

# **EPS** – non-GP organisations

Training documentation

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## **Document History**

Version	Date	Description
1.0	06/04/2020	Document created.
1.1	07/04/2020	Various updates following NHSD feedback.

### Introduction

The latest phase of the Electronic Prescription Service (EPS – also known as ETP2) involves the electronic transfer of the prescription to either the patient's nominated pharmacy via the Spine. By using EPS Phase 4 users can transfer a prescription to the Spine to be dispensed by any pharmacy where the patient presents. The patient can then collect the prescription from the pharmacy without needing a paper prescription.

EPS has been designed in SystmOne to minimise the need for major changes in workflow for clinicians and administration staff. This document outlines how to use EPS within the existing prescribing functionality. For a comprehensive guide to prescribing in SystmOne, please refer to the F1 Help guide. As with all Spine functionality, you must be logged on to SystmOne using an NHS smartcard to use EPS.

## What are the benefits of using EPS?

#### Less time signing prescriptions:

• Sign individual or multiple prescriptions electronically, there is no need to sign by hand.

#### Greater control of the prescription:

• Prescriptions can be cancelled at any time until they have been dispensed, replacements can be sent electronically.

#### Less time dealing with prescription queries:

- Standardised prescription information will reduce queries from dispensers.
- Improved prescription accuracy leads to a reduction in the likelihood of patients receiving the wrong medication.
- Electronic prescriptions cannot be lost, reducing the risk of duplicate prescriptions being generated.

#### Process repeat prescriptions more efficiently:

- No need to issue, sort and file prescriptions into pigeon holes for prescribers to hand sign as they are allocated and signed electronically.
- Moving patients onto electronic repeat dispensing will further reduce workload associated with issuing and reauthorising repeat prescriptions.
- Electronic prescriptions are sent straight to the dispenser of the patient's choice. This will result in a reduction in footfall in reception as patients won't be visiting to collect prescriptions.
- No need to post prescriptions, saving time and eliminating the risk of prescriptions being lost in the post.

#### Less time preparing for prescription collection services:

- No need to prepare and sort prescriptions ready for pharmacies to collect, as prescriptions are sent electronically.
- Less chance of prescriptions going to the wrong dispenser due to sorting errors.

#### Greater flexibility:

- Send prescriptions straight to the patient's nominated dispenser following a telephone or video consultation.
- No need to fax urgent or replacement prescriptions. These can be sent electronically by the prescriber.

## **Configuring SystmOne**

#### Pre Go Live

In order to use EPS, you will need to know the prescribing cost centre code for your organisation, this will be recorded in organisation preferences.

In preparation for your Go-Live day, staff at the organisation should ensure that they have the relevant access rights for EPS added to their Smartcard. Clinicians who will be signing scripts need to ensure that they have the following access rights:

- 'Digitally Sign Prescriptions'
- 'Perform ETP Cancellations'

ī.

• 'Run reports' (this is needed to access the Prescription Search screen which is used to bulk sign prescriptions)

The table below shows the business functions that correspond to the relevant SystmOne access rights

<b>Business Function</b>	SystmOne Access Right
B0468 - Cancel/Discontinue Prescription	Perform ETP Cancellations
B0420 - Independent	Retrieves Patients
prescriber	Repeat Prescriber
	Repeat Reauthoriser
	Independent Prescriber
	Digitally Sign Prescriptions
B0058 - Nurse prescribers	Retrieves Patients
formulary	Repeat Prescriber
	Repeat Reauthoriser
	Independent Prescriber
	Community Practitioner Nurse Prescriber
	Digitally Sign Prescriptions
B0540 - Execute reports and queries	Run Reports

**Note:** Within SystmOne the Staff Role '**Clinical Practitioner Access Role**' is a Doctor Staff Role. Therefore in order for these users to sign electronic prescriptions they must have a GMC number and a PPA ID along with the corresponding access rights. Other prescribers such as Nurses, Pharmacists or Paramedics should ensure the staff role on their Smartcard is a specific Nurse, Pharmacist or Paramedic role and it matches their national ID. Otherwise these users can use the **Print/Sign & Send Later** option and anther user with the appropriate smartcard setup can sign these prescriptions.

