

Bulletin



Broadcast five – summer 2011

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Welcome

Welcome to the summer edition of the EPS Bulletin. As EPS Release 2 gains momentum across the country, we take a look at deployment progress since some of the major pharmacy and GP system suppliers achieved full rollout approval earlier in the year. Find out about the new EPS deployment map and how the NHS Choices website now shows which GP practices (as well as pharmacies) are offering EPS to patients. Read about the new EPS system demonstrations now available to watch online plus all our regular roundups on events, lessons learnt, statistics and more.

[Tell us what you think of the EPS Bulletin. We've devised a short survey to find out whether we're giving you the right information in the right format and often enough for your needs.](#)



Helping patients to make a choice



Patients can use the NHS Choices website to find out if their GP or pharmacy near to where they work, shop or live is offering EPS. On the [NHS Choices homepage](#), patients will see a box called 'health services near you'. Patients simply search by postcode or the name of their GP or pharmacy. If EPS is

available, they will see the EPS icon on the right hand side of the page.

Validation process guidance available

Processing the validation prescription is key for dispensing contractors, so that the site can start using EPS Release 2.

The validation prescription is generated by NHS CFH at the request of the system supplier. Once the script details have been used and a synthetic reimbursement endorsement message sent to NHS Prescription Services the pharmacy will be able to record nominations and begin using release 2. Also a one off payment of £1,000 is triggered and the dispenser's details automatically appear on the NHS Choices website so that patients will know that that dispensing contractor is available for nomination. It also means that other sites, such as a patient's GP, will be able to nominate the pharmacy.

NEWS

SMARTCARDS



The EPS website contains useful guidance to support PCTs, dispensing contractors and suppliers to successfully complete the validation prescription process.

This guidance includes:

- what the validation prescription is
- prerequisites for the validation process to begin
- how the validation script is requested and processed
- when electronic prescriptions and nominations can be processed
- the timescale for enablement
- how to check your site's enablement has been successful.

This [guidance for dispensers and PCTs](#) together with [guidance for suppliers](#) can be found on the EPS website.

Smartcard migration from EPS Release 1 to Release 2

Unlike GPs dispensing contractors do not need



EPS Release 2 Premises Smartcard to be in PCT with Secretary of State Directions before they can begin to use Release 2 of EPS. Dispensing contractors must have an EPS Release 2 Smartcard to enable their pharmacy to use EPS Release 2 and commence recording patient nominations.

They may also need a Premises Smartcard so they can continue to process EPS Release 1 prescriptions until their Release 2 system is enabled.

Contractors should apply for their EPS Release 2 Smartcards at least three weeks before their system supplier is due to install Release 2 to allow PCTs time to process applications.

PCTs should not delay in processing applications even if they don't have Secretary of State Directions or any Release 2 enabled GP practices.

The EPS website contains [guidance on Smartcard migration from Release 1 to Release 2](#) with details of role based access requirements for pre-registration, community pharmacists, dispensing technicians and medical counter assistants.

Remember: Smartcards will need to be upgraded so that the correct roles and activity functions are available for EPS Release 2 users. It will no longer be possible to share Smartcards in the pharmacy.



[Complete the EPS Bulletin survey](#)

EPS STATISTICS

EPS Statistics

A total of 16 general practices and 929 pharmacies are EPS Release 2 enabled with almost 30,000 patient nominations captured so far. Over half of all PCTs are now listed with the Secretary of State Directions allowing GP practices in their area to issue electronic prescriptions. Visit the [EPS Release 2 deployment map](#) to see where the live sites are located.

EPS Release 2	
Number of R2 prescription messages to date	96, 383
Number of R2 prescription items to date	209, 223
Number of patient nominations set	28, 931

EPS Release 1	
Number of R1 prescription messages to date	540, 467, 687
Number of R1 messages used for dispensing to date	34, 855, 165

Updated: 05 August 2011

NOTE:

Many pharmacies are downloading EPS Release 1 scripts from the Spine by scanning in the barcode which brings the EPS Release 1 benefits that include checking the patient's demographics and capturing their NHS number. However, we can only report the number of scripts where a dispense notification has subsequently been sent to the

SYSTEM SUPPLIER NEWS

Spine. Many pharmacies choose not to send dispense notifications as this step offers little additional benefit in EPS Release 1 as the paper prescription is still used for endorsements and reimbursement. In EPS Release 2 the number of prescriptions sent electronically matches the number of dispense notifications sent as the whole process is electronic.

