Briefing: 038/18: Change of pharmacy circumstance checklist: ODS codes and planning required

This briefing for pharmacy owners explains pharmacy ODS (F) codes and those actions needed if your pharmacy circumstances are going to change (e.g. location or ownership). Pharmacy relocation, closures or sales are subject to regulatory requirements, but this briefing focuses on mitigating IT impacts where such changes are planned. Community Pharmacy England recommends that pharmacy owners planning such changes work through all of this guide and let the relevant Integrated Care Board (ICB) know **at least one month ahead** of the planned date for the change and changes to it. The full transition period lasts for at least one month. The timescale above is separate from the formal notice period stated in the "notice of commencement" form[1]. **Please tick off each item as it is completed.**

Background

What is an ODS code?

The Organisation Data Service (ODS) code is the unique identifying code used by the NHS, including supporting national NHS IT systems, such as EPS. Most NHS providers have an ODS code and for pharmacies, it is a five–character code beginning with the letter F. It appears at the top of the pharmacy's schedule of payments monthly document that is received from the NHS Business Services Authority (NHSBSA). It was previously called OCS, NACS or F code.

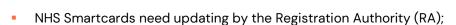### What could be affected by a change of ODS code?

If your pharmacy's ODS code is changed or deactivated, the following are affected:

- NHSBSA payments to the pharmacy owner;
- connectivity to NHS Services, e.g. use of EPS, allocation of Summary Care Record (SCR) accesses etc.;
- EPS patient nomination settings and the eRD (Electronic Repeat Dispensing service) cycle;

---

[1] **Note about formal commencement timescales to PCSE**: After your market-entry application is approved, you will receive a "notice of commencement" form. This form explains a formal notice period up to 30-days (or 14-days for consolidations) which must be returned to Primary Care Support England (PCSE) and in it you must specify a date, which must be no more than the formal period before the date on which you intend to start providing NHS services.

- NHS Smartcards need updating by the Registration Authority (RA);
- NHSmail; NHS website pharmacy profile; and,
- your pharmacy Patient Medical Record (PMR) system.

Planning well in advance of the change, by the pharmacy owner, the IT supplier and the NHS, is necessary to avoid disruption to patients, services and payments. **Email relevant parties, and request email responses so you have an audit trail.**

When does a change of ODS code apply?

When may a new ODS code be required?	A new ODS code may be required when: - a new pharmacy opens; - there is a change of (legal) ownership, where the pharmacy owner buys out a business on a non-debts and liabilities basis (i.e. the outgoing pharmacy owner requires payment for all items dispensed up to the date of sale and existing debts and liabilities remain with the outgoing pharmacy owner); or - a pharmacy relocates (this may not be the case for a 'no significant change' or short distance relocation) – the local NHS England team will determine whether a new code is required.
When is an ODS code deactivated?	An ODS code ceases to be 'active' if: - a pharmacy closes and ceases to provide services; or - a pharmacy owner closes and/or ceases to provide services as part of a Regulation 26A consolidation.
When should an ODS code be retained?	The existing ODS code should be retained (i.e. a new ODS code should NOT be required) when there is a: - 'no significant change' or short-distance relocation of the pharmacy – the local NHS England team will determine whether a new code is required; - change of ownership of the equity of the business (e.g. shares), where the purchaser (new pharmacy owner) buys out the existing (pharmacy owner) company including debts, liabilities and/or access to bank account – this may result in a change of company name or trading name; - change to the pharmacy owner's company trading name or telephone number; or

| | ▪ remaining pharmacy owner in a Regulation 26A consolidation – the remaining pharmacy owner may be at the remaining pharmacy or may be the pharmacy owner moving premises (whose pharmacy is closing); |
| | ▪ change to the boundary of a pharmacy owner's NHSE local office, changing the pharmacy's NHSE area. |

Who may request a new ODS code or deactivate one?

The local NHS England team requests a change or deactivation of an ODS code to the NHSBSA; the NHS ODS team implement the change.

