Community pharmacy IT progress update: Winter 2020

This briefing sets out updates about community pharmacy IT and progress with Community Pharmacy IT Group's (CP ITG's) workstreams.

The updates are categorised into the work plan areas below.

- Supporting interoperability;
- NHSmail;
- Data security;
- Reduced burden and practical use of IT;
- Electronic Prescription Service (EPS) enhancement;
- Pharmacy systems;
- Apps, wearables and technologies; and
- IT policy updates;

Note: You can click or select a category heading (left) to automatically scroll down to that section of the document.

Comments or feedback that support progress on the priority areas, can be provided by emailing it@psnc.org.uk.

1a	Supporting the development of interoperability/integration
	Relevant webpages include: */interoperability* and */dosesyntax*

SCR and records update

- 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 Local Health Care Record (LHCR) progress is accelerating.
- PSNC published an IT case study about pharmacy access to Dorset Care Record (DCR).
- 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.
- CP ITG members and pharmacy teams 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.
- 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 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.

Next steps:

- 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 to support work by PSNC and RPS on the matter.
- PSNC and RPS will write to NHS England and NHS Improvement, NHS Digital and NHSX during November 2020 about the benefit with SCR Additional Information being the default SCR, and about the benefits with LHCRs and pharmacy systems being able to use integration standards with LHCRs to facilitate more integration between suppliers and any LHCR system.

NHS Service Finder

- 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 to CP ITG at the group's March 2020 meeting whilst the tool was being tested. The NHS Service Finder 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 subgroup 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.

Look-up the GP practice bypass phone number
For use where clinically appropriate, non-public numbers are listed for practices (where available). If you are looking up a specific practice, use the 'Check details of a specific service' option.

Look-up which local health and care organisations are open
This assists with signposting patients, particularly out of hours.

Quickly send details and route options straight to patient's phone or email
This helps your patients to easily get to near-by organisations that you are signposting them to.

Check your pharmacy is displaying as expected
This helps staff from other health and care organisations refer patients to you, when needed. If you need to update information within a profile refer to the 'Queries' section of psnc.org.uk/sf which explains about DoS Profile Updater and

Top tip: Sign-up now, using NHSmail, test it and bookmark the link:
finder.directoryofservices.nhs.uk

Figure: Image extract from NHS Service Finder factsheet

Next steps:
- Pharmacy contractors, the group, its member organisations, LPCs and others are encouraged to use their networks to raise awareness of the tool amongst more pharmacy teams (example communications copy is available here). PSNC has also prepared a factsheet: psnc.org.uk/sfsheet and published a news item.

Scheduling standards within pharmacy systems

- NHS Digital hosted a briefing for suppliers and others about updates and uses of NHS Booking standards. PSNC has provided an update to suppliers. Suppliers within other sectors have integrated into CareConnect scheduling standards this year. Developer.nhs.uk compares GP Connect scheduling standards to CareConnect scheduling standards.
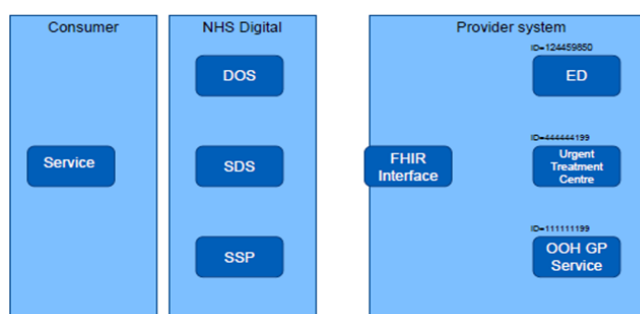

Figure: NHS Digital illustration of CareConnect scheduling standards

- NHS Digital has reported work regarding the National Booking Service for COVID19 Vaccination regarding booking and records: "*High level design has been completed for a new service to be built on 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.*"

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. RPS performed an exercise to align the pre-prepared dataset to PRSB's core information standard.

Next steps:
- Suppliers have been asked to send comments to PSNC during December 2020. Subject to further approvals, an endorsed dataset and future 'effective date' will be published within 2021.

Updating the Pharmacy information flows standard

- 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 SystmOne. 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.
- 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 PRSB. 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.

Next steps:
- The group will be invited to attend the 9th December 2020 workshop.
- Suppliers will be invited to attend a supplier workshop.
- Pharmacy team members that would like to feed into the work may contact it@psnc.org.uk.

