

**Agenda for the Community Pharmacy IT Group meeting**  
**to be held on Wednesday 18th November 2020 by videoconference**  
**commencing at 11am and closing at 2.30pm**

**About the Community Pharmacy IT Group (CP ITG):** The Group was formed in 2017 by [PSNC](#), [NPA](#), [RPS](#), [CCA](#) and [AIMp](#). The meetings are attended by members representing the five organisations and representatives from pharmacy system suppliers, [NHSBSA](#), [NHS Digital](#), [NHSE&I](#), and [NHSX](#). Further information on the group can be found on the [PSNC website](#).


**Members:** Matthew Armstrong, Steve Ash, David Broome (Vice Chair), Sibby Buckle, Richard Dean (Chair), David Evans, Sunil Kochhar, Fin McCaul, Tim Morgan, Graham Phillips, George Radford, Ravi Sharma, Craig Spurdle, Iqbal Vorajee and Heidi Wright.

Tim Morgan (PillTime) and Graham Phillips (Manor Pharmacy) are new members joining the group, both nominated by the NPA.

**Secretariat:** Dan Ah-Thion.

#### **Zoom meeting**

Attendees may want to review the [quick reference Zoom guide](#) and are encouraged to:

- Join early with a webcam to test access; and use a large screen for seeing slides.
- Use the 'raise hand' feature to seek the attention of the Chair.
- Use the 'chat' to comment, query or answer (comments are collected to help later work).
- Mute any devices logged into the meeting whilst not speaking (using the Zoom mute button , the device's mute option, or \*6 on the phone to toggle between mute and unmute).
- Note that attendees can invite colleagues within their organisation to dial-in to relevant parts.

The Zoom details are below.

*Log-in:* <https://us02web.zoom.us/j/89620531633?pwd=c1hqGnWZXFoeXVQTWJmemdOdytNUT09>

*Meeting ID:* 896 2053 1633 *Passcode:* 808134

*Dial-in for audio:* 0203 481 5237. *Alternatives:* 0131 460 1196; 0203 051 2874; 0203 901 7895

**Social media:** To publicly tweet about the group/meeting (excluding confidential info.) use: [#cpitg](#)

**Meeting format:** The meeting will be in two halves with a thirty-minute break during 12:30-13:00.

- |    |   |             |
|----|---|-------------|
| 1. | <b>Welcome from Chair</b>   | 11:00-11:05 |
| 2. | <b>Apologies for absence</b><br>Graham Phillips.  | 11:05-11:05 |
| 3. | <b>Minutes of the last meeting</b><br>The minutes of the last meeting held on 3rd September 2020 were emailed out to the group alongside this agenda. | 11:05-11:10 |
| 4. | <b>Actions and Matters Arising</b><br>Outstanding actions have been carried forward within the workstream updates appendix.                           | 11:10-11:10 |

## Actions (session 1 of 2)

5. **Pharmacy information flows standard** (page 3) ([Appendix CP ITG 01/06/20](#)) 11:10-11:25
6. **Pharmacy IT: Five Year framework IT: including Discharge Medicines Service (DMS)** (page 4) ([Appendix CP ITG 02/06/20](#)) 11:25-12:00
7. **CP ITG workstreams for group comment: RTEC, NHS Service Finder, website whitelisting and data security** (pages 5-7) ([Appendix CP ITG 03/06/20](#)) 12:00-12:30

## Break

**12:30-13:00**

## Actions (session 2 of 2)

8. **CP ITG workstreams for group comment: RTEC, NHS Service Finder, website whitelisting and data security** (cont.) (pages 5-7) ([Appendix CP ITG 03/06/20](#)) 13:00-13:15
9. **Summary Care Record (SCR) update** (page 8) ([Appendix CP ITG 04/06/20](#)) 13:15-13:30
10. **Paperless and Electronic Prescription Service (EPS) future work streams** (pages 9-10) ([Appendix CP ITG 05/06/20](#)) 13:30-14:00

## Report

11. **Welsh e-prescribing review** (page 11) ([Appendix CP ITG 06/06/20](#)) 14:00-14:10
12. **CP ITG workstream updates for report** (pages 12-15) ([Appendix CP ITG 07/06/20](#)) 14:10-14:20
13. **Post-meeting CP ITG communications and messages** 14:20-14:25
14. **Any other business** 14:25-14:30

## Close by 14:30

### Upcoming pharmacy/healthcare IT events

- Listed at: [psnc.org.uk/itevents](https://psnc.org.uk/itevents) and [digitalhealth.net upcoming webinars and events](https://digitalhealth.net/upcoming-webinars-and-events).

