Vision for the future of pharmacy IT

CP ITG pharmacy representatives have reported several priorities to support the community pharmacy sector which align to the previously published CP ITG vision of pharmacy IT.

A. Developing robust services IT & systems

1. Robust IT solutions for delivery of pharmacy NHS Community Pharmacy Contractual Framework (CPCF) services
2. NHS technical toolkits to promote a marketplace of robust pharmacy services IT solutions
3. An expanded Digital Services for Integrated Care Pharmacy IT workstream to incentivize innovation and alignment to CPCF developments, and assist management of supplier capacity, (this diagram includes items which may be included into supplier development)
4. Systems enable capture of patient interactions using standardized coding and the logging of those for clinical purposes and to capture the workload impacts

B. Establishing data flows & IT standards

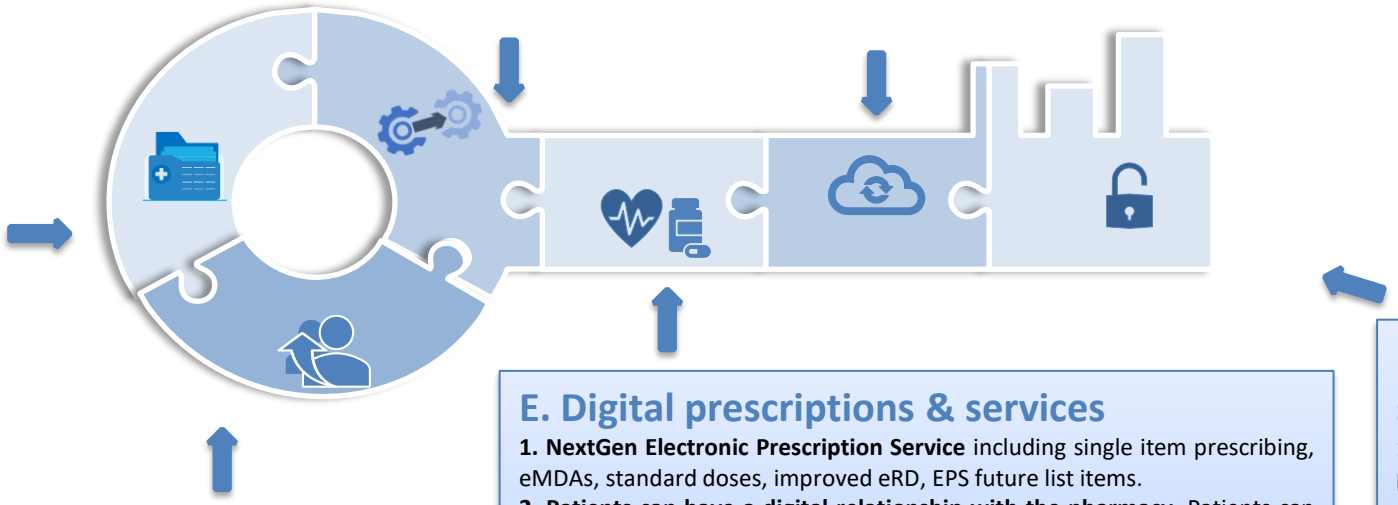
1. Expanded Community Pharmacy Data standard enabling data flow to / from pharmacy with other parts of health and care
2. Messages send to and from pharmacy systems and other parts of health and care (ideally structured messages)
3. Service record data APIs to reduce pharmacy teams needing to perform double data entry
4. An optimal NHSmail model for the sector
5. Use of standards within systems e.g. system transfer minimum datasets and more
6. Unified NHS pharmacy datasets & simple profile updating for accuracy, no double data entry etc. e.g. expansion/interoperability of NHS Profile Manager & NHS Service Finder and future related APIs

G. Optimal principles across all pharmacy IT

1. Planned in coordinated way
2. User-tested and usable
3. Service-led and patient-focused to improve patient outcomes, experiences and safety
4. Pharmacy choice of system from a vibrant marketplace of suppliers with viable business models available to such suppliers
5. Pharmacy choice of face-to-face and digital options and digital inclusion considered
6. Resilient and backed up with contingency arrangements
7. Supported by clear communications, guidance, training and helpdesks
8. Paperless and reduced burden
9. Interoperable IT