#### On Go Live day

You will need to enable your organisation for EPS. To do this, navigate to Setup > Users & Policy > Organisation Preferences > Spine > and select **Enable ETP2.** 

Note: You may need to restart SystmOne after enabling ETP2 in order to see the other EPS options below.

EPS Phase 4 should also be enabled, EPS Phase 4 allows prescriptions to be dispensed by any pharmacy rather than just a patient's nominated dispenser. This is found in Setup > Users & Policy > Organisation Preferences > Spine and select **Enable EPS Phase 4**. See the <u>EPS Phase 4 user guide</u> for full details on how this can be enabled and how this works.

Split scripts will also need to be enabled, this ensures that if you prescribe multiple items on a single prescriptions, all EPS compliant medication will be sent via EPS. Without this option enabled, if there are any non-EPS compliant medication on a prescription all items will revert to be printed on FP10. To do this navigate to Setup > Users & Policy > Organisation Preferences > Prescribing > ETP and select **Use electronic prescribing for all ETP2 compliant medication**.

You will also need to add your organisation's prescribing cost centre code in organisation preferences. The preference to set your cost centre code can be found in Setup> Users & Policy > Organisation Preferences > Prescribing > Prescription Printing, and the option is called **EPS Cost Centre Code Override (for non-GP practice).** 

Once the above has been enabled, other users already logged in to SystmOne will need to restart SystmOne in order to have access to the EPS functionality.

## Nominating a Patient's Preferred Dispenser/Pharmacy

You must have a patient retrieved in spine mode to be able to set a patient's preferred nominated dispenser/pharmacy.

To nominate a patient's preferred dispenser/pharmacy:

- 1. Retrieve the patient record.
- 2. Select the 'ETP Details' node from the Administrative tree. This can also be added to users' toolbars.
- 3. Click <sup>125</sup>. The Nominated Dispensers dialog is displayed.
- 4. Click the appropriate toolbar button to the right of the field of the dispenser you want to add:
  - Community pharmacy
  - Appliance contractor
- 5. Select the type of search you want to do:
  - Favourites click Configure Favourites to set up a list of the pharmacies or appliance contractors you
    often need to select.
  - Proximity Search either type in a post code or click Patient Home or Here to find the nearest pharmacy
    or appliance contractor
  - **Custom Search** allows you to search by name, road, town, ODS code or post code.

Select Community Pharmacy	Dearline Hollow ine Long	×
▼ Favourites		
Configure Favourites		
East Chemist	16 Roehampton High Street, Roehampton, Lon	don SW15 4HJ 🔺
Lloyds Pharmacy	Broadgate Lane, Horsforth, Leeds LS18 4SE	
National Co-Operative Chemists	Ltd 74 Town Street, Horsforth, Leeds LS18 4AP	NE6 190
Ireland Wood Pharmacy	Iveson Approach, Tinshill, Leeds LS16 6FR	1, NEO 130
,	······	
		-
5 Favourites		
<ul> <li>Proximity Search</li> </ul>		
Cleanatte L S16 6PO	Secret Users	
Lioydspharmacy	Primary Medical Centre, Broadgate Lane, Horstorth, I S18 4SE	U.6 miles
Cohen's Chemist	6 Tinshill Lane, Leeds, LS16 7AP	0.7 miles
The Co-Operative Pharmacy	74 Town Street, Horsforth, Leeds, LS18 4AP	0.7 miles
Ireland Wood Pharmacy	lveson Approach, Tinshill, Leeds, LS16 6FR	0.9 miles
Hawkin Wa and Sons Ltd	76-78 Otley Old Road, Leeds, LS16 6LQ	0.9 miles
Conens Chemist	Hightield Surgery, Holtdale Approach, LS16 /RX	1.0 miles
25 Pharmacies		
Custom Search		
Name	ODS code	
Road	Postcode	
Town	Search	
		<u>^</u>
		-
	<u>O</u> k <u>C</u> ancel	

Figure 1: Searching for a pharmacy on the Select Community Pharmacy dialog

- 6. Complete the fields as appropriate and click Search.
- 7. Select the entry you want from the results displayed and click Ok.
- 8. Click **Ok** to exit from the Nominated Dispensers dialog.
- 9. The details you specified are displayed in the 'Nominated Dispensers' section on the ETP Details view. Below, an audit of changes made to the patient's nominated pharmacy is available. **Tip:** If 'SystmOnline' is displayed in the **Changed By** column, this indicates that the change was made by the patient via SystmOnline or by a person granted access to their SystmOnline account.