### Future meetings

- Wednesday 10th March 2021
- Wednesday 3rd June 2021
- Wednesday 22nd September 2021
- Wednesday 17th November 2021 (to be confirmed)

Subject	Pharmacy information flows standard
Date/time of meeting	18th November 2020: 11:00-11:25
Status	Public
Presenters	Kingsley Ejej (Professional Record Standards Body), Stephen Goundrey-Smith (RPS advisor to the PRSB and clinical lead on the project).
Overview	PRSB is overseeing work to consolidate the current six uses of pharmacy information flow standards (published in 2019) into a single standard, and is updating the standard to support new services being developed and piloted under the Community Pharmacy Contractual Framework (CPCF).
Proposed action	The group is to be updated.

**Report:**

- The Professional Record Standards Body (PRSB) previously worked with stakeholders and clinicians during 2018-19 to establish a Pharmacy information dataflows interoperability standards [version 1.0 \(downloadable in spreadsheet format\)](#). NHS Digital previously published the [Digital Medicine API](#) for suppliers working to integrate with the PRSB standard.
- The Pharmacy information flows standards set out how information could be passed from pharmacy to GP practice systems, e.g. for vaccine notifications and emergency supply notifications. These standard datasets were deliberately quite broad in their scope, so that they might be adapted more easily for use with other services. The standards are being used in Flu vaccination and CPCS urgent supply notifications in PharmOutcomes, Sonar, EMIS Web and TPP SystemOne. The six use cases already included are: immunisation administration (including flu vaccination), emergency medication supply, New Medicine Service (NMS), medication review, Community Pharmacist Consultation Service (CPCS) and appliance use review.
- PRSB is consolidating the current six standards uses into a single community pharmacy standard to support implementation by community pharmacy system suppliers. PRSB have said the update is planned for publication in early December 2020 and a release planned in February 2021.
- The PRSB work intends to futureproof the standard to support new services being developed and piloted under the CPCF. This is likely to include point of care testing (anti-microbial stewardship), smoking cessation referrals from secondary care, the Hepatitis C testing service, cardiovascular disease (hypertension) case finding service, palliative care and contraception provision.
- PRSB intends to also incorporate pharmacy system supplier feedback. PSNC contacted suppliers during October 2020 to confirm which persons would be acting as the main points of contact, and suppliers will have a further opportunity to comment on the work during a supplier workshop.
- Another PRSB webinar is scheduled on 9th December 2020 to discuss the information requirements for the enhanced standard. The webinar is currently being planned by Kingsley Ejej and Stephen Goundrey-Smith and others. PRSB is seeking a mix of representation to be present, including some pharmacists.
- PRSB standards are designed so that suppliers can sufficiently align with the whole standard even though they can design systems interfaces to only display relevant fields for related services.
- PRSB will provide an update to the group.

**CP ITG action:**

The group is to be updated by PRSB and the group will discuss the next steps.

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Subject	Pharmacy IT: NHS and five-year framework IT strategy
Date/time of meeting	18th November 2020: 11:25-12:00
Status	Public
Presenters	Libby Pink, Darryl Jones and Sarah Zareian (NHSE&I)
Overview	Five-Year framework IT developments are to continue.
Proposed actions	The group is to be updated and is to discuss developments.

NHS England and NHS Improvement and the wider group will discuss IT developments, strategy and progress to support the Five-year Community Pharmacy Contractual Framework ([Five-Year framework](#)).

### [Supplier questionnaire and NHS Community Pharmacist Consultation Service \(CPCS\) specification](#)

#### Report:

- As part of work to support the transfer of responsibility from the NHS to contractors of procuring IT for the CPCS, NHSE&I is seeking to support development of the community pharmacy IT market. As part of this work, NHSE&I previously commissioned South Central and West CSU procurement team to work on a market questionnaire for pharmacy system suppliers and a draft CPCS IT specification. PSNC and suppliers have fed comments into the CPCS draft specification.

#### CP ITG action

- Updates on the next steps will be provided by Darryl Jones, South Central and West CSU (about the market questionnaire), and Radhika Rangaraju about the CPCS IT specification.

### [Discharge Medicines Service \(DMS\) IT and supplier briefings](#)

#### Report:

- [DMS](#) is being introduced as an Essential service and therefore pharmacy contractors must provide the service from 1st January 2021 onwards. NHSE&I and PSNC were keen for suppliers to be given information on the service, IT implications and dataset requirements at the earliest stage possible. Suppliers were briefed on 21st October 2020 and invited to express interest with working with NHSBSA on a related API to support pharmacy teams using systems for the service.

#### CP ITG action

- NHSE&I contact persons on the project (Charlotte West and Libby Pink) will discuss DMS IT with the group and whether suppliers (or even others) would wish to be provided with similar briefing opportunities, if possible, in the future as other CPCS service development work continues.

