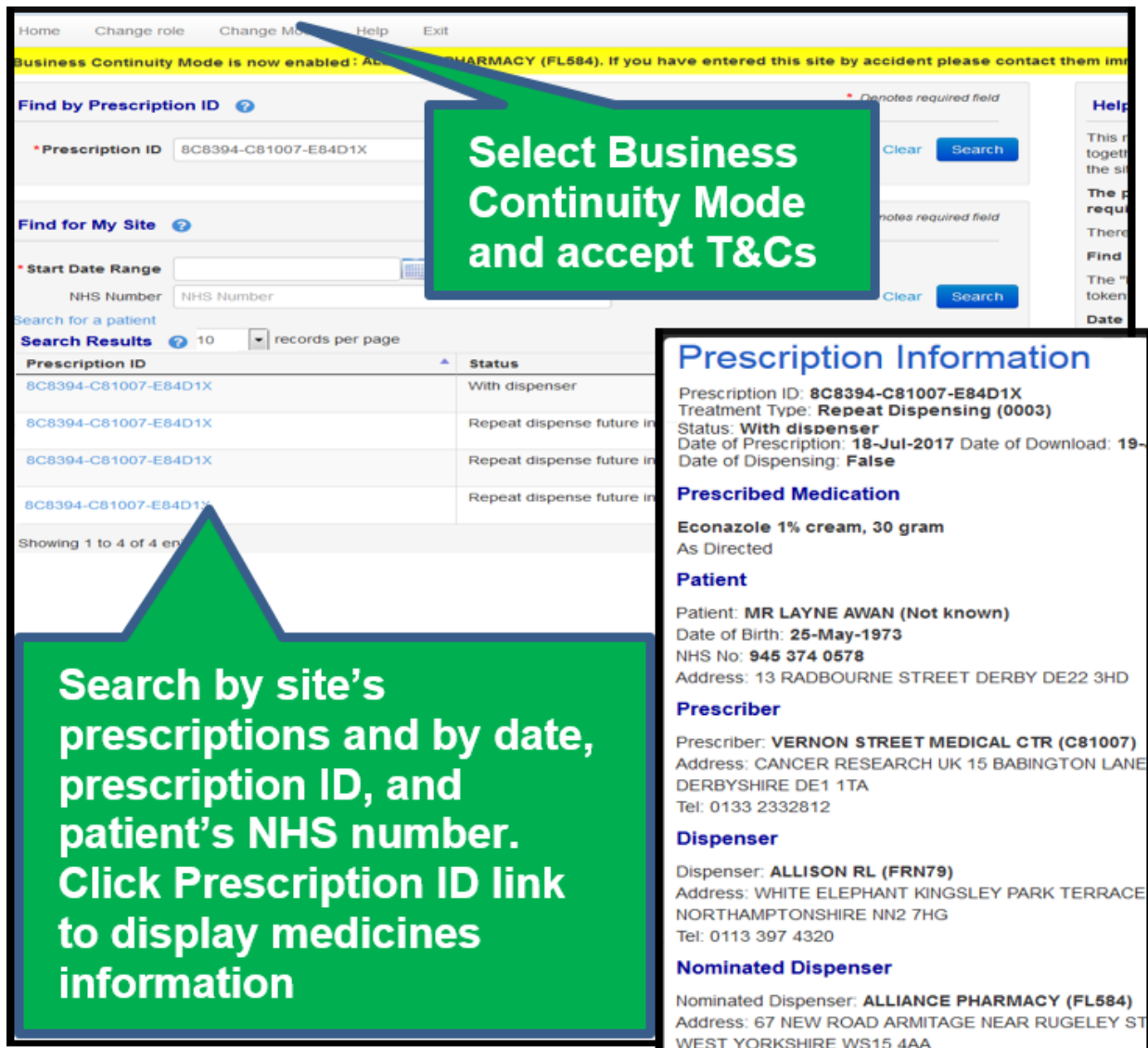# EPS Prescription Tracker: New 'Business Continuity Mode' feature

NHS Digital have added a new business continuity feature to the online EPS Prescription Tracker tool. This new mode allows pharmacy staff to view outstanding prescription medicines information - if there is N3/HSCN access but the pharmacy system is experiencing downtime.

What is EPS Tracker business continuity mode?

The Tracker tool already allows GP practice staff and pharmacy teams to be able to check the status of an EPS prescription. The new business continuity mode feature can be used by community pharmacy teams if their PMR system has a temporary technical issue, but staff can continue to access an N3/HSCN internet connection. Pharmacy staff who have the pharmacy premises set on their Smartcard will be able to see their pharmacy's outstanding EPS prescriptions and medicines information for each of those prescriptions. In the event of an outage, this information may help pharmacy teams to continue to provide services to patients and to plan additional actions they need to take, including with local GP practices, if the outage is likely to last for a prolonged period.

Dummy 'test' patient data is included within this image for illustrative purposes

Using business continuity mode

Where required, pharmacy staff who have the pharmacy premises set on their Smartcard can:
1. Open the online Tracker in the usual way (*Smartcard and N3/HSCN connection required*);
2. Select 'Business Continuity' mode;
3. Accept the terms and conditions by confirming that there is a technical issue; and
4. View medicines and other information about the pharmacy site's outstanding prescriptions.

Frequently asked questions

Q. Can the Tracker business continuity mode only be used at my pharmacy?
If a suitable arrangement is in place between your pharmacy and another pharmacy or GP practice, you could also access the business continuity mode from there, e.g. if your pharmacy is part of a chain.

Q. Can the Tracker business continuity mode be used on a mobile device?
If you have a specialised N3/HSCN-connected 3G/4G mobile device at your pharmacy which is also compatible with Smartcards, then this could be used to access the Tracker and its business continuity mode.

Q. Can locum staff access the business continuity mode?
Locum staff who use the FFFFF Smartcard code will be able to access the business continuity mode, but they will only see summary information, or medicines information if they search for a specific patient or prescription ID reference. To access bulk data for the pharmacy, locum staff should seek assistance from colleagues which regularly work at the pharmacy and who have the pharmacy premises on their Smartcard already. Locums with the FFFFF Smartcard code can also pre-emptively ask both the pharmacy contractor and their local Smartcard Registration Authority (RA) about how appropriate pharmacy premises codes can be added to their Smartcard.

Q. What governance processes are in place to help manage and monitor the use of the tool?
The pharmacy's SCR governance person will receive 'EPS Business Continuity' alerts to indicate that the mode has been used. Guidance on viewing and actioning these alerts (including the escalation process, should unusual reports be spotted) can be found via the links below.

> **Recommended actions:**
> - review the NHS Digital guidance documents about use of the mode;
> - train your pharmacy team on the new Tracker feature;
> - Include this training in induction procedures for relevant new pharmacy staff;
> - ensure that the Tracker is bookmarked so that it can be accessed quickly; and
> - ensure that your SCR governance person(s) will start to receive alerts about business continuity mode use.

Further information

Read more about Tracker business continuity mode on the PSNC Tracker webpage. NHS Digital have also published training materials:
- factsheet user guidance;
- comprehensive screen-by-screen guidance;
- further FAQs;
- usage alerts plus escalation guide; and
- presentation slides for training.