

Community Pharmacy IT Group Autumn 2025 event

Meeting: 17th September 2025



Agenda

	Session
1-4.	Intro, apologies, minutes, actions
5.	EPS and scan-to-shelf updates
6.	Pharmacy services IT update
	Break
7.	Hub and Spoke IT
8.	Principles of patient choice of pharmacy within technical tools
9.	Pharmacy IT Priorities
10.	Any other business and close from the Chair

EPS and scan-to-shelf updates



EPS updates: Piloting of prescription readiness notifications

Since 2022, the EPS and NHS App teams have been working with EPS system suppliers to enable prescription item readiness information. CP ITG sub-groups have previously discussed this topic. Community Pharmacy England and NHS England have issued [news updates](#) to the sector about progress with the [National Patient Prescription Tracking Service \(NPPTS\)](#).

The EPS and NHS App teams are now preparing to progress towards an NHS App notification pilot.



England

NHS App Prescription Notifications for medicine readiness

September 2025

Product Team:

Product Manager: Jen Redman

BA: Pete Hurst

User Researcher: Jo Cameron



Prescription Tracker

Update by Jessica Mancoo, Jack Pogson-Ward and Tiffany Frost

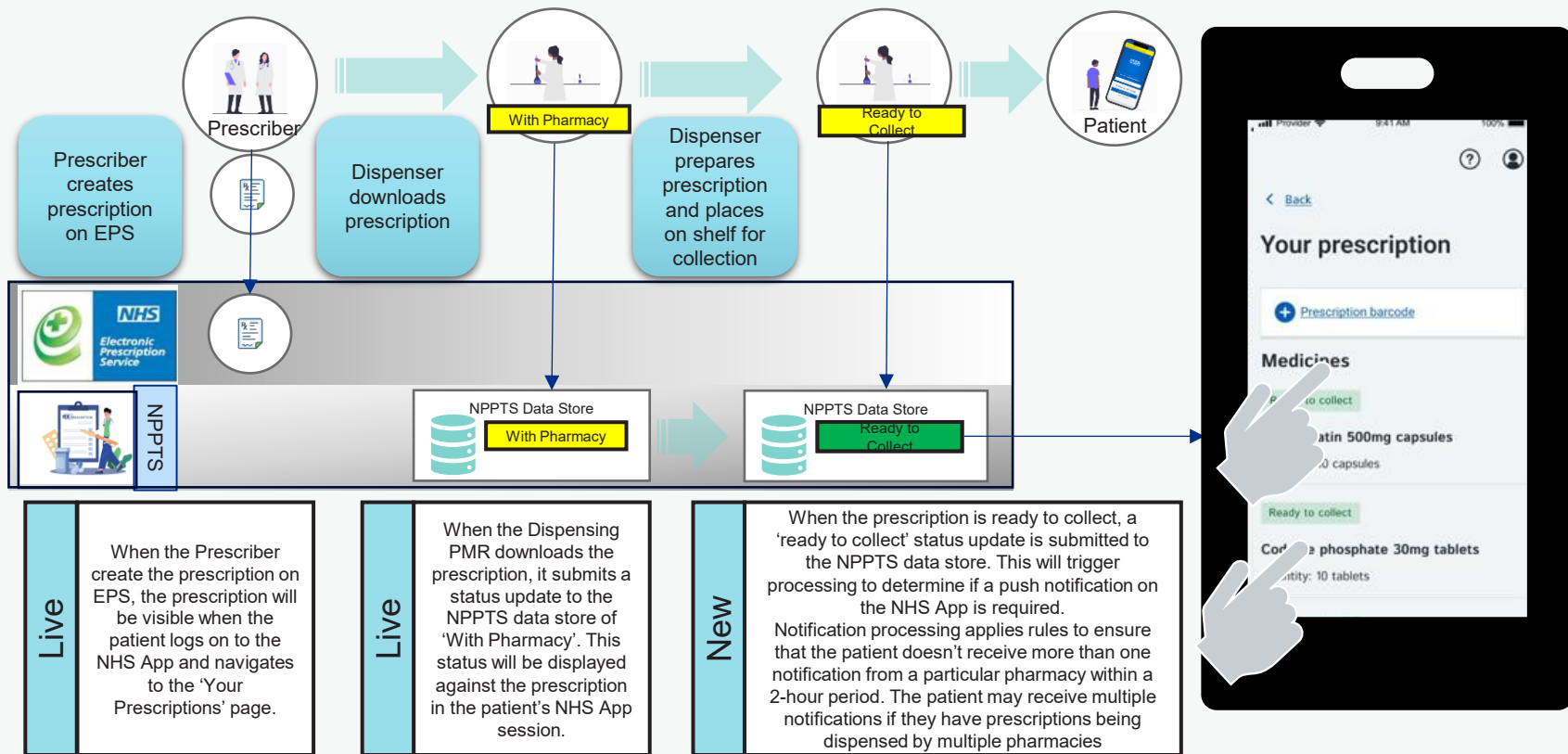




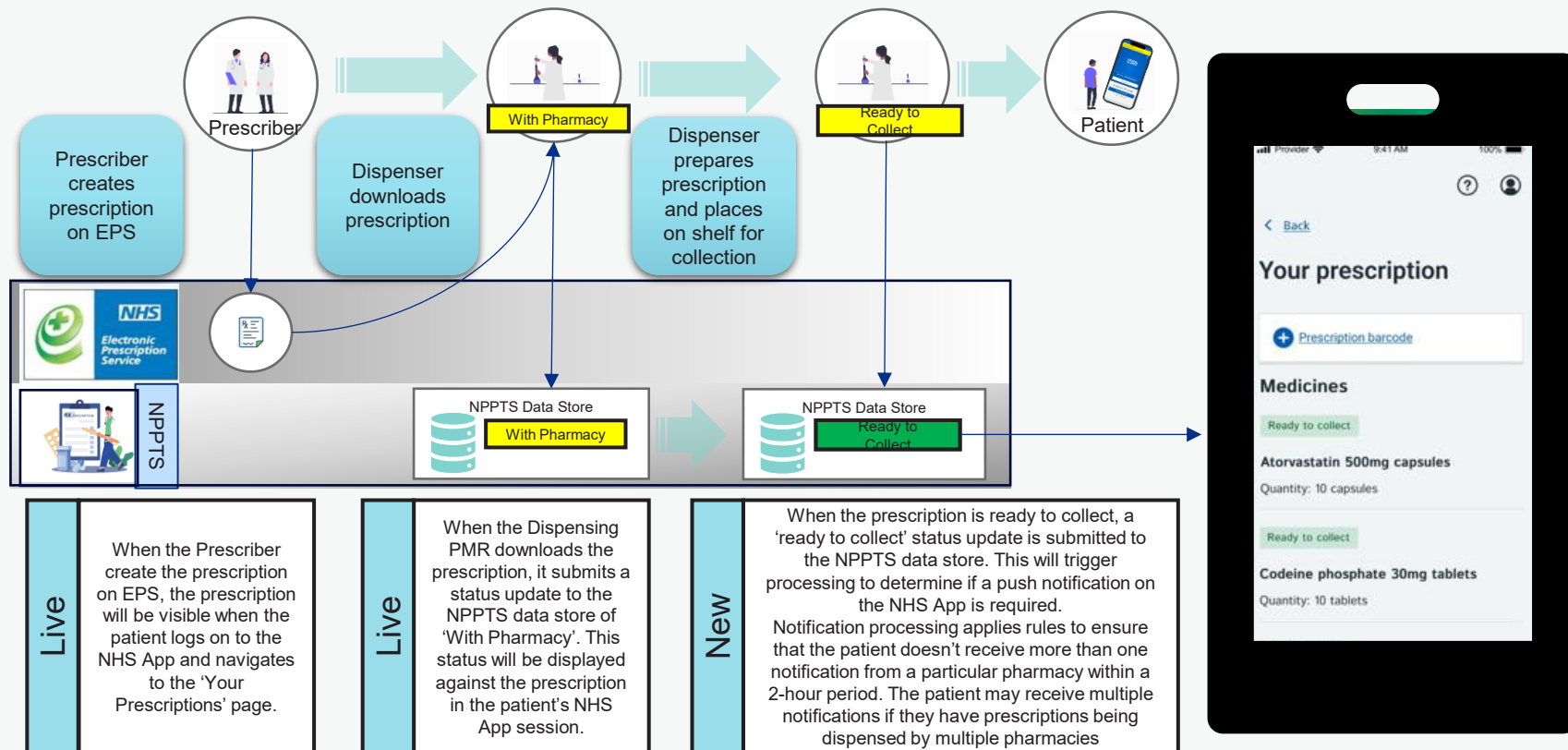
NHS App Notifications from NPPTS

- NHS App notifications is a new capability that enhances the National Patient Prescription Tracking Service (NPPTS).
- NPPTS has been live since September 2025 and has been rolled out to approximately 17% of pharmacy sites in England by the 4 dispensing system suppliers currently onboarded to the service.
- The 4 dispensing system suppliers currently onboarded are: Apotec; Boots; Cegedim; Invatech
- 4 additional dispensing system suppliers are currently in the process of onboarding to NPPTS, which when they have rolled out to the pharmacies they supply, will bring coverage in England over 98% of patients. This next batch of system suppliers includes: Clanwilliam; Optum; Pharmacy X; Positive Solutions
- Prescription notifications will be limited to NHS App notifications and will be triggered by status updates from the dispensing system of 'ready to collect ' and 'ready to collect – partial'.
- Notification processing has been developed to ensure patients do not receive more than one notification from the same pharmacy in any 2 hours period.

