



Factsheet: CP ITG update (Autumn 2025)

The CP ITG held its main quarterly meeting in September to help drive forward key digital priorities for community pharmacy. Below is a summary of some of the updates and discussions from the meeting and the bulletin.

NHS App updates: Medicine readiness push notifications

Work continues to improve how patients and pharmacy teams track prescriptions. Since 2022, EPS and NHS App teams have been collaborating with system suppliers to pilot notifications that show when prescription items are ready. This is part of the wider rollout of the [National Patient Prescription Tracking Service \(NPPTS\)](#), helping patients stay informed and reducing patient queries at the counter about prescription readiness.



Tender for pharmacy NHS IT development



NHS England is engaging with pharmacy IT suppliers to shape future digital tools for clinical services. [Community Pharmacy IT Summer 2025 Tender](#). A seven-week market engagement began in **September 2025**, and closes on 20th October 2025 aiming to gather updates from interested pharmacy IT suppliers. This will open up the national clinical services IT supplier market to provide more IT choice and capability to pharmacists across England.

Hub and Spoke IT

From **October 2025**, pharmacy businesses will be allowed to share dispensing processes under the **Hub and Spoke Model 1** (patient → spoke → hub → spoke → patient). This follows changes to the Human Medicines Regulations. Pharmacies must have written agreements in place, but this opens up new possibilities for efficiency and collaboration.



Principles of patient choice of pharmacy within IT tools



Patients have the right to choose their pharmacy — whether for prescriptions or services. These principles must be built into digital systems, ensuring that tech supports patient choice rather than limiting it. IT providers and healthcare teams are encouraged to uphold this.

Read more about IT and Community Pharmacy England's IT work: [Full pharmacy IT bulletin \(pdf or html versions\)](#) and [Community Pharmacy IT Group](#)