If a patient does not have a nominated pharmacy recorded the script will be sent via ETP Phase 4. If an EPS prescription cannot be generated and a nominated pharmacy is recorded, the nominated pharmacy details are printed on the paper prescription.

If a patient does not have a nominated pharmacy recorded on Spine but one is recorded on SystmOne, the SystmOne entry will be removed. If Spine contains a different nominated pharmacy to SystmOne, the SystmOne will be removed. This is because the patient may have requested for their nominated pharmacy to be changed or removed at a pharmacy.

## **Prescribing with EPS enabled**

Prescribing acute medication once enabled for EPS is very similar to prescribing prior to being enabled.

#### Prescribing acute medication

- 1. Right-click on the 'Medication' node of the Clinical tree.
- 2. Select 'New Acute'.
- 3. Use the Drug and Appliance Browser to search for the required drug. Note: Drugs which are not eligible for ETP are indicated by **\***.
- 4. Complete the Record Acute Medication dialog.
  - To send the prescription electronically, the units must be a DM&D unit of measure. This means that the Number field should be used to specify the quantity (e.g. 28 tablet).
  - SystmOne still permits you to specify the quantity in Packs (e.g. 4 pack(s) of 28 tablets). If you choose to set the quantity in this way, once you press Ok on the Record Acute Medication screen you will be advised that the number of packs must be converted to DM&D units of measure (see Figure 2). If you press Convert, SystmOne will automatically populate the Number field of the total quantity to be 112 tablet. If you press Change Unit of Measure, SystmOne will take you back to the Record Acute Medication screen.

Note: For an injection to be sent via EPS the 'Pers. Admin' tick box on the prescription dialog must be unticked.

Y Record Acute Medication	of Pacificani al Igna Testing Patient Record		
Qk Ok & Another Cancel		GRANT, Susan (Miss) 18 Aug 1 15 Woodnook Close, Leeds LE Mobile (preferred): 07710 4102 Home: 0113 205 0080 Work: 0 590 000 1946 GMS, Spine Tes	<b>1979 (35 y) F</b> 316 6PQ 223 Temporary: 0113 205 0080 113 205 0080 sting, Ayour Local Boots Pharmacy
Other Details Exact date & time  Wed 15 Apr 2 Changing the cor	D15 🔽 16:45 🧖 🗙	ncel and press the 'Next' button Hide Warning	
Medication start Wed 15 Apr 2015	,	nice warning	
Drug prescribed	ng tablets		i
Script type	Instalment Dispensed Issue		
Dose take one 3 times/day	det det Times & Doses		
Total quantity Number Packs Free Text Script notes Administrative notes Issue duration Automatically create a Repeat Template based Automatically create a Repeat Template based Automatically create a Repeat Template based Patient-Specific Warnings Sensitivities (not checked): Sensitivities (not checked): Allergy to grass pollen Allergy to grass pollen Allergy to pollen Contraindications: Acute alcohol intoxication, Severe infection Myocardial infarction: Recent myocardial inf	estion  To use Electronic Transmission of Prescriptions (t of packs must be converted to DM&D units of mean Do you want to convert 4 packs to 112 tablet?  Do you want to convert 1 packs to 112 tablet?  Change Unit of Measure  i arction	ETP) release 2 the number sure.	E
Interactions: Interaction(s) with Mercilon 150microgram/ Metformin 500mg tablets hypoglycaemic ef	20microgram tablets (Merck Sharp & Dohme Ltd) 'ect reduced by Mercilon 150microgram/20microgram tablets (N	Merck Sharp & Dohme Ltd) 🜟	-

Figure 2: Record Acute Medication dialog

- 5. Once you have recorded the medication items, **Save** the record.
- The Print Issues dialog will be displayed. See the Print Issues section under Printing Prescriptions in F1 Help for more information on the Counterfoil options, Authoriser, Recurring patient counterfoil message and One-off patient counterfoil message options.