Prescription Notifications Processing Overview



Prescription Notifications Contingency





Pilot planning

Approx 8 – 12 week pilot with pharmacies who are enabled with Prescription Status Updates

We want to learn about the patient experience and pharmacy impact of this feature on top of the passive statuses. We're particularly interested in the patient experience and how that's impacted by different pharmacy opening hours and when pharmacies are also sending messages about prescription statuses.

We're using a mix of quant + qual evidence to learn about patient experience and monitor for any patient behaviour change around collecting prescriptions.

96 pharmacies signed up through 3 recruitment methods

- Mix of chains + independents
- Range of size, location, opening hours

Pilot planning

Approx 8 - 12 week pilot with pharmacies who are enabled with Prescription Status Updates

Sign up to take part:

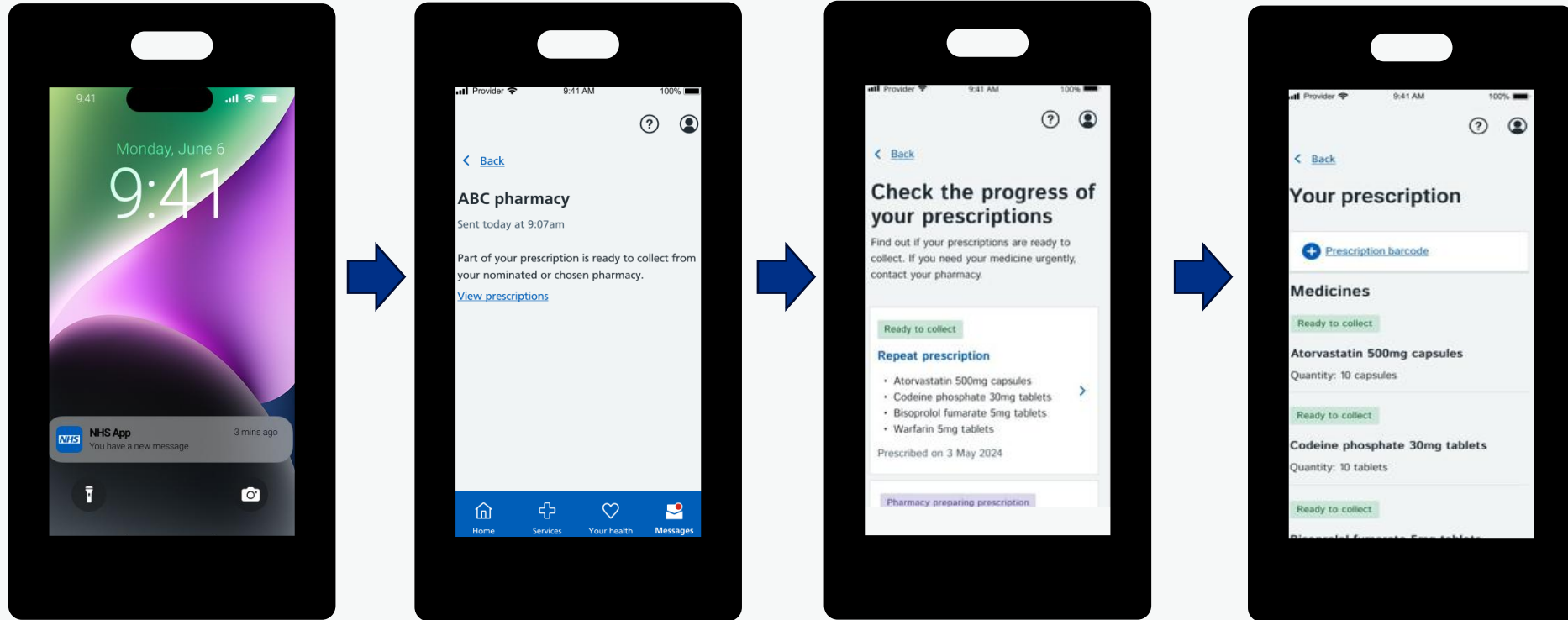
- The pharmacy must use Apotec CRM, Pharmacy Manager or Titan PMRs
- The pharmacy must be activated or turned on for NHS App prescription statuses (but if you aren't sure, we can check!)

