

EPS Release 2

Best Practice Guide



Electronic Prescription Service Release 2

Best Practice Guide

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Introduction



Introduction

The Electronic Prescription Service (EPS) Release 2 Best Practice Guide contains information which allows you to prepare and deliver EPS Release 2 within Lloydspharmacy, it contains;

- > An overview of the EPS Release 2
- > Quick Reference Guides for the EPS Release 2 processes
- > CoMPaSS and Professional Services Application process and FAQ

Note: All the EPS Release 2 materials are available on OnePortal within the EPS Release 2 microsite.

The following logos are used throughout the Best Practice Guide to guide you;



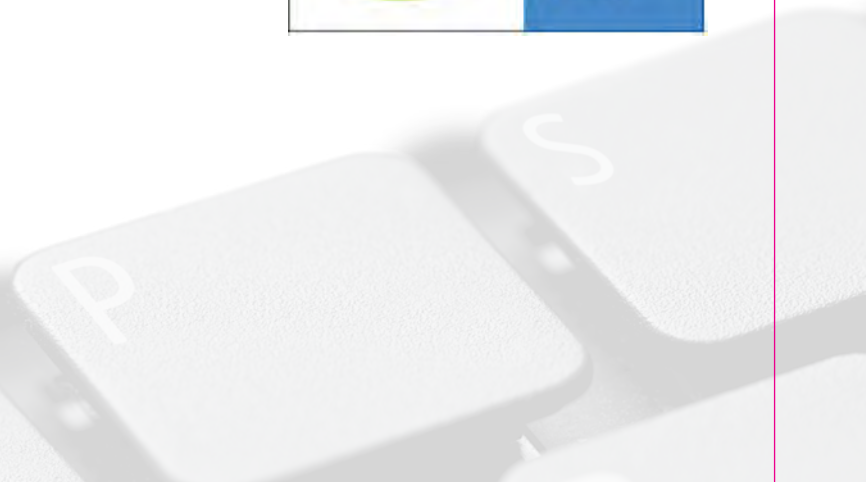
This logo indicates that there is a SOP relevant to this EPS Release 2 process for you to read and sign to state that you have read and understood it.



This logo indicates 'key points' for you to remember about EPS Release 2.



Roles and Responsibilities



Roles and Responsibilities

Area Manager

- > Has overall accountability for the successful introduction of EPS Release 2 in his/her area.
- > Work with the Area Expert to discuss and arrange the visit schedule and arrange local ways of working and support.
- > Support the Area Expert when issues are raised following coaching visits.
- > Ensure protected time is available for all training activities.
- > Maximize EPS items in order to deliver area NHS budget.

Area Expert

- > After attending training, spend time in a pharmacy to work through EPS Release 2 Best Practice Guide as required to ensure they are competent in its use.
- > Liaise with AM to construct the visit schedule and will stay in regular contact with each to update regarding progress.
- > Make two half-day visits to each pharmacy and coach all members of the team in EPS Release 2 and assess their competence.
- > Work with the Pharmacy Manager and Pharmacy Champion to create pharmacy action plans.

Pharmacy Manager

- > Has accountability for the successful implementation of EPS2.
- > Appoint a Pharmacy Champion (criteria below).
- > Support their Pharmacy Champion in driving the team to complete the timetable of activities.
- > Raise any issue with Area EPS2 Expert.
- > Will work with the Area Expert and Pharmacy Champion to create pharmacy action plans.
- > Accountable for the delivery of the pharmacy action plans.
- > Ensure their teams have dedicated protected time to complete the timetable of activities including all training relevant to their role.
- > Maximize EPS items in order to deliver store NHS budget.

Pharmacy Champion

- > Has responsibility for the pharmacy team completing the timetable of activities.
- > Raise any issue with completion of the timetable of activities to the PM.
- > Will work with the Area Expert and Pharmacy Manager to create pharmacy action plans.
- > Responsible for the delivery of the pharmacy action plans.

Pharmacy Champion Selection Criteria:

- > Competent in coaching and directing the other team members as the pharmacy champion will own the delivery of the training timetable and action plans in the pharmacy.
- > The pharmacy champion's role is to direct the team to the training materials, rather than training them on the system, therefore a non-dispensary based team member could be appropriate does not necessarily have to be expert in the use of CoMPaSS.
- > Ideally full time employee to enable support for the majority of the working week.

Pharmacy Team

- > Each member of the pharmacy team will be responsible for their own training; each team member's needs will differ depending on their role. Training and support tools have been designed to provide the choice of which materials will suit them best.
- > All team members will need to complete the training, however the sections directly referring to dispensing and the use of CoMPaSS will only need to be completed by the dispensary team.
- > All members of the team to spend time with the Area Coach reviewing their progress and setting targets for improvement.

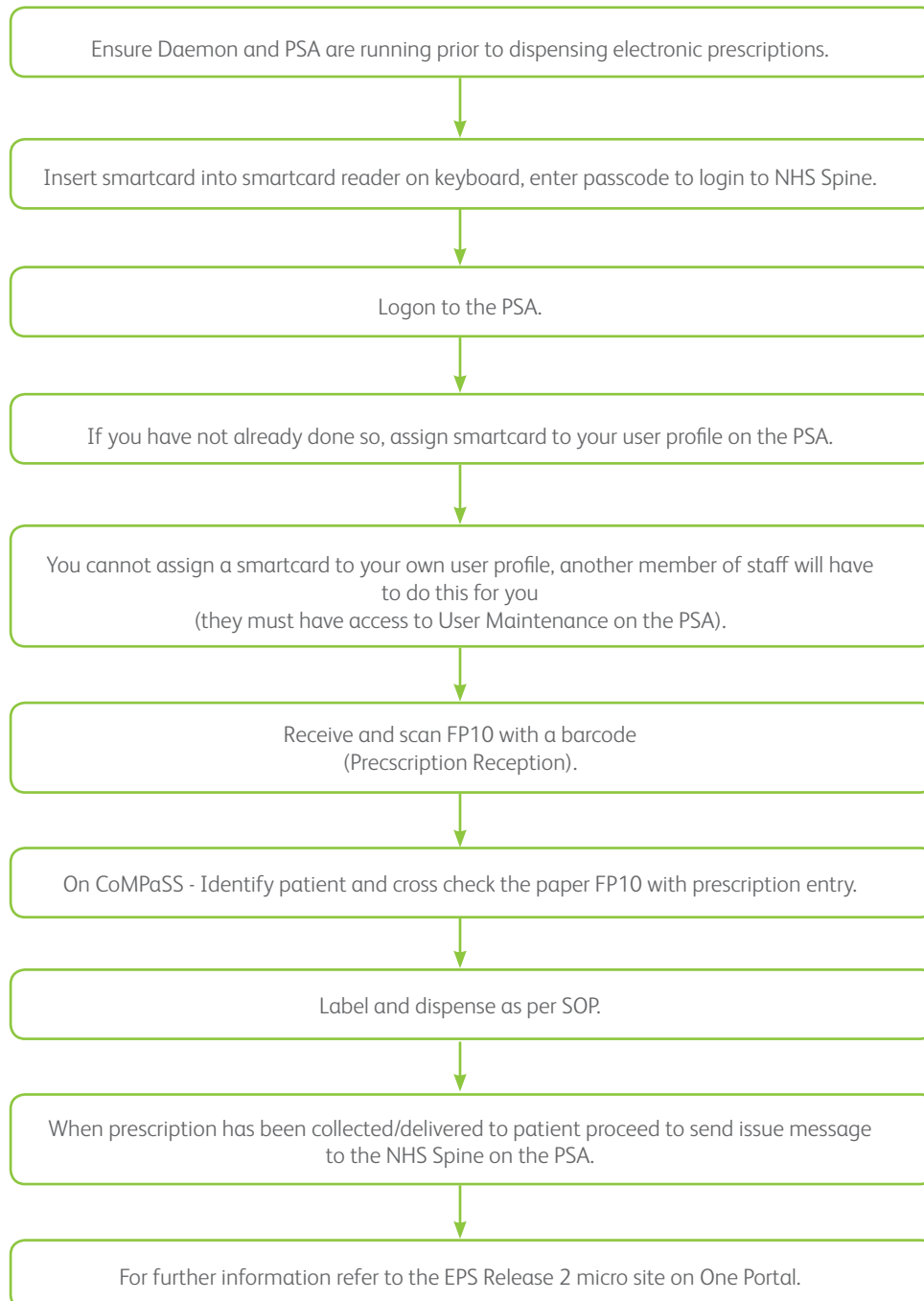
EPS Release 1



High level process flow for dispensing EPS R1 prescriptions

The process listed below provides you with a high level overview on how to dispense.

EPS R1 prescriptions



Electronic Prescription Service - Release 2



EPS Release 2



This document is designed to assist your pharmacy team in fully operating the Electronic Prescription Service Release 2 (EPS2).

EPS2 sees the introduction of new processes which include:

- > Nomination
- > Smartcards for all members of the pharmacy team
- > Prescription token
- > Dispensing token
- > Electronic Repeat Dispensing
- > Electronic Reimbursement Claims

What do I need to learn?

Everybody in the pharmacy team has a part to play in delivering EPS2, therefore it is important that everyone in the team understands their role and what they need to learn in order to ensure that best care is delivered to your customers through EPS2;

Your Retail team are often the first point of contact for your customers and need to understand and be able to effectively communicate information about EPS2 and the nomination process. Your retail teams also need to know how to set customer nomination on the Professional Services Application (PSA).

Your Dispensary teams need to gain a full knowledge and understand of EPS2 to be able to offer a comprehensive service and to ensure that all relevant SOPs are adhered to.

Relief Managers and Locums must ensure they are fully compliant with EPS2; a lack of understanding and knowledge could lead to frustration for customers and permanent pharmacy team.

Some prescriptions are currently not supported by EPS2 and therefore still require an FP10 paper prescription, signed in ink by the prescriber:

- > Prescriptions generated outside the practice e.g. written during a home visit by the GP or during out of hours surgery.
- > Schedule 1, 2 and 3 Controlled Drugs.
- > All dental prescriptions.
- > Private prescriptions (although Dr Thom prescriptions are transmitted electronically, they are NOT classified as electronic prescriptions).
- > A prescription that contains a product that is not linked to a product in the NHS Dictionary of Medicines and Devices (dm+d) (in reality this will be a minority of items, most commonly used 'specials' have been assigned a dm+d code).
- > Bulk prescriptions and signed orders.



When surgery issue prescriptions, system will NOT alert user if some items are coming via FP10 paper prescriptions. This is due to the limitation of EPS2 function and will be addressed in the future NHS EPS upgrade. At the moment pharmacy team need to check with surgery if they are anticipating items not allowed on electronic prescription.

What are the key features of EPS2 and how is EPS2 differed from EPS1?

- > Digitally signed by prescriber.
- > Access in pharmacy controlled by smartcards.
- > Transmitted electronically from surgery to pharmacy, then from pharmacy to NHS Business Services Authority (NHSBSA).
- > Patient exemption status declared electronically.

The key differences between EPS1 and EPS2 are summarised in the table below:

	EPS1	EPS2
Legal entity	The paper prescription is the legal entity i.e. pharmacy can only dispense medicine against the paper prescription.	The electronic prescription is the legal entity i.e. pharmacy can only dispense medicine if they have downloaded electronic prescription. Tokens are printed copies of the electronic message, they are NOT the legal entity even if it contains the prescriber signature in ink.
Prescriber signature	EPS1 prescription MUST be hand-signed by prescriber in indelible ink.	Prescriber digitally signs EPS2 prescription. No actual signature is required on the token. If you successfully receive an electronic prescription, that means the digital signature has passed our check.
Barcode	Long barcode with 32 characters.	Short barcode with 18 characters.
Labelling	EPS1 can be labelled manually, just like a normal FP10 prescription.	EPS2 must only be labelled from prescription queue (except for CDS and MDS patients).
Endorsement	EPS1 prescriptions must be physically endorsed.	EPS2 token does not need to be physically endorsed, the endorsement is sent electronically.
Claim payment	EPS1 prescriptions must be sent to NHS Prescription Service at end of the month to claim payment.	EPS2 prescriptions must be claimed electronically. Tokens are only sent for counter-fraud purpose.
Amendment	EPS1 prescription can be amended by hand.	EPS2 prescription must be amended electronically. Amendment on token does not have any effect.

EPS2 General FAQ:

Q: Why do upgrade to EPS Release 2?

A: EPS Release 2 is safe, secure, flexible and convenient for both patients and pharmacy teams.

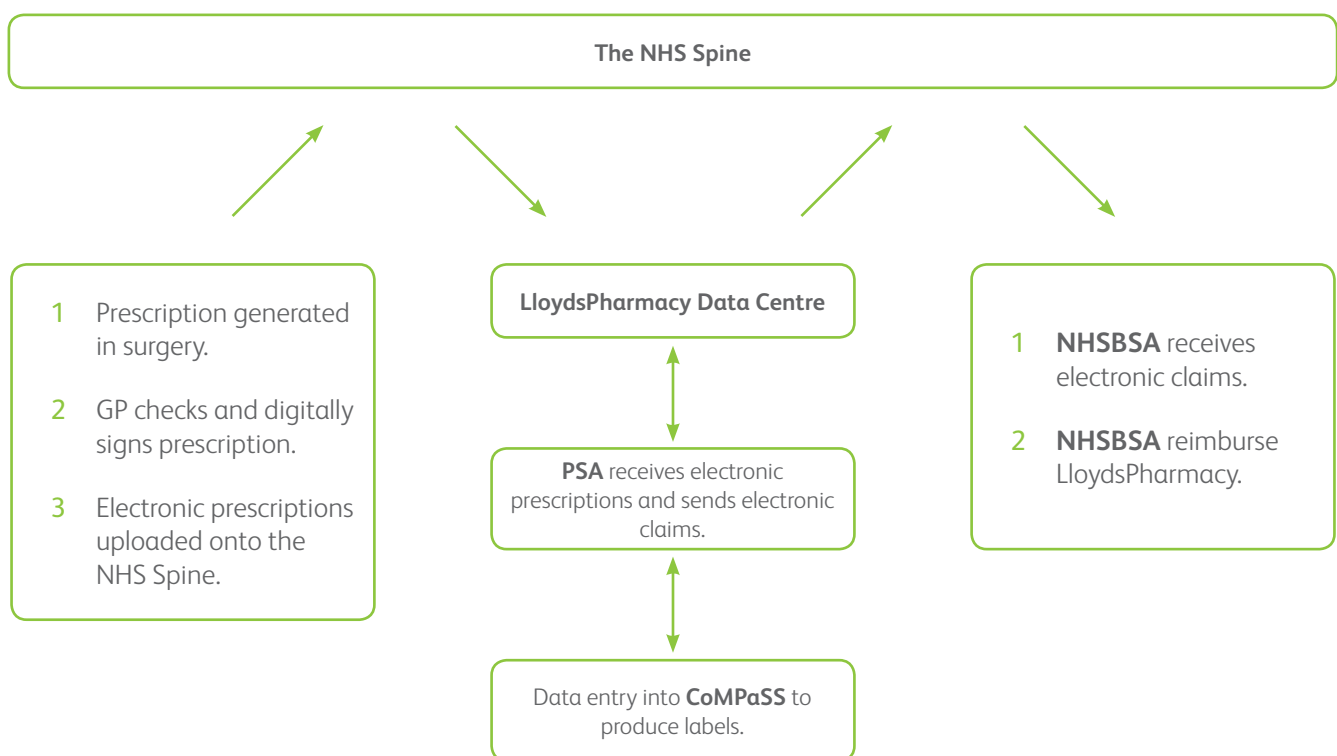
Q: What is the NHS Spine?

A: The NHS Spine is a national computer system designed to be secure and ensure appropriate access for healthcare professionals. All patient information including prescribing and dispensing data is held on the NHS Spine, only a small proportion of this is needed by pharmacy in the delivery of EPS2, therefore smartcards for pharmacy teams only allow access to this area of the system. Health and Social Care Information Centre (HSCIC) previously known as Connection for Health (CfH) is the government body that controls the NHS Spine.

A: **Is it also available in Scotland, Wales and Northern Ireland?** No, it's only available in England. Scotland and Wales have their own versions of electronic prescription. They are NOT compatible with English EPS2. Scottish and Welsh pharmacies cannot receive EPS2. However they can still dispense EPS1 prescription as a normal FP10 prescription.

Q: EPS2 seems to be getting slower and slower, why is that? How does EPS2 work?

A: This diagram will illustrate how EPS2 works.



The transmission of electronic prescription involves multiple platforms and checkpoints. The NHS Spine also handles other information such as patient medical record and electronic discharge. With increasing volume of electronic prescriptions, sometimes it is possible to experience data congestion. We are committed to improve our IT infrastructure and speed with quality. Further updates will be available in the next 6-12 months.



Smartcards



Smartcards

Access to EPS2 is controlled through the use of NHS smartcards and passcodes; similar to a Chip and Pin debit or credit card. Smartcards access the NHS Spine where customer data and electronic prescriptions are held. Passcodes are set by, and known only to the owner of the smartcard.

Who needs a smartcard?

- > Smartcards are required by everyone who needs access to the NHS Spine. Each store must ensure they have sufficient smartcard coverage for every eventuality such as sickness and holiday. We recommend every pharmacist, dispenser/technician, supervisor and key retail staff to have a smartcard.

Why do we need them?

- > To ensure the security of customer information on the NHS Spine and ensure that only authorised users have access to this information.
- > Smartcards contain Role Based Access Control (RBAC) codes based on job role, e.g. retail staff only have access to set, change and remove a customer's nomination; this allows appropriate access to the customer information on the NHS Spine.

How do I obtain a smartcard?

- > Registration Authority (RA) deal with the administration of smartcards. Specific details on how to obtain a smartcard may vary depending on your RA. An RA agent will manage the smartcard registration process and grant smartcards.
- > A Sponsor is required to support every smartcard application. It is expected that a pharmacy manager or area manager will fulfil this role. Your sponsor will identify the level of access you should have so that everyone in the pharmacy has appropriate access to the NHS Spine, based on their job role.

Professional Services Application Management

- > CoMPaSS and PSA users are now set up on the PSA only. ALL CoMPaSS users must have a PSA user account. The same username and password is used to access both systems.

Add a new user onto the PSA

PSA, Professional Services Menu;

1 Click

2 Click



Users are Added / Modified / Removed on this screen.



3 Click **Add**

4 Add the new users details and permissions on the User Maintenance screen

5 Click **Save**



Expire at next login is ticked by default, PSA or CoMPaSS will prompt the new user to enter a new password of their choice the first time they log in. Passwords **MUST** be private and personal to individual users

If you are part of the Retail Team your next step is to learn about how to Logon to the PSA and NHS Spine. Go to the Start Daemon, PSA, NHS Spine and CoMPaSS section of;



Permissions assigned to a user are pre-populated dependent on the user's job role. Further services can be added or removed by clicking the available service then clicking Add or Remove

- > This Best Practice Guide
- > Lloydspharmacy eLearning Electronic Prescription Service course

If you are part of the Dispensary Team your next step is to learn about how to Start Daemon, Logon as a Responsible Pharmacist, Logon to the PSA and NHS Spine and Logon to CoMPaSS.

Go to the Start Daemon, Responsible Pharmacist, PSA and CoMPaSS section of;

- > This Best Practice Guide
- > Lloydspharmacy eLearning Electronic Prescription Service course

Using a smartcard in pharmacy



Smartcards fit into the keyboard or into a smartcard reader which is connected to a pharmacy PC.

Assign a smartcard to a user profile

Smartcards must be associated to personal user profiles on the PSA **BEFORE** access to the NHS Spine will be allowed. A user is unable to assign their own smartcard to their user profile.