Authoriser V	Trint all repeats if a repeat was issued  Trint all repeats if a repeat was issued  Trint details of next appointment (this ignores appointments today)  Print medication review reminder  Print recalls due in the next month  NISONE TPPONE, Dr (General Medic  Routine Mominate dispenser Community pharmacy (Ayour Local Boots)	s P 💌 🏝
Recurring patient counterfoil message One-off patient counterfoil message	✓ Always print tokens (tokens are optional for nominated non-repeat disp	Presets Clear Presets Clear
Script Printing NOTE: When using 'Print Now', future-dated issues of optionally be printed usin Prescription Search scree the radio buttons below to change this option Print future issues no Print future issues la Do not print future iss	Them Select what to do with script(s) can g the in. Use Print/Sign & Send Now Dow ≵ Do Not Print Them sues	prescription visible Presets igning

Figure 3: The Print Issues dialog

- 7. Under **ETP options**, set whether the prescription is Routine or Immediate. If the prescription is generated as part of a consultation where contact method is set to 'Face-to-face', Immediate is selected by default. If a prescription is urgent or needs to be prioritised by the pharmacy please contact the pharmacy directly.
- 8. Check the nominated dispenser is set correctly. This is the pharmacy that the prescription will be sent to. If the

patient wishes to collect the prescription from another pharmacy, click <sup>1</sup>/<sub>2</sub>. This will launch the Nominated Dispensers dialog (see Figure 4).

Nominated Dispenser	5
Community pharmacy	🛃 🗙 Ayour Local Boots Pharmacy, 91 Moresdale Lane, Leeds, West Yorkshire LS14 6GG
Appliance contractor	👃 🗙 Fittleworth Medical Limited, Meridian House, Bradford Road, Keighley BD21 4AD Tel:
Dispensing doctor	
	<u>Qi</u> e <u>C</u> ancel

Figure 4: The Nominated Dispensers dialog

- 9. From here, you can change the nominated pharmacy (see <u>Nominating a Patient's Preferred</u> <u>Dispenser/Pharmacy</u> for further details).
  - Note: This will change the nominated pharmacy for the patient, not just for this prescription. If you are
    setting the pharmacy for this particular prescription, you will need to make sure the patient knows they will
    need to ask to change it back after they have collected their prescription otherwise all subsequent
    prescriptions will be sent to the new pharmacy. Please see <a href="https://digital.nhs.uk/services/electronic-prescription-service/nominating-a-pharmacy">https://digital.nhs.uk/services/electronic-prescription-service/nominating-a-pharmacy</a> for more guidance.

- 10. If you untick the Nominate Dispenser option the prescription can still be sent via EPS Phase 4. This will allow the prescription to be dispensed by any pharmacy the patient presents at, rather than just the nominated dispenser. This also removes the need to change the patient's nominated pharmacy. See the <u>EPS Phase 4</u> <u>user guide</u> for full details on how this can be enabled and how this works.
- 11. Choose whether to print a token. This preference will be remembered so if you untick Always print tokens (tokens are optional for nominated non-repeat dispensing prescriptions) this will be unticked the next time you launch the Print Issues dialog. Sometimes patients like to have a paper copy of the prescription. Printing a token means the prescription can still be sent electronically and the patient can also have a paper copy. The pharmacy can also scan the token which will pull the prescription down from Spine.
- 12. Choose what to do with the prescription.
  - Print/Sign & Send Now will prompt you to authorise the prescription now by entering your Smartcard PIN. Check the prescription details and tick the Sign box next to the items you wish to sign. Enter your PIN and select Proceed.

Y Authorise Spine Prescription	×	
The system will sign the content displayed here on your behalf, by means of information stored on you as an Advanced Electronic Signature. By entering your PIN here you affirm your intention to digitally sig these prescriptions. Do you wish to proceed?	ir smart card in and issue	
Prescription details	Sign	
Miss Susan Jane Grant (5900001946)	<b>v</b>	*
Lime: 14 Apr 2015 11:50 Author: Dr Vnisone Tonone		
Nominated pharmacy: Ayour Local Boots Pharmacy, 91 Moresdale Lane, Leeds, West Yorkshire LS14 6GG		
ETP Prescription number 1		
Dexketoprofen 25mg tablets 60 tablet (take one every 8 hrs)		
		Ŧ
PIN DODD		
Proceed		

Figure 5: Authorising the prescription after choosing Print/Sign & Send Now

- Print/Sign & Send Later will generate the prescription to be signed later. This option will allow you to add a query note to the prescription (see <u>Query Notes</u> for further information). The prescription will be sent to the ETP Signing tab of the Prescription Search screen (see <u>Bulk signing prescriptions</u> for further information).
- **Do Not Print Them** will not send the prescription electronically and no token will be printed.