Express interest in the pilot:

https://feedback.digital.nhs.uk/jfe/form/SV_6GAWHSR3tvmmL0W



Prescription Notifications Processing Contingency





Thank You

Prescription Tracker for healthcare professionals

Update by Jessica Mancoo, Jack
Pogson-Ward and Tiffany Frost



What happened

Initially we had designed Prescription Tracker to show items that were prescribed and dispensed.

When the dispensed item varied from the prescribed item we highlighted this with an expander.

Dispensed items Raberprazole 10mg tablets Item fully dispensed Quantity56 tablets InstructionsTake one twice daily Pharmacy statusCollected	Dispensed items Raberprazole 10mg tablets Item dispensed - partial Quantity10 out of 56 tablets InstructionsTake one twice daily Pharmacy statusCollected ▼ What was initially prescribed ItemRaberprazole 10mg tablets Quantity56 tablets InstructionsTake one twice daily
Prescribed items Oseltamivir 30mg capsules Item not dispensed - owing Quantity20 capsules InstructionsOne capsule twice a day Pharmacy statusWith pharmacy	Glyceryl trinitrate 400micrograms/does aerosol sublingual spray Item fully dispensed Quantity1 spray InstructionsUse as needed Pharmacy statusCollected

Dispense notification information

We found out that suppliers could send information about dispensed items in different ways.

If an item was dispensed in multiple instances it might be sent accumulatively or incrementally. Our designs worked for accumulative situations but not for incremental instances.

Accumulative

Sends the entire history of what has been dispensed so far

Every dispense message includes all items dispensed to date

If you've dispensed 2 out of 3 items, the next message will include both items again (not just the latest one).

Dispensed items

Raberprazole 10mg tablets

Item fully dispensed

Quantity

56 tablets

Instructions

Take one twice daily

Pharmacy status

Collected

Glyceryl trinitrate 400micrograms/does aerosol sublingual spray

Item fully dispensed

Quantity

1 spray

Instructions

Use as needed

Pharmacy status

Collected

Oseltamivir 30mg capsules

Item fully dispensed

Quantity

20 capsules

Instructions

One capsule twice a day

Pharmacy status

Collected

Prescriber and dispenser information

Dispenser

Cohens chemist (ODS: FV519)

22 RUE LANE, CHISWICK, KT19 D12

Phone number

01943 863158

Nominated dispenser

Cohens chemist (ODS: FV519)

22 RUE LANE, CHISWICK, KT19 D12

Phone number

01943 863158

Prescriber

Fiji surgery (ODS: FI05964)

90 YARROW LANE, FINNSBURY, E45 T46

Phone number

01232 231321

Prescribed from

England

History

Dispenser has sent a dispense notification.

23-Feb-2025 13:35:33

Organisation: Cohens Chemist (ODS:FV519)

New status: All items dispensed

Dispense notification information

Dispense notification ID: b240434e-cb85-40bb-899c-1c61410c93a7

Prescription items:

Oseltamivir 30mg capsules

Item fully dispensed

Quantity: 20 capsules

Instruction: One capsule twice a day

The prescription has been partially collected or received by the patient, in less quantity than was requested by the prescriber.

02-Dec-2024 13:35:33

Organisation: Cohens chemist (ODS: FV519)

New status: Some items dispensed

Dispense notification information

Dispense notification ID: b240434e-cb85-40bb-899c-1c61410c93a7

Prescription items:

Raberprazole 10mg tablets

Item fully dispensed

Quantity: 56 tablets

Instruction: Take one twice daily

Glyceryl trinitrate 400micrograms/does aerosol sublingual spray

Item fully dispensed

Quantity: 1 spray

Instruction: Use as needed

Incremental

Sends only the new information since the last message

Each message only includes the new item(s) dispensed

If you've dispensed 1 item now, and 1 item later, each message will show just that one item.

Dispensed items

Raberprazole 10mg tablets

Item fully dispensed

Quantity0

InstructionsTake one twice daily

Pharmacy statusCollected

Glyceryl trinitrate 400micrograms/does aerosol sublingual spray

Item fully dispensed

Quantity0

InstructionsUse as needed

Pharmacy statusCollected

Oseltamivir 30mg capsules

Item fully dispensed

Quantity20 capsules

InstructionsOne capsule twice a day

Pharmacy statusCollected

Dispenser

Cohens chemist (ODS: FV519)

22 RUE LANE, CHISWICK, KT19 D12

Phone number01943 863158

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Item fully dispensed

Quantity: 1 spray

Instruction: Use as needed

What we did

To understand this problem better we asked suppliers to send us examples of the dispense notifications they send for different scenarios.