- 1 Log into PSA, the user must have manager function in order to assign a smartcard



- 2 Click User Maintenance
- 3 Click Maintain Smartcard Associations

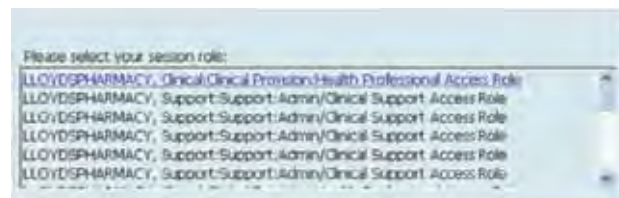
- 4 Select user, this cannot be user that's logged in



- 5 Click Add Smartcard
- 6 Insert the smartcard into the keyboard or smartcard reader
- 7 Enter passcode then press Enter to select 'Yes I accept and wish to proceed for the purpose of Patient Care'



- 8 Select LloydsPharmacy from list, if there is more than one LloydsPharmacy listed, select any one from the list



- 9 The smartcard number will appear next to user's name in PSA. This smartcard has now been successfully assigned to a user

Remove a smartcard from a user profile

When a member of the team leaves LloydsPharmacy, their smartcard must be removed from their user profile and their user profile set to Inactive on the PSA.

- 1 Go into Maintain Smartcard Associations, select user then click Remove Smartcard



- 2 Click Yes to remove smartcard association

This process also applies to when a smartcard is associated with the incorrect user profile.

To inactive a user:

- 1 Go to User Maintenance
- 2 Click Maintain User
- 3 Select User
- 4 Click Modify
- 5 Choose Inactive from the Status drop down list



- 6 Click Save

Smartcard Passcodes

Smartcards contain chips for the purpose of authentication and require a passcode which is a combination of 4-8 characters. Passcodes are automatically checked each time the NHS Spine is accessed during the logon process.

To ensure access to the NHS Spine is authorised, passcodes:

- > Must be renewed every 365 days
- > Passcodes can be changed at any time, for example if you believe somebody else knows your passcode.

Up to date information on renewing passcodes is available via OnePortal.

OnePortal > EPS Release 2 Microsite > Smartcards

To protect personal confidential information:

- > Smartcards, passcodes or system passwords must NOT be shared
- > Treat your smartcard like a personal credit card; would you let someone else use your credit card or leave it unattended?
- > All activities on the NHS Spine are recorded against the smartcard user when logged in



Sharing your smartcard passcode could result in you being held personally accountable for any breach of customer confidentiality or misuse of personal information held on the NHS Spine.

Locked Smartcards

A smartcard becomes locked if the passcode is:

- > Entered incorrectly 3 times in succession
- > Not changed 21 days after the first time you see an on-screen notification stating it needs to be changed

Up to date information on unlocking a passcodes is available via OnePortal.

OnePortal > EPS Release 2 Microsite > Smartcards

Changing Smartcard Details

When any of the following changes occur, an RA02 form, obtained via OnePortal needs to be completed by the Sponsor and returned to RA agent:

If a team member:

- > Changes their base branch
- > Changes their role within pharmacy
- > Leaves the business

Up to date information on changing smartcard details and all relevant forms are available via OnePortal.

OnePortal > EPS Release 2 Microsite > Smartcards

Lost, stolen or damaged smartcards

Loss, theft or damage to your smartcard must be reported immediately to your:

- > Local RA agent
- > Sponsor

Your smartcard will be cancelled and a replacement card issued.

Remember you are responsible for your smartcard.

Smartcard FAQ

Q: I am the only HCA/dispenser on duty and I don't have PSA management function. How can I associate pharmacist's smartcard with their user profile?

A: You need to ring IT Help Desk on 02476 432100. IT help desk operator can dial into your system and remotely associate pharmacist's smartcard with their user profile.

Q: When I insert my smartcard into the reader, nothing happens. What can I do?

A: First check the chip on the smartcard; make sure there is no physical damage. Then use a different reader and try again. Every branch has been sent a spare USB smartcard reader. If you do not have one, please ring IT help desk.

Q: My smartcard has expired while I was on my holiday, what can I do?

A: See EPS2 Microsite Smartcard section for detailed instructions.

Q: No one has a smartcard today due to holiday and sickness, what can I do?

A: As you cannot access the EPS you must contact your area manager immediately to find a local solution.

Q: I have logged into the NHS Spine, why PSA is still saying 'Smartcard permission required'?

A: There are three possibilities:

- 1 The system user does not match smartcard user.

dspharmacy - Professional Services - User connected to NHS - 'Wu Yujia' - PSA User - 'CHARLIE'

It is possible for someone to log into the system while your smartcard is still in the reader. When that happens, neither of the user will have access to the NHS Spine. PSA user must match smartcard user in order to communicate with the NHS Spine.

- 2 Your smartcard role profile is set up incorrectly. Contact your local RA agent to verify your role.
- 3 If you also work for other organizations such as CCG or surgery, you may have logged in using the incorrect credential. Remove your smartcard and try logging in again.

Q: How do I find out who is my Sponsor and RA agent?

A: You can find this information by contacting your EPS Area Expert or local Clinical Commissioning Group (CCG) or Local Pharmaceutical Committee (LPC). All EPS Area Experts and most area managers are Sponsors.

A: My RA agent is employed by CCG and they ask to submit RA01 and RA02 forms electronically. The webpage does not display correctly, what can I do?

A: This is a known issue caused by two different versions of a background program (JAVA™). We are running the latest version (7.#.##) but local NHS system has not updated yet (6.#.##). Currently there are two solutions:

- 1 Submit RA01 and RA02 paper forms by post. RA agents should not refuse paper forms.
- 2 If RA agents insist on electronic submission, contact our IT Service Desk on 02476 432100 and quote JAVA™ issue. IT Service Desk operators will escalate the issue to other IT departments and they will roll back your JAVA™ to old version remotely.

Q: One of my dispensers works in multiple stores, does he/she need multiple smartcards?

A: No, each person can only have one smartcard. They can apply to have multiple sites registered to their smartcards. Alternatively, some local authorities allow a national locum code (FFFFF) to be applied. This code allows the smartcard holder access the NHS Spine from any EPS-enabled pharmacy. We recommend each area to have a number of smartcards with national locum code as part of your business continuity plan.

Nomination and Consent



Nomination and Consent

To use EPS, patients choose where their prescriber will electronically send their prescriptions. This is called nomination. Nomination gives customers the option to nominate up to three types of contractors to receive their electronic prescriptions:

- > Pharmacy: such as LloydsPharmacy
- > Dispensing appliance contractor(DAC): such as Wilkinson Healthcare
- > Dispensing GP practice (if the customer is eligible to collect medication from there)

Customer can only nominate one of each type of contractor.

Nominated prescription will be received automatically on the PSA overnight; however, they can also be manually requested by scanning the barcode on a prescription token or refreshing the system throughout the day as often as required.

Where can nomination be set?

Nomination can be set, changed or removed at a LloydsPharmacy or any other EPS ready contractor, by any member of the team who has a smartcard.

Patients or their representatives will also be able to set their nominations at the GP surgery they are registered with, providing the surgery is EPS2 ready.

Nomination is a very easy, flexible process which brings benefits for LloydsPharmacy and the customers; however because the process is so easy and flexible it is even more important that our customers are receiving best care from us to ensure that we retain their nomination.



If a customer feels dissatisfied with the level of service they receive it is easy for them to nominate different pharmacy to receive their electronic prescriptions. You will NOT receive notification if a customer chooses to change or remove their nomination.

As well as pharmacy, customers can nominate appliance contractors, such as Wilkinson Healthcare to receive their appliance prescriptions; however LloydsPharmacy are able to fulfil many appliance prescriptions, such as stoma appliances, dressings and wound care. It is important that everyone understands that there is a risk of losing current appliance prescriptions. It should be made clear to customers when discussing nomination that LloydsPharmacy can provide this service.

Non Nominated Electronic Prescriptions

HSCIC currently does not allow patient to use EPS2 without nomination. This may change in the future but at the moment, if a patient wants to use EPS2, they must nominate a pharmacy. For those who do not wish to nominate, they will continue to receive FP10 paper prescriptions.

Introducing Nomination to Customers

Retail teams, such as HCA and sales assistants are usually the first point of contact with a customer and have often built up relationships with them; therefore they are in the best position to introduce EPS2 nomination and its importance.

Which customers should I introduce nomination to?

- > New and existing Repeat Prescription Service (RPS) customers
- > New and existing Repeat Dispensing (RD) customers
- > Prescription Collection Service (PCS) customers as they may receive regular repeat prescriptions
- > All other LloydsPharmacy customers as they may also choose to nominate without signing up to RPS or PCS
- > CDS/MDS customers

How to capture customer consent for nominations?

Please see RPS and EPS leaflet guide for more details. These leaflets are regularly updated so it is important for pharmacy team to understand and provide the latest leaflets.

Patient has signed the consent form, what happens next?

Once patient has signed up they have given us consent to set their nomination on the NHS Spine. We have 6 weeks to set up nomination once consent is received. If nomination is not set within 6 weeks, pharmacy team need to contact patient to re-confirm all their personal details. Best practice is to get a member of team each day/week to set all of the new nominations and then send off the filled-in forms to FirstMove using freepost envelopes (this acts as an audit trail if ever questioned in terms of our compliance to patient consent). Please contact Central Operations on 02476 625252 for more freepost envelopes. FirstMove archive all the forms on behalf of LloydsPharmacy.

Setting a Nomination on PSA

To set a nomination on the PSA your smartcard must be inserted into the smartcard reader and you must be logged onto the PSA.

To nominate this pharmacy:

- 1 At main screen, click Dispensing Services Menu



2 Click Nominate Pharmacy

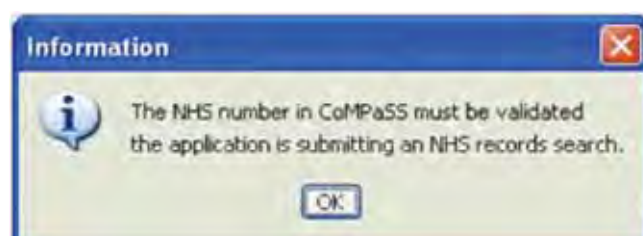


3 For existing patient, type in surname (or refine the search by adding first name or postcode) and click Search CoMPaSS

Name	Address	Postcode	D.O.B.	Status	NHS/CHI Number
------	---------	----------	--------	--------	----------------

4 Select the correct patient from the list then click Enter

5 An NHS number validation message will display, click OK



6 Screen will display patient details from both CoMPaSS and the NHS Spine

CoMPaSS Details						
Surname:	Date of Birth:	Gender:	Postcode:			
ROGERS	03	MALE	2LD			
Forename:	Middle name:	NHS Number:				
Address:						

NHS Details						
Surname:	Date of Birth:	Gender:	Postcode:			
ROGERS	3	Male	2LD			
Forename:	Middle name:	NHS Number:				
	Michael	50384				
Address:						

- 7 If patient wants to nominate this pharmacy, then simply click Nominate Pharmacy

NHS Details

Surname: Date of Birth: Gender: Postcode:

Forename: Middle name: NHS Number:

Address:

Nominations

	NACS Code:	Address:	Remove
Pharmacy:	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Appliance Contractor:	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Dispensing Doctor:	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

[Control Pharmacy](#)

Nominate this Pharmacy **Nominate Other**

[Back to Nominate Patient Search](#)

[Back to Dispensing Services Menu](#)

- 8 A nomination update message will display at the bottom of the screen

The nomination is now set to this pharmacy.

To nominate a different pharmacy:

- 1 Follow the steps above to reach this screen, click Nominate Other

NHS Details

Surname: Date of Birth: Gender: Postcode:

Forename: Middle name: NHS Number:

Address:

Nominations

	NACS Code:	Address:	Remove
Pharmacy:	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Appliance Contractor:	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Dispensing Doctor:	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

[Control Pharmacy](#)

Nominate this Pharmacy **Nominate Other**

[Back to Nominate Patient Search](#)

[Back to Dispensing Services Menu](#)

- 2 You can search a pharmacy by postcode, town or NACS Code (also known as ODS code or F Code e.g. FL165. This code is unique to each individual pharmacy). The Organization Name is Lloyds by default. If you need a different pharmacy, simply delete Lloyds and type in a different name or leave it blank. We cannot nominate dispensing doctor, this can only be done by the GP.

LloydsPharmacy Professional Services User: admin (2) to NHS - The Yip - PSA User - 12/08/10

Professional Services (PS) Search (PS) User Performance (PM) Management (PE) Dispensing Services (PD) Logout (PF)

Search for Dispensing Organisation

Patient NHS Details:

Name: Date of Birth: Gender: NHS (OH) Number:

Search for nearest to Postcode:

Search for NHS Organisation Name:

OR by NACS Code:

Pharmacy: ☐ Appliance Contractor: ☐ EPS Enabled: ☐

[Search](#)

- 3 Confirm with the customer which pharmacy they would like to nominate
- 4 Select that pharmacy and press Enter
- 5 A nomination update message will display at the bottom of the screen

The nomination is now set to a different pharmacy.

To change a nomination:

Nomination can only be changed if customer has given us consent. Setting a new nomination will simply override the existing one. Follow the process above to set a new nomination.

If a customer requests to change their nominated pharmacy it is important to inform them that the best time to do this is soon after they have collected their last repeat; this reduces the risk of the previous nominated pharmacy retrieving the prescription in anticipation of their arrival.

If the previously nominated pharmacy has already retrieved the customer's prescription, the customer would need to go back there to collect that issue of their medication, or the previously nominated pharmacy team will need to return the electronic prescription to the NHS Spine.

To remove a nomination:

Nomination can only be removed if customer has given us consent. EPS2 Nomination Withdrawal Form can be found from OnePortal EPS2 Microsite.

Follow the steps above to reach nomination page. Tick the Remove box and click Confirm Remove.

The screenshot shows a web form with two main sections: 'NHS Details' and 'Nominations'.
NHS Details:
 - Surname: [text input]
 - Date of Birth: [DD] [MM] [YY]
 - Gender: [Male] [dropdown]
 - Postcode: [text input]
 - Forename: [text input]
 - Middle name: [text input]
 - NHS Number: [text input] 7007
 - Address: [text input]
Nominations:
 - Pharmacy: [text input]
 - NACS Code: [text input]
 - Address: [text input]
 - Appliance Contractor: [text input]
 - Dispensing Doctor: [text input]
 - A 'Remove' checkbox is located to the right of the Address field in the Nominations section, highlighted with a red box.
 - A 'Confirm Remove' button is located at the bottom right of the Nominations section, also highlighted with a red box.

A nomination removal message will display at the bottom of the screen.

Common Nomination Errors

Error Message 1: No Match Found or Data Suppressed

Cause

This error message means patient's details in CoMPaSS do not match NHS Patient Demographic Service (PDS).

Solution

Please thoroughly check all patient details such as first name, surname, gender, date of birth and postcode in CoMPaSS for any obvious mistakes (such as 'unknown' gender). Make necessary correction and nominate again. If error persists, then use the 'PDS Search' function to bypass CoMPaSS and search directly from the NHS Patient Demographic Service.

The screenshot shows the 'Nominate Patient - Search' form. The fields are: Surname (smith), Forename (empty), Postcode (empty), Date of Birth (05 / 05 / 1955 (dd mm yyyy)), Gender (Male), and NHS Number (empty). The Surname, Date of Birth, and Gender fields are highlighted with red boxes. Below the form is a table with columns: Name, Address, Postcode, D.O.B., Status, and NHS/CHI Number.

You **ONLY** need patient's surname, gender and full date of birth (DDMMYYYY) to use PDS search.

The screenshot shows the 'Nominate Patient - Search' form. The fields are: Surname (empty), Forename (empty), Postcode (empty), Date of Birth (empty (dd mm yyyy)), Gender (empty), and NHS Number (empty). The 'PDS Search' button is highlighted with a red box. Below the form is a table with columns: Name, Address, Postcode, D.O.B., Status, and NHS/CHI Number.

If patient has recently changed surname, it might be useful to search using previous surname in case the Patient Demographic Service has not been updated. If multiple matches are found, add one more detail at a time and search again. For example, if multiple entries are found for 'SMITH, Male, 05/05/1955', then add first name 'JAMES' and search again. If it still produces multiple matches, then add postcode and so on.

Once patient is found, update the CoMPaSS to match Patient Demographic Service and set the nomination. After nomination is set, CoMPaSS patient detail can be changed and this will NOT affect nomination.

The screenshot shows a web form titled "Nominate Patient". It is divided into three main sections: "CoMPaSS Details", "NHS Details", and "Nominations".

CoMPaSS Details: Includes fields for Surname, Date of Birth (with day, month, and year dropdowns), Gender (set to "MALE"), Postcode (set to "SN2"), Forename (set to "James"), Middle name, NHS Number, and Address.

NHS Details: Includes fields for Surname, Date of Birth (with day, month, and year dropdowns), Gender (set to "Male"), Postcode (set to "SN2"), Forename (set to "JAMES"), Middle name (set to "Michael"), NHS Number (set to "46 04"), and Address.

Nominations: Includes fields for Pharmacy, NACS Code, Address, and a "Remove" button.

Error Message 2: Nomination Service Not Available

Cause

This message means patient details held in the Patient Demographic Service are corrupted.

Solution

You can try using PDS Search function to nominate patient. This may resolve the issue. If problem persists, please ring IT Service Desk on 02476 432100 and quote the error message. IT help desk will escalate the error to HSCIC. The error may take up to two working days to be rectified. Branch will be notified by email once data is repaired. Then follow the usual nomination process. Meanwhile, if patient needs medicine urgently, refer patient back to surgery, explain to surgery about the data corruption in PDS and ask for a FP10 paper prescription on this occasion.

Error Message 3: Sensitive Data Restriction

Cause

This message means patient details are suppressed to protect patient's identity at higher level.

Solution

Refer patient back to surgery and choose from one of the two options:

- 1 If surgery is able to nominate, patient can ask surgery to nominate.
- 2 If surgery is unable to nominate, then ask surgery to use FP10 paper prescription for this patient.

Nomination FAQ

Q: Is nomination mandatory?

A: Nomination is mandatory if patient wants to use EPS2. If a patient wants to opt out EPS2 for any reason, they need to have a discussion with GP.

Q: Is nomination suitable for everyone?

A: Nomination is suitable for pretty much every patient not just repeat. If a patient is likely to require further medicines in their lifetime then nomination is suitable.

Q: What if my surgery is not EPS live?

A: Do not worry. It is still important to gather patients' nomination. Once nomination is set on the NHS Spine, it does not expire.

Q: Why bother if my surgery is not live?

A: Once a surgery is ready to go live you will have a maximum of 8-week notice period to get all patients from that practice nominated. Plan early and nominate now to enjoy a less stressful notice period.

Q: How does the GP know our patient has nominated us?

A: Once you have set nomination on the NHS Spine, GP system will be updated at the same time.

Q: How many pharmacies can a patient nominate?

A: Each patient can only have ONE nominated pharmacy. A new nomination will override the previous one. It is important to let patient know this to prevent any unintentional change of nomination. Nomination can be set/changed/removed at any EPS-enabled site.

Q: Can a patient use a different pharmacy on one-off occasion without changing nomination?

A: Yes. Return the electronic prescription to the Spine and give patient a printed token. Other pharmacies can scan this token and dispense patient's medication. Scanning the token does not change nomination.

See Dispensing chapter for more information on how to return the prescription to the Spine.

Q: Can GP set/change/remove nominations?

A: Yes they can. GP should also have an auditable process to set/change/remove nomination.

Q: What if I do nothing?

A: You are putting your patients and your business at great risk! Fail to engage in nomination may lead to poor customer service and loss of NHS items.

Q: Is there anywhere on CoMPaSS or PSA to suggest that customer has nominated this pharmacy?

A: At the moment system cannot display such information. This is partly due to HSCIC restriction. User may either leave a note in patient's record or put a discreet symbol such as '@' in the address bar.

Q: Can I print a list of nominated patients?

A: At the moment this function is not available. You can find out the total number of nominated patients by using the electronic prescription report.