### [GP CPCS IT and NHSE&I work on video consultations](#)

#### Report:

- Sarah Zareian (NHSE&I Digital First Programme) will provide a short update on recent progress.

#### CP ITG action

- The group are to be updated and may ask questions.

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Subject	CP ITG work streams: RTEC, NHS Service Finder, and data security
Date/time of meeting	18th November 2020: 12:00-12:30 and 13:00-13:15
Status	Public
Overview	The group are to be updated about some of the group's workstreams and comment on these. Comments or feedback that support progress on the priority areas, can also be emailed to Dan Ah-Thion ( <a href="mailto:it@psnc.org.uk">it@psnc.org.uk</a> ).

### Real Time Exemption Checking (RTEC) (12:00-12:10)

- NHSBSA has led on the RTEC project since January 2020. CP ITG and PSNC have been supportive of continued roll-out. Read more on RTEC, its phases and continued piloting of Department for Work and Pensions (DWP) RTEC at five pharmacies using PSL at: [RTEC](#). Feedback from RTEC users (PSL/EMIS/Cegedim/Titan systems) has continued to be very positive. Use of RTEC reduces the exchange of paper between pharmacy teams and patients, assisting infection control.
- NHSBSA has been meeting with two PMR suppliers to discuss the new data sharing arrangements necessary between NHSBSA and those suppliers. Deployments for pharmacies with these systems could have continued but the further deployment was paused during summer 2020. NHSBSA and one of those suppliers have said they have been able to agree a data sharing arrangement which will enable deployments to continue again imminently.
- The group previously discussed the need for renewed deployment and collaboration between PMR suppliers and NHSBSA to facilitate the deployment plans to urgently continue.
- A pharmacy agreement within MYS has been prepared to ease those arrangements needed between NHSBSA and suppliers – to be more widely communicated in due course (discussed previously).
- PSNC previously announced that contractors wishing to feed into development may volunteer to be earlier adopters by emailing [it@psnc.org.uk](mailto:it@psnc.org.uk). Volunteers will be chosen partially on a 'first-come-first-served' basis and dependent upon PMR/overall deployment plans as well.

### **CP ITG action:**

- CP ITG suppliers, NHSBSA and the rest of the group will discuss how additional deployment, currently paused, can be authorised imminently.

### NHS Service Finder (12:10-12:20)

- NHS Service Finder is a free online search tool which provides access to information from the Directory of Services (DoS). It is not accessible by the public, but it does allow pharmacy team members and other healthcare professionals to search for service information.
- NHS Service Finder team presented the tool during the group's March 2020 meeting, whilst the tool was being beta tested. The team have continued working on the tool across 2020 and incorporating feedback from PSNC and users. Local Directory of Services teams have profiled many more organisations during recent months so these appear within the tool. A CP ITG sub-group looked at the revised NHS Service Finder during October 2020 and approved of improvements and communications that enable more pharmacy teams to benefit from signing up and accessing non-public information such as GP practice non-public telephone numbers. NHS Service Finder team have agreed that pharmacy head office staff and Local Pharmaceutical

Committee (LPC) staff can also sign-up to use the tool.

#### CP ITG action:

- Sunil Kochhar will briefly update the group about use of the tool in his pharmacy.
- The group and member organisations are encouraged to use their networks to raise awareness of the tool amongst pharmacy teams ([example copy is available here](#)). PSNC has also prepared a factsheet: [psnc.org.uk/sfsheet](https://psnc.org.uk/sfsheet).



Figure: Image extract from NHS Service Finder factsheet

#### Whitelisting websites (12:20-12:30)

- PSNC, system suppliers and NHSX have discussed the challenges with whitelisting links during October 2020, particularly those websites within the nww area of the internet.
- PSNC has published a new webpage about whitelisting: [psnc.org.uk/whitelist](https://psnc.org.uk/whitelist).
- CP ITG's [Website/system list which pharmacy teams access](#) (pdf) was revised and published.
- System suppliers, aggregators and multiples have been asked to whitelist from their end (if required) the Dorset Care Record and Hepatitis C IT Registry ([clinicalregister.gemcsu.nhs.uk](https://clinicalregister.gemcsu.nhs.uk)) (HSCN connection and NHSBSA approval is also required for pharmacy access) for those contractors providing the new CPCF [Hepatitis C testing service](#). Further information if required can be obtained by contacting [it@psnc.org.uk](mailto:it@psnc.org.uk).

#### CP ITG action:

- The group are invited to comment if any have successfully accessed the Hepatitis C IT Registry.
- The group or pharmacy teams can request updates to the [Website/system list which pharmacy teams access](#) in the future ([it@psnc.org.uk](mailto:it@psnc.org.uk)).

