

Community Pharmacy IT Group (CP ITG) digital priorities summary list

[CP ITG](#) collated views on priorities– into four areas that align with [NHSX missions](#): *Interoperability and security; Reducing burden; Good use and enhancement of digital; and Patient tools.*

1. Interoperability and security

Priority: Ensuring people's health and care info is safely and securely accessed, wherever it is needed.

Records use: Summary Care Record (SCR) with Additional Information (one-click), Local Health and Care Records (LHCRs) and key patients records should be integrated and accessible within Pharmacy PMR systems to support medicine supply and sharing outcomes from community pharmacy services.

Standards use: Pharmacy systems use consistent standards as defined by the PRSB and others, for notifications from and to pharmacy systems (e.g. flu vaccination, referral from/to hospital, NHS111 or GP); medicines statuses and dose standards; and a standardised approach so any system receives necessary patient record info from other parts of the health system (e.g. LHCRs).

2. Reducing burden

Priority: Use of digital technology to reduce the burden on pharmacy teams, so they can focus on patients.

Ease authentication: Systems use single sign-on/biometrics reducing time logging in and out of systems

Ensuring future technology is usable: Future technology is usable, paperless, user-tested, and eases workload. Systems integrate notifications, messages and appointments, to support referral from/to Hospital/GP/111 etc.). Workflows within pharmacy is optimal.

3. Good use of digital

Priority: Support technology usage within pharmacy to improve health and care productivity, improve patient safety outcomes and improve cooperation between pharmacies and the health and care system.

Further expansion of development and integration of existing and future NHS and other tools to support pharmacy use of technology including one experience even if multi systems are used e.g.

- **EPS enhancement** (see [CP ITG priorities for EPS next generation](#)).
- **Digital development in support of the Community Pharmacy Contractual five-year Framework (CPCF)** and the [CPCF grid](#) with suitable specifications publicly available for potential suppliers.
- **Remote care** including video consultation options from pharmacy.
- **Patient-focussed** systems enabling quick recording of patient's info to reduce double keying.

4. Patient tools

Priority: Enable patients to choose digital tools to access medicines info and pharmacy services directly, so they can receive the best outcomes, recognising the need to also remain inclusive for all patients.

Expansion of suitable patient tools e.g.

- **More patient tool usage** (tools of NHS and pharmacy variety, to meet patients' expectation.
- **Patients being able to choose to share info** with chosen organisations (e.g. blood glucose)
- **Patient tools being usable and inclusive.**
- **More Patient data standards being developed by PRSB and others.**

This summary list has been developed and collated by CP ITG and incorporates pharmacy team feedback. If you require further information, or you work within a community pharmacy and can suggest further changes, contact it@psnc.org.uk. See also: the [full list](#); or [infographics version](#).