GP system supplier news

Microtest has completed reference stage testing and is expected to enter first of type with real patients this August.

TPP SystmOne has live sites in Leeds, Cleethorpes, and Nottingham and testing is ongoing.

EMIS Web has full rollout approval and has seven live sites in Sunderland and Blackburn.

InPS continues in first of type testing at five sites in Bexley, Trafford, Birmingham East and North, Bury, and Croydon.

Advanced Health and Care (previously Healthy Software) have achieved full roll out approval for EPS Release 1.

Pharmacy system supplier news

Lloyds CoMPaSS received full roll out approval on 12 July for EPS Release 2. Lloydspharmacy

are now in the process of rolling out the system across their pharmacy network.

Cegedim Rx Pharmacy Manager received full rollout approval in March this year and is being deployed across the country.

Cegedim Nexphase has now been deployed to three sites in Lancashire and a site at Bexley as part of their testing programme.

RX Systems

Having received full rollout approval in March, they continue to deploy across the country.

AAH

AAH received full rollout approval in March and is deploying across the country.

Positive Solutions

Positive Solutions continues testing in two live sites in Sunderland and Cleethorpes.

First DAC ready for EPS Release 2

The first dispensing appliance contractor (DAC) in the country started using EPS Release 2 in June. The DAC installed an Rx System and patients will now be able to nominate one of the DACs regional centres in England.



[Complete the EPS Bulletin survey](#)

THE EPS FORUM

The June EPS Forum

The latest EPS Forum focused on business process change. Members of the Forum discussed the many challenges posed by the existing paper prescription process and examined the opportunities EPS Release 1 and Release 2 present to overcome some of those challenges.

The group also considered the specific business processes for EPS Release 2 in general practice and pharmacy; how the EPS team and the Forum members could further support business change; and what other tools could be made available to enhance the existing resources provided by NHS CFH.

To view the list of FP10 issues that the Forum members identified and where they found they were resolved by using EPS, visit the [June Forum](#) page.



The April EPS Forum

The agenda focused on business continuity with updates on dm+d with a special presentation on Smartcard and Registration Authority issues that EPS Forum members had raised in the February and March meetings.

Progress on the issue of change of ownership of a dispensing site (when a site closes down or changes owner) and the responsibilities of a PCT and dispensing contractor to protect the patient's choice to nominate was also discussed. Guidance for dispensing contractors and PCTs is being developed on change of ownership by the Department of Health.

Some of the key messages from April's Forum

dm+d

- dm+d can result in some changes in the way medicines are displayed particularly in terms of quantity and name.
- You may see some of the dm+d changes prior to Release 2.

Smartcards

- Further guidance and communications are required to ensure the EPS Release 2 Smartcard model works for DACs.

Business continuity

- The EPS Release 2 service model works, however, key stakeholders need further information to ensure it is used to optimum effect. This will be addressed through a series of workshops.
- Information for locums in general practice and pharmacy is critical.

Miscellaneous

- All users of Release 1 should be encouraged to complete the survey on the EPS website www.cfh.nhs.uk/eps/survey
- Business change is key to successful EPS Release 2 deployment.

The next EPS Forum will be in September. For EPS Forum details, including the [agenda, key messages and PowerPoint slides](#) for each meeting are available online.

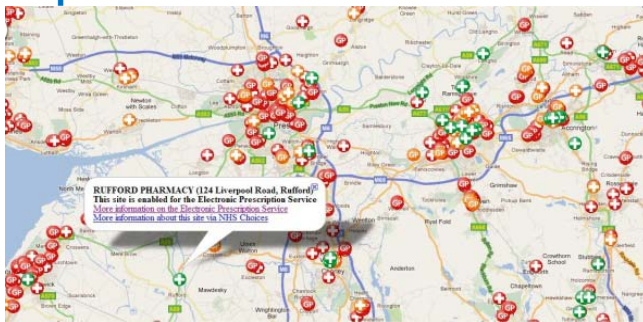
The EPS Forum did not meet in May as the June meeting was extended to a full day.