Pharmacy checklist for where an ODS code may change

1. Notifying NHS England and others in writing

NHS England, your IT system suppliers and others require good notice of the date of a change to enable a new ODS code or deactivation of an old ODS code, to avoid patient inconvenience and IT disruption. It is recommended:

- **Inform the Integrated Care Board** at least one month ahead (including via email) of the expected date of a change that will require a new ODS code – the opening of a new pharmacy, a change of legal ownership or ordinary relocation. PCSE need to inform NHSBSA and other parties in good time for changes and IT processes to be planned and completed. You should update them early if you think there will need to be a change (also see point below).

- **Formally notify PCSE if required:** (See page 1 footnote). Re-notify / resubmit your NOC early, if dates must change

- **Email your PMR and Community Pharmacy Contractual Framework (CPCF) system suppliers:** so that you have an audit trail of responses. If changing supplier, notify outgoing and incoming suppliers. Re-notify if dates change.

- **PMR system supplier liaises with NHS:** Your system supplier contacts NHS to schedule ODS configuration and migration/removal of EPS nominations. *If required*, **your supplier may need to create an NHS England's National Service Desk (NSD) National Incident Number (NIN) ticket for non-resolved EPS issues**. Seek written supplier confirmation that all is scheduled well in advance of the date change.

All the parties involved must be kept informed of relevant dates and developments e.g. if the change data alters.

2. Liaising with NHS England and others in writing: ODS allocation process

The allocation of an ODS code and changes can be made on the requested date if sufficient notice has been given. Use the following information as a guide to the process:

- **Adjustments to the expected date of the change**: Throughout the process, your local NHS England team and your system supplier should be informed of any adjustments to the expected date of the change (e.g. because of a delay with premises refurbishment).

- **Notification of a new ODS code**: You and your system supplier should be notified. NHSBSA add an ODS code to update the NHS Spine pharmacy database (a process that currently takes at least 10 days).

- **New ODS code for system supplier configuration**: Once your pharmacy's future ODS code is listed within the NHS Spine pharmacy database (see previous step), then your system supplier can proceed to configure your PMR system. You should ask your system supplier for regular reports on progress with this process.

- **Your PMR system supplier must advise NHS technical teams of the date they plan to configure use of the new ODS code**: Your supplier will request that your pharmacy should begin using the new ODS code at the agreed date and time, and that if nomination changes are to be made, these are made at the same time.

- **PMR system supplier implements the new ODS code:** Your system supplier changes your PMR system from the old to the new ODS code on the relevant date. This adjustment allows you to start using the new ODS code.

3. **Other IT issues to consider before the change**

- **EPS Nominations**: Nominations are set for patients against a pharmacy's ODS code, so where there is a new ODS code, these must be migrated manually by NHS England technical teams. It is vital that you give at least **one month's notice** of the date of the opening, change of ownership or ordinary relocation that will trigger this. It is also important to inform patients about changes.

  - Where there is a change of ownership, the new pharmacy owner must according to the terms of service (i) explain to each patient that the ownership of the pharmacy premises has changed and (ii) ask each patient if he or she wishes to maintain the nomination for the pharmacy premises. That can be done before the change where possible or within six months of the change of ownership.

  - For pharmacy relocations, pharmacy owners may be asked to confirm that patients have been informed and this information might be shared with NHS England technical teams to request migration of EPS nominations.
  - For pharmacy consolidations, the assurances that patients have been informed is part of the commencement notice for the consolidated business.

You can check the pharmacy's total number of nominations prior to the ODS code change by referring to the 'Nominations by dispenser' spreadsheet downloadable at the **NHS England's website**. Usually your
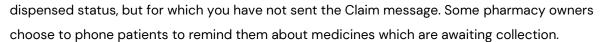
system supplier will liaise with NHS England to schedule the migration for an appropriate time, if it has been approved.