- 1 From any screen in PSA, click Management on top. Alternatively press F5.
- 2 Go to Reports > Electronic Prescriptions > Nomination Report.



- 3 Define the time frame at the bottom of the screen.
- 4 Run report.

**Q: Our pharmacy is involved in a nomination dispute, how can I retrieve patient's consent form?**

A: Please contact Customer Service immediately and we will pass your request to FirstMove. FirstMove will post a photocopy of the consent form. Therefore it is vital for the pharmacy to send all completed forms to FirstMove once nominations are set. Please also contact Professional Standard team to seek legal and professional advice.

Q: Our pharmacy serves nursing homes, does each individual resident need to sign a consent form?

A: Yes, each individual resident must sign a consent form. In some cases, nursing home staff can sign the consent forms on behalf of residents. A single consent form covering the entire nursing home is NOT permitted.

Q: I have successfully nominated a patient by searching PDS, why the patient NHS number on CoMPaSS is not updated?

A: This means the patient record on CoMPaSS still does not match the NHS Spine. Check ALL fields on CoMPaSS and nominate again. Fail to do so may cause wrong patient record to be selected during dispensing.

Q: How do I know if a patient has been nominated?

A: The system currently does not show nomination status. You can put a note or an '@' sign on the bag label to distinguish those who has been nominated.



EPS2 Dispensing Process

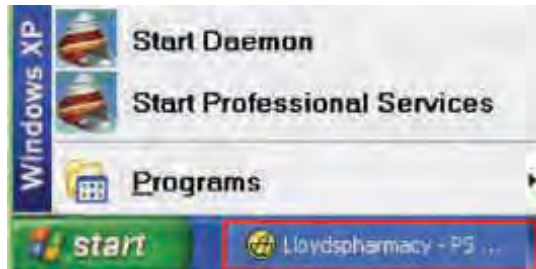


EPS2 Dispensing Process

PSA Process

PSA will automatically retrieve nominated electronic prescriptions overnight, however these electronic prescriptions will not be displayed on screen until the user has inserted the smartcard and logged into PSA. These steps should be followed every morning when the store opens:

- 1 Ensure Daemon is working. The user can tell if Daemon is running by looking for this tab.



If Daemon is not running, click Start Daemon.

- 2 Pharmacist log in as responsible pharmacist. This log in process is not to be confused with the Legal Responsible Pharmacist Record (Legal RP Record). This login can be found by clicking Start > Responsible Pharmacist Login. Enter pharmacist's CoMPaSS/PSA username and password. If you do not have one, you need to set up on PSA first (see Smartcard section for more details on how to set up new user).
- 3 Log into the PSA, insert the smartcard when prompted by the on-screen instruction.



- 4 Enter smartcard passcode, press Enter to select 'Yes I accept and wish to proceed for the purpose of Patient Care'.



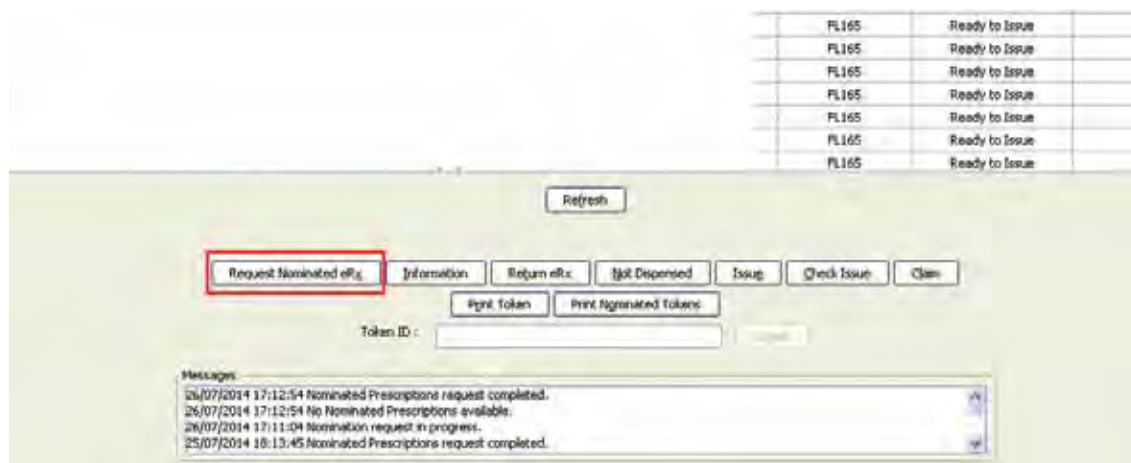
- 5 Select LloydsPharmacy from list, if there is more than one LloydsPharmacy listed, select any one from the list.



- 6 From home screen, click Dispensing Service Menu.



- 7 Click Electronic Prescriptions, this will take user directly to Live Escripts Queue.



- 8 Click Request Nominated eRx at the bottom of the screen.
- 9 Once PSA has successfully downloaded an electronic prescription, it will appear in the eRx Service – Live Escripts. The Script ID will display the last five characters of the Token ID (barcode number) and the status shows 'With Dispenser'.

- 10 Print all tokens by clicking Print Nominated Tokens.



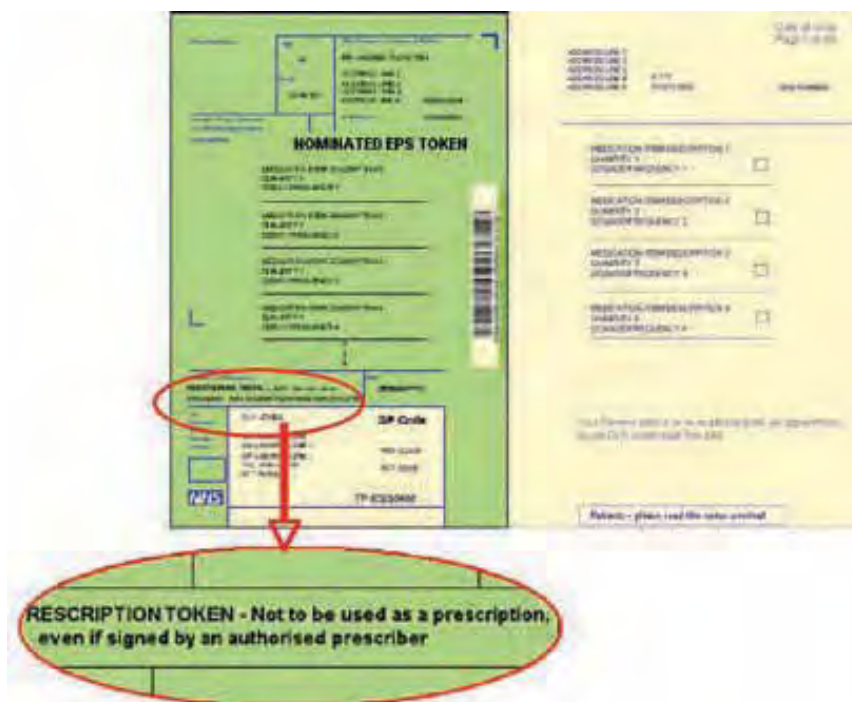
This will print dispensing tokens for all the electronic prescriptions retrieved overnight. Alternatively you can print/reprint an individual dispensing token by clicking.



Repeat step 8-10 as often as you need throughout the day.

Prescription Tokens and Dispensing Tokens

Tokens are paper copies of nominated electronic prescriptions. They are almost identical in appearance to previous paper prescription, but they are NOT signed in ink by prescribers.



Tokens are confidential documents but they are NOT the legal entity (see EPS2 General Information section for more details). Prescription tokens are printed by surgery and dispensing tokens are printed by pharmacies. The only difference between these two types of tokens is the paper colour. Prescription tokens are green and dispensing tokens are white.

Currently user must print tokens before the electronic prescriptions can be dispensed on CoMPaSS. This requirement may be abolished in the future with the increasing use of portable devices such as tablet PC.

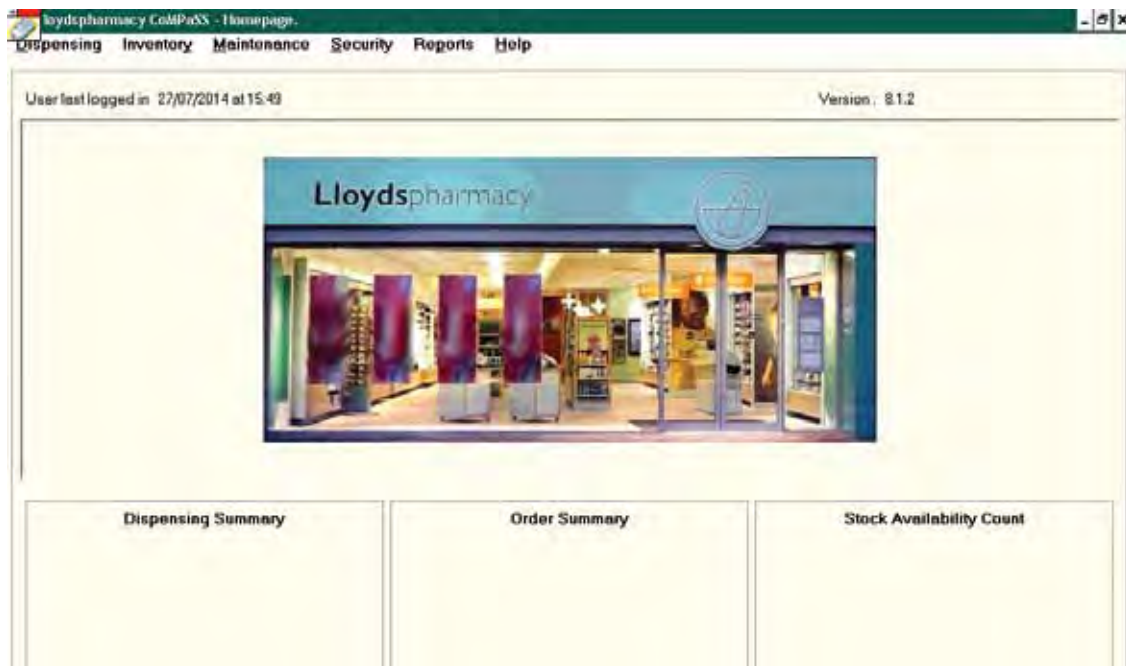
Repeat ordering slip is printed on the right hand side of the token, just like a normal paper FP10 prescription. It may also contain medication review date and clinical messages from the prescriber to the customer.

Contact your local CCG to locate your nearest NHS Stationary Shop and then order by email or fax.

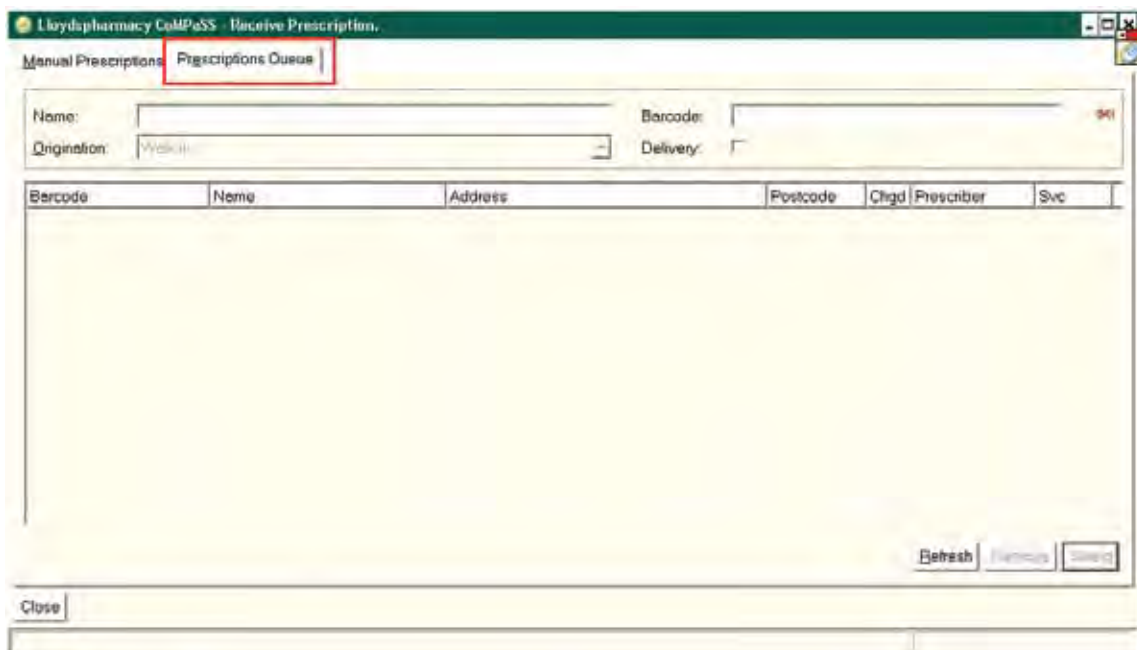
CoMPaSS Dispensing Process

Non CDS/MDS patients:

- 1 From CoMPaSS home screen, press F12 to go to Dispensing page.



- 2 Select Prescription Queue tab, click Refresh.



- 3 Click Name to arrange patient alphabetically.
- 4 Select the correct patient from the queue and click Enter. It is always important that patient information is checked and the correct patient record selected through the dispensing process; however this is particularly important when dispensing EPS2 prescriptions as the information transferred from the NHS Spine to our dispensary system will automatically assign an NHS number to the selected patient record.

- 5 The current electronic prescription(s) and form details are auto-populated on the screen.

Current Prescription(s)		Form Details	
Electronic FP10	30/07/2014	OSD:	<input type="checkbox"/>
1800 ml Baclofen 5mg/5ml oral solution sugar free	(1 of 5)	Rx Type:	Electronic FP10
1200 ml Epilim 200mg/5ml liquid	(1 of 5)	Rx Date:	30/07/2014
30 Omeprazole 20mg gastro-resistant tablets	(1 of 5)	Surgery:	Morden Medical Centre <input type="button" value="Search"/>
		Prescriber:	MACK, Peter <input type="button" value="Add"/>
		Exemption:	E Medical Exemption

- 6 Follow usual labelling process.

Update Patient Data

The electronic prescription may contain patient data that is different to the CoMPaSS patient record. The message below displays the differences that have been identified, for example, here there is a difference in the postcode; if you choose to update the postcode the full address will be updated.

Ensure that the correct patient record is selected before choosing to continue.

Update Patient Data. User connected to NHS - 1600210

Patient data on the electronic prescription does not match the current patient record. Select if you wish to update.

Select		Recorded	Electronic Rx
<input type="checkbox"/>	Date of Birth	21/02/1972	21/02/1972
<input type="checkbox"/>	Gender	Female	Female
<input checked="" type="checkbox"/>	Postcode	CF11 7LS	CF1 7LS

Unit of Measure Mismatch (UOM Mismatch).

Current Prescription(s)	
Electronic FP10	30/06/2009
0 Aspirin 300mg tablets	Take ONE tablet DAILY UOM Mismatch
28 Paracetamol 500mg tablets	Take TWO FOUR times DAILY WHEN REQUIRED
10 ml Otopsporin ear drops	instil THREE DROPS FOUR times

There are several ways to describe a pack of medicine: 10P, 28 tablets or 200 doses. Sometimes this can lead to confusion between surgery's system and our system. When that happens, a zero quantity will display. User must check the quantity printed on the token and then adjust the quantity manually.

Missing Dosage Instructions

When electronic prescriptions are received, the system performs sense checks on all dosage instructions. It is likely that a small proportion of dosage instructions will fail this check and system will prompt user to re-enter dosage instructions. This is a safety mechanism to minimize ambiguous dosage instructions. The original dosage instruction is printed on the token. User can check, and if necessary, clarify with prescriber and then re-enter the dosage instruction.

The system is capable of memorizing user defined dosage instruction. For example, if user enters 'Take ONE tablet at night to lower cholesterol' against '1 ON for cholesterol' twice for a particular patient, the third time system will automatically translate '1 ON for cholesterol' to 'Take ONE tablet at night to lower cholesterol' for that patient.

CDS/MDS

- 1 From CoMPaSS home screen, click Dispensing, then select CDS/MDS.
- 2 Select the correct patient from the list and click Enter. It is always important that patient information is checked and the correct patient record selected through the dispensing process; however this is particularly important when dispensing EPS2 prescriptions as the information transferred from the NHS Spine to our dispensary system will automatically assign an NHS number to the selected patient record.
- 3 Review and process the patient's medications; the current electronic prescription(s) and form details are auto-populated on the screen. Then follow the usual dispensing process.
- 4 Review the patient's medication.
- 5 Print off MAR chart/backing sheet.



To comply with Lloydspharmacy SOPs, items including strength & dose on the CoMPaSS Current Prescription(s) screen must be checked against the Patient History (Clinical Governance) as displayed on the summary screen.

If the History tab is not displayed by default **Hold** down the **Alt** key and **press H** to display it.



There is a risk of a dispensing error if checks are not completed against the Current Prescription and the Dispensing Token.

Dependent upon the data in CoMPaSS, the Surgery and / or Prescriber may or may not automatically populate;

Surgery details

To add a Surgery Hold down the Alt key and press E.

Prescriber details

To add a Prescriber Hold down the Alt key and press A.

To comply with Lloydspharmacy SOPs, items including strength & dose on the CoMPaSS Current Prescription(s) screen must be checked against the Patient History (Clinical Governance) as displayed on the summary screen.

Form Details

OSD: ☐

Rx Type:

Rx Date:

Surgery:

Prescriber:

Exemption:

- 1 Dispense the Electronic Prescription, press **F12**
- 2 Continue with dispensing process, press **F12**
- 3 Add stock to the order, press **+**
- 4 The other items can be added to the current order if required by highlighting the item and using the **+** key to place the order
- 5 Dispense the Electronic Prescription, press **F12**
- 6 Print Endorsements, press **F12**

The customer's prescription has now been dispensed, therefore the prescription details no longer display in the CoMPaSS Prescription Queue. When dispensed the prescription has a status of in the PSA. Ready to Issue displays when ALL or PART of an electronic prescription has been dispensed in CoMPaSS.

Suppl ID	Surname	Postname	Rx Date/Time	Item(s)	Notes	Issued	Status
00494			25/07/14 13:05	2	Y	PL105	Ready to Issue
00461			25/07/14 13:33	1		PL105	Ready to Issue
02164			25/07/14 13:32	1		PL105	Ready to Issue
02086			25/07/14 13:32	1		PL105	Ready to Issue
00423			25/07/14 13:03	1		PL105	Ready to Issue
00308			25/07/14 12:47	1		PL105	Ready to Issue
002010			25/07/14 11:05	1		PL105	Ready to Issue
00277			25/07/14 10:31	1	Y	PL105	Ready to Issue
00163			25/07/14 08:57	1	Y	PL105	Ready to Issue
00190			25/07/14 08:57	1	Y	PL105	Ready to Issue
00176			25/07/14 08:49	1		PL105	Ready to Issue
00094			24/07/14 12:06	1		PL105	Ready to Issue
00037			24/07/14 12:06	1	Y	PL105	Ready to Issue
00029			24/07/14 12:06	1	Y	PL105	Ready to Issue

The electronic prescription is now ready to be electronically issued.

See Issuing and Claiming for more information.

Endorsing of specials

If an item has to be ordered in from a supplier other than AAH which requires additional endorsements (e.g. invoice price) and / or an out of pocket expense (e.g. postage), the endorsement MUST be suspended at the endorsing screen until the additional endorsements are known.



If the prescription is not suspended and the prescription is claimed before the full endorsement is made, there is no way of adding to or amending the endorsement at a later date. This will lead to loss of income.

- 1 Access the Suspend Queue, press F10
- 2 Go to Show list, Hold down the Shift key and press Tab
- 3 Display drop down list, press F4
- 4 Select Endorsing, press Enter To Check
- 5 Display Endorsing Suspend queue, press Tab
- 6 Select patient. press Enter
- 7 Additional Endorsements can be added here; Press Enter or Hold down the Alt key and press A

Add additional endorsements as required for example;

- > Invoice Price
- > Manufacturer
- > Out of Pocket expenses

The Discount Not Given checkbox MUST be ticked when dispensing a product that has been ordered from an external provider other than Martindales, DIS, Quantum and The Specials Lab.

