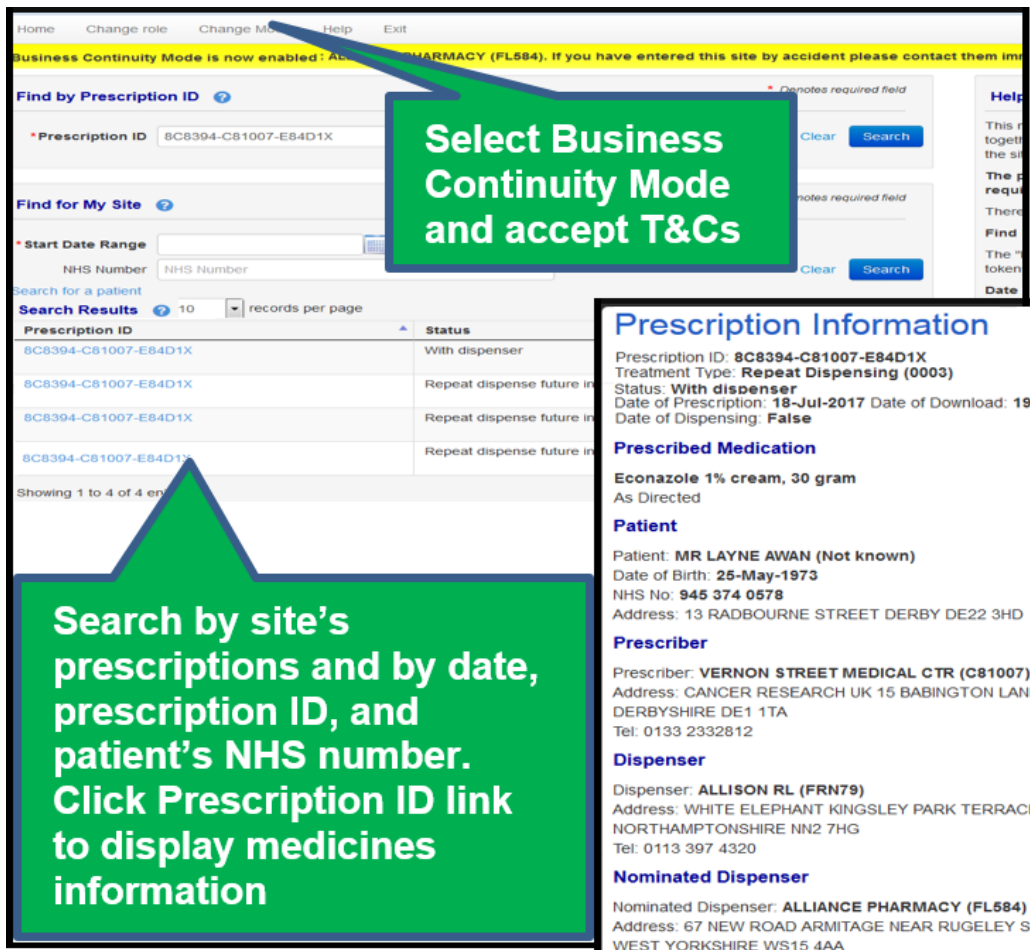


EPS Prescription Tracker: ‘Business Continuity Mode’ feature

The EPS Prescription Tracker tool business continuity mode allows pharmacy staff to view outstanding prescription medicines information – if there is Health and Social Care Network (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 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 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.



Select Business Continuity Mode and accept T&Cs

Search by site’s prescriptions and by date, prescription ID, and patient’s NHS number. Click Prescription ID link to display medicines information

Prescription Information
 Prescription ID: 8C8394-C81007-E84D1X
 Treatment Type: Repeat Dispensing (0003)
 Status: With dispenser
 Date of Prescription: 18-Jul-2017 Date of Download: 19-
 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 (C81007)
 Address: CANCER RESEARCH UK 15 BABINGTON LANE
 DERBYSHIRE DE1 1TA
 Tel: 0133 2332812

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

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

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 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 HSCN-connected 4G/5G 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?

Pharmacy staff who need to 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 owner 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 England guidance webpages](#) about use of the mode;
- train your pharmacy team on the 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) receives alerts about business continuity mode use.

Read more about Tracker business continuity mode on the [Community Pharmacy England Tracker webpage](#). NHS England have also published training materials:

- [comprehensive screen-by-screen guidance](#);
- [further FAQs](#);
- [usage alerts plus escalation guide](#); and
- [presentation slides for training](#).

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