#### NHSmail (13:00-13:10)

#### Report

- Since the previous meeting [NHS Digital improved the naming convention for pharmacy shared mailboxes](#). This change had been wanted by CP ITG, pharmacy users and others for some time. The main email address name was amended to the format: [pharmacy.ODScode@nhs.net](mailto:pharmacy.ODScode@nhs.net). The longer email addresses were converted to aliases so pharmacy teams would still receive emails directed to them.
- From 9th November 2020, under the NHS Terms of Service, contractors must ensure their staff have access to, and are able to send and receive NHSmail from, the pharmacy shared NHSmail mailbox. To meet this requirement, contractors must ensure that at least two members of staff at the pharmacy premises have live personal accounts that are linked to the shared mailbox.
- Personal NHSmail accounts will be deactivated or deleted if they are not used.
- NHS Digital reported [65 million MS Teams messages have been sent amongst NHS colleagues since the week it was rolled out](#).
- The NHSmail team are further improving the NHSmail service and as part of this, pharmacy accounts continue to be upgraded (completion planned by December 2020). The upgrade enables pharmacy NHSmail users to use some Office 365 features, some of which are already accessible.

- Microsoft Teams access after the upgrade should be possible. PSNC and NHSmail team have discussed the Teams functionality after some pharmacies could not initially 'create a meeting' after their upgrade. Some functionalities may become available several days after an account is upgraded.
- Most NHSmail users should not be impacted by the upgrade. However, those that use the Outlook mobile app (for personal NHSmail accounts only, not for the shared NHSmail inbox) may need to remove and re-add their account into the app and [NHSmail mobile device guidance](#) explains how. NHSmail usage requires suitably secure devices and internet browsers. Read more at PSNC's [NHSmail upgrade factsheet](#) which includes links to *support.net* webpages for technical advice.
- Pharmacy NHSmail users with technical queries should use information on the 'Technical queries and escalation' section of PSNC's [NHSmail webpage](#) to seek assistance.
- Medicines and Healthcare products Regulatory Agency (MHRA) began sending [Central Alerting System \(CAS\)](#) email alerts direct to pharmacy's shared NHSmail accounts during early November 2020.

#### CP ITG action:

NHSmail users within the group are encouraged to:

- comment about any experiences with accounts being upgraded or pharmacy MS Teams usage; and
- use MS Teams after their accounts are upgraded to identify any support needs pharmacy teams may have.

#### [Data security](#) (13:10-13:15)

- Cyber and data security: Following the CP ITG discussion with the NHS Digital data security centre about pharmacy and cyber security, NHS Digital commissioned Templar Executives Cyber Security Solutions to undertake discovery work at 15 pharmacies. Templar Executives completed pilot community pharmacy site visits and visited several pharmacy system suppliers. The outputs are due to be reported to the group once the findings have been consolidated. Some of this work was paused during the pandemic but will continue in 2021.
- The National Cyber Security Centre (NCSC) want to undertake pharmacy visits to explore use of Cyber Essentials within community pharmacies and care homes. The final details of the timescale and offer is still to be determined. NHSX, NHS Digital and PSNC discussed the benefit with NCSC, considering the NHS Digital and Templars work and the related collated feedback and findings. NHSX have briefed NCSC about the previous Templars visits to pharmacies.
- PSNC performed some analysis of data during October 2020 suggesting close to 100% of pharmacy contractors published a Data Security and Protection Toolkit (DSPTK) by the 30th September 2020 deadline.
- NHS Digital's DSPTK team have been speaking with contractors and PSNC about the planned changes for the 2020/2021 DSPTK.

#### CP ITG action:

- Identify whether any of the group would be willing to have a pilot Cyber Essentials visit from NCSC. They are likely to be looking for a mix of pharmacy types.

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Subject	SCR and records update
Date/time of meeting	18th November 2020: 13:15-13:30
Overview	NHS Digital's SCR work has continued throughout the pandemic.
Presenters	Rob Jordan and Anthony Linley (NHS Digital)
Proposed action	The group are to be updated and to provide feedback and comment on statistics.