- 8 Save changes, press Enter



Continue with EPS Release 2 Standard Dispensing Process.

Multiple Prescriptions for the same Customer

Nominated Prescriptions

If a customer has more than one electronic prescription displaying within the Electronic Prescriptions screen on CoMPaSS, selecting any one of these prescription lines will bring through all of the electronic prescriptions for that customer, ready for dispensing.

Flag an Item as Not Dispensed on CoMPaSS

If a customer does not require all items on an electronic prescription, the items that are not required must be flagged 'Not Dispensed'. This can be completed on either CoMPaSS or the PSA.

CoMPaSS, Prescription Entry screen;

- 1 Highlight the **item** to be 'Not Dispensed' from the Current Prescription(s)

- 2 Hold down the **Ctrl** key and press **N**
- 3 Show Not Dispensed Reason drop down list, press **F4**
- 4 Select Reason, press **Enter**
- 5 Confirm Reason, press **Enter**

Item is marked as ND – Not Dispensed



Continue with EPS Release 2 Standard Dispensing Process



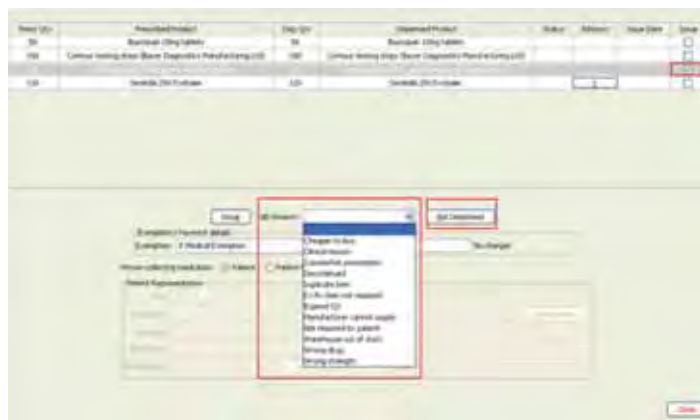
When an item is flagged as Not Dispensed in CoMPaSS the PSA Status will also display as ND

Flag an Item As Not Dispensed On PSA

PSA, eRx Service – Live Escripts screen;

- 1 Highlight the electronic prescription
- 2 Click Check Issue
- 3 Tick Issue checkbox for the ND item

Display the ND (Not Dispensed) Reason drop down list.



- 4 Select a reason
- 5 Click Not Dispensed

Status will display as ND (Not Dispensed).

The remaining items are issued by clicking the Issue checkbox(s) and clicking.

Once the electronic prescription has been issued it is displayed on the Claimed Prescriptions tab in PSA. An automatic claim is sent to the Reimbursement Agency for payment.



Only when items are electronically issued will they be paid for by the Reimbursement Agency.

The Not Dispensed item can be viewed in CoMPaSS; View or Amend Patient Screen, History tab, Prescribed details drop down list.

Flag ALL Items as Not Dispensed on PSA

If none of the items on the electronic prescription are required; PSA, eRx Service – Live Escripts screen;

- 1 Highlight the electronic prescription
- 2 Click Not Dispensed
- 3 Select reason for Not Dispensed



The prescription will be removed from the system.



Patient History and the CoMPaSS stock levels are automatically updated when an item is flagged as Not Dispensed on the PSA.

Undo Electronic Prescription

Within EPS Release 2 the 'Undo' option allows the user to undo a whole form only. The Undo Form screen enables you to;

- ✓ Mark the form and ALL items listed as "Undone" in History
- ✓ Correct Stock levels

When undoing electronic prescriptions the following reasons can be selected;

- ✓ Undo Only – will undo the form and return it to the Electronic Prescriptions queue
- ✓ Undo and Re-dispense - will undo the form and allow it to be re-dispensed

- 1 Access Maintenance, Hold down the **Alt** key and press **M**
- 2 Select Patient, press **Enter**
- 3 Search patient from the recent list or by keying in name
- 4 Select customer, press **Enter**
- 5 Open the History tab, Hold down the **Alt** and press **H**
- 6 Undo electronic prescription, Hold down the **Alt** key and press **D**



Individual items on an electronic prescription **CANNOT** be undone, the whole prescription form has to be undone

- 7 Continue to undo the electronic prescription, press Enter

Selecting OK will enable you to continue to undo the electronic prescription.

Selecting Cancel will close the message and return you to the View or Amend Patient screen.

- 8 Display Reason drop down list, press **F4**
- 9 Select a Reason, Press **Enter**
- 10 Display Action drop down list, press **F4**
- 11 Select an Action from the list
- 12 Continue, press **F12**

The remainder of the process will depend upon the Action selected.

Create an Owing on CoMPaSS

Owings for electronic prescriptions are created and dispensed in exactly the same way as in regular.

CoMPaSS dispensing.



Accurate stock control is essential when dispensing EPS Release 2 prescriptions to reduce returns to the NHS Spine and possible loss of nomination.

CoMPaSS, Prescription Summary screen;

- 1 Highlight the item that needs an owing
- 2 Hold down the **Alt** key and press **O** The owing is created on the Create Owing pop up box
- 3 Delete Dispense quantity, **Hold** down the **Delete** key until clear
- 4 Enter the quantity to be dispensed

The Owing quantity will be automatically pre-populated

The Date and Time can be modified unless the owing is for an instalment prescription when only the time can be modified

- 5 Confirm Owing, press **Enter**



Continue with EPS Release 2 Standard Dispensing Process.



Patient History and the CoMPaSS stock levels are automatically updated when an item is flagged as Not Dispensed on the PSA.

Dispensing an Owing

CoMPaSS, Homepage;

- 1 Access the Owings queue, press F5

Owings are reconciled / amended on the Owings queue screen. The first owing is automatically highlighted ready for dispensing.

- 2 Dispense the owing, press F12
- 3 Print endorsements

The owing is removed from the queue.

Partial Owings

Partial owings for electronic prescriptions are created and dispensed in exactly the same way as in regular CoMPaSS dispensing.

- 1 If an owing is created on an electronic prescription that includes other items that have been dispensed (in part or in full) the dispensed items must be handed to the customer and the electronic prescription issued on the PSA. A dispense notification message will be automatically sent to the NHS Spine for fully and PART dispensed items.
- 2 The dispensing token should be placed on the owing slip clip.
- 3 When the stock arrives in pharmacy the owed item is dispensed on CoMPaSS ready for collection.
- 4 The electronic prescription remains in the Live Escripts screen on the PSA with a status of 'In CoMPaSS Part Issued' until the owing has been dispensed and issued.
- 5 When the customer collects the owing, the electronic prescription needs to be fully issued on the PSA. Only when the item is fully issued and the electronic prescription is fully endorsed, will the claim for payment of the owed item be sent.



The expiry report (see Reports section of the Best Practice Guide) will highlight if a customer has not collected an owing after 'x' amount of days / weeks. Under these circumstances the customer should be contacted as per Uncollected Prescription SOP. If the owing remains uncollected the item **MUST** be flagged as Not Dispensed in CoMPaSS and the stock returned to the dispensary if appropriate.



Endorsing for owings / installments cannot take place until all items have been fully dispensed.

Emergency Supply at the Request of a Prescriber

From time to time, it may be necessary to dispense an emergency supply at the request of a prescriber for which an Electronic Prescription is received to cover the supply given.

There are various reasons why such a supply may be required, for example;

- > A prescriber is visiting a patient's home and needs to call in a prescription because they do not have any medication with them to give to the patient.
- > The Out of Hours GP has a consultation over the phone with a patient and wants to call in a prescription to the pharmacy.
- > A patient is unable to get to the pharmacy to hand in their prescription so the GP calls it in.
- > A technical failure means that the electronic prescription cannot be retrieved and dispensed, thereby requiring the dispenser to contact the prescriber to clarify the items required.



When a GP requests for an emergency supply on behalf of the patient, a manual prescription is dispensed.

Once the electronic prescription is received the manual prescription must be undone and the electronic one dispensed.

Emergency supplies at the request of a prescriber must be recorded in the Private.

Prescription book.



The emergency supply at the request of the prescriber SOP must be followed at all times

When dispensing an Emergency Supply at the request of a prescriber the Rx Type must be FP10NC/SS GP The prescription details MUST be recorded in the Medication Request book.

- 1 **Search** for patient from CoMPaSS
- 2 Select customer, press **Enter**
- 3 Enter **Quantity, Prescribed Product** and Directions
- 4 Add item to Current Prescription(s), press **Enter**
- 5 Add Priority Prescription Note, **Hold** down the **Alt** key and press **N**
- 6 Enter notes – the following details must be added;
 - > Emergency supply made at the request of the GP
 - > Prescription to follow
 - > The prescription quantity and item(s)

Ticking Priority Note and Add to.

patient / organisation record will display the note in bold text in the patient information area.

- 7 Save **Note**, press **Enter**

Priority note is displayed on the Prescriptions.

Entry Screen within the Patient Information section.



Continue with Standard Dispensing process.



A valid prescription should be received from the prescriber within 72 hours of the initial call, if no valid prescription has been received within this time a 'Dear Doctor' note should be used to request the prescription from the GP.

Once a valid electronic prescription has been received and is displayed in the Electronic Prescriptions queue, the manual emergency supply prescription must be undone. For audit trail purposes the priority note must be edited with the date the valid electronic prescription was received.

Undo the Manual Emergency Supply Prescription

From the CoMPaSS Homepage;

- 1 Access **Maintenance** menu, **Hold** down the **Alt** key and press **M**
- 2 Select **Patient** from the menu, press **Enter**
- 3 Search for customer, press **Enter**
- 4 Access Notes, **Hold** down the **Alt** key and press **N**
- 5 Edit priority note, **Hold** down the **Alt** key and press **E**
- 6 Add the date the electronic prescription was received to the end of the note, **Hold** down the **Ctrl** key and press **End**
- 7 Type **eRx received DD/MM/YY**
- 8 Untick Priority check box, press **Spacebar**
- 9 Confirm, press **Enter**
- 10 Save changes, **Hold** down the **Alt** key and press **S**
- 11 Access History to undo the prescription, **Hold** down the **Alt** key and press **H**
- 12 Undo prescription, **Hold** down the **Alt** key and press **D**
Selecting **Form** will allow you to undo the whole prescription
Selecting **Item** will allow you to undo 1 or more items on a prescription
- 13 Select **Form**, press **Enter**

- 14 Continue, press **F12**
- 15 Display **Reason** drop down list, press **F4**
- 16 Select **EPS2 Emergency Supply at request of GP**, press **E**
- 17 Display **Action** drop down list, press **F4**
- 18 Select **Undo Only, Continue** press **F12**
- 19 Save changes, **Hold** down the **Alt** key and press **S**
- 20 Return to the Homepage, press **Esc**

Amendments to Electronic Prescriptions

Only GPs or other authorised staff working in the GP practice where the prescription was generated can amend electronic prescriptions any point until the prescription is retrieved from the NHS Spine by the pharmacy.

If an amendment is required, the original electronic prescription must be cancelled, a new electronic prescription generated and the customer informed.

All amendments must be made electronically. Amendment made on the EPS2 token by hand does not change the actual electronic prescription.

KEY POINT

It is the responsibility of the person amending the electronic prescription to inform the patient that the prescription has been amended; each Surgery will have their own process for this.

Returning an Electronic Prescription to the NHS Spine

It may sometimes be necessary to return an electronic prescription to the NHS Spine once it has been requested or received on the PSA.

The reasons to return an electronic prescription to the NHS Spine include;

- > Customer hasn't collected their prescription after expiry
- > Customer has gone to another pharmacy for their medication and the pharmacy telephones us to request the electronic prescription on behalf of the customer
- > If you are unable to fulfil all, or part of an electronic prescription and consequently the customer wants to go elsewhere
- > A pharmacy contacts the GP to inform them that an item is not available or has been withdrawn



Accurate stock control is essential when dispensing EPS Release 2 prescriptions to reduce returns to the NHS Spine and possible loss of nomination.

If the electronic prescription has already been labelled, you **MUST** undo from CoMPaSS FIRST. You cannot return an electronic prescription to the NHS Spine if it is dispensed in CoMPaSS.

PSA, eRx Service – Live Escripts screen;

- 1 Highlight the electronic prescription from the list and click Return eRx
- 2 Select reason for prescription return from the drop down list;
- 3 Status displays as **Returned**

Returned displays when an electronic prescription has been returned to the NHS Spine



Cancellation of Electronic Prescriptions

GPs, or other authorised staff working in the GP practice where the prescription was generated, can cancel electronic prescriptions at any point up until they are retrieved by the pharmacy. A cancellation message is sent to the NHS Spine. GP systems allow cancellation of the whole or individual items on a prescription.

It is the responsibility of the person cancelling the electronic prescription to inform the customer that the prescription has been cancelled.

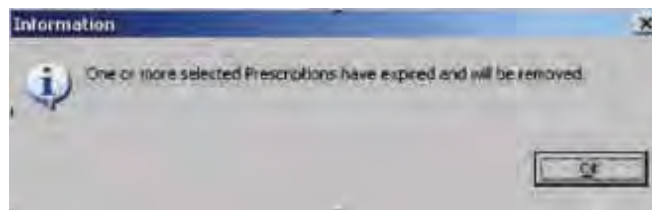
When the pharmacy tries to request the cancelled electronic prescription from the NHS Spine, they are informed with a notification message.

Expired Electronic Prescriptions

Like all prescriptions, electronic prescriptions have an expiry date e.g. after 6 months the prescription will expire.

If an expired electronic prescription is selected for dispensing in CoMPaSS this message will appear;

If an electronic prescription has expired this **MUST** be returned to the NHS Spine without dispensing.



Expiry Reports identify electronic prescriptions that are due to expire, these are available on the PSA for up to 1, 2, 4 & 12 weeks before expiry (see Reports section).

See Returning an Electronic Prescription to the NHS Spine for more information.

Electronic Repeat Dispensing

Repeat dispensing allows a GP to authorise several issues of a prescription at once.

Unlike conventional paper based repeat dispensing, electronic repeat dispensing is possible from a single electronic prescription and does not require a batch of paper issues to be printed; instead, a single prescription token known as a 'repeat dispensing authorising token' is printed by the GP and handed to the patient at the start of the electronic repeat dispensing regime. Repeat dispensing authorising token is equivalent to RA in paper repeat dispensing. However GP is not obliged to print RA token and pharmacy is not obliged to keep it.

In the initial stages of EPS Release 2, electronic repeat dispensing will only be available to patients who have nominated a pharmacy to receive their electronic prescriptions. If the patient changes their nomination part way through a repeat dispensing cycle, all outstanding prescription issues will be transferred to the new nominated pharmacy or contractor.

In the longer term, it will be possible for patients to use electronic repeat dispensing even if they haven't nominated a pharmacy. This will mean they can take their prescription token to any EPS Release 2 enabled pharmacy (not necessarily the same one each time) and obtain their next prescription issue.



If a patient has not nominated your pharmacy it is a risk that they may not use your services again. Explain the benefits of nomination and how easily you can do this on their behalf.

CoMPaSS, Electronic Prescriptions screen;

- 1 Select the patients Electronic Prescription, press **Enter**

The current prescription is auto-populated with information received electronically from the NHS Spine. The repeat prescription displays with an issue number and a total number of prescriptions in that issue (i.e. 1 of 6).

Repeat dispensing details display;

Issue 1 of 6: indicates this is the 1st issue of 6.

Last Issue: date of last issue (if this is the first repeat dispensing prescription last issue will be blank).

Duration: number of days supply.

Review: the date the customer needs to contact their GP for a consultation to assess for further repeat dispensing.



Continue with EPS Release 2 Standard Dispensing Process

Each issue of a repeat prescription must be 'issued' on the PSA when the items have been given to the customer to ensure that payment is claimed after each dispensing.

Electronic Repeat Prescriptions will automatically be received in the pharmacy seven days before the patients due date.

If the patient wants to request medication before the seven day due date then there are two ways this can be done.

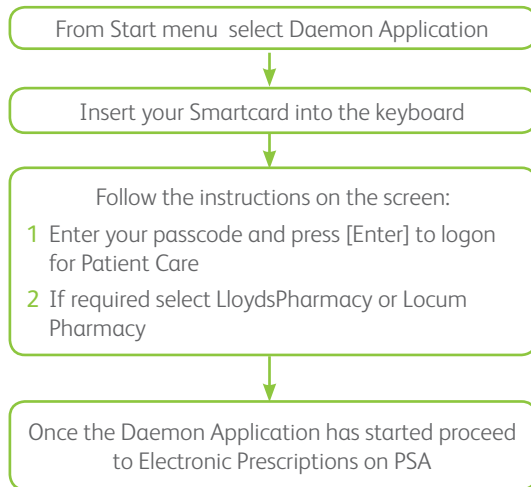
- > Request medication using prescription token.
- > From CoMPaSS homepage, go to Maintenance > Patient > Search & Select Patient > Go to History

Select 'Request Repeat' Option **[Alt+Q]** Δ Highlight line to be ordered.

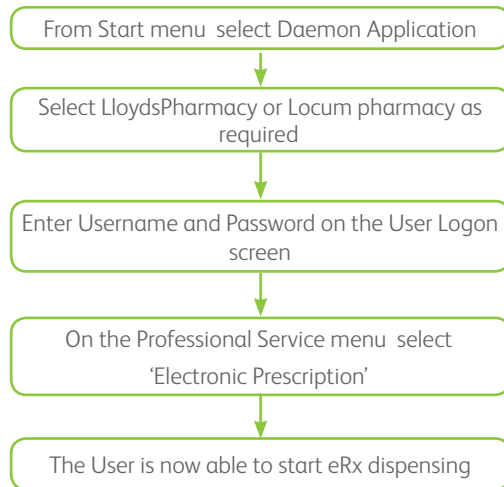
Pharmacists should advise the customer of the need to contact their GP when dispensing the last issue of a repeatable prescription i.e. Issue 6 of 6.

