow points to the 'Proceed' button, containing the text 'The user must accept terms and conditions of entry to Business Continuity mode before being allowed to proceed'. Another orange box with a blue arrow points to the 'Close' button, containing the text "'Close' will exit Business Continuity mode and return user to Normal Operation mode'".

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

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

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

Figure 5: Locum Site Confirmation

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

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).

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

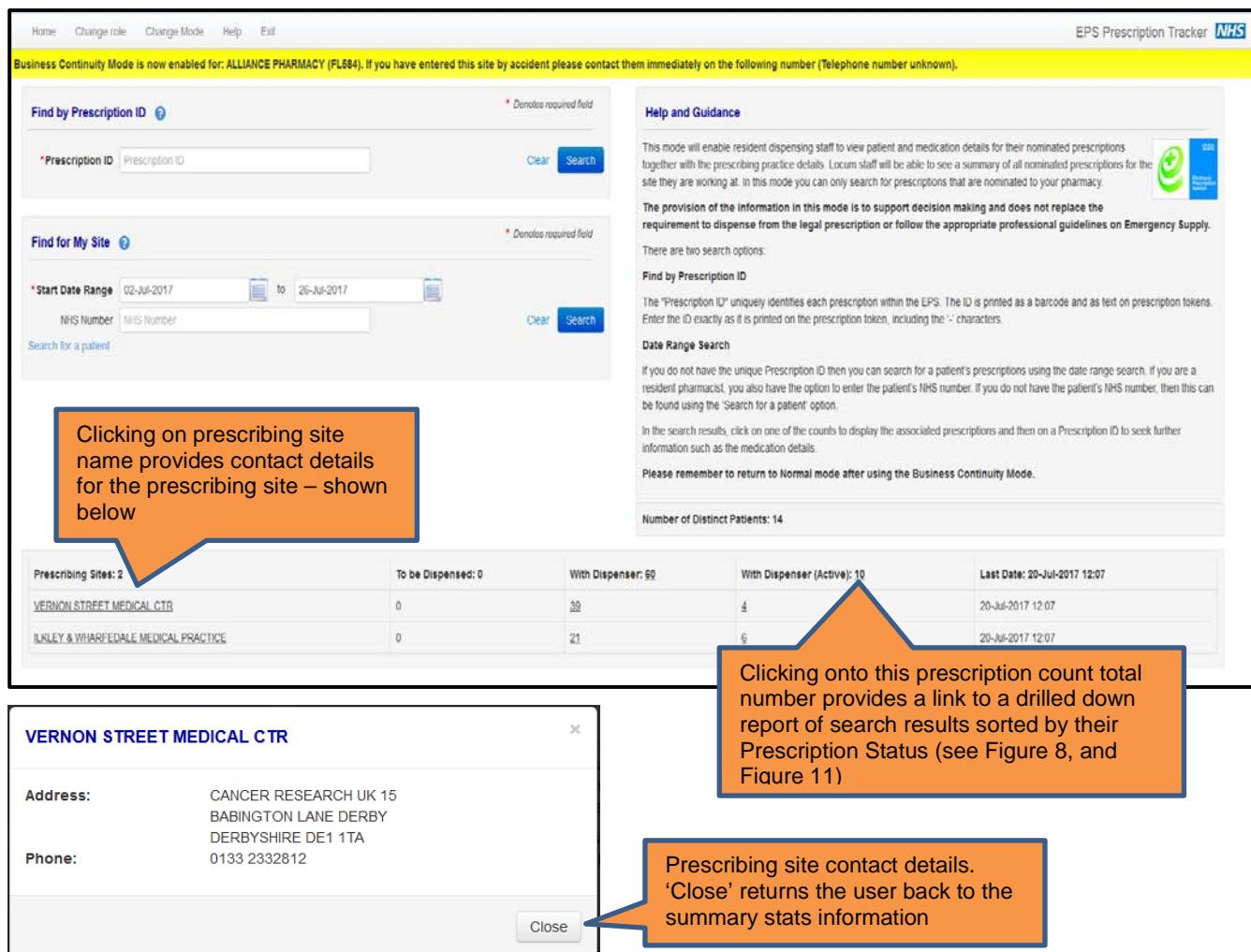
Figure 7: 'Prescription Information' Screen

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. At the top, there are two search boxes: 'Find by Prescription ID' and 'Find for My Site'. The 'Find for My Site' box includes fields for 'Start Date Range' (02-Jul-2017 to 26-Jul-2017), 'NHS Number', and a 'Search' button. To the right is a 'Help and Guidance' section with information about the mode and links to 'Find by Prescription ID' and 'Date Range Search'. Below the search boxes is a table with the following data:

Prescribing Sites: 2	To be Dispensed: 0	With Dispenser: 50	With Dispenser (Active): 10	Last Date: 20-Jul-2017 12:07
VERNON STREET MEDICAL CTR	0	50	4	20-Jul-2017 12:07
ILKLEY & WHARFEDALE MEDICAL PRACTICE	0	21	6	20-Jul-2017 12:07

Two callout boxes highlight specific features: one points to the 'VERNON STREET MEDICAL CTR' row with the text 'Clicking on prescribing site name provides contact details for the prescribing site – shown below', and another points to the 'With Dispenser (Active): 10' cell 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)'. A third callout box points to the 'Close' button in the bottom right of the site contact details box with the text 'Prescribing site contact details. 'Close' returns the user back to the summary stats information'.

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 <small>7 All Prescribing Sites. With Dispenser</small>				
10 <input type="checkbox"/> records per page Search:				
Prescription ID	Status	Patient Name	Issue Date	Prescription Treatment Type
036595-C81007-E84BF4	With dispenser	LEON FELSKI	19-Jul-2017	Repeat Dispensing (0003) Issue 1 of 6
04A509-C81007-E89E1U	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		
158C70-BA2002-E1E2FG	With dispenser	CASSIAN SIMONOV	19-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4
180000-C81007-E8213M	With dispenser	LEON FELSKI	18-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4
		LAYNE AWAN	20-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4
		LEON FELSKI	19-Jul-2017	Repeat Dispensing (0003) Issue 1 of 4
		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 →

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.

Prescription ID	Status	Issue Date	Prescription Treatment Type
012997-C81007-E89CF1	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

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.

Search for NHS Number

Enter patient details

*Gender Female Male

First name STEVE

*Surname WILLIS

*Date of birth 31-Aug-1983

Full postcode

Enter details and press Search

Close returns user back to search results

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

10 records per page Search:

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

Close

Figure 11: 'Search for a Patient' functionality