

# Items for pharmacy IT supplier development

Pharmacy representatives and Community Pharmacy IT Group have reported how the sector can align to the previously published [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

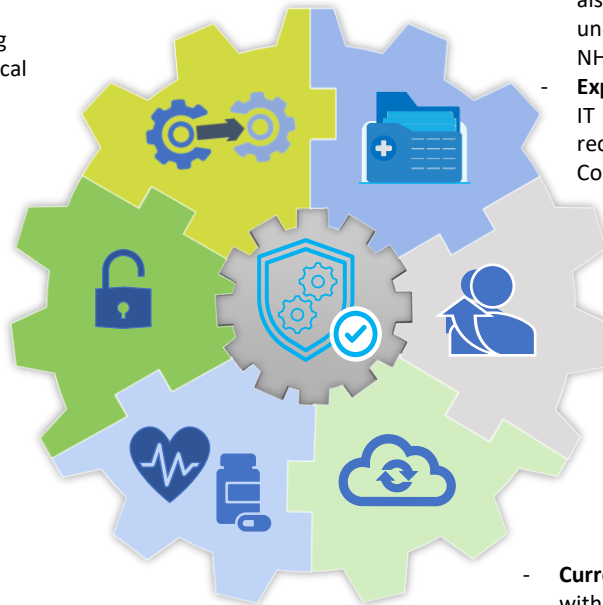
## Straightforward security & connectivity

- **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

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## 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
- **Payment & 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:** Planned 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

# The key to 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](#).

## 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 to provide a mix of face-to-face or virtual consultations

## Electronic health records usage

- 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)
- 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
- ShCR 'pointer links' within NCRS / NRL
- Pharmacy has appropriate access to genomics information

## Optimal principles across all pharmacy IT

- Planned in coordinated way
- User-tested and usable
- Service-led and patient-focused supporting improved patient outcomes, experiences and safety
- Pharmacy choice of system from a vibrant marketplace of suppliers with viable business models available to such suppliers
- Resilient and backed up with contingency arrangements
- Supported by clear communications, guidance, training and helpdesks
- Paperless and reduced burden

## Straightforward security & connectivity

- 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 'Login with NHSmail' and improved 'NHS Care Identity Service 2' lessening need for Smartcards and excess passwords
- Simple systems for changing or viewing profile info e.g. expansion/interoperability of NHS Profile Manager & NHS Service Finder and future related APIs
- Robust connectivity e.g. WiFi/HSCN, mobile device, and robust hardware/software

## Digital prescriptions & services

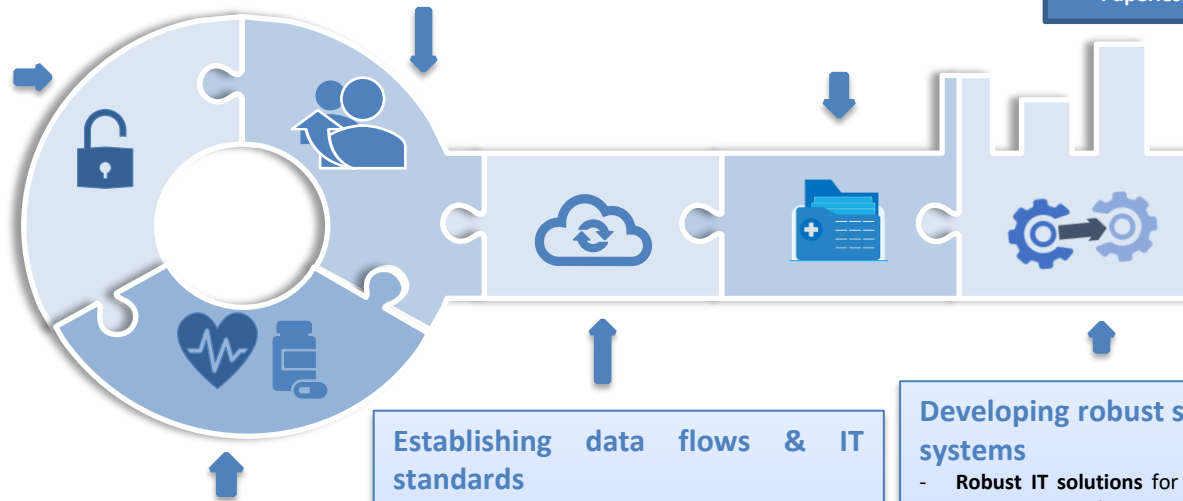
- NextGen Electronic Prescription Service including single item prescribing, eMDAs, standard doses, improved eRD, EPS future list items.
- Patients and EPS users can see, track and be notified about prescription processing status and regarding other services
- Medicine order and digital messages standardized and pharmacy systems always sighted of these
- Patients can easily see which pharmacies deliver which services via NHS website and NHS App
- Independent prescribing IT is ready for use within the sector
- Drug Tariff IT is planned in advance and within overall planning

## Establishing data flows & IT standards

- Expanded Community Pharmacy Data standard enabling data flow to / from pharmacy with other parts of health and care
- Payment & data APIS to reduce pharmacy teams needing to perform double data entry
- Messages send to and from pharmacy systems and other parts of health and care (ideally structured messages)
- An optimal NHSmail model for the sector
- Use of standards within systems e.g. system transfer minimum datasets and more
- Unified NHS pharmacy lists to facilitate data flow (there are many differing lists at present)

## Developing robust services IT & systems

- Robust IT solutions for delivery of pharmacy NHS Community Pharmacy Contractual Framework (CPCF) services
- NHS technical toolkits to promote a marketplace of robust pharmacy services IT solutions
- A Digital Primary Care programme including pharmacy - 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)
- Systems enable capture of patient interactions using standardized coding and the logging of those for clinical purposes and to capture the workload impacts



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