#### **Creating Repeat Templates**

Like prescribing acute medication, creating and issuing repeat templates works in a very similar way with EPS enabled as it does prior to enablement.

- 1. Navigate to Repeat Templates and select **New Repeat Template.** The Create Repeat Template dialog will be launched.
- 2. Complete the fields on this dialog as normal. As with acute medication, if you set the **Total quantity** as packs, when you select Ok, you will be advised that to use Electronic Transmission of Prescriptions (ETP) release 2 the number of packs must be converted to DM&D units of measure and prompted to convert the quantity.

Y Create Repeat Template	
Qk Ok & Another Cancel	GRANT, Susan (Miss) 18 Aug 1979 (35 y) F 26 Brudenell View, Leeds LS6 1HG Mobile (oreferred): 077104 10223 Temporary: 0113 205 0080 Home: 0113 205 0080 Work: 0113 205 0080 590 000 1946 GMS, Spine Testing, Ayour Local Boots Pharmacy
Other Details Exact date & time 💌 Thu 16 Apr 2015 💌 10:43 🌱 🗙	
Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next'	button Hide Warning
Medication start Thu 16 Apr 2015	
Drug prescribed 📓 📋 🗟 📥 Salicylic acid 50% ointment	* i
Script type   NHS Issue  Private Issue  Instalment Dispensed Issue	
Dose apply daily 42 40 Times & Doses	
Total guantity  Number 28  grams = 28  gram	
Free Text	
Script notes	
Use review date 16 Oct 2015 Synchronise all review dates to this	
Use maximum issues	
V Patient can initiate issues	
Irregularly issued template	
V repeat template can be readuriorised	
Link to Read code(s) No linked Read codes	
Patient-Specific Warnings	
Sensitivities (not checked):	A
Seafood allergy (Severe allergy to seafood)	
Allergy to grass pollen	
Allergy to pollen	
Dunlicate Ingradiente:	
Patient is already on salicylic acid (Salicylic acid 50% ointment)	Ξ
Duplicate Therapies:	
Patient already on Warts and calluses (Salicylic acid 50% ointment)	
Sensitivities (active ingredient checked, inactive ingredients not checked):	
! Wheat Allergy	
	· · · · · · · · · · · · · · · · · · ·

Figure 6: Creating a new repeat template with ETP enabled

 You can then select the repeat template from the Repeat Templates node, right click on it and Issue the repeat. When you Save the record, you will be shown the Print Issues dialog (see <u>Step 6</u> in Prescribing acute medication).

## Prescribing Multilex drugs which map to more than one DM+D product

Some items that you select from the Drug & Appliance Browser map to more than one DM+D product. For example, **Jobst Opaque Class 1 closed toe knee high stocking petite / size 1 [BSN MED].** It did not used to be possible to send these items via ETP. Now, if you select this item from the Drug Browser, you will be presented with the **Select a Product** dialog (see Figure 7). Selecting a product and then **Ok** will mean that the item can be sent via ETP (as long as the prescription meets the other requirements to be sent via ETP). Selecting **Cancel** will proceed with the Multilex item originally selected, meaning the prescription cannot be sent via ETP.