C. Electronic health records usage

1. Wider integration with GP Connect records and Shared Care Record (ShCR) and expansion of PRSB Core information standard and future NHS coding/APIs needed so that a supplier integrating with any records system can easily plug into other records systems (e.g. ShCRs)
2. GP Connect health records information into the National Care Records Service portal for all pharmacies as an interim step prior to full integration of ShCR into pharmacy clinical systems
3. ShCR & records 'pointer links' in NCRS+NRL
4. Pharmacy has appropriate access to genomics information
5. Patients can share information e.g. mobile and wearables data back to their pharmacy / records



D. Seamless referrals & appointments

1. Expanded NHS Bookings and Referrals Standard (BaRS) for pharmacy and other sectors use across their systems
2. Patients use chosen platforms including NHS App and pharmacy apps to view/change appointments. Pharmacy & NHS (incl NHS National Booking Service) systems are also integrated into BaRS and those appointments
3. IT supports pharmacy teams providing face-to-face and virtual consultation options

E. Digital prescriptions & services

1. NextGen Electronic Prescription Service including single item prescribing, eMDAs, standard doses, improved eRD, EPS future list items.
2. Patients can have a digital relationship with the pharmacy. Patients can send and receive information, patients and EPS users can also see, track and be notified about prescription processing status and regarding other services
3. Medicine order and digital messages standardized and pharmacy systems always sighted of these
4. Drug Tariff IT is planned in advance and within overall planning, particularly if change to Electronic Prescription Service / PMR
5. Patients and others can easily see which pharmacies deliver which services via NHS website and NHS App
6. Independent prescribing IT is ready for use within the sector

F. Straightforward security & connectivity

1. Straightforward security for patients and pharmacy. Non-duplicative e.g. security aspects within Data Security and Protection Toolkit, and IT secure but security elements easy-to-use
2. 'Login with NHSmail' and improved 'NHS Care Identity Service 2' lessening need for Smartcards and excess passwords
3. Robust connectivity & equipment e.g. WiFi/HSCN, mobile, paperless and robust hardware / software

Queries about this infographic can be sent to the CP ITG secretariat . Slide updated **August 2023**.

CP ITG: digital vision overview

Community Pharmacy IT Group

Community Pharmacy IT Group (CP ITG) gathered views and priorities within four mission areas.

Interoperability and security

(a) Records: SCR with Additional Info, NHS Direct Care APIs (GPC), Shared Care Records (ShCRs) and other records integrate with pharmacy systems so that pharmacy 'reading and writing' supports services to patients, reduces clinical risk and reduces patients' need to repeat information. All records to align to an expended version of PRSB core info standard

(b) Standards: Pharmacy systems use standards set out by PRSB, NHS Digital and others, for notifications from and to pharmacy systems (e.g. flu vaccination; referral from/to hospital/NHS111/GP; medicines statuses; and doses), and integration with records. BaRS across pharmacy/GP to cover referral and appointment standards

Reducing burden

(a) Easy sign-in: Systems use single sign-on/biometrics to reduce time spent logging in and out of many systems – to include Care Identity Service 2.

(b) Usable and seamless tech: Future technology is usable, paperless, user-tested, and eases workload [incl MYS APIs]. Systems integrate notifications, messages and appointments, to support referral from/to Hospital/GP/111 etc [BaRS].

Good use of digital

(a) Iterative: EPS, NHS IT, and pharmacy IT continues to keep improving

(b) Service led: Pharmacy IT and systems are fit for purpose for patient contractual five-year framework services. Published portable NHS technical requirements enable supplier preparation and competition.

(c) Systems enables the best care for all: Patient-focused pharmacy systems reduce double keying. Pharmacy has IT to support face-to-face or remote care (including video consultation) options.

Patient tools

(a) More patient tool usage and tools should be usable and inclusive.

(b) Patients toggle whether to share info with their nominated pharmacy.

(c) Patient data standards set out by PRSB and others.

See also: the full list or summary list.

Contact it@psnc.org.uk if you have a question about this document or this slide.

A proposed approach for pharmacy IT & supplier development

Pharmacy representatives and Community Pharmacy IT Group pharmacy representatives have sought to support the vision of pharmacy IT. It has been proposed that these work items are folded into pharmacy IT supplier development planning. This would be intended to incentivize innovation and alignment to the Community Pharmacy Contractual Framework (CPCF) developments, and assist suppliers with their planning and the management of their capacity and work/team/development planning. Suppliers have reported to CP ITG that they welcome clarity about the short, medium and long term plans which impact pharmacy IT, to provide them with the confidence to align their development work.