Electronic Prescription Service Release 2 Non CDS/MDS Dispensing QRG

Start up procedure Step 1 DAEMON Application

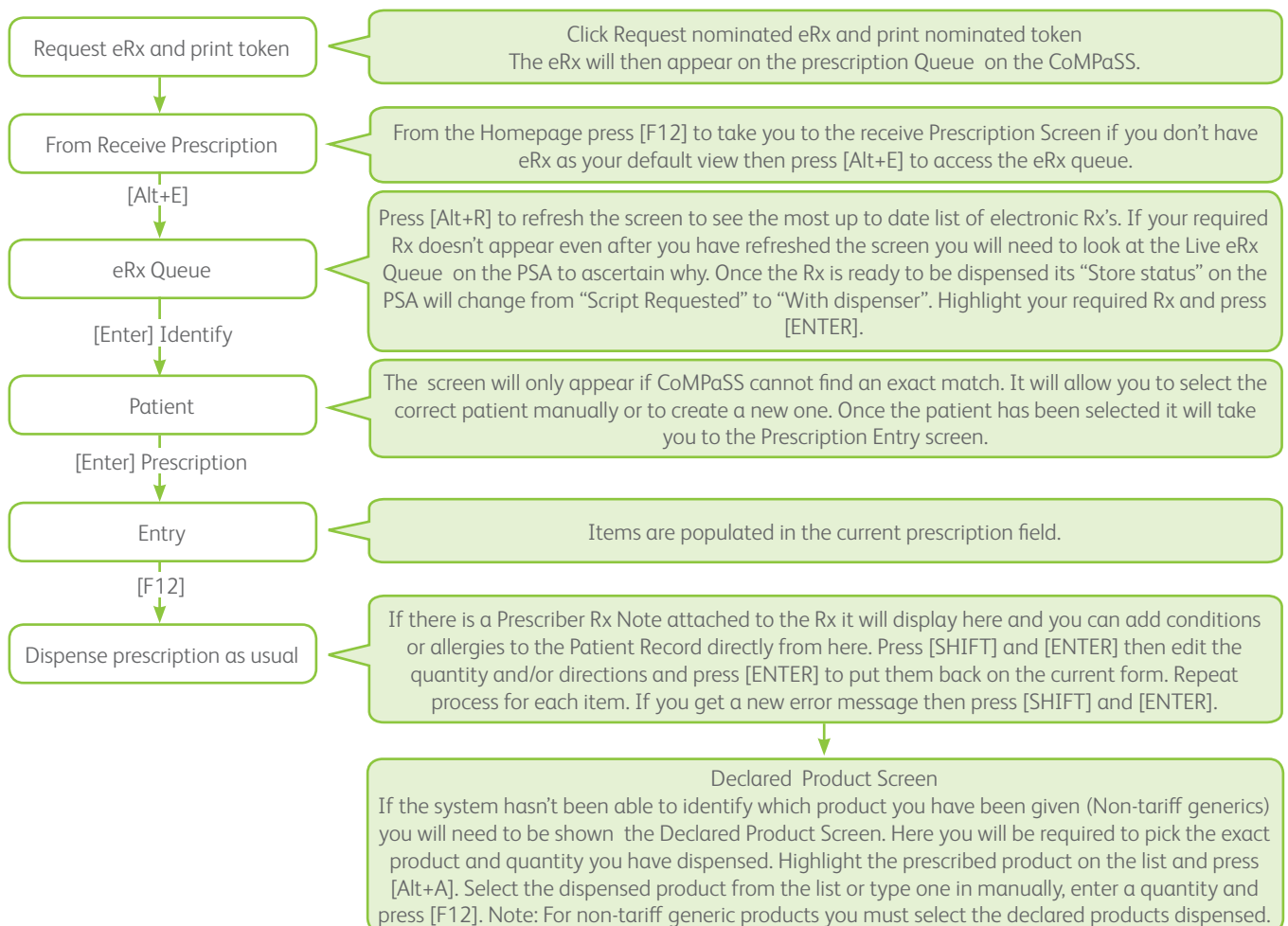


Start up procedure Step 2 Professional Service Application (PSA)

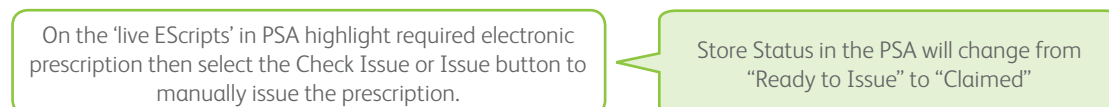


Please Note: Please ensure that your Smart Card has been associated to your user profile in the PSA. Failure to do this will result in the inability to dispense electronic prescriptions

Dispense Electronic Prescription in CoMPaSS

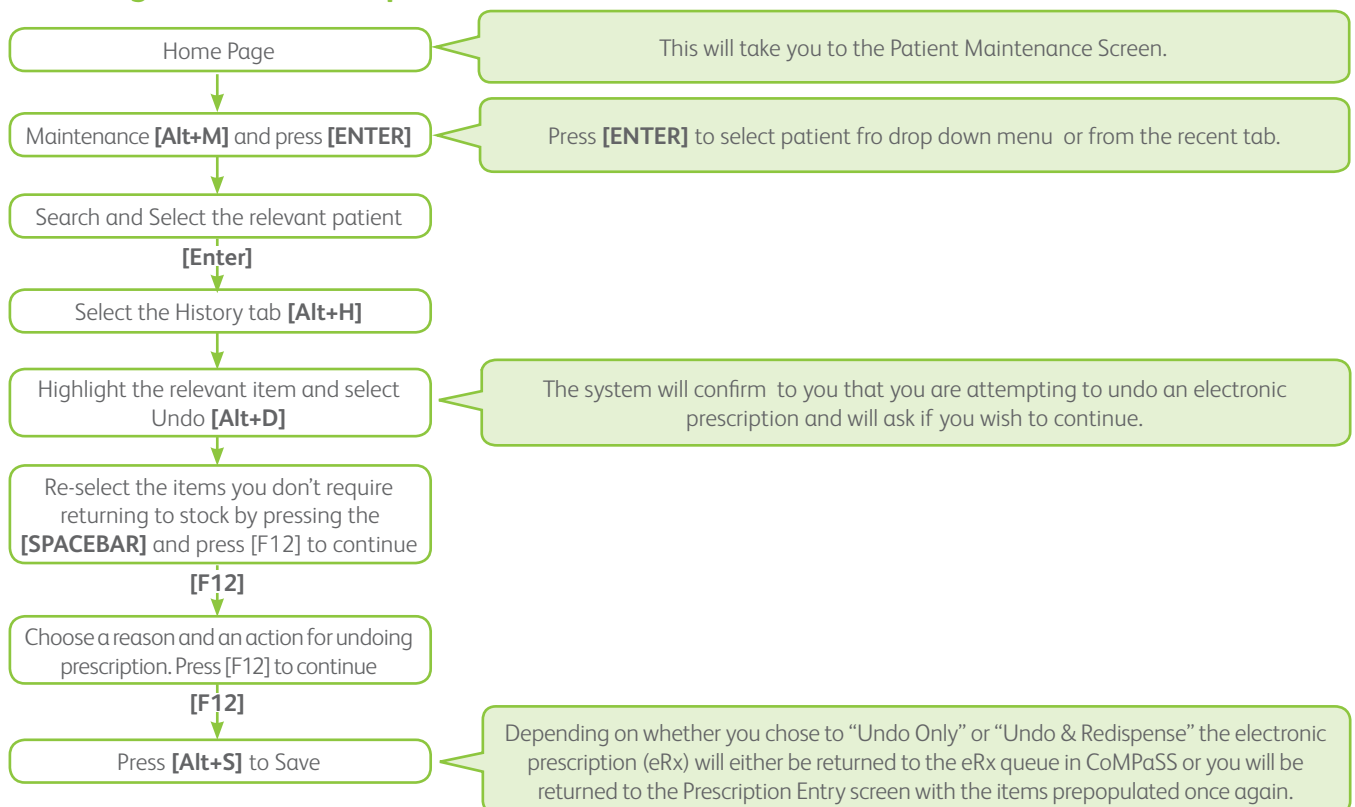


Issue Prescription (Manually) in PSA

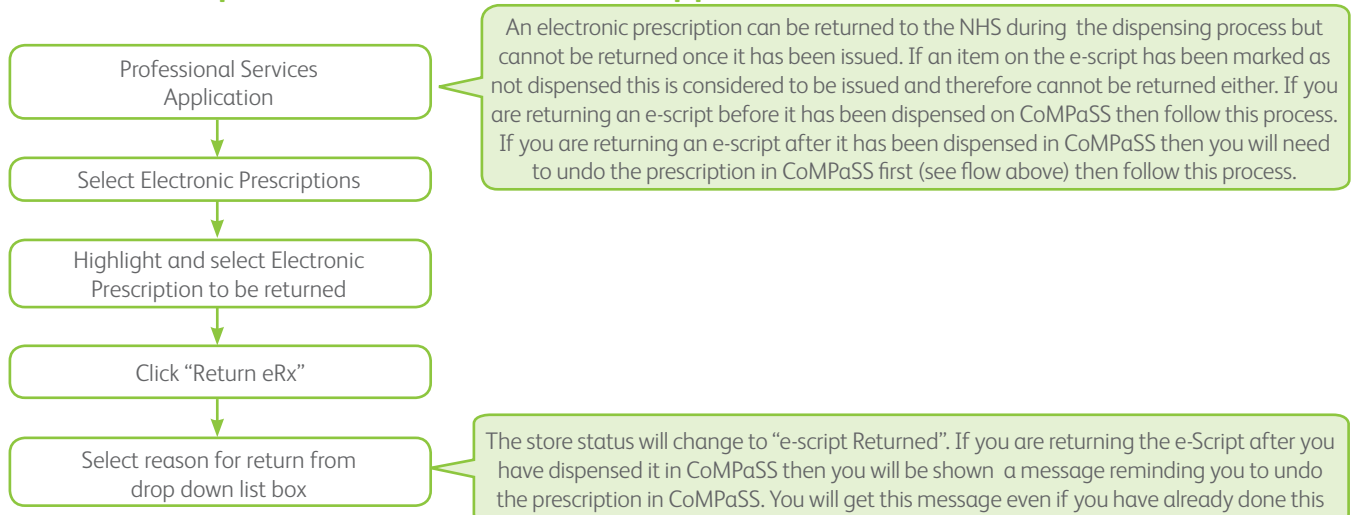


EPS Dispensing in CoMPaSS Quick Reference Guide - version 1.5

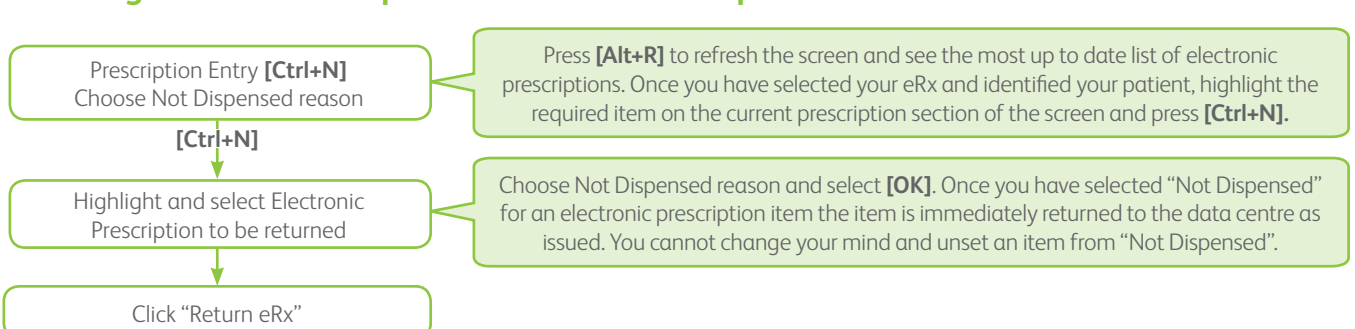
Undoing an EPS Prescription in CoMPaSS



Return E-Script in Professional Services Application

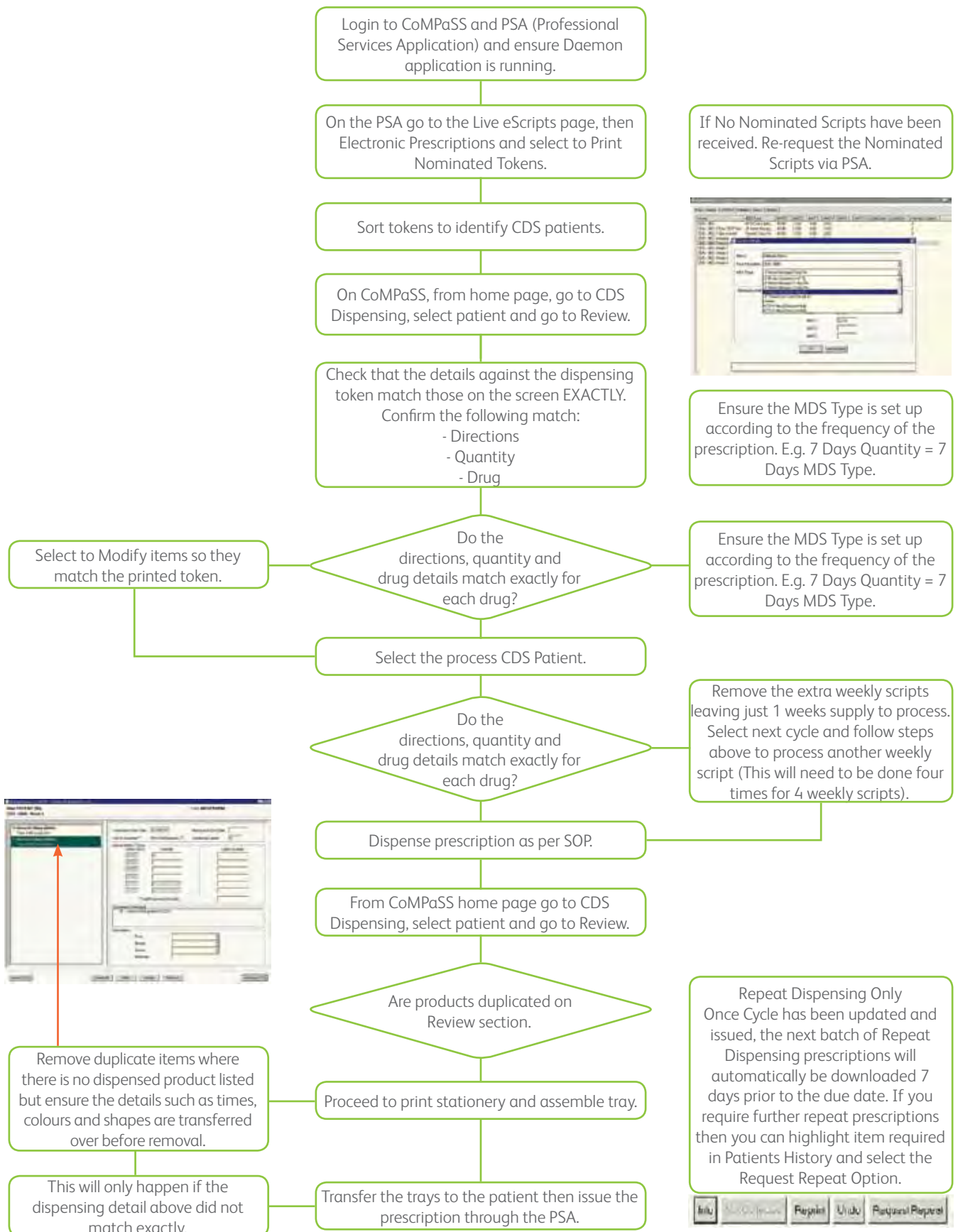


Marking an EPS Prescription item as Not Dispensed in CoMPaSS



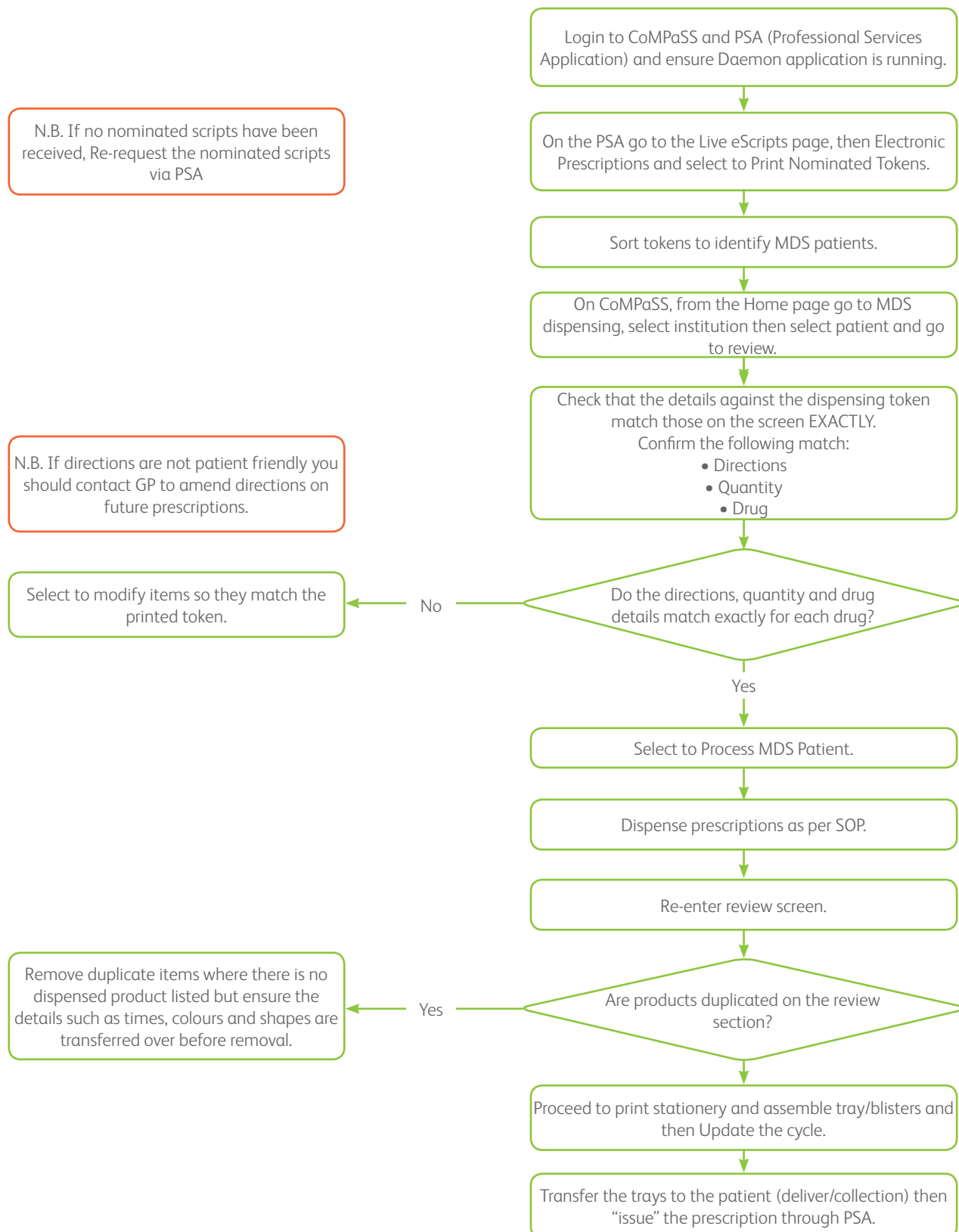
Electronic CDS Dispensing for EPS Release 2

When EPS R2 Prescriptions are received for CDS Patients, the items will appear on the Current Medication Record (CMR). They may appear as duplicates if they do not match the existing CMR items exactly. This process explains the most efficient way to transfer the EPS R2 items to the CMR.



Electronic MDS Dispensing for EPS Release 2

When EPS R2 prescriptions are received for CDS patients, the items will appear on the current medication record (CMR). They may appear as duplicates if they do not match the existing CMR items exactly (this includes dosage instruction). This process explains the most efficient way to transfer the EPS R2 items to the CMR.



Dispensing FAQ

Q: My surgery said they had sent the electronic prescription to us some time ago; we still have not received it. What should we do?

A: You can take a few quick steps to investigate:

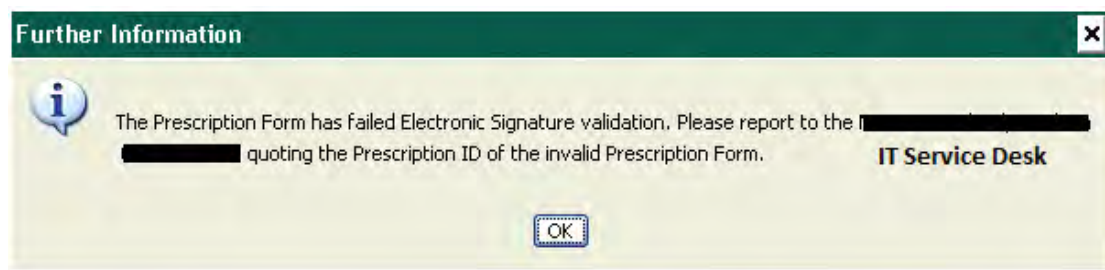
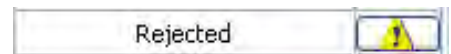
- 1 Check the patient's nominated pharmacy

- > See Nomination and Consent section for more details on how to get to this page.
 - > If the patient's nominated pharmacy is not your pharmacy, then the electronic prescription is likely to be with another pharmacy. Check with surgery where they have sent the electronic prescription.
 - > If the patient's nominated pharmacy is your pharmacy, go to Step 2.
- 2 Ask surgery for the electronic prescription token ID (18 characters next to the barcode) and manually enter the token ID into PSA, then click Refresh.