- **NHSmail**: If your ODS code or address will change, you should contact the NHSmail Pharmacy Admin team (**helpdesk@nhs.net**) to ask them to edit your NHSmail premises shared account email address. Your new email address will include the new ODS code / address. Your old email address will be retired but will remain indefinitely associated with your new account. If an email is sent to your old email address, it will be re-directed to your new email address. If any pharmacy staff members who have a personal NHSmail account which has access to the premises shared account are ceasing to be employed at the pharmacy, follow the process for 'marking a user as a Leaver' in the **NHSmail Portal Local Administrator Guide** for protection of data security. Make sure that you still have staff members with personal NHSmail accounts which can access the premises shared account.

- **Smartcards:** You will need to ask the **RA** to make the changes. It is suggested allowing at least two weeks for changes and asking the RA about their timescales. Currently, there is no automatic notification to the RA service of changes to ODS codes. Old ODS codes may not require immediate removal from smartcards; you may need to keep the old ODS code for a period in case the ODS change occurs later than is expected.

- **Private CD Pharmacy owners Code:** The parties processing your change application should use the relevant **NHSBSA form** to inform NHSBSA if a one of these code is required because of a new ODS code.

- **PCSE ordering portal for EPS tokens and supplies:** Sort your **PCSE ordering portal account** login, or update your old PCSE account (ODS code, address etc). Multi users can be linked to the account for continuity.

- **Timing:** Consider avoiding arranging ODS or other major changes on non-business days or during Christmas periods given that organisational support (such as that from NHS teams and suppliers) may be severely reduced.

- **Other:** Consider: phoneline/email 'redirects', updating internet infrastructure, keeping internet distribution point boxes if within the building accessible for engineers in case of a later internet problem, and relocating or adding power sockets to support more optimised workflows. If a pharmacy **app** is used, adjust as needed.

4. **Issues to be resolved immediately before the change:**

- **Ask your PMR supplier if they can disable automatic overnight prescription downloads** on the contract end-date.

- **Process any partly dispensed prescriptions** – all completed scripts should have both the Dispense and Claim messages sent. Ensure that there are no prescriptions which have the

dispensed status, but for which you have not sent the Claim message. Some pharmacy owners choose to phone patients to remind them about medicines which are awaiting collection.

- **Print tokens** for all prescriptions which cannot be completed and claimed prior to the scheduled change. Speak with your system supplier about whether there is an automated way to do this.

- **Return to the Spine all prescriptions which cannot be completed and claimed** prior to the scheduled change. Ensure prescriptions with owings are processed as required.

5. Things to do after the change in ODS code

- **Check each staff member has obtained a Smartcard and that it works**. Check all can log in and use EPS.

- **EPS**: **It is important to claim for a script immediately after your supplier changes the local configuration to the new ODS code** (occurs shortly after NHS England technical teams migrate EPS nominations). This triggers the new ODS code to be flagged as EPS live on the NHSBSA system. This change will occur on the first Wednesday after the claim, and NHS website will be updated, with the ODS code showing as EPS live the Monday following (please note this time lag). PMR suppliers have advised Community Pharmacy England they support a real or test script being sent by them or the pharmacy owner swiftly (within a working day). If you believe the new ODS code is not yet appearing on NHS website after this time lag, contact your system supplier who may escalate this issue to NSD.

- **eRD (Electronic Repeat Dispensing)**: Check that the eRD prescription schedule has been restored correctly.

- **EPS Nominations**: Your PMR supplier should let you know in writing once all of the nominations have been transferred across. You can check that these are as expected, by checking the pharmacy's total number of nominations after the ODS code change by referring to the 'Nominations by dispenser' spreadsheet on the **NHS England's webpage** – await the relevant spreadsheet noting there is a time lag until the info is available.

- **NHS Parent Organisation Code (POC)**: Every pharmacy has a POC. If ownership/changes occur you may need to request to **exeter.helpdesk@nhs.net** that the right POC code(s) are set to the pharmac(ies). See: **cpe.org.uk/poc**.