## Report

- NHS Digital made 'Additional Information' the default setting for patients (although the small number of patients which had opted out of SCR remain opted out), so that pharmacy teams and others can view richer information to support patient care. This relies on the Control of patient information (COPI) notice scheduled to expire on 31st March 2021 unless further extended.
- Community pharmacy feedback and that from CP ITG members was extremely supportive of the change continuing irrespective of the pandemic.
- Further updates to the Terms of Service for pharmacy contractors previously agreed under CPCF have come into effect. [From 9th November 2020 pharmacy contractors must ensure that staff working at their pharmacy can access NHS Summary Care Records \(SCR\)](#) and that access is consistent and reliable during the pharmacy's opening hours, in so far as that is within the control of the contractor.
- SCRa continues to display the Shielded Patient Flag and the Pandemic Delivery Service has been reactivated during the second national lockdown.
- COVID-19 codes on the patient's SCR - Users of the Summary Care record application and SCR 1-click systems will be made aware of specific suspected and confirmed COVID-19 information by a message box displayed on the SCR.
- NHSX have supported rollout of iPads in care homes to help reduce loneliness, and these can also be used to access SCR by care home staff.
- NHS Digital will provide verbal updates and seek some feedback from the group.

## CP ITG action:

- The group and pharmacy teams are asked to continue to share any additional experiences about how the wider SCR access supports the ability to care for patients to [it@psnc.org.uk](mailto:it@psnc.org.uk) to support work by PSNC and RPS on the matter.

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Subject	Paperless and EPS future work streams
Date/time of meeting	18th November 2020: 13:30-14:00
Status	Public
Overview	NHS Digital's and NHSBSA's EPS work has continued throughout the pandemic. Considerations are taking place in Wales about prescriptions future.
Presenters	Martin Hagan (NHSBSA), Jo Lambe (NHS Digital), Matt Armstrong (Boots/CCA)
Proposed action	None.

### Practicalities of going paperless and 'faxless' (13:30-13:40)

- The group previously identified going paperless as a major priority – within its *Digital Priority List* and *Views on the next generation of EPS* shortlists. However, pharmacy teams continue to report considerable use of paper and printing for reasons such as enabling prescription information to move around the dispensary given limited space for PMR terminals.
- A CP ITG / Community Pharmacy Digital Group (CPDG) sub-group call was held just prior to CP ITG's November meeting to discuss paperless and 'faxless' processes. See: [Paperless processes feedback and next steps](#). The notes will be published on CP ITG's webpage in late November but if you wish to request changes to the notes please contact [it@psnc.org.uk](mailto:it@psnc.org.uk) before then.
- During the sub-group call, several contractors expressed interest with trialling less paper usage (with support from CP ITG and PMR suppliers ideally also in place):
  - Ben Eaton, Dean & Smedley (EMIS Proscript Connect user);
  - Dane Argomandkhah, Cohens;
  - Vikesh Patel, Weston Pharmacy; and
  - Rupal Sagoo, Tesco Pharmacy.
- Simeon Green (Cegedim) also expressed interest with progressing the work stream and took part in the paperless call.
- NHSE&I invited CP ITG to endorse the principles within the NHSE&I fax guidance and to be referenced within the document. A CP ITG sub-group suggested minor revisions that would enable them to support CP ITG endorsement of the document and principles.
- [The Government has temporarily suspended the requirement for patients \(or their representatives\) to sign the back of NHS prescription forms or EPS tokens](#) from 1st November 2020 until at least 31st March 2021. PSNC continues to discuss with Department of Health and Social Care (DHSC) the remaining need after this point, for the regulatory requirement that requires the patient or representative to sign a declaration on a prescription form or EPS token when they pay an NHS prescription charge.

### **CP ITG action:**

- Suppliers are asked how they may support small scale trials – such as handheld device trials?
- Suppliers are asked about options for capturing digital patient signatures and storing these on the local pharmacy system? Are there challenges because of file sizes?
- The group is asked if digital patient signatures are being captured already and how?

### NHSBSA EPS update (13:40-13:45)

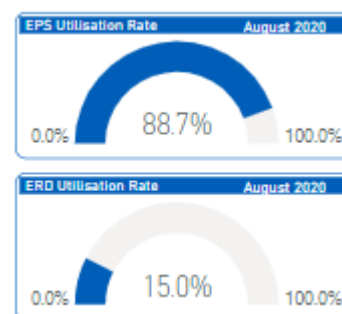
- The [NHS EPS endorsement guidance](#) was updated (version 7.5) to clarify definition of exemption

value 0015 only relates to HM Prison prescribing, and to include revised prescription type codes for Secondary Care.

- NHSBSA performed a one-off exercise on the most frequently disallowed items and shared these reports with PMR suppliers and PSNC to assist suppliers and allow the drafting of [generic pharmacy guidance](#).
- NHSBSA have engaged with system suppliers and PSNC regarding NHSBSA's planned EPS Serious Shortage Protocol (SSP) implementation advice. Suppliers were invited to feed back to NHSBSA.
- Suppliers have been providing comments about the EPS SSP supplier implementation guidance and process plans, to NHSBSA.
- NHSBSA may provide an update about EPS SSPs and endorsing guide changes.