- 3 The electronic prescription will be requested from the NHS Spine.
 - > If electronic prescription appears in eRx Service – Live Escripts queue, dispense it as usual.
 - > If request is rejected, click on the yellow triangle and it will show a reason of rejection. If the message indicates the prescription has already been downloaded by your pharmacy, go to Step 4.
- 4 Call IT Service Desk on 02476 432100 Option 1. Report the message to Service Desk operator and give them the token ID for further investigation.
- 5 Pharmacists must exercise their professional discretion on whether to make an emergency supply against an electronic prescription token. See Dispensing section for more details on emergency supply.

Status	
Prescription Request Rejected	

Q: The electronic prescription is rejected due to failed digital signature, why is that and what can we do?



A: This has been fixed in CoMPaSS 9, which is due to come out in September 2014. This issue only affects certain GP. When it happens we must proactively communicate with surgery and use FP10 paper prescription for that prescriber.

Q: Some electronic prescriptions have extra information, why is it not printed?



A: This extra information is from prescriber to pharmacy team. You can view the information but the system currently does not allow user to print it. Any messages from prescriber to patient will be automatically printed on repeat ordering slip (right-hand side of token). If the extra information contains patient's message, please communicate with patient in an appropriate way.

Q: Why the tokens are not printed alphabetically?

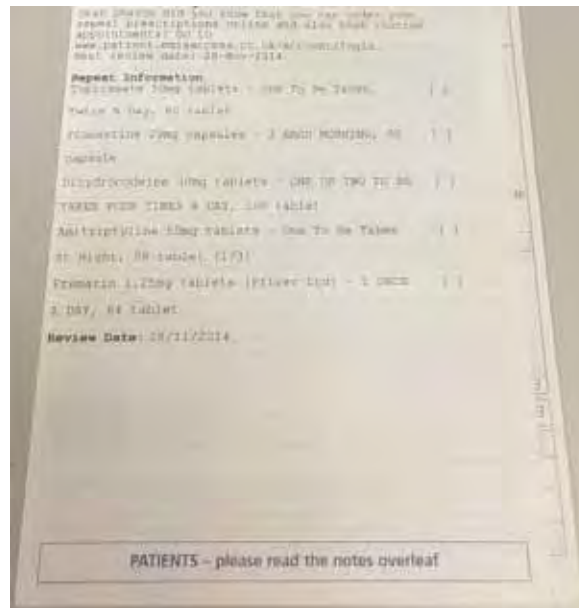
A: This is being fixed as part of ongoing system improvements.

Q: When I receive a lot of electronic prescriptions, I can only print a few and the rest are not printed correctly. What can I do?

A: You need to check your printer model. If you have a Lexmark E260dn, call IT Service Desk on 02476 432100 Option 1 and raise the issue of printing.



Q: Items on repeat ordering slips (right-hand side of token) are not separated by lines and the surgery information is not printed either, what can we do?



A: This is being fixed as part of ongoing system improvements.

Q: We have received both acute and repeat electronic prescription for one of our RPS patients; can we only label the acute prescription?

A: If the tokens for both prescriptions are printed, then they must be labelled at the same time. The ability to return an electronic prescription to the live queue may be available in the near future. You will receive further updates.

Q: An item on the electronic prescription does not have a product profile on CoMPaSS, what can I do?

A: You can still create a new item on electronic prescription. The rules of creating new item on electronic prescription are identical to the ones on FP10 paper prescription.

Q: The date on patient summary does not match the actual dispensing date, why is that?

Summary | History | New Item | Master

Current Prescription(s)

Date	Rx Type	Quantity	Product	Directions	Status
22/07/2014	FP10NC/SS GP	1	Lactulose 3.1-3.7g/5ml oral solution (AAH)	Take TWO to THREE 5ml spoonfuls(10-15ml) TWICE a DAY WHEN REQUIRED	Issued
23/07/2014 09:03	FP10NC/SS GP Rep...	30	Tamulosin 400microgram modified-release capsules (AAH)	Take ONE every DAY	Issued
23/07/2014 09:08	FP10NC/SS GP Rep...	29	Sildenafil 20mg tablets (AAH Pharmaceuticals Ltd)	Take ONE to TWO FOUR times DAILY WHEN REQUIRED	Issued
23/07/2014 09:08	FP10NC/SS GP Rep...	29	Sildenafil 20mg tablets (AAH Pharmaceuticals Ltd)	Take ONE to TWO FOUR times DAILY WHEN REQUIRED	Issued

Basic Details | History | Notes | Consents | Diagnostics | Oxygen | Medical Profile | Exemptions | Patient Surgery | Address | Institution | Patient Representative

Show: Dispensed Details Period: 6 months

A: The patient summary actually displays prescription date rather than dispensing date.

Prescribed | Dispensed | Strength/Directions | Electronic Prescription

Pharmacy: User:

Prescribed details

Rx Date: 22/07/2014

Rx Type: Electronic FP10

Prescriber: Surgery: Prescribed Product: Lactulose 3.1-3.7g/5ml oral solution Label Name: Prescribed Quantity: 30 Directions: Take TWO to THREE 5ml spoonfuls(10-15ml) TWICE a DAY WHEN REQUIRED

Dispensation: Price: £5.00 Endorsements: Fees: Charges: No Charges: Undo reason: MDS: CDS: CPC not required: Generic Substitution: Pre substitution Name:

If you would like both prescription and dispensing date to be displayed on screen, go to history tab.

Summary | History | New Item | Master

Current Prescription(s)

Date	Rx Type	Quantity	Product	Directions	Status
22/07/2014	FP10NC/SS GP	1	Lactulose 3.1-3.7g/5ml oral solution (AAH)	Take TWO to THREE 5ml spoonfuls(10-15ml) TWICE a DAY WHEN REQUIRED	Issued
23/07/2014	FP10NC/SS GP Rep...	30	Tamulosin 400microgram modified-release capsules (AAH Pharmaceuticals Ltd)	Take ONE every DAY	Issued
23/07/2014	FP10NC/SS GP Rep...	29	Sildenafil 20mg tablets (AAH Pharmaceuticals Ltd)	Take ONE to TWO FOUR times DAILY WHEN REQUIRED	Issued
23/07/2014	FP10NC/SS GP Rep...	29	Sildenafil 20mg tablets (AAH Pharmaceuticals Ltd)	Take ONE to TWO FOUR times DAILY WHEN REQUIRED	Issued

Basic Details | History | Notes | Consents | Diagnostics | Oxygen | Medical Profile | Exemptions | Patient Surgery | Address | Institution | Patient Representative

Show: Dispensed Details Period: 6 months

Q: My CDS cycle on system is 7-day, the electronic prescription is for 28-day. Can I still process electronic prescription?

A: No. Your cycle length in system must match the supply interval on electronic prescription. You cannot proceed 7-day cycle with 28-day prescription or vice versa.

Q: When I update my CDS/MDS cycle, the system warns me one or more electronic prescription has been removed. I cannot update the cycle, what can I do?

A: This can be caused by the following two reasons:

- 1. Item(s) is still waiting to be processed in the Current Prescription on CoMPaSS. The item(s) may or may not be part of an electronic prescription. If patient does not need the item(s) this time, mark all these items as Not Dispensed (highlight the item and press Ctrl + N).
- 2. If no item is waiting to be processed in the Current Prescription, call IT Service Desk on 02476 432100 Option 1 and option 3 and quote this error message.

Q: How can I tell if an electronic prescription is part of Repeat Dispensing?

A: Go to Patient History, highlight any line from an electronic prescription entry, click Enter.

Date	Rx Type	Quantity	Product	Directions	Status
26/05/2014 11:37	FP10HCSS QP Rep.	28	Bendroflumethaside 2.5mg tablets (LLO)		Issued
26/05/2014 11:37	FP10HCSS QP Rep.	28	Amphetamine 50mg tablets (LLO)		Issued
26/05/2014 11:37	FP10HCSS QP Rep.	28	Aspirin 75mg dispersible tablets (LLO)		Issued
26/05/2014 11:37	FP10HCSS QP Rep.	28	Ramipril 5mg capsules (LLO)		Issued
17/05/2014 10:01	Electronic FP10	500	Lactulose 3.1-3.7g/5ml oral solution (LLO)		Issued
27/05/2014 12:32	Electronic FP10	28	Tamoxifen 400microgram modified-release capsules (LLO)		Issued
27/05/2014 12:32	Electronic FP10	100	Tamoxifen 50mg capsules (LLO)		Issued
27/05/2014 12:32	Electronic FP10	28	Sertraline 50mg tablets (LLO)		Issued
27/05/2014 12:32	Electronic FP10	28	Amphetamine 50mg tablets (LLO)		Issued
27/05/2014 12:32	Electronic FP10	28	Ramipril 5mg capsules (LLO)		Issued
27/05/2014 12:32	Electronic FP10	28	Bendroflumethaside 2.5mg tablets (LLO)		Issued
27/05/2014 12:32	Electronic FP10	28	Aspirin 75mg dispersible tablets (LLO)		Issued
02/05/2014 10:31	Electronic FP10	28	Ramipril 5mg capsules (LLO)		Issued
02/05/2014 10:31	Electronic FP10	28	Bendroflumethaside 2.5mg tablets (LLO)		Issued
02/05/2014 10:31	Electronic FP10	28	Aspirin 75mg dispersible tablets (LLO)		Issued
02/05/2014 10:31	Electronic FP10	30	Tamoxifen 400microgram modified-release capsules (LLO)		Issued
02/05/2014 10:31	Electronic FP10	100	Tamoxifen 50mg capsules (LLO)		Issued
02/05/2014 10:31	Electronic FP10	28	Sertraline 50mg tablets (LLO)		Issued
02/05/2014 10:31	Electronic FP10	28	Amphetamine 50mg tablets (LLO)		Issued
23/04/2014 11:48	Electronic FP10	500	Lactulose 3.1-3.7g/5ml oral solution (LLO)		Issued
03/04/2014 11:11	Electronic FP10	28	Ramipril 5mg capsules (LLO)		Issued
03/04/2014 11:11	Electronic FP10	28	Bendroflumethaside 2.5mg tablets (LLO)		Issued

Then select Electronic Prescription tab. If an electronic prescription is part of Repeat Dispensing, the Repeat Dispensing fields will have all the relevant information. If these fields are blank, then the electronic prescription is an one-off prescription.

Electronic Prescription Details

Prescribed Product: [Text Box]

Prescribed Quantity: [Text Box] LLOs [Text Box]

Directions: [Text Box]

Conditions / Allergies: [Text Box]

Prescriber Notes: [Text Box]

Repeat Dispensing

Issue: [Text Box] at [Text Box]

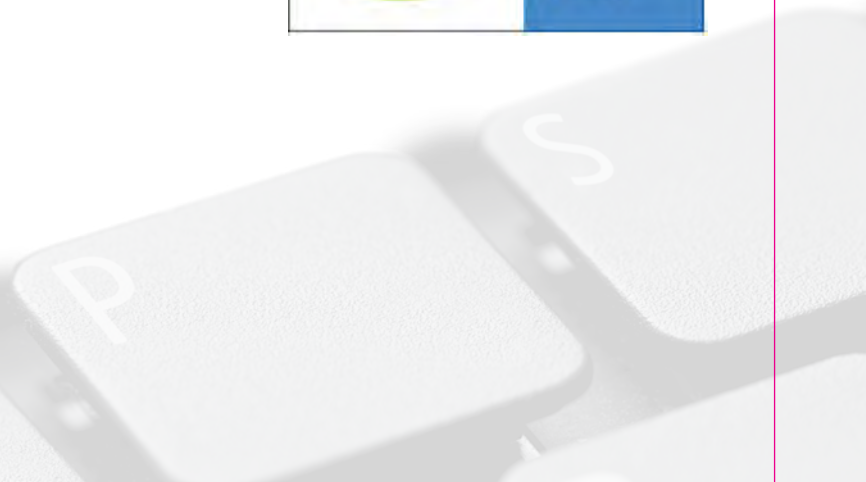
Last Issue: [Text Box] at [Text Box]

Duration: [Text Box] days

Period: [Text Box]



Issuing and Claiming



Issuing and Claiming

Once an electronic prescription has been dispensed its status changes to Ready to Issue on the Live Escripts screen on the PSA.

eRx Service - Live Escripts							
Script ID	Surname	Forename	Rx Date/Time	Item(s)	Noted	Nominated	Status
			25/07/14 13:35	2	Y	FL165	Ready to Issue
			25/07/14 13:33	1		FL165	Ready to Issue

To 'issue' is to communicate to the NHS Spine that some, or all, of the items on a prescription have been dispensed and collected/delivered to be the patient.

Ready to Issue displays when ALL or PART of an electronic prescription has been dispensed in CoMPaSS.

Different types of electronic prescriptions follow different ways of issuing:

- > Age exemption (under 16 or over 60) does not need to be confirmed before issuing. Each patient's date of birth will be checked by the NHS database and the age exemption will be automatically applied to these patients, irrespective of declared exemption status. For all age exempt electronic prescriptions:
- > To issue all items: select the correct patient and click Issue or Claim.
- > To check issue or mark item as ND: select correct patient and click Check Issue.

Refresh

Request Nominated eRx Information Return eRx Not Dispensed **Issue** Check Issue Claim

Print Token Print Nominated Tokens

Token ID :

Submit

Electronic prescriptions can be issued individually or as a group.

- > All levy and non-age exemption status MUST be confirmed before issuing. Non-compliance will risk prescription switching or prescription charge exemption fraud. Click Check Issue to issue all or part of an electronic prescription.

Request Nominated eRx Information Return eRx Not Dispensed ~~Issue~~ **Check Issue** ~~Claim~~

Print Token Print Nominated Tokens

Token ID :

Submit

We suggest pharmacy team to have three baskets to store completed prescriptions:

Paid/Levy	Non-age Exempt Prescriptions	Age Exempt Prescriptions
-----------	------------------------------	--------------------------

All electronic prescription in the age exempt basket can be issued without further checks unless item(s) need to be marked as Not Dispensed.

Every time an electronic prescription is issued a dispense notification and a claim notification is automatically sent to the NHS Spine. You must ensure that all prescriptions have been claimed for or not dispensed including Owings and Instalments by the prescription expiry date. Only issued electronic prescriptions will be paid for.

The status of the electronic prescription will update to Claimed on the PSA only when all items have been issued in full, for example, when all owings and instalments have been issued to the customer.

Prescriptions must NOT be issued on the PSA until the items have been physically handed to the customer or representative. Prescription for delivery should not be claimed until a confirmation of delivery is received.



If owings are dispensed but not issued, the claim notification for the ENTIRE prescription will NOT be sent and therefore you will not be paid. Suspended item will not be paid even they are claimed. Regular checking of the Suspend Queue will help ensure electronic prescriptions have been issued.

Issue individual prescriptions;

PSA, eRx Service – Live Escripts screen;

- 1 Highlight the **prescription** to be issued
- 2 Click Issue or Check Issue depending on the type of exemption status

There are Reports available on the PSA to help with ensuring that all electronic prescriptions are issued and claimed for See PSA Reports section.

Issue multiple prescriptions, this should ONLY be used when issuing age exempt prescriptions

PSA, eRx Service – Live Escripts screen;

Select **multiple prescriptions**;

Electronic prescriptions can be issued individually or as a group.

- 1 Highlight the group of prescriptions to be issued;

Hold down the **Shift** key and click on the last prescription in the group.

- 2 Click Issue or Claim

Once a prescription has been issued, an automatic claim is sent and it moves to Claimed Prescriptions on the PSA. Claimed displays on the Claimed screen when the claim message has been sent to the Reimbursement Agency for payment.

Issuing when an electronic prescription is collected by a patient's representative

As part of the prescription issue SOP the customer is asked if they are the patient or the patient's representative.

PSA, eRx Service – Live Escripts screen;

- 1 Highlight the **prescription** to be issued
- 2 Click Check Issue
- 3 The check issue screen displays

This screen shows the items that have been dispensed.

- 4 Click Issue checkbox against all items to be issued
- 5 Select Patient Representative
- 6 Click issue

Electronic Prescription Statuses

In the Professional Services Application (PSA), an electronic prescription will have a number of different statuses on its journey through the dispensing process.

> Prescription Requested

- > displays when an electronic prescription has been requested from the NHS Spine.

> With Dispenser

- > displays when an electronic prescription has been successfully pulled down from the NHS Spine and is displayed in the Electronic Prescriptions queue on CoMPaSS.

> Ready to Issue

- > displays when ALL or PART of an electronic prescription has been dispensed in CoMPaSS.

> Ready to Claim

- > is displayed when the claim message has been sent and we are awaiting confirmation that the claim has been accepted. This status is usually a result of an IT error. Please contact IT Service Desk and quote this status.

> Claimed

- > displays on the Claimed screen when the claim message has been sent to the Reimbursement Agency for payment.

Other statuses include;

> Returned

- > displays when an electronic prescription has been returned to the NHS Spine.

> Fully Issued

- > displays when ALL of an electronic prescription has been dispensed in CoMPaSS but the claim notification has not been sent. Usually only seen if the electronic prescription is suspended at endorsing.

> Expired

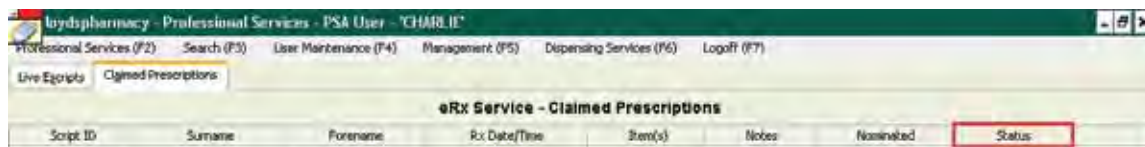
- > displays when an electronic prescription has expired.

> In CoMPaSS Part Issued

- > displays when part of an electronic prescription has been suspended e.g. there is an instalment owing due and only part of the prescription has been issued.

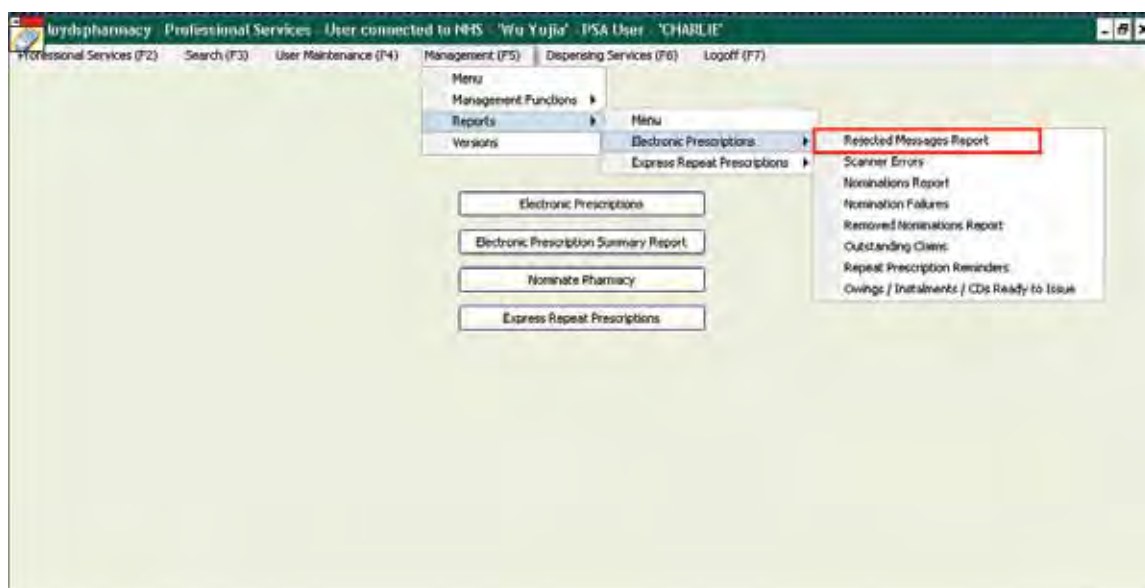
Rejected claims

Sometimes a claim notification will be sent to the NHS Spine before a dispensing notification is sent. This will cause a claim to be rejected. A rejected message appears on the status.