We checked the code and found that every supplier sent dispense notifications differently and there wasn't a standard pattern we could follow.

From this we re-worked the designs to allow for the variations in this information.

NHS Prescription Tracker

Emory WOLSTON-RODRIGUEZ Gender: Female NHS number: 915 881 9170 Date of birth: 2-Sep-2015 Address: 102 WILKINS COVE, HANOVERLY LANE, WEST YORKSHIRE, UK 16

Prescription ID: 764315780102-102000 Status: [All items dispensed](#) Type: [Type Alert](#)

Items

Sublingual spray tablets
[View fully dispensed](#)
Quantity: 10 tablets
Instructions: Take one twice daily
Pharmacy status: [Collect](#)

Dispensed information

Dispensed item
Gyronyl 400mcg/gram sublingual spray
Quantity: 1 spray
Instructions: Use as needed
Pharmacy status: [Collect](#)

Dispensed information

Dispensed item
Gyronyl 400mcg/gram sublingual spray
Quantity: 1 spray
Instructions: Use as needed

Prescriber and dispenser information

Dispenser
Colman Chemist (DOS: P10116)
22 RUE LAKE, CHORWICK, K170 012
Phone number: 01943 803116

Prescriber
22 RUE LAKE, CHORWICK, K170 012
Phone number: 01943 803116

History

Dispenser has sent a dispense notification
[View fully dispensed](#)
01-Dec-2024 13:35:33
Dispenser: Colman Chemist (DOS: P10116)
New status: [Downloaded by a dispenser](#)

Dispense notification information
Dispense notification ID: 010116-102000-102000
Dispensed item: Gyronyl 400mcg/gram sublingual spray
Quantity: 1 spray
Instructions: Take one twice daily

The prescription has been partially collected or received by the patient, it is less quantity than was requested by the prescriber
01-Dec-2024 13:35:33
Dispenser: Colman Chemist (DOS: P10116)
New status: [Downloaded by a dispenser](#)

Dispense notification information
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Quantity: 1 spray
Instructions: Take one twice daily

Dispenser has downloaded the prescription
01-Aug-2024 12:33:33
Dispenser: Colman Chemist (DOS: P10116)
New status: [Downloaded by a dispenser](#)

Prescription has been updated
01-Feb-2025 12:33:33
Dispenser: 102 WILKINS COVE, HANOVERLY LANE, WEST YORKSHIRE, UK 16
New status: [Available to download](#)

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Quantity: 1 spray
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New status: [Downloaded by a dispenser](#)

Prescription has been updated
01-Feb-2025 12:33:33
Dispenser: 102 WILKINS COVE, HANOVERLY LANE, WEST YORKSHIRE, UK 16
New status: [Available to download](#)

The new solution shows the prescribed medicine on the left. The most up to date dispense information is contained in the timeline in the dispense notification information.

Pharmacy status **With pharmacy**

Prescribed from
England

2. **Item fully dispensed**
Glyceryl trinitrate
400micrograms/dose
aerosol sublingual spray
Quantity: 1 spray
Instruction: Use as need

New status:

Available to download

Demo

User Research

- Community pharmacy pilot kicks off in September, with 50+ sites opted in!
- We plan to roll out to additional groups in phases, including GPs, HJIS and NHS 24
- We'll be kicking off on 29th September with our day one pilot sites, and rolling out to the wider group a week later
- Once the pilot success measures have been met, we will move onto our additional phases
- Pharmacy team reps on this call, are encouraged to [complete the EPS Tracker early piloting application form](#) to use it earlier and provide feedback..

Scan to shelf



Scan to shelf

Community Pharmacy England has received feedback from community pharmacy teams about some potential benefits with scan-to-shelf technology.

Pharmacy representatives may feed back:

1. For those already using scan-to-shelf: what benefits have you seen so far?
2. For those not yet using it: what are the main barriers (e.g., cost, equipment, time, process change)?
3. What would make it easier for your pharmacy to adopt scan-to-shelf?



1. For those already using scan-to-shelf: what benefits have you seen so far?



2. For those not yet using it: what are the main barriers (e.g., cost, equipment, time, process change)?



3. What would make it easier for your pharmacy to adopt scan-to-shelf?

Pharmacy services IT update



Tender for NHS IT development announced

NHS England's National Commercial & Procurement Hub has launched a market engagement for community pharmacy clinical services IT solutions.