- **NHS website**: Check that the pharmacy's profile information is updated if the ownership or address changes. Note there will be a time lag of around 10 days until the changes occur and **NHS website** information is updated. If this has not happened after this time, report this to your system supplier. If this cannot then be resolved, ensure your supplier has escalated this issue to NSD. During the time lag, GP practices will not be able to nominate the new code. However, you can set nominations yourselves during that time.

- **N**omination lists of local GP practices: Following the change to NHS website, the EPS nominations list within the clinical systems at nearby GP practices should also be updated (frequently takes 14 plus days). If this is not the case, the GP may need to update their GP system, seeking IT or system supplier advice, if required.

- **Schedule of Payment**: Check that all is in order with the first FP34 Schedule of Payment received post-change, i.e. that it arrives and includes the ODS code you expect.

- Data security processes and training made available for new staff: See **cpe.org.uk/dstraining**.

- **Data Security and Protection Toolkit:** A login and 'entry level' submission may support NHSmail application. Completion guide at: **cpe.org.uk/tk**. A 'Standards met' submission is required by the Toolkit deadline.

- **NHSmail**: Send a test email to your adjusted account/address, and check that you can login and view the email.

- **Real Time Exemption Checking (RTEC): Use the RTEC registration guide**.

- **Pharmacy listings:** One month after the change check the pharmacy is listed correctly at the 'Organisation Search' area of the **NHS ODS portal** and within Directory of Services (**DoS**). If pharmacy details change adjust the **NHS Profile Manager**. Referrals may be made to you using DoS info. Update **GPhC** and **Royal Mail** if appropriate.

- **NHS Service Finder logins for staff:** See **cpe.org.uk/sf** info which also helps you check the pharmacy listing there.

- **Summary Care Record (SCR):** Ensure the pharmacy has SCR/**NCRS** access using the **SCR/NCRS checklist**.

- **Shared Care Records (ShCRs):** Some but not all areas enable pharmacy to access the **ShCRs**.

- **NHSBSA's Manage Your Service account** set-up enables digital submission. Registration steps are at **MYS**.

- **NHSBSA's Information Services Portal (ISP)** lets you see your item 'Px Report' each month. Register at: **ISP**.

Change of pharmacy system supplier: Many of the same issues need to be considered with an IT system change. The best way to help minimise any impact when there is a change of system is to inform outgoing and incoming system suppliers with sufficient notice of the date for the change to take place. System suppliers should be able to assist pharmacy owners in completing the change of IT systems. Ensure partially processed prescriptions are not left on the old PMR system and partially processed service entries are not left on other old systems. This may relate to PMR IT systems, Community Pharmacist Consultation Service (CPCS) / CPCF services IT and other IT systems. See also **NHS England's CPCS IT switching guide**.

Closing a pharmacy permanently: If your pharmacy is closing permanently, it is important for nominations to be removed by NHS England technical teams in a timely manner to prevent patients' prescriptions from being sent to a closed pharmacy. You must give at least three months' notice to NHS England before closing a pharmacy (6 months for a 100-hour pharmacy), and then inform your system suppliers of the closure. Keep NHS England informed if there are any changes to allow them enough time to instruct technical teams to schedule and carry out the removal of EPS nominations. You will also need to deal with partially dispensed prescriptions and the return of relevant prescriptions which have not been dispensed back to the Spine.

Closing a pharmacy temporarily: Work through the **Emergency closure checklist (including IT actions)**.

If you have read through this briefing and completed each of the checklist items above, but still have outstanding queries about this Community Pharmacy England Briefing or you require more information please contact **Daniel Ah-Thion, Community Pharmacy IT Policy Manager**. Thanks to NHS England, PCSE, PMR suppliers, NHS ODS team, NHS EPS team and NHSBSA who fed comments into this checklist. See also: **cpe.org.uk/updatedata**.

If you have any queries or require more information, please contact: it@cpe.org.uk