The prescription then needs to be undone and redone on CoMPaSS and re-issued on PSA. Any rejected claims not dealt with in this way will result in them eventually falling off the system and payment being lost. Rejected claims must be dealt with on the same day. Unresolved rejected claim should not be included in the daily NHS figure.

User can generate a report to check previous rejected claims.



Define time period and run report.

The rejected message report contains historical data. Only use this report to find a claim after it has dropped off the queue.

PSA Reports

The PSA has various reports within the Electronic Prescriptions Reports Menu to assist with managing electronic prescriptions and ensuring that prescriptions are issued and claims made.



Prescriptions **MUST NOT** be issued on the PSA until the items have been physically handed to the customer or representative.

Access Electronic Prescription Reports menu

PSA, Main Menu;

- 7 Go to Reports menu
- 8 Click Management menu
- 9 Click Reports menu
- 10 Click Electronic Prescriptions menu

Some of the reports available are;

✓ **Expiry Report; Week 1, Week 2, Week 4 & Week 12**

Identifies electronic prescriptions that are due to expire within 'x' amount of days / weeks.

✓ **Nomination Report**

Displays which contractors your pharmacy has set nominations for on behalf of the customer.

✓ **Nomination Failures Report**

Displays nominations that were requested and failed by the return of a bad acknowledgement or if no acknowledgement is returned at all e.g. if the NHS / CHI number does not match.

✓ **Outstanding Claims**

- ✓ Displays all forms that have not been fully endorsed by the user within CoMPaSS, therefore no electronic claim for payment has been made.

For a user to be able to access reports, PSA reports permissions must be set in User Maintenance on the PSA.

The following message will display if PSA Reports are not assigned;



Issuing an electronic prescription on the PSA sends an automatic claim to the Reimbursement Agency. You must ensure that all prescriptions have been claimed for including Owings and Instalments. Only issued electronic prescriptions will be paid for.

Another useful PSA report is the Electronic Dispensing Summary Report. PSA, Main Menu;

1. Click

Dispensing Services Menu

2. Click

Electronic Prescription Summary Report

This report keeps a rolling count of EPS2 claims and is used to help complete the FP34C at the end of the month;

Month End

Prior to end of month please ensure that all collected and delivered prescriptions have been issued, that the only suspended endorsements are for those prescriptions waiting for stock to arrive. That all owings have been completed and that only rejected claims have been dealt with.

The following paper prescriptions MUST still be posted to the Reimbursement Agency on a monthly basis;

- ✓ FP10 paper prescriptions including EPS1 barcoded prescriptions
- ✓ EPS2 tokens

The end of month process stays the same as it is currently, however EPS2 tokens MUST be bundled separately from the rest of the prescriptions. There is no need to sort the EPS2 tokens.

The Electronic Prescription Summary Report - England (EPS2) can be used to record electronic dispensing on the FP34C submission document.

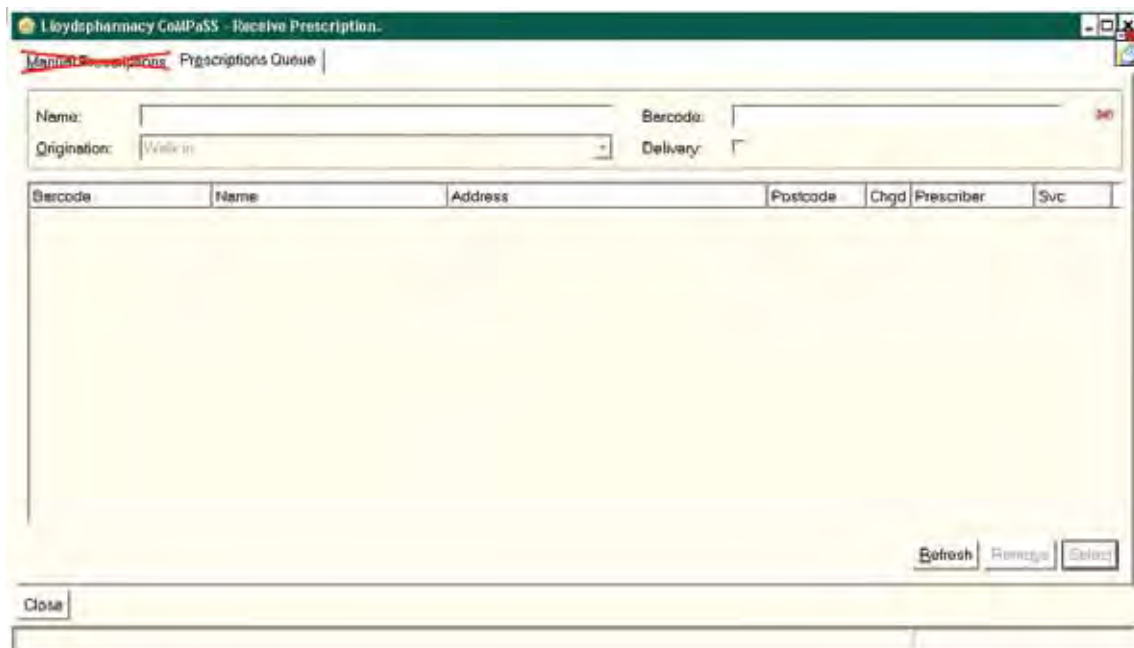
Ensure the FP34c is completed in full including the ticking of the box that indicates your branch has dispensed electronic prescription and you have submitted tokens for non-payment (i.e. tokens are submitted for counter fraud purpose).

Issuing and claiming FAQ:

Q: I have dispensed the electronic prescription in CoMPaSS, why does the status in PSA still show With Dispenser?

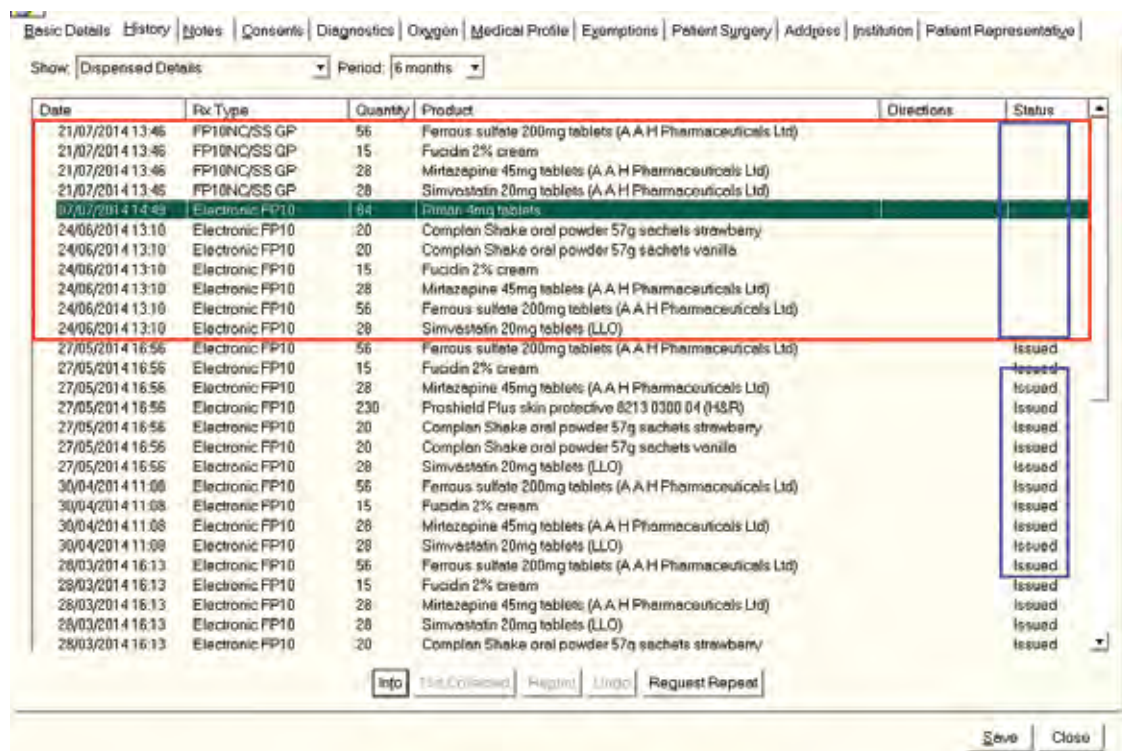
A: There are many reasons why this could happen. These are the three most likely causes:

- 1 Non CDS/MDS patient: electronic prescription from the prescription queue is labelled manually and not from the prescription queue. The best way to avoid this is labelling from prescription queue.



- 2 CDS/MDS patient: cycle not updated yet.

- 3 All patients: an error in CoMPaSS sometimes causes blank status in patient history.



Go to patient's history tab, check dispensing status. If the status is blank, undo and redo the entire prescription.

Q: What's the difference between Issue and Claim on PSA?



A: The Issue and Claim performs the same function – send dispensing and claiming notification to the NHS Spine. These two buttons should only be used to issue age exempt prescriptions.

Q: We used to be able to scan the barcode to issue an electronic prescription, it is not working now.

A: This function has been temporarily disabled due to high level of prescription switching associated with it.

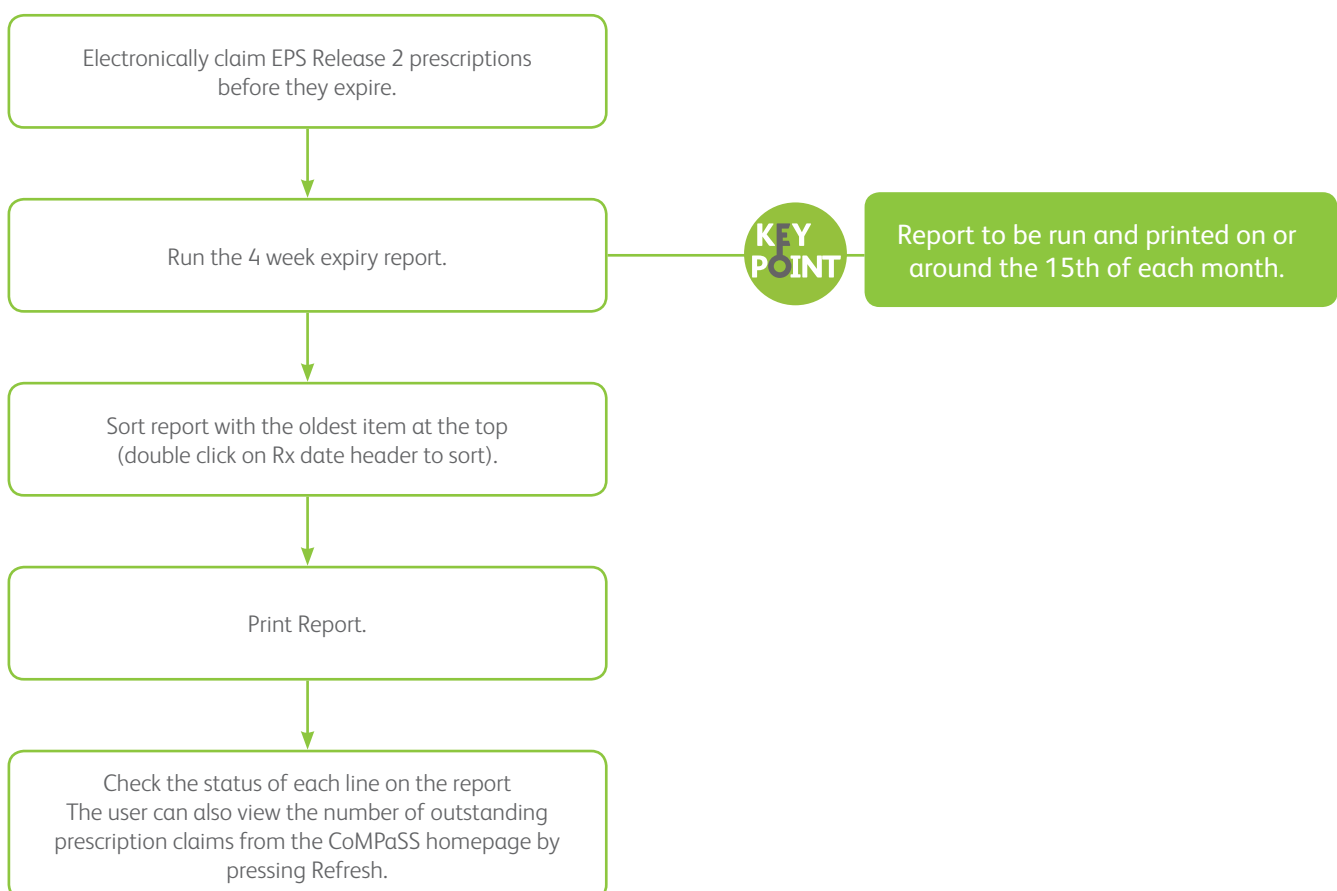
Managing EPS2 claims

This document will explain the best way to manage claims in EPS Release 2 to ensure that prescriptions do not expire prior to the claim being sent to the reimbursement agency. It will also detail what needs to be done if the electronic prescription does expire before the claim is sent.

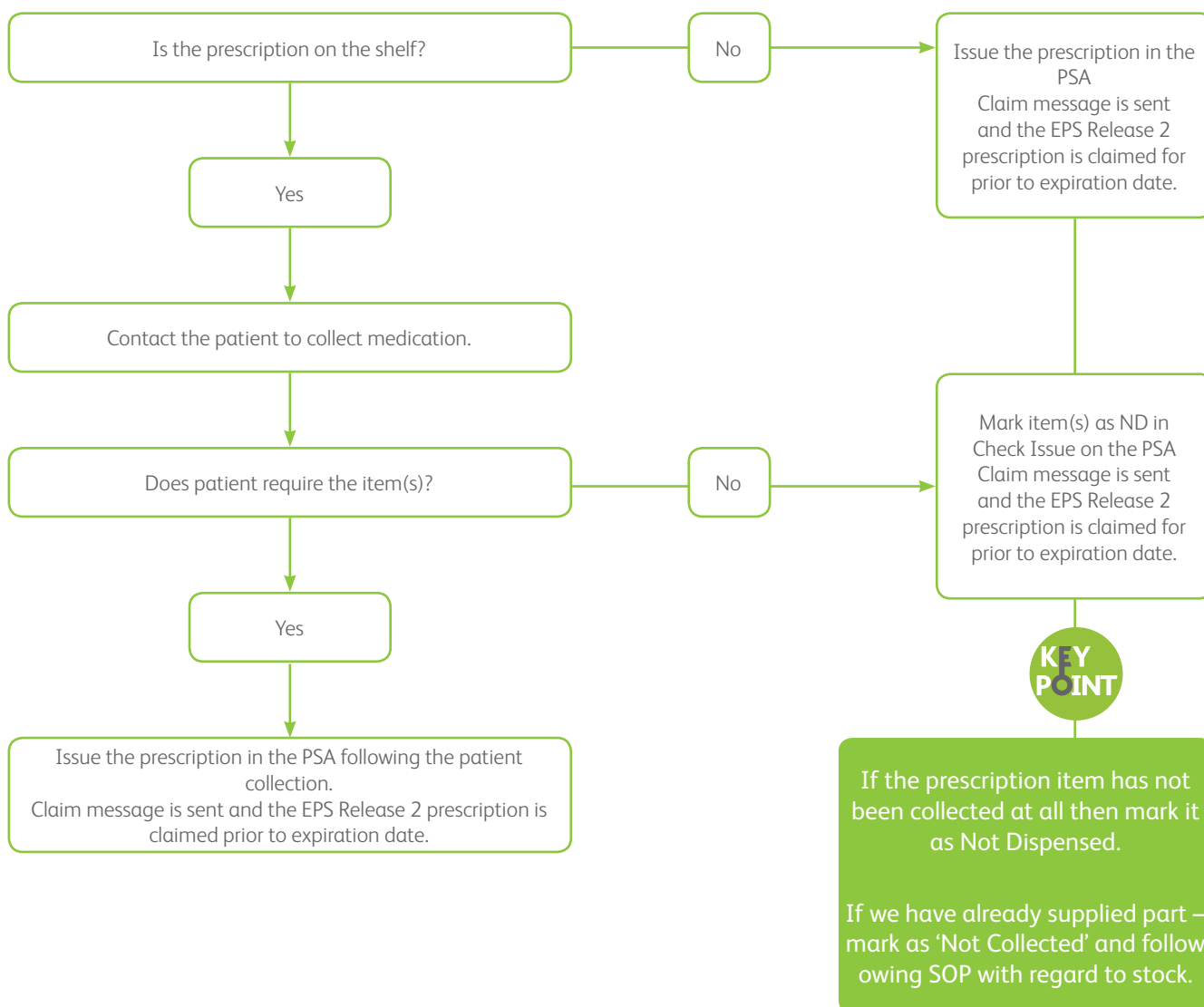
The move to EPS Release 2 will require electronic claims to be sent to the reimbursement agency for payment once a patient has collected their medication. It is therefore important for staff to ensure that all electronic prescriptions are “issued” on the system within 24 hours of the patient collecting their item(s).

Lloydspharmacy will not be able to send an electronic claim and thus receive payment for prescriptions that have EXPIRED, even where the items have been dispensed and handed to the patient.

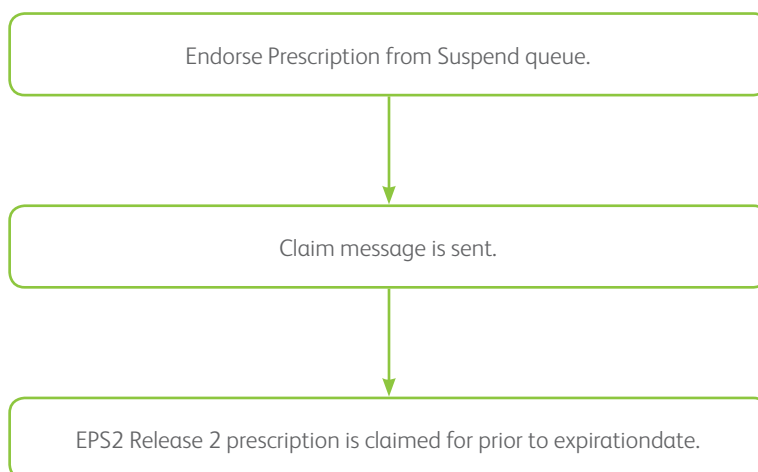
The following processes show how to manage your EPS Release 2 Electronic Prescriptions using the Expiry report function available in the Professional Services Application (PSA), in order to minimise the risk of losing payment.