Supplier questionnaire and NHS Community Pharmacist Consultation Service (CPCS) specification

- As part of work to support the transfer of responsibility from the NHS to contractors of procuring IT for the CPCS, NHSE&I previously commissioned NHS South, Central and West Commissioning Support Unit 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 IT draft specification.

Next steps:
- The group will be invited to comment on the CPCS IT draft specification during November 2020.
- CP ITG suppliers will be notified about the questionnaire.

Discharge Medicines Service (DMS) IT and supplier briefings

- 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 during October 2020 and invited to express interest with working with NHSBSA on a related API to support pharmacy teams using systems for the service.

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.
- 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.
- The group agreed previously 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.

Notifications from pharmacy systems to GP practice systems

- NHS Digital shared an update regarding flu notification progress with the group (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 SystmOne 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.

IT-related updates to the Terms of Service

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.

1b	Supporting NHSmail
	Relevant webpage(s) include: [/NHSmail](#)

- [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. 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.

Next steps:

NHSmail users are encouraged to use MS Teams after their accounts are upgraded to facilitate more collaboration amongst and between NHSmail users.

1c	Supporting maintenance and demonstration of data security and information governance arrangements
	Relevant webpage(s) include: [/ds](#)

Data security pharmacy visits and lessons

- 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) are considering undertaking 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.

Next steps:

- Pharmacy contractors that might be interested to have a pilot Cyber Essentials visit from NCSC, can contact it@psnc.org.uk. NCSC may be looking for a mix of pharmacy types if this work continues.

General data security updates

- 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".
- NCSC's annual review revealed an increase of cyber-attacks during the pandemic.
- 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*

Whitelisting websites

- 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.
- 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) (*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.

Next steps:
- Pharmacy contractors or the group are invited to comment if any contractors 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).

Practicalities of going paperless and 'faxless'

- 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) subgroup call was held during October 2020 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.
- During the subgroup call, several contractors expressed interest with trialling less paper usage (with support from CP ITG and PMR suppliers).
- 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 subgroup 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.

Other updates

- 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.
- CP ITG supports those goals to [remove faxes from within pharmacies](#).

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](#).

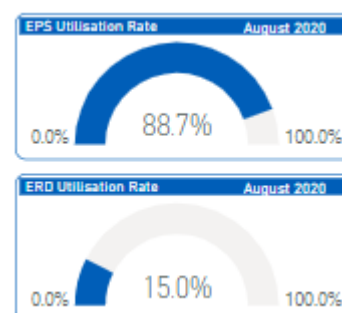| 3b	Supporting EPS and its enhancements
	Relevant webpages include: [/eps](#), [/rtec](#) and [/itfuture](#)

NHSBSA EPS update

- 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 [non-system-specific 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
- NHS Digital EPS and eRD utilisation rate statistics (for the August 2020 dispensing month) are set out in the nearby image. Since the previous quarterly update: 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](#) 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.

- 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.

Real Time Exemption Checking (RTEC)

- 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.
- The NHSBSA have published a registration guide which explains how pharmacy contractors can log in to MYS and confirm acceptance of the RTEC user agreement. Pharmacy multiples can submit a bulk declaration for multiple pharmacies if they wish (see the NHSBSA registration guide for details of how to do this).

Next steps:
- CP ITG suppliers, NHSBSA and the rest of the group will work to support deployment again from December 2020 onwards.
- Pharmacy contractors will be encouraged to register now for RTEC. Contractors that are already using RTEC should also confirm their acceptance of the user agreement if they have not already done so.

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

- 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.
- Further comments were incorporated into the CP ITG digital priorities infographics version 1.0.
- 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.
- 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'.
- The IT arrangements/infrastructure CP ITG survey has been prepared into Survey Monkey format for future publication.

CP ITG members nominated by PSNC, NPA, RPS, CCA and AIMp: Matthew Armstrong, Steve Ash, David Broome (Vice Chair), Sibby Buckle, Richard Dean (Chair), David Evans, Sunil Kochhar, Fin McCaul, Coll Michaels, Tim Morgan, Graham Phillips, George Radford, Ravi Sharma, Craig Spurdle, Iqbal Vorajee and Heidi Wright.

The wider group: Other pharmacy representatives, system supplier representatives and representatives from NHSE&I, NHS Digital, NHSX and NHSBSA.

Secretariat: Dan Ah-Thion.

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

Meeting date: Wednesday 18th November 2020

Next main meetings: 10th March 2021, 3rd June 2021, 22nd September 2021 and 17th November 2021.

Comments or feedback: Comments that support progress on the priority areas, can be provided by emailing Dan Ah-Thion (it@psnc.org.uk).

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.