[Complete the EPS Bulletin survey](#)

DEPLOYMENT MAPS

Every surgery and dispensary on a map



In last month's bulletin we announced the new EPS Release 2 deployment map. This interactive deployment planning tool has been updated to identify every GP practice, community pharmacy and DAC in England. The information is provided to assist primary care trusts, GPs, dispensaries and their IT system suppliers to plan the deployment of EPS Release 2. Patients may also find the map useful.

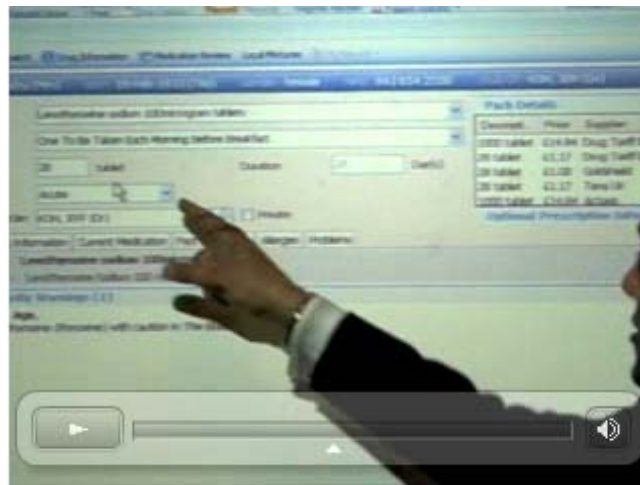
You can zoom in and out and scroll over the map easily and this is a great way to see what's happening locally and across the country. The map uses a traffic light system, where green is ready for EPS, amber is coming soon and red is not ready. If you click on the coloured icons the name of the practice or pharmacy will be shown.

The map has had over 3,500 visits so far.

EPS DEMONSTRATIONS

Rachel Habergham, EPS programme head at NHS Connecting for Health said "I am very pleased with the level of interest the map has received. The map is a great way for PCTs, GP's, pharmacies and patients to see who is ready to use EPS Release 2, not only in their area, but across the country".

View the [EPS deployment map](#).



GP and pharmacy system videos

Two new, short videos have been added to the EPS website, which show end to end demonstrations of EPS Release 2 on a GP and a pharmacy system.

[The prescribing system demonstration](#) features Dr Manpreet Pujara, national clinical lead for GPs and EPS clinical director showing how

EPS works in the surgery. It includes recording a nomination, creating an acute prescription and a repeat dispensing prescription and how to cancel an item which has been prescribed.

[The dispensing system demonstration](#) shows Mohammed Hussain, EPS clinical safety assurance manager and pharmacist, explains how to set a patient nomination, download prescriptions, dispense, endorse and submit claim messages.

On the road

Local Practice Forums across the country have had the chance to quiz EPS's resident pharmacist and EPS clinical safety assurance manager, Mohammed Hussain and his team who have been busy introducing EPS, providing system demonstrations, discussing business change issues and letting fellow pharmacists and technicians know what they can do to prepare for the introduction of the service. Their advice includes using EPS Release 1 now to ensure everything is working allowing a seamless transition to EPS Release 2 and scanning in bar coded scripts to remove duplicate patient records and capture their NHS number, which makes recording a nomination much more straightforward.

If you would like Mohammed or any member of the EPS clinical team to visit your LPF, email cfh.eps@nhs.net with your meeting details.

THE EPS CLINICAL TEAM

Meet the EPS clinical team

The clinical team assure EPS prescribing and dispensing system functionality and also get involved with training, kick off meetings and raising awareness of clinical practise at live sites.



Dr Manpreet Pujara, Clinical director for EPS and national clinical lead for GPs; clinical lead for CSC TPP SystmOne. Manpreet practices in Kent and is looking forward to his surgery being able to use EPS Release 2 later this year.

Ian Sutcliffe

MRPharmS. Pharmacy and clinical assurance manager; clinical lead for Lloyds CoMPaSS and PharmaSys. Ian previously managed a community pharmacy, and worked as a hospital pharmacist and locum community pharmacist.



Cheryl Cowley BSc (Hons), DN (Lond), RGN, SCM. Clinical practice advisor and benefits lead; clinical lead for EMIS Web, LV and PCS, and Microtest Evolution. Cheryl was previously

part of the team that delivered QMAS. Cheryl practised for 24 years as a nurse practitioner and continues to work two sessions a week.