Developing robust services IT

- **Robust IT solutions** for delivery of pharmacy NHS Community Pharmacy Contractual Framework (CPCF) services
- **NHS technical toolkits adherence** to promote a marketplace of robust pharmacy services IT solutions
- **Systems enable capture of patient interactions** using standardized coding and the logging of those for clinical purposes and recording of interactions

Straightforward security & connectivity

- **Straightforward security for patients and pharmacy.** Non-duplicative across pharmacy IT e.g. via Data Security and Protection Toolkit, keeping IT secure
- **NHS Care Identity Service 2** lessening need for physical Smartcards and excess passwords with other interim login with NHSmail possible options
- **Simple systems for changing or viewing profile / staff /org info and viewing profile info for other health and care orgs / staff** e.g. alignment to NHS Profile Manager & NHS Service Finder and NHS listings of orgs/staff
- **Robust connectivity** – move away from Health and Social Care Network in line with wider NHS IT plans

Digital prescriptions & services

- **Electronic Prescription Service is next generation** including digital
- tokens, PRSB computable dose instruction, improved eRD, Drug Tariff IT change etc.
- **Patients and EPS users can see, track and be notified** about prescription
- processing status and regarding other services e.g. SMS text and app messages
- **Medicine order and digital messages** standardized and pharmacy systems always sighted of these
- **Patients can easily see which pharmacies deliver which services** via NHS website and NHS App and because of relevant service codings used in the background
- **Independent prescribing IT** is ready for use

Queries about this infographic can be sent to the CP ITG secretariat

Electronic health records usage

- **GP Connect health records information into the National Care Records Service portal and within pharmacy clinical systems – as an interim ahead of full.** Genomics information and ShCR which is relevant may also be included at a later time. There is benefit with future common underlying IT standards and APIs so that a supplier integration with any NHS records system allows easier further integrations to any other.
- **Expansion of PRSB Core information standard** and other common NHS IT standards the coding of it so that a supplier integrating with any records system can easily plug into any other NHS records (e.g. ShCR, GP Connect, NCRS) system by plugging into Core Info standard or equivalent

Seamless referrals & appointments

- **Expanded NHS Bookings and Referrals Standard (BaRS)** for pharmacy and other sectors use across their systems
- **Patients use chosen platforms including NHS App and pharmacy apps to view/change appointments**. Pharmacy & NHS (incl NHS National Booking Service) systems are also integrated into BaRS and those appointments
- **Pharmacy can provide a mix of face-to-face or virtual consultations**

Establishing data flows & IT standards

- **Current/future Community Pharmacy Data standard** enabling data flow with other parts of health and care to and from pharmacy
- **Service record data APIs:** Application programming interfaces to reduce pharmacy team double data entry
- **Structured messages sent to and from pharmacy systems**
- **NHSmail integration**
- **Use of standards within systems** e.g. Minimum agreed datasets for system transfer for continuity of care if there is a chosen change of system

Optimal principles for items considered for development

- **Planned and usable:** Planed in coordinated way plus user-tested and usable
- **Fairly facilitates innovation amongst a competitive marketplace of suppliers** via funded solutions
- **Service-led and patient-focused** supporting patients' outcomes, experiences and safety
- **IT changes are resilient and backed up** with contingency arrangements
- **IT developments that result supported** by clear communications, guidance, training
- **Promotes paperless and reduced burden** for suppliers, pharmacy teams and the NHS

Stepping stones for health records

Community Pharmacy IT Group

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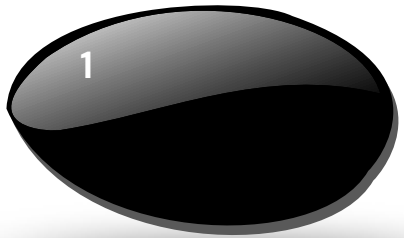


First stage

Summary structured information easily accessible

- Supplier National Care Records Service (NCRS) integration
- ShCR links inside NCRS portal
- GP Connect (Direct APIs) inserted structured records information via inside NCRS portal

Key

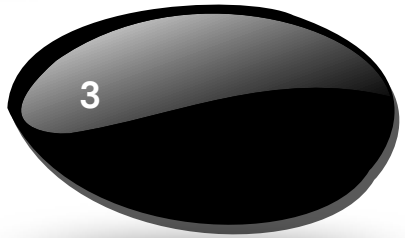
Dark blue text – work ongoing or planned