#### EPS updates and EPS future work (13:45-14:00)

- NHS Digital EPS and eRD utilisation rate statistics (for the August 2020 dispensing month) are set out in the nearby image. Since the previous meeting: NHS Digital has supported EMIS with further rollout of Phase 4 to more GP practices; [over 90% of GP practices have moved to Phase 4](#); more than 90% of prescriptions processed by pharmacy are EPS ones; and EMIS made the 'one-off nomination' feature available to prescribers. Nomination remains the preferred solution.
- The group's comments and pharmacy team feedback informed the drafting of [CP ITG's Views on the next generation of EPS](#) version 1.0 list which had been discussed by NHS organisations and PSNC. Community pharmacy teams continue to be encouraged to contact [it@psnc.org.uk](mailto:it@psnc.org.uk) to suggest changes to future versions.
- NHSX is continuing work to explore updating the EPS application programming interface (API) that might support more modern standards in the future. A new API might sit alongside the existing one, enabling suppliers to potentially opt to use the adaptable EPS FHIR standard.
- Patient consent requirements for [Electronic Repeat Dispensing \(eRD\)](#) remain temporarily suspended to encourage wider use of eRD during the COVID-19 pandemic.
- PSNC published an [EPS and dm+d factsheet](#) during October 2020.
- Jo Lambe (NHS Digital Product Manager) will provide the group with an update regarding EPS and the next generation of EPS work and the group may ask questions about the EPS future work stream.



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Subject	Welsh e-prescribing review
Date/time of meeting	18th November 2020: 14:00-14:10
Overview	Matt Armstrong has fed into work in Wales considering an electronic prescription system – on behalf of the CP ITG.
Proposed action	None.

A verbal update will be provided.

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Subject	CP ITG work streams for report
Date/time of meeting	18th November 2020: 14:10-14:20

Status	Public
Overview	This appendix provides updates on some of the other work plan areas, much of which may not be covered in detail during this meeting given the time scheduled. Comments or feedback that support progress on the priority areas, can be provided by emailing Dan Ah-Thion ( <a href="mailto:it@psnc.org.uk">it@psnc.org.uk</a> ).

1a	Supporting the development of interoperability/integration
	Relevant webpages include: <a href="#">/interoperability</a> and <a href="#">/dosesyntax</a>

### Records update

- Updates about [LHCR](#) arrangements have been included within previous meeting papers.
- PSNC published an [IT case study about pharmacy access to Dorset Care Record \(DCR\)](#).
- CP ITG members are asked to continue to support any access to LHCRs and to try to encourage pharmacies to make use of access, where this has been granted locally.
- [NHSX CEO Matthew Gould wants shared records systems in place across the country within a year](#). Coverage across England is not yet at 50% but LHCR progress is accelerating.

### Scheduling standards

- NHS Digital hosted a briefing for suppliers and others about [updates and uses of NHS Booking standards](#). PSNC has provided an update and video link to suppliers. Suppliers within other sectors have integrated into CareConnect scheduling standards this year. Suppliers may refer to [developer.nhs.uk](http://developer.nhs.uk) to learn about the [GP Connect and CareConnect differences](#).
- [NHS Digital has reported work regarding the National Booking Service for COVID19 Vaccination](#): “High level design has been completed for a new service to be built on [nhs.uk](http://nhs.uk), incorporating Personal Demographic System (PDS) look-up and basic validation and clinical checks, to allow NHS staff and qualifying citizens to book a vaccination in a national vaccination centre. The vaccination centres would be determined and configured at the point of availability of a vaccine and would run alongside delivery of vaccinations. Vaccination events arising from bookings will also be captured and fed back into clinical records, in primary care and the SCR.”

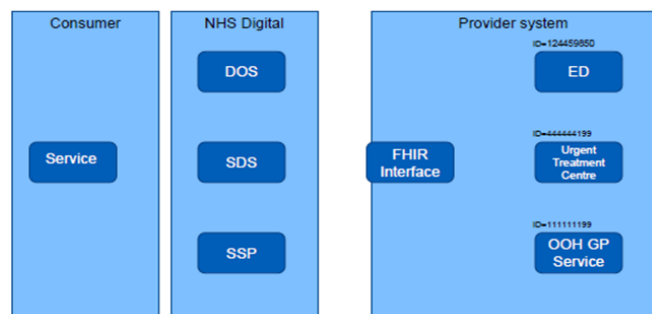


Figure: NHS Digital illustration of CareConnect scheduling standards

### Recommended minimum transfer dataset for pharmacies switching from one pharmacy medication record (PMR) system to another:

The group previously supported developing a recommended minimum dataset for when a pharmacy contractor switched from one PMR to another. For the sake of continuity of patient care, it is critical for some information to be transferred.