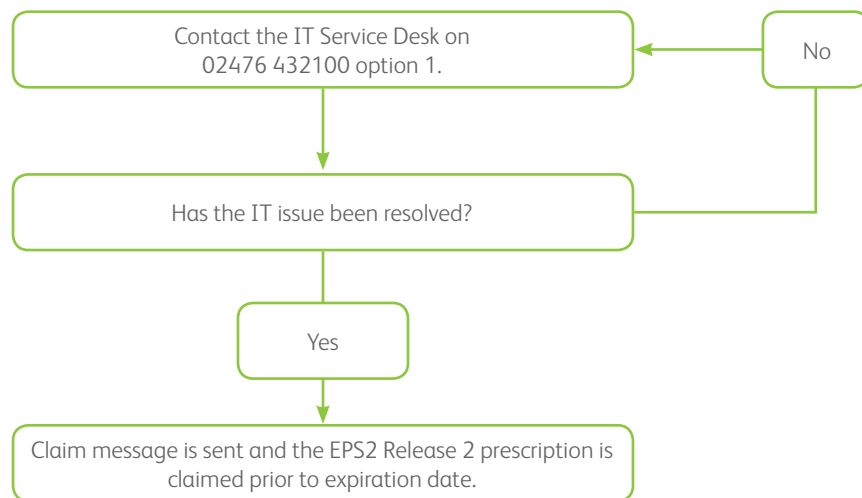
Prescription line has a status of 'Ready to Issue'



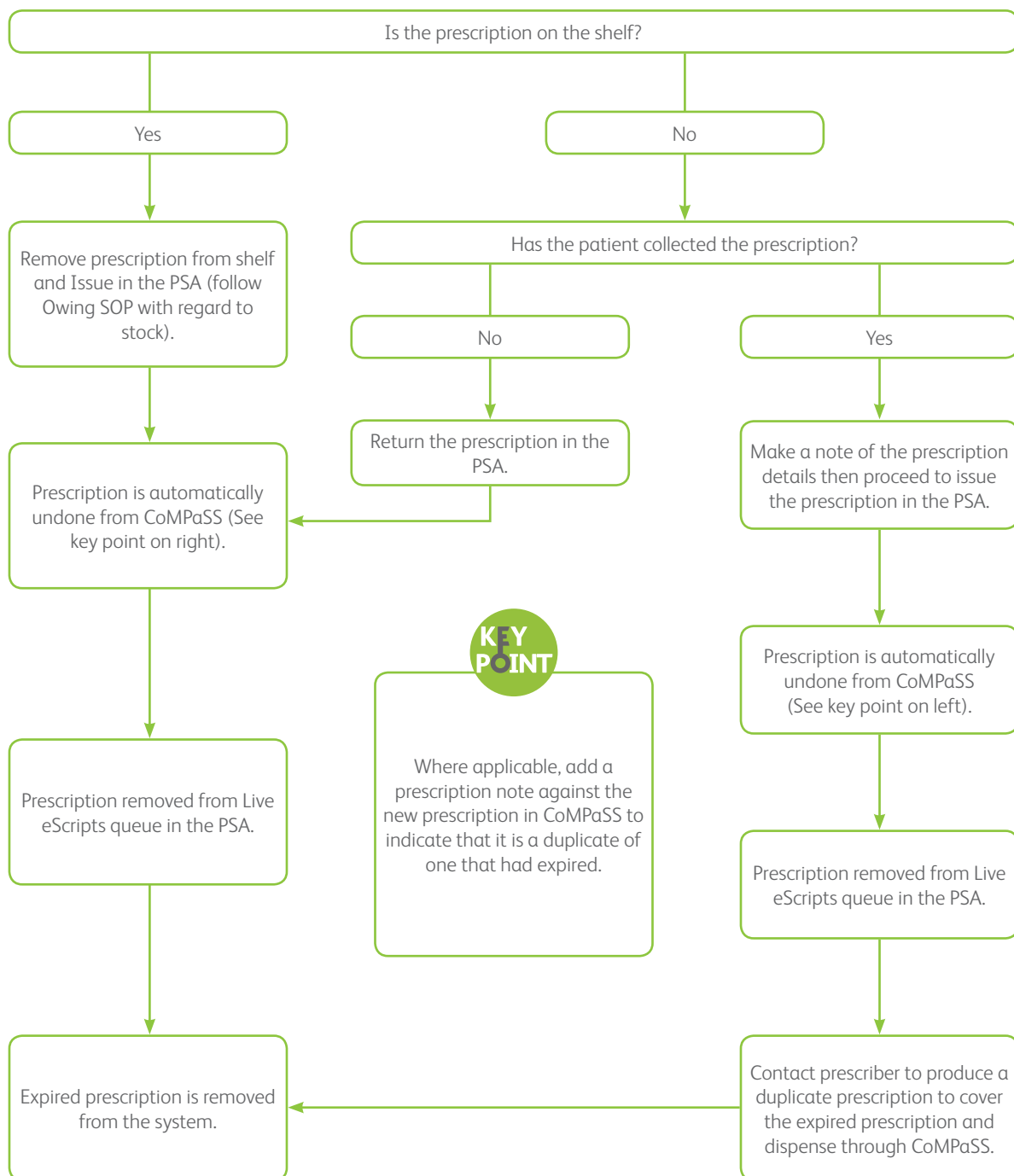
Prescription line has a status 'Fully Issued'



Prescription line has a status of 'Ready to Claim'

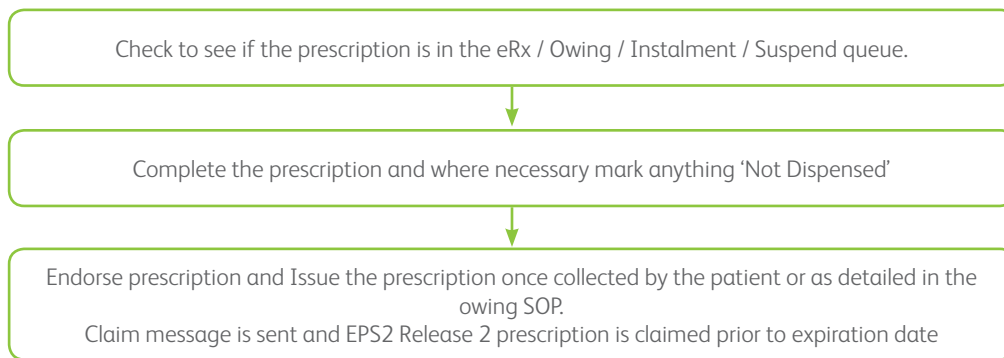


On PSA, on Live Escripts section Prescription line has a status of 'Expired'



Where a prescription with a status of 'Expired' has been handed to the patient, you should request a manual prescription from the prescriber and update CoMPaSS as appropriate
Forms with a status of 'Expired' that have not been issued will be automatically undone if the user tries to process or issue them.

Prescription line has a status of 'With Dispenser'



Electronic Prescription Statuses

In the Professional Services Application (PSA), an electronic prescription will have a number of different statuses on its journey through the dispensing process.

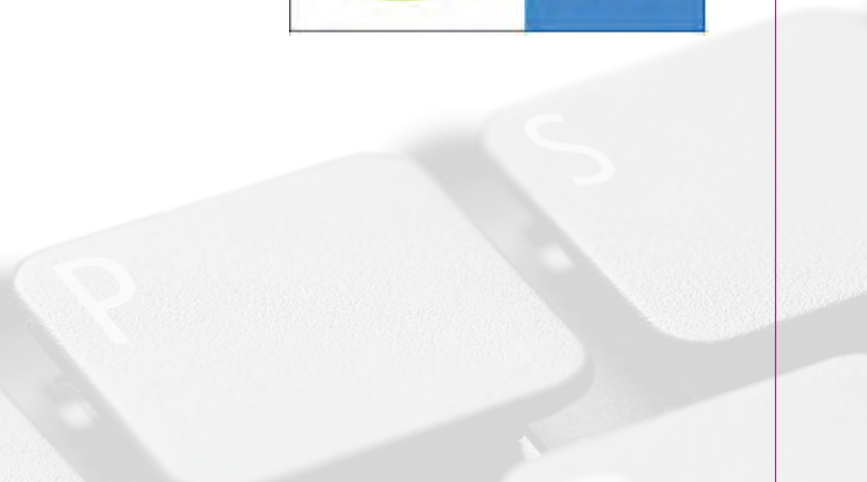
- > **Prescription Requested**
 - > displays when an electronic prescription has been requested from the NHS Spine.
- > **With Dispenser**
 - > displays when an electronic prescription has been successfully pulled down from the NHS Spine and is displayed in the Electronic Prescriptions queue on CoMPaSS.
- > **Ready to Issue**
 - > displays when ALL or PART of an electronic prescription has been dispensed in CoMPaSS.
- > **Ready to Claim**
 - > is displayed when the claim message has been sent and we are awaiting confirmation that the claim has been accepted. Contact IT Service Desk if you see this status.
- > **Claimed**
 - > displays on the Claimed screen when the claim message has been sent to the Reimbursement Agency for payment.

Other statuses include;

- > **Returned**
 - > displays when an electronic prescription has been returned to the NHS Spine.
- > **Fully Issued**
 - > displays when ALL of an electronic prescription has been dispensed in CoMPaSS. Usually only seen if the electronic prescription is suspended at endorsing.
- > **Expired**
 - > displays when an electronic prescription has expired.
- > **In CoMPaSS Part Issued**
 - > displays when part of an electronic prescription has been suspended e.g. there is an instalment or owing due and only part of the prescription has been issued.



Dispensing During Technical Failure



Dispensing Processes in EPS Release 2 during Technical Failure

This section will provide you with the high level steps which need to be taken in the event of a technical failure within your pharmacy.

In addition to the advice provided within this document, you should use your professional judgement and deal with each scenario appropriately, securing advice from the Superintendent's department (Tel: 02476 625454, Option 1) and your field management team where necessary.

With any technical failure affecting the EPS Release 2 dispensing process, unless you have been informed otherwise, you must log a call with the IT Service Desk (Tel: 02476 62100, Option 1, Option 3). Failure to notify these people is likely to extend the timescales for resolution of the issue.

General Advice

- > Where possible, explain the situation to the customer and discuss the possibility of dispensing/ delivering their prescription at a later time/date. This may then enable you to dispense the prescription via the standard processes once the technical issue has been resolved.
- > As the dispensing process may be slower than usual, you will need to reassess and manage your workflow. For example, leave PCS and non-urgent prescriptions and dispense these during quieter periods. Where necessary, discuss workflow with your Area Manager.
- > Liaise with your local stores and, where possible, send the customer with their manual prescription or token to a nearby pharmacy for labelling and dispensing. If this is not feasible, you should consider handwriting labels.
- > If you are unable to print Patient Information leaflets (PILs), you can request further supplies from the Superintendent's team.
- > Ensure that all exemptions are recorded for later reference, as these details will be required when the technical issue has been resolved and the electronic prescription has been received. If the token isn't available for recording the exemption, make a note of the exemption details alongside any Emergency Supply entries.

Scenarios

Network Failure

Examples: Loss of NHS and/or Lloydspharmacy networks

Consequence: Loss of communication with the NHS

Pharmacy process:

- 1 Dependent upon timescales for resolution, consider contacting the prescriber/surgery to request that production of EPS Release 2 prescriptions ceases, and manual prescriptions are produced for customers until the issue has been resolved.
- 2 Where necessary, consider making an Emergency Supply (follow the 'Emergency Supply' SOP).
- 3 For those EPS Release 2 prescriptions that are in progress, e.g. dispensed but not issued, you should ensure that you capture all issue information and then check that the relevant messages have been sent when connection has been re-established.

Total Hardware Failure (resulting in pharmacy closure)

Examples: Fire, theft of hardware

Consequence: Pharmacy closed

Pharmacy process:

- 1 Inform the prescriber/surgery of closure and, where possible, advise of a likely re-opening date.
- 2 Following re-opening of the pharmacy, check with the prescriber/surgery whether they have issued manual prescriptions for any of the outstanding EPS Release 2 prescriptions on your system. If this is the case, ensure that your GP cancels the relevant EPS Release 2 prescriptions.

N.B. It will not be possible for the prescriber to cancel those prescriptions that have already been retrieved from the spine. As such, you will need to:

- > Mark the prescription as ND (not dispensed) and send the claim message, or
- > Return the prescription to the spine and request that the prescriber cancels the prescription

Refer to your EPS Release 2 SOPs for further details.

Total Hardware Failure (pharmacy remains open)

Examples: Power failure

Consequence: Pharmacy will be unable to dispense

Pharmacy process:

- 1 Dependent upon timescales for resolution, consider contacting the prescriber/surgery to request that production of EPS Release 2 prescriptions ceases, and manual prescriptions are produced for customers until the issue has been resolved.
- 2 Where a customer is expecting an EPS Release 2 prescription, consider making an Emergency Supply (follow the 'Emergency Supply' SOP).
- 3 As it is not possible to perform a clinical check against the customer history, you will need to check this verbally with the customer and record any interventions.

Master PC Failure

Examples: CoMPaSS master hard drive failure

Consequence: Pharmacy will be unable to dispense

Pharmacy process:

- 1 Dependent upon timescales for resolution, consider contacting the prescriber/surgery to request that production of EPS Release 2 prescriptions ceases, and manual prescriptions are produced for customers until the issue has been resolved.
- 2 Where a customer is expecting an EPS Release 2 prescription, consider making an Emergency Supply (follow the 'Emergency Supply' SOP).
- 3 As it is not possible to perform a clinical check against the customer history, you will need to check this verbally with the customer and record any interventions.

Slave PC Failure

Examples: CoMPaSS slave hard drive failure

Consequence: Pharmacy will be able to dispense on CoMPaSS master and remaining slave PCs

Pharmacy process:

- 1 The dispensing process should be carried out on the Master CoMPaSS PC or another slave PC.

Label Printer Failure

Examples: Label printer jams and requires an engineer

Consequence: Pharmacy will be unable to print dispensing labels

Pharmacy process:

- 1 Where possible, use other client CoMPaSS PCs which have a printer attached.
- 2 You may opt to return the electronic prescription to the spine and provide the customer with a dispensing token. The customer can then use the token to obtain their prescription from a nearby pharmacy.

Laser Printer Failure

Examples: Laser printer jams and requires an engineer

Consequence: Pharmacy will be unable to print dispensing tokens and PILs

Pharmacy process:

- 1 Contact the IT Service Desk and, where possible, transfer printing to the back office printer.
- 2 Where possible, you should check the prescription token against the electronic record on CoMPaSS; if the two match (both left and right hand sides of the prescription), you can use the prescription token to dispense against.
- 3 If a prescription token is not available or does not match the electronic details on CoMPaSS, you will need to dispense against the electronic prescription as viewed on the PSA.

Endorsing Printer Failure

Examples: Endorsing printer jams and requires an engineer

Consequence: Pharmacy will be unable to endorse prescription tokens

Pharmacy process:

- 1 At the endorsement stage, mark the prescription with the relevant exemption details

Do not suspend endorsements, as this will prevent claims from being sent electronically.

Smartcard Failure

Examples: Issue connecting to the NHS spine

Consequence: Pharmacy will be unable to request ('pull down') or issue electronic prescriptions using the 'failed' Smartcard.

- > In situations where the Smartcard has been lost, stolen or damaged, please refer to the EPS Release 2 SOPs
- > If your Smartcard has been locked, please contact your Sponsor or local PCT

Pharmacy process:

- 1 Retry logon procedure.
- 2 If logon procedure still fails, try logging on using another Smartcard reader, or ask another member of staff to logon using their Smartcard and request that they complete the required functions.
- 3 Where required, and dependent upon timescales for resolution, consider contacting the prescriber/ surgery to request that production of EPS Release 2 prescriptions ceases, and manual prescriptions are produced for customers until the issue has been resolved.
- 4 Where necessary make an Emergency Supply (follow 'Emergency Supply' SOP).
- 5 For those EPS Release 2 prescriptions that are in progress, e.g. dispensed but not issued, you should ensure that you capture all issue information and then check that the relevant messages have been sent when the Smartcard issue has been resolved.

REMEMBER: Under no circumstances should any member of staff reveal their Smartcard passcode to anyone – please see the EPS Release 2 SOPs for further details regarding the security of Smartcards.

Scanner Failure

Examples: Scanner is not functioning

Consequence: Pharmacy will be unable to scan the barcodes on electronic prescriptions

Pharmacy process:

- 1 Where possible, use another scanner.
- 2 If no other scanners are available, or they are not working, you should manually select the prescription lines from the relevant queues to process them to dispense against.
- 3 If a prescription token is not available or does not match the electronic details on CoMPaSS, you will need to dispense against the electronic prescription as viewed on the PSA.

Consultation Room PC Failure

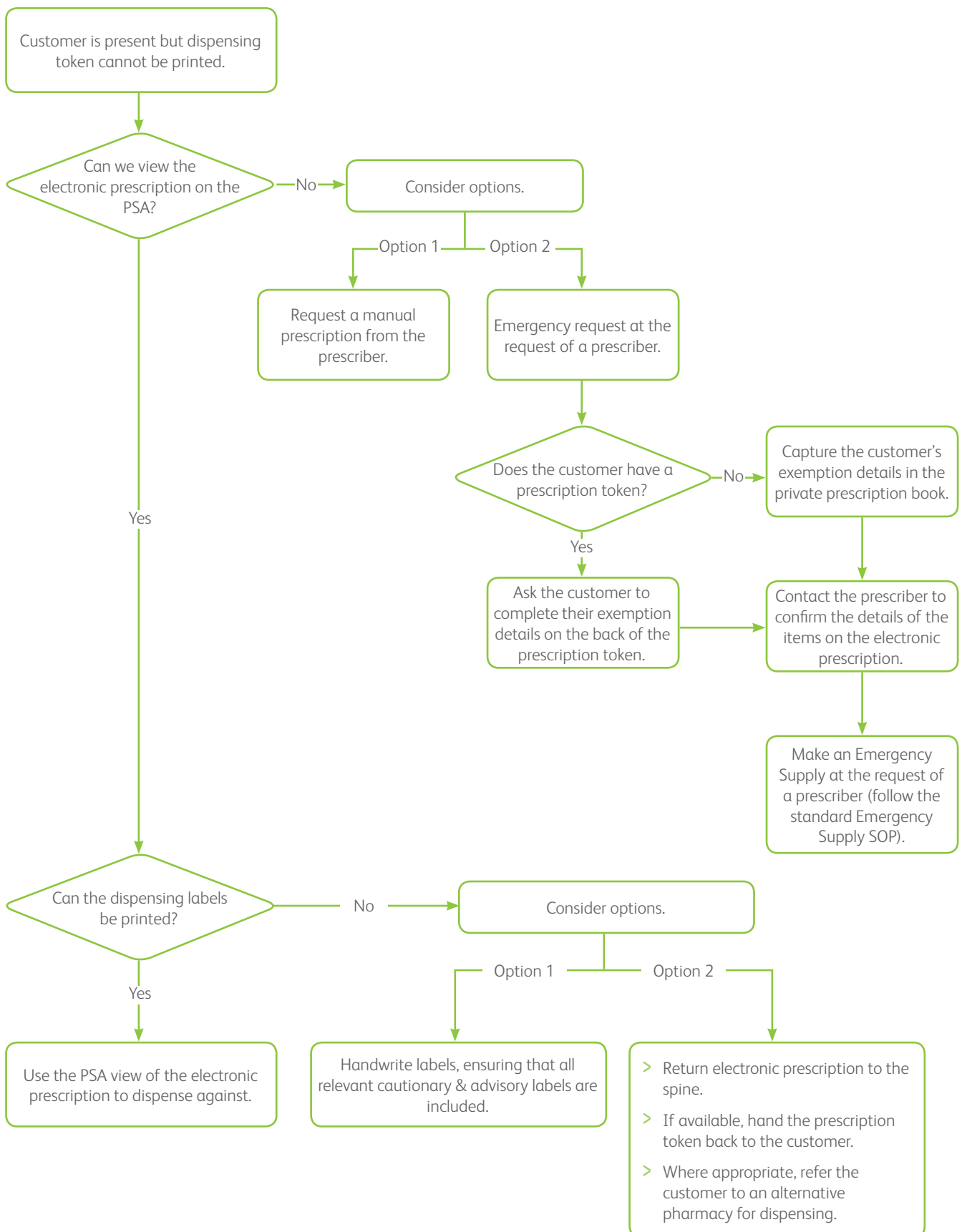
Examples: Power failure to the consultation room PC

Consequence: Pharmacy will be unable to issue EPS Release 2 prescriptions using the consultation room PC

Pharmacy process:

- 1 Use another computer for issuing EPS Release 2 prescriptions.

EPS Release 2 Exception Process - Dispensing Token is Unavailable



EPS Release 2 Exception Process -

Dispensing Overview