Grey text – work/projects required

Second stage

Richer & integrated information

- GP Connect info inside pharmacy systems
- ShCR portals for pharmacies that opt for it
- Supplier standard integration process for NHS records
- NHS records systems have common IT standards
- Access governance is standardized (e.g. IT / information governance / training)

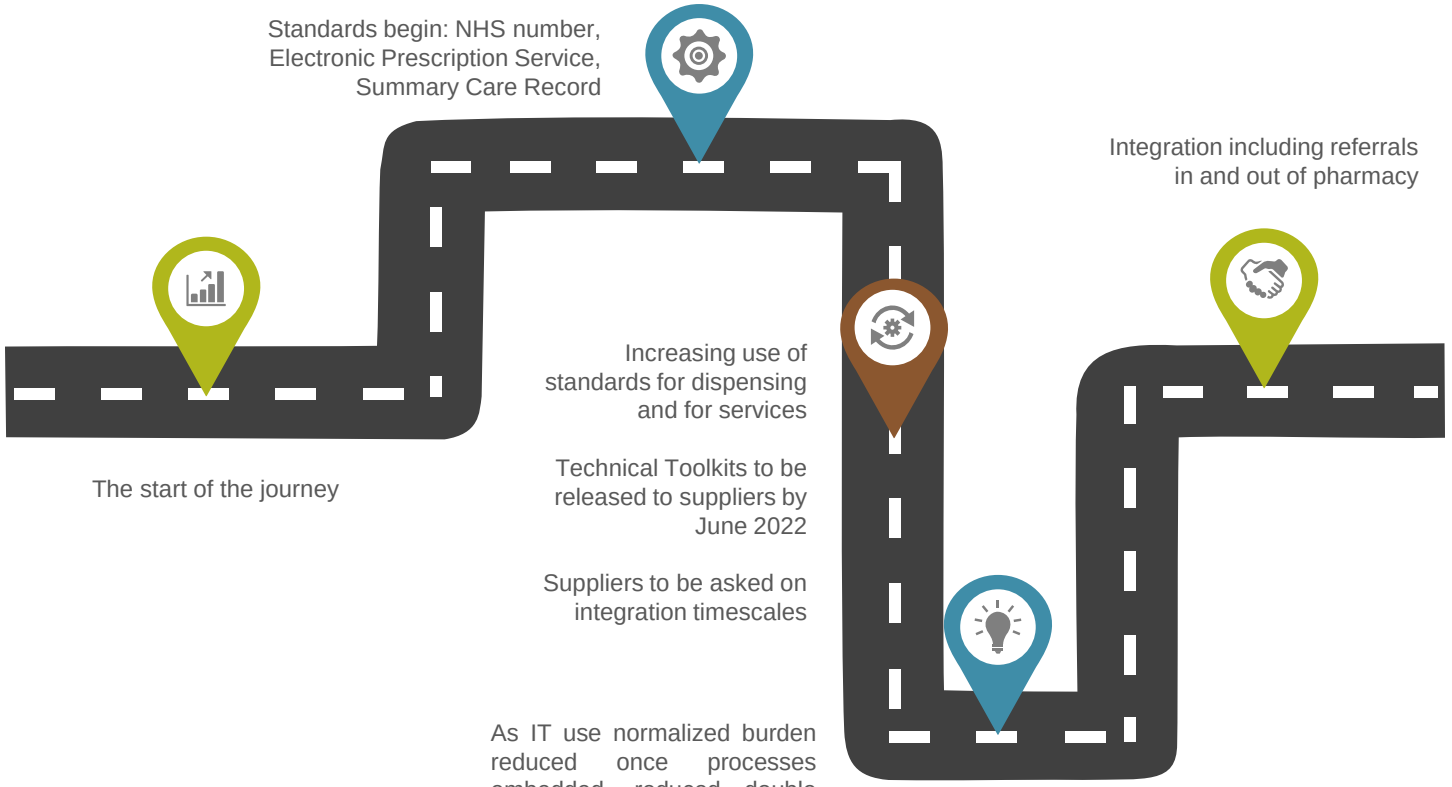


Third stage

Read and write

- Records from all sectors flow to central records
- Genomics information accessible to pharmacy professionals – as appropriate

Roadmap For Future



Potential for digital development

Early development

- PMR development
- Computer-generated labels

Growth Stage

- EPS
- RTEC
- NHSmail
- SCR

Expansion Stage

- Service IT works more seamlessly
- Reduced double keying
- Supplier integration with MYS to begin
- Start of Shared Care Record Access