### Next steps:

- Stephen Goundrey-Smith performed an exercise to align the dataset to PRSB’s [core information standard](#).

- The [drafted dataset has been revised](#) incorporating comments during the meeting and comments after the previous meeting (from Stephen Goundrey-Smith and suppliers).
- Suppliers are asked to send comments during November 2020 to [it@psnc.org.uk](mailto:it@psnc.org.uk). Comments can also be made during the AOB section of the meeting. Subject to further approvals, an endorsed dataset and future 'effective date' will be published.

### Other updates about interoperability

- Tony Heap, Lead Product Owner for API Management at NHS Digital, blogged about how [NHS Digital's new API Platform may create opportunities to improve digital health and care services](#).
- The group agreed at a previous meeting to support the capability for anonymised data to be accessible so that the important interventions of pharmacy teams begin to be auditable, and the value of community pharmacy can be further demonstrated. If PMR systems were to be adapted to allow such data sharing, it would require the development of a roadmap and a standard approach to data provision, which may benefit from use of SNOMED CT clinical terms. A PSNC-drafted dataset was prepared and a dataset for the Community Pharmacist Consultation Service could be added. If you would like to help progress this work, please contact [it@psnc.org.uk](mailto:it@psnc.org.uk).
- NHS Digital [reported](#) that hospitals across England can send secure and standardised clinical patient discharge summaries and outpatient attendance information electronically to GP systems following a successful first of type by NHS Digital, TPP and Dorset County Hospital.

### Notifications from pharmacy systems to GP practice systems

- Shahzad Ali and Fleur Bradley (NHS Digital) [shared an update regarding flu notification progress with the group before its meeting \(click here\)](#). Data from NHSE&I shows that there is an increase in the number of flu vaccinations provided by community pharmacies because of COVID-19.
- Electronic notifications are sent automatically from pharmacies which use the Sonar Informatics and PharmOutcomes systems and they are received by GP practices as a workflow task. Some GP systems can receive structured information, which means details can be added directly to a patient's record, without the information having to be manually transcribed.
- These electronic notifications are currently available for the urgent supply of medicines made as part of the CPCS and pharmacy administered flu vaccinations. GP practices using TPP SystemOne can receive notifications for both services. GP practices using EMIS Web can receive urgent supply notifications and from October/November 2020, flu vaccination notifications.
- PSNC has highlighted the progress within its [communications](#) for pharmacy teams.

Further IT-related updates to the Terms of Service for pharmacy contractors previously agreed under CPCF came into effect from 9th November 2020 including those listed below.

- [Updating NHS website profiles](#). Pharmacy contractors must ensure there is a comprehensive and accurate profile for their pharmacy on the NHS website. Contractors must also ensure they verify and, where necessary, update the information contained in the profile at least once each quarter.
- [Updating DoS profiles](#). Pharmacy contractors must ensure there is a comprehensive and accurate profile for their pharmacy in the DoS and check or update the profile as needed.
- [Maintaining EPS access](#). Contractors must ensure access to the EPS at their pharmacy premises and that access is constant and reliable, in so far as within the contractor's control.

1c

### Supporting maintenance and demonstration of data security and information governance arrangements

Relevant webpage(s) include: [/ds](#)

- The [National Data Guardian \(NDG\) published their July 2020 Panel meeting minutes](#) during November 2020. The panel discussed the SCR-AI extension possibly continuing post pandemic –

if regulatory adjustment. NHSX reported during the meeting that “consultation with key stakeholders and the public has indicated strong support for sharing data for direct care”.

- [Public Health Wales confirmed that it had suffered a data breach](#) which involved the personally identifiable data of Welsh residents who have tested positive for COVID-19.
- [The government may consult on developing legislation for consumer protection relating to digital “ID cards”](#) for members of the public to make it easier for them to access services such as GPs.
- [NHSX has launched a consultation](#) on the [draft Records Management Code of Practice 2020](#) which is intended to replace the [2016 version](#). The revised code aims to include technological updates and to continue to ensure consistent practice across the health and care system. Views are being captured not later than 11th December 2020. The passages relating to pharmacy are similar to those within the 2016 version. The document includes these passages: *“The retention periods listed must always be considered the minimum periods. With justification a retention period can be extended... Retention periods begin when the record ceases to be operational. This is usually at point of discharge from care, when the record is no longer required for current on-going business, or the patient/service user has died... it is very important that any health and care records are reviewed before they are destroyed.”*

Both the 2016 and drafted 2020 version list two years as the minimum retention period.

Record Type	Retention Period	Disposal Action	Notes
Pharmacy Prescription Records	2 years	Review and destroy if no longer required	A record of the Prescription will also be held by NHS BSA and there will be an entry on the patient record.