Record Acute Medication	Name IN Terror Make Particul & Sold Sales Int.		_ = X
Ok & Another	Cancel	AGAR, Ami (Ms) 15 Apr 1993 (22 y) F 38 Lyndon Avenue, Garforth, Leeds LS25 1DZ Mobile (preferred): 07766 644977 458 042 9397 GMS, Miff's Testing Branch	
ther Details Exact date	& time 💌 Mon 20 Apr 2015 💌 14:30 🥙 🗙		
	Changing the consultation date will affect all other data entered. To avoid	this, cancel and press the 'Next' button Hide Warning	
Medication start Mon 20	Apr 2015 👻		
Drug prescribed			i
Script type   N	> Select a Product	×	
Dose Total quantity 🔘 Numb 🔘 Packs	The chosen MultiLex item maps to more than one DM&D product. This typ multiple colours or flavours. In order to prescribe this item via ETP2 you m below. If you choose not to select a DM&D product then this item will not b	ically occurs for drugs or products available in ust select a specific DM&D product from the list e sent by ETP2 as it is not DM&D compliant.	
Free	Include ended		
Script notes Administrative notes Issue duration 1 Automatically create Patient-Specific Warm	Product Name Jobst Opaque class 1 (18-21mmHg) below knee closed toe lymphoedem Jobst Opaque class 1 (18-21mmHg) below knee closed toe lymphoedem Jobst Opaque class 1 (18-21mmHg) below knee closed toe lymphoedem	a garment petite size I Navy (BSN medical Ltd) a garment petite size I Sand (BSN medical Ltd) a garment petite size I Black (BSN medical Ltd)	
	Q. Cancel		

Figure 7: The Select a Product dialog which appears when selecting a Multilex item which maps to more than one DM+D product.

## Prescribing Multilex Drugs which map to DM+D products with different quantities

Some Multilex items in the Drug & Appliance Browser map to more than one DM+D products with different quantities. For example, **Glyceryl trinitrate 400micrograms/dose pump sublingual spray** can be supplied in a 75, 180 or 200 dose. Previously, you could only select the smallest dose to prescribe via ETP. Now, you can choose the 75, 180 or 200 dose spray from the **Record Acute Medication** dialog (see Figure 8).

Record Acute	Medication		
<u>O</u> k Ok 8	& Another Cancel	AGAR, Ami (Ms) 15 Apr 1993 (22 y) F 38 Lyndon Avenue, Garforth, Leeds LS25 1DZ Mobile (preferred): 07766 644977 458 042 9397 GMS, Miffs Testing Branch	
her Details	Exact date & time V Mon 20 Apr 2015 V 14:30	R	
Medication sta	art Mon 20 Apr 2015 💌	n na mar a sur anna annan an carl chuidh an chuidh ann an ann an ann ann ann ann ann ann	
Drug prescribe	ed 📱 👔 🖥 🛱 Glyceryl trinitrate 400micrograms/dos	e pump sublingual spray	i
Script type	NHS Issue O Private Issue O Instalment Dispersion	nsed issue	
Dose	one puff as needed	de de Times & Doses	
Total quantity Script notes	Number     Packs     Free Text	= 360 dose	
Administrative	notes 0 Days End date 20 Apr 2015 • 10	Presets	
C Automatic	cally create a Repeat Template based on this Issue		
Precautions Hypoth	s: hermia, Low cardiac filling pressures, Predisposition to an <u>c</u>	le closure glaucoma 🖠	

Figure 8: Choosing the spray dose when prescribing a Multilex drug which maps to DM+D products with different quantities

## **Repeat Dispensing**

The ability to repeat dispense electronically is one of the major benefits of using EPS. It allows a clinician to generate multiple issues of a repeat template and send these to the pharmacy. For example, a prescription could be sent to Spine for an inhaler, every 8 weeks for the next 12 months. The prescription can then be collected from the pharmacy in 8 week intervals by the patient without them having to remember to order it.

- 1. To repeat dispense one or more repeat templates, highlight them in the Repeat Templates node within the patient record, and select the <sup>IIII</sup> button.
- 2. You will then receive the following confirmation question:

Question	×
?	You are about to repeat dispense these repeat templates:
N.	Metformin 500mg tablets
	The issues will appear in the patient record with their expected start dates, based on the issue duration of the repeat templates.
	<u>O</u> k <u>C</u> ancel

Figure 9: Confirmation question when repeat dispensing a repeat template

3. The prescription warning dialog will then be displayed and if you choose to proceed. You will then receive a confirmation message advising the following:

Information	X
<b>i</b>	1 Repeat Template was repeat dispensed.
	You can now digitally sign the medication regime and print tokens if required.
	Qk

Figure 10: Confirmation message advising that the template has been repeat dispensed

- 4. When you **Save** the record, you will be shown the Print Issues dialog (see <u>Step 6</u> in Prescribing acute medication).
- 5. A prescription token will then be printed for each prescription item detailing that the item is to be repeat dispensed and the number of issues. This can be provided to the patient to take to the pharmacy if they like to keep hold of a paper token.