[CP IT Summer 2025 Tender \(with the Government's 'Find a Tender' Programme\).](#)

Key dates

- Engagement period began 1st September 2025.
- Engagement end 20th October 2025 (5pm) unless updated via the Atamis system.
- First Webinar was 11th September 2025.

Participation details

Suppliers must use the Atamis procurement portal to:

- Engage with the process
- Submit questions
- Provide feedback

Community Pharmacy Contractual Framework (CPCF) 2025/26 changes

On 1st September DHSC announced an [update about the CPCF 2025/26 changes and provisional timings](#). DHSC made the announcement via the NHSBSA [website](#) and an email sent to pharmacy owners by the NHSBSA.

Key Updates & IT Implications

- **Pharmacy First clinical pathways**
 - Revised clinical pathways
 - Updated Patient Group Directions (PGDs)
- **Pharmacy Contraception Service (PCS)**
 - Expanded to include provision of oral emergency contraception (EC)
- **New Medicine Service (NMS)**
 - Expanded to include depression as an eligible therapeutic area

CP ITG logo revision options



Logo refresh: have your say

- The group is exploring a new logo to better reflect our evolving identity and work
- All on the call are encouraged to select your preference from 3 shortlisted designs.

Option 1



Option 2



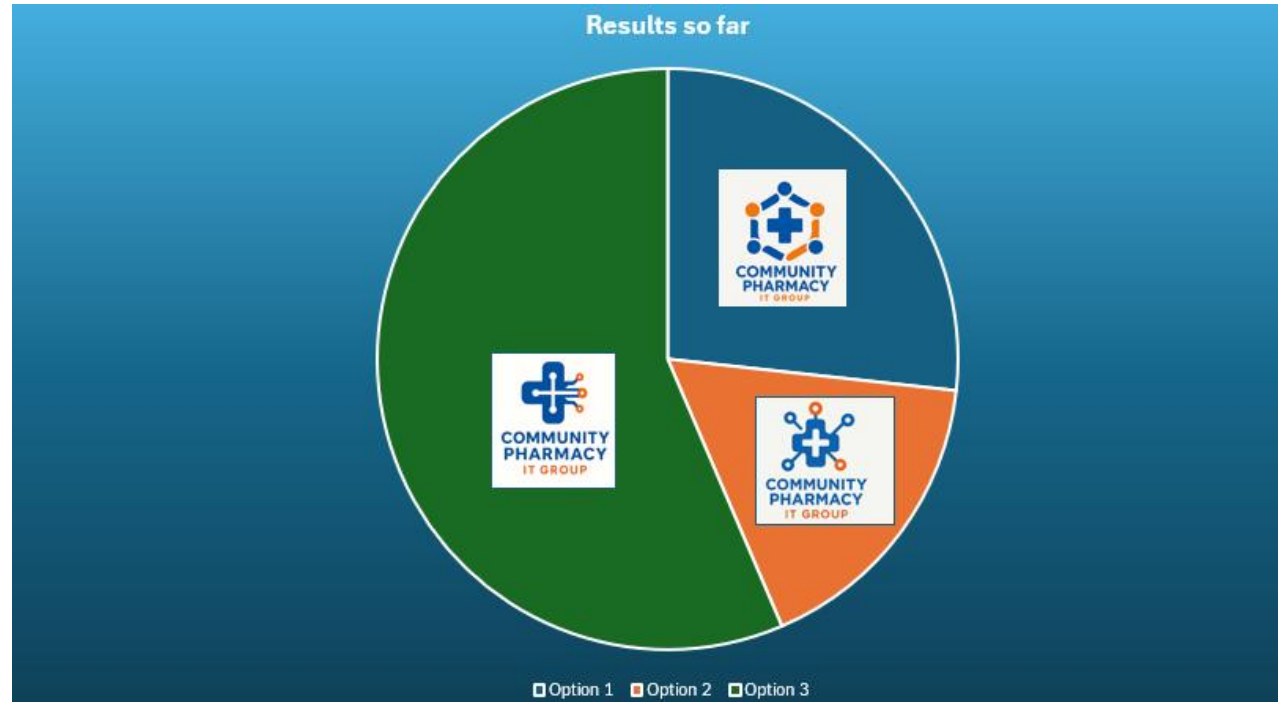
Option 3



Logo refresh: live results so far from the day

Use the link below to vote in our quick MS Forms snap poll

<https://forms.office.com/e/kn7y37Xmkd>



Hub and Spoke IT



Hub and Spoke IT

Dispensing Model 1 (patient → spoke → hub → spoke → patient) will be permitted from October 2025. This will allow different pharmacy businesses to share dispensing processes, provided they have written agreements in place.