Figure: Records Management Code of Practice 2020 pharmacy table

2a

### Support reduced burden through tackling issues related to the practical use of pharmacy IT and promoting good IT practices

Relevant webpages include: [/itworkflow](#)

- [NHS Digital continues working with Entrust on a new virtual smartcard solution](#) utilising [NHS Identity](#) standards. The group will be updated if the solution is EPS assured at some point in the future.
- NHS Digital reported that the [majority of premises using N3 had transitioned to HSCN](#).
- PSNC updated its guidance about [How to get more out of your connection and HSCN](#) and its router guidance: [psnc.org.uk/routers](#) during October 2020.
- Comments about [Fax removal guidance](#), being considered for CP ITG endorsement, can be submitted to [it@psnc.org.uk](mailto:it@psnc.org.uk) by 25th November 2020. A CP ITG sub-group supported this.

3a

### Supporting the development of pharmacy systems

Relevant webpages include: [/systems](#)

- PSNC has collated a list of links to key IT requirements relevant to pharmacy contractors and system suppliers at: [psnc.org.uk/itrequirements](#).

3b

### Supporting EPS and its enhancements

Relevant webpages include: [/eps](#)

- PSNC received queries regarding system usage to identify patients no longer nominated. The group previously noted that all EPS dispensing systems were informed that suppliers / contractors must not facilitate automated repeat checking of patients’ NHS Spine nomination settings for the purpose of bulk contact to patients that have moved their nomination away from the dispenser

in question. Use of EPS data had not been approved for this type of data flow.

4a

#### Consider the development of apps, wearables and technologies in healthcare

Relevant webpages include: [/apps](#)

- [Additional suppliers integrated with NHS Login](#).
- [The German federal government's Digital Healthcare Act \(DVG\) has led to two health apps now available for prescription in Germany](#). They are: Kalmeda app, which aims to help with tinnitus, and Velibra, an anxiety therapy programme. Studies suggested that "6% of patients have used paid medical apps in the past, 60% would if prescribed and the costs were covered by the payer."
- The [Hospify app has announced it is expanding its mobile communications app to pharmacy networks](#) and GP practices to help improve the communication of prescribing information.

5a

#### To support useful and usable IT beyond pharmacy PMR systems and EPS

Relevant webpages include: [/itfuture](#)

- [IT arrangements/infrastructure CP ITG survey](#): The survey has been prepared into Survey Monkey format. The group are encouraged to test out the survey before the meeting and provide final comments by email. It will be published after the meeting, and the group is encouraged to promote it. The results will be shared amongst the group.
- Laura Wade-Gery [the chair of NHS Digital will lead a review of NHSX, NHS Digital, and NHS England and NHS Improvement's approach to digital transformation](#). The consultancy firm McKinsey was commissioned to undertake work over the course of seven weeks to support the review.
- [NHS Digital's CEO Sarah Wilkinson spoke about embracing digital and summarised NHS Digital's recent work](#) including the expansion of SCR Additional Information to pharmacies and others.
- The group's comments at the previous meeting (and after it by email) were incorporated into the draft [CP ITG digital priorities infographics](#) prepared by Matt Armstrong and Dan Ah-Thion. The infographics were published within the CP ITG's quarterly round-up as draft infographics. If you have further comments before these are published as version 1.0 for the group, please submit comments to [it@psnc.org.uk](mailto:it@psnc.org.uk) before the end of November 2020.
- [The Health Foundation explored the state of the evidence base on video consultations and set out some priorities for future research](#). There is a growing body of research from across the world on the use of video consultations (see the appendix within the Health Foundation link for a selection of recent articles). However, many of the studies have been short-term pilots involving a small number of people with very selective inclusion criteria.
- [NHSX innovation development team is exploring NHS robotic process automation \(RPA\)](#). The team conducted a survey during Autumn 2020 and intend to prepare a roadmap for RPA soon.
- [NHSX has set up a team to improve data collaboration in the health service](#).
- [NCSC's annual review revealed an increase of cyber-attacks](#) during the pandemic.
- [NHSX and NHS Digital chief executives shared lessons about NHS digital transformation lessons](#).
- [Public Accounts Committee published a report on Digital transformation in the NHS](#) including lessons from previous IT programmes and past paperless objectives.
- Health and Social Care Secretary Matt Hancock highlighted the landmark new "[GENOME UK](#)" genomics strategy. Its three key focus areas: personalised medicine; prevention; and research. The strategy builds on the ambition to analyse five million genomes by 2023/24.
- The Medical Futurist wrote about '[Future Scenarios for Pharmacy](#)'.

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