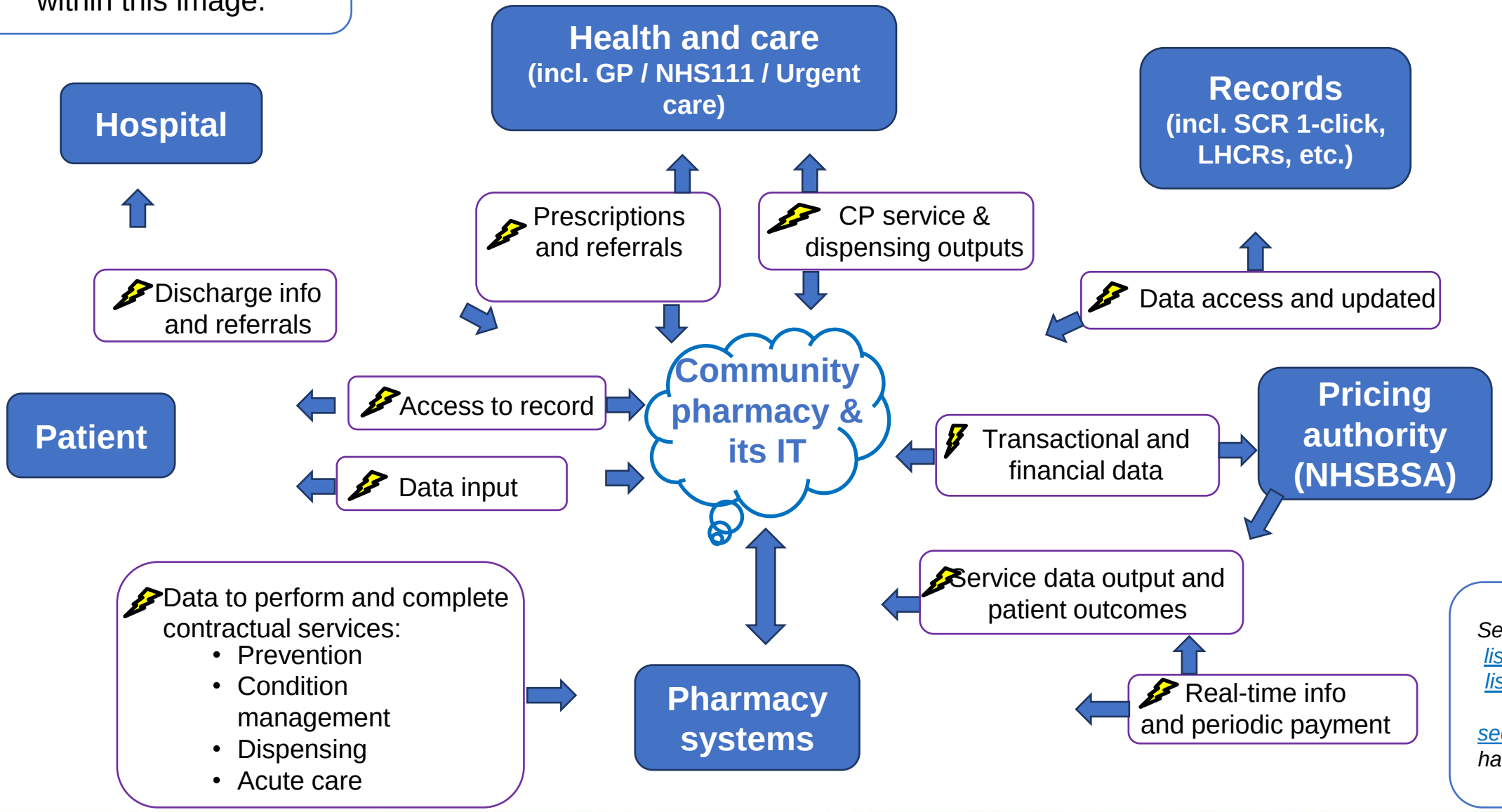
The future

- Electronic messages in and out of pharmacy
- Full ability to read and write with records
- Efficient data entry

CP ITG: digital priorities cloud diagram

Community Pharmacy IT Group

CP ITG digital priorities are here visually presented within this image.



See also: the full list or summary list and contact CP ITG secretariat if you have a question.