Key regulatory points:

- Spoke pharmacy responsible for patient supply
- Medicines labelled with spoke details & hub assembly date
- Data sharing between hub and spoke is permitted under an information gateway, with confidentiality safeguards.
- NHS spoke pharmacies will need to notify their ICB 28 days before starting hub and spoke for NHS prescriptions.

Hub and Spoke IT

Why IT matters

For hub and spoke to work effectively, robust digital solutions are essential. These include:

- Interoperability between hub and spoke PMR systems.
- Secure data exchange for prescription and assembly information.
- Workflow visibility for both parties.
- EPS integration, including how single-item prescribing and claim submission will function.
- Automation readiness and barcode scanning processes.

Hub and Spoke IT

We'll discuss Q1 before taking Slido questions.

1. How do we imagine the process will work from a digital and notification perspective? And for the separate entities; the hub and the spoke?

Hub and Spoke IT

The group are invited to consider:

1. How do we imagine the process will work from a digital and notification perspective? And for the separate entities; the hub and the spoke?



S1. What areas do we need to standardize for data formatting and flows? And are there related considerations?



S2. What are the main barriers to creating a seamless hub and spoke IT solution (e.g., interoperability, governance, technical capability)?



S3. How can these barriers be mitigated?



S4 How would single-item EPS prescribing support or hinder hub and spoke?



S5. What additional digital features (e.g., real-time status updates, dashboards) might be most wanted to make hub and spoke improve efficiency and safety?

Principles of patient choice of pharmacy within technical tools



Principles of patient choice of pharmacy within technical tools

- Endorsed Principles: Safeguard patient choice in selecting a pharmacy.
- EPS Prescriptions Focus: Initially applied to electronic prescriptions but extends to all pharmacy services.
- Key Stakeholders: Healthcare providers and IT solution providers play a role in upholding these principles.
- Implementation: Ensuring systems and practices support patient autonomy in pharmacy selection.

Principles of patient choice of pharmacy within technical tools

The principles, tweaked to cover pharmacy services are listed below.

- Patients must be free to select a pharmacy of their choice to dispense their prescription or provide other clinical pharmacy services.
- Patient sign-up for the nomination process or service must be separate and unbundled from any other sign-up procedures. It should also require proactive agreement (not a pre-ticked box).
- Patient information using the NHS logo must not, directly or indirectly, direct a patient's choice of pharmacy (take a patient's choice of pharmacy) for dispensing or other pharmacy services.
- Patient information using the NHS logo should follow the NHS England processes for nomination and freedom of patient choice.

Principles of patient choice of pharmacy within technical tools

- Patient information must follow the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 on nominations and the relevant NHS England service specifications.
- Patient information provided by General Practitioners to assist with the choice of pharmacy must include a list of all pharmacies in the area (as provided for in the GP contract) (at least the nearest four, where the most local four is relevant), and inclusion of the current pharmacy nominated for EPS prescriptions, can be included within a list presented to patients.
- Pharmacies (including those using third-party apps) must have the informed consent or agreement of a patient to dispense the patient's prescription and the provision of pharmacy services.

Principles of patient choice of pharmacy within technical tools

- Pharmacies must comply with the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, specifically, the regulations on the nomination of prescriptions and prescription inducements (including when using third-party apps).
- General practitioners must not seek to persuade a patient to choose to nominate a specific pharmacy (as provided for in the GP contract), including when using third-party apps.
- The NHS logo should be used only following NHS identity guidelines, e.g., only by service providers and not third parties.
- The criteria for NHS-approved technologies, or any similar NHS approval procedure (NHS IM1 integration, NHS GP IT Futures, etc), and continued assured status, should be given/continued only if there is adherence to the above criteria (1-10).