Mohammed Hussain

MRPharmS. EPS clinical safety assurance manager; clinical lead for CegedimRx Nexphase, Positive Solutions, Advance Health and Care Crosscare. Mohammed was previously head of Community Pharmacy Services at NHS Leeds. He continues to practice in Yorkshire and is a member of an LPC.



Fiona McDonald RGN, RSCN, HVDip. Clinical and patient lead; clinical lead for InPS Vision and iSoft Synergy. Fiona has previously worked as a nurse, health visitor and

clinical lead for nursing in primary care and general practice

Shahzad Ali, MRPharmS. Pharmacy clinical assurance and engagement manager; clinical lead for CegedimRx Pharmacy Manager, AAH ProsScript LINK and Rx Systems ProScript.



Shahzad previously worked in a PCT on the EPS project and continues to locum at an EPS Release 2 site.

Stuart Abbott

MRPharmS, Advanced Pharmaceutical Terminology Specialist; clinical lead for Helix Health QicScript and Securicare. Stuart previously worked as a clinical pharmacist at Leeds Teaching



Hospitals. Stuart is also the IT Lead for the West Yorkshire LPF.



[Complete the EPS Bulletin survey](#)

EVENTS

National events – dates for your diaries



Pharmacy Show, Birmingham 9-10 October

Mohammed Hussain MRPharmS will be leading a workshop on EPS and business change and Addi Bostan will be running a workshop on Smartcards. Look out for the EPS team on stand J102, call in if you have any questions or want to see a live demonstration of EPS. [Take a look at the video of EPS at the 2010 Pharmacy Show](#)

- **Royal Pharmaceutical Society Annual Conference 2011, London 11- 12 September**
- **RCGP Annual Conference, Liverpool 20 – 22 October**

LESSONS LEARNT

- **Dispensing Doctors’ Association Annual Conference, Chester 4 – 6 November** Dr Manpreet Pujara, EPS clinical director will address the conference.

Learning the lessons from EPS Release 2 first of type sites

The EPS team regularly gathers lessons learned from all first of type sites to help others with their implementation of EPS Release 2.

All lessons received are reviewed to ensure that they are valid; however, these lessons may not be applicable in every case or at every site. We have printed a selection of recent lessons learnt below. You can [see more lessons or submit your own lessons](#) on the EPS website.

⇒ **Speak to your suppliers about configuration issues**

When EPS Release 2 was first enabled, it took three clicks to print the dispensing token but there is a shortcut available. Users should contact their system supplier to ask about this and other shortcut keys. **Pharmacy, Croydon**

⇒ **Use interactive training**

One GP practice reported that using the DVD supplied by EMIS helped them to see the system in action whilst training on specific

modules and this in turn meant that the site was better prepared for EPS Release 2.

GP practice, Blackburn

⇒ **Set up a test patient record for training purposes**

Sites should work with suppliers need to ensure that there is at least one test patient set up of the system to help with onsite training.

GP practice Bury

⇒ **Make sure you have the correct on-site support during the FOT deployment**

PCTs should identify champions in key areas within the resource plan to support the deployment of EPS Release 2.

Ideally you should have a clinical lead and an admin lead contact, who need to be authoritative, engaging and have a certain amount of influential skills. This helps resolve any issues which arise in your go live.

North East SHA

You can view [short video clips](#) on the EPS website of more lessons, hints and experiences from first of type sites and PCT staff.

[Submit your own lessons learnt on the EPS website.](#)

Earle Howe backs EPS



Recently, pharmacy minister Earl Howe, addressing a pharmacy conference on 20 June, said: "We are committed to realising the benefits of EPS as soon as possible. EPS will support the delivery of administrative efficiencies for front line

GPs and pharmacists, allowing more money to be spent on patient care".

Keep up to date

Visit the [news and events page](#) of the EPS website to find out which events EPS will be at and what is being said about EPS in the media.

Here are some useful sections you might want to bookmark

The EPS homepage

www.connectingforhealth.nhs.uk/eps

Deployment maps

www.connectingforhealth.nhs.uk/eps/maps

Frequently asked questions

www.connectingforhealth.nhs.uk/eps/faqs

Supplier status and EPS statistics

www.connectingforhealth.nhs.uk/eps/stats

EPS lessons learnt

www.connectingforhealth.nhs.uk/eps/lessons

Get in touch

If you have any feedback, have a topic you'd like to know more about, or would like to invite the EPS team to an event you are planning, email us at:

cfh.eps@nhs.net

or write to us at:

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