Pharmacy IT Priorities



Pharmacy IT Priorities

The next steps received further updates since the last meeting based on feedback. See:

- [Next steps for pharmacy IT \(CP ITG\) \(prose version\)](#)
- [Next steps for pharmacy IT \(CP ITG\) \(abridged slides\)](#)
- [Next steps for pharmacy IT \(CP ITG\) \(full slideset\)](#), which has been recently updated to include a full slide each of the group's workstreams

Area	Workstream
Booking and Referral Standards (BaRS)	- BaRS endpoints for Hypertension Case-Finding Service, Pharmacy Contraception Service (PCS) and Discharge Medicines Service (DMS) - NHS DSIC workstream supports supplier development
	- Pharmacy to GP practice referral standard - BaRS for pharmacy-to-pharmacy referral standard - Appointment IT standard (including integration into BaRS and across NHS and pharmacy IT platforms) - Referral standard for ordering blood tests - Pharmacy to other care settings (referral standard)
Contractual framework (CPCF) IT changes (Autumn 2025)	- Emergency Hormonal Contraception into Pharmacy Contraception Service (PCS) - Inclusion of antidepressants in the New Medicine Service (NMS) - Pharmacy First updated clinical pathway (IT impact tbc)
NHS Digital Services for Integrated Care (DSIC)	- Additional IT suppliers are invited to express interest in DSIC CPCF IT (in progress) - Supplier dev supported (e.g. Access Record for independent prescribing and more) - DSIC pharmacy team expanded, and other NHS IT programmes linked to DSIC
Electronic Prescription Service Next Gen	- Suppliers are supported on the EPS Fast Healthcare Interoperability Resources work - EPS status development, including supplier 'readiness' within the NHS App - EPS Tracker improvements - Prescription commenting/return and dispensing substitutions reform - Change to four-item-limit on EPS prescription - Electronic Repeat Dispensing (eRD) - EPS instalment dispensing & other enhancements

Independent prescribing (IP) IT	• Additional IT suppliers are invited to express interest through DSIC IP • Expansion of IP IT scope • Improve solution quality and scope • NHS assurance capacity is optimised to address this • Digital standardised universal mechanism for ordering blood tests (BaRS/other) • NHS DSIC workstream supports supplier development
IT business cases	• Further business case approval sought to progress critical NHS pharmacy IT work
Manage Your Service (MYS) APIs	• Testing of future MYS APIs, and expansion to Discharge Medicines Service (DMS), New Medicine Service (NMS) and Smoking Cessation Service (SCS)
NHS App / NHS website	• Appointments • DSIC mechanism for NHS Pharmacy First triage and signposting GP IT to maintain clinical/cyber/technical standards and protect patient choice of pharmacy. • Combine, expand and improve service finders for patients • EPS nominated pharmacy is notified of medicine orders placed via the NHS App
Standards	• Expand Professional Record Standards Body Community Pharmacy Data Standard • Care Identity Service (CIS) 2 across platforms • PRSB's Core Information Standard is expanded and fully coded • Appointment integration • DSIC frameworks / open NHS APIs for patient-facing apps and new pharmacy tools
Update Record (GP Connect)	• Supplier development supported • Vaccinations • Relevant supplies of over-the-counter medicines are recorded in the record • Emergency supply

Any other business



AOB1: Action required by IT suppliers and IT support teams to support the ongoing use of the Care Identity Service

The NHS Care Identity Service (CIS) team has published [IT teams need to update to the latest version of Identity Agent - Outages for TLS 1.0 and 1.1 - updated schedule](#).

To discontinue the use of deprecated TLS versions, Care Identity Service will implement a phased approach to block traffic to CIS1 Authentication whenever deprecated TLS (1.0 or 1.1) is detected. Deprecated TLS will be permanently blocked from use in CIS1 Authentication on **Wednesday 15th October at 15:00**.

The next announced phased blocking periods:

- Mondays 22nd and 29th September, from 15:00 to 16:00 (1 hour each day)
- Users of applications using CIS1 Authentication and CIS2 Authentication and unsupported version of Identity Agent may see a message warning them that their locally installed software is unsupported.

AOB2: NHS App notifications on medicine readiness: Be an early pharmacy pilot user

Community pharmacy teams and CP ITG pharmacy reps are encouraged to take part in a new Autumn 2025 pilot aimed at improving the prescription tracking experience for patients using the NHS App. The pilot is to enhance the experience of patients who use the NHS App to manage their prescriptions. And test medicine readiness NHS App notifications (also to be discussed at the meeting). To take part in the pilot complete the [Expression of Interest Form](#).

AOB3: Sign-up for early pilot access to the EPS Tracker

- Pharmacy reps on the call should [complete the EPS Tracker early piloting application form](#), to receive earlier access and routes to provide direct feedback while the tool might receive further development prior to the version 1 then rolled out.

Meeting evaluation

Please help our future meetings by filling in the Slido snap poll:

- How useful did you find this meeting?
- What do you want MORE of at future meetings?
- What do you want LESS of at future meetings?

Close from Chair

Thank you!

Post meeting queries: it@cpe.org.uk