## **Cancelling Medication**

Another advantage of using EPS is that you can cancel the electronic prescription, this is particularly helpful when repeat dispensing. When using paper prescriptions, the clinician has to ask the patient to give back or destroy the prescription. With EPS, the prescription is never in the patient's possession and so can be cancelled electronically.

You can also cancel non repeat dispensed medication that has not yet been collected from the pharmacy.

You must have the 'Perform ETP Cancellations' access right on your smartcard to cancel EPS issues.

#### Cancelling an acute medication item

- 1. Select the 'Medication' node from the Clinical tree.
- 2. Right-click on the item to be cancelled
- 3. Select Stop Medication (see Figure 11).



Figure 11: Stopping a medication item

4. You will then be prompted to record the reason for stopping the medication. You can enter supporting comments either from a list of pre-configured presets or as free text (see Figure 125).

Stop Issue: De	exketoprofen 25mg tablets	×
End reason	At the Patient's request At the Pharmacist's request Change to medication treatment regime Clinical contra-indication Clinical grounds	
	Prescribing error	e as Default
Comments		
		Presets

Figure 12: Recording the reason for stopping the medication.

5. The medication will show as stopped in the Medication node. An icon is displayed in the Flags column to indicate that the item is pending cancellation via ETP. The cancellation message will be sent when the patient record is saved.

29 Apr 2015	Citalopram 10mg tablets 28 tablet - use As directed	27 May 2015 28	Repeat dispensed	in <mark>a 190</mark>
29 Apr 2015	Doxycycline 100mg capsules 8 capsule - two now then one daily	06 May 2015 7	Repeat dispensed	in RD
30 Apr 2015	Dexketoprofen 25mg tablets Stopped: 14 Apr 2015 Prescribing error by VNISONE TPPONE, Dr 60 tablet - take one every 8 hrs	20 May 2015 20	NHS medication	Ľ₹

Figure 13: The acute medication item showing as stopped in the Medication node

6. An **Electronic Prescription Cancellation Pending** task is created when the record is saved detailing that the request has been submitted and is awaiting confirmation. The task lists the issues that the cancellation is for.

SystmOne GP: VNISONE TPPONE, Dr	Dr (General Medical Practitioner) at Spine Testing - Patient Record		x
Patient Appointments Pathway Reporting	ng Audit Setup Links Dispensing Clinical Tools Workflow User System Help		
Search Task Discard Save	Image: Constraint of the state of	13 205 0080	)
Start Consultation Next Event Event	nt Details Pathology Drawing Auto-Consultation Settings 590 000 1946 GMS, Spine Testing, Ayour Local E	Joots Pharm	acy
		-	
			"
2 Patient Details	Task History Pending Tasks		
GP Registration Details	Organisation Spine Testing, NHS Doncaster CCG		
Record Sharing	Date A Day By For Task Status	Start D	1
Address History (18)	14 Apr 2015 14:08 Tue DV DV Electronic Prescription Cancellation Pending Not Started		
Spine Details	14 Apr 2015 14:07 Tue DV Query Prescription Canceled Succession Not Started		3
ETP Details	14 Apr 2015 12:05 Tue DV DV Electronic Prescription Cancellation Pending Completed		QOF
SCR Details	13 Apr 2015 12:56 Mon DV DV Electronic Prescription Cancellation Pending Not Started	-	. 3
Appointments, Visits & Tasks		•	
Attendance Counts	138 Tasks		3
Pappointments	Tue 14 Apr 14:08 - VNISONE TPPONE, Dr (General Medical Practitioner)		
🕑 Visits	Status: Not Started		
Tasks	A request for the cancellation of an ETP prescription has been submitted and is awaiting confirmation.		
🕺 Scheduled Tasks	The cancellation is for the following issue(s):		
👌 Waiting Lists	14 Apr 2015 Ferrous fumarate 305mg capsules		
SMS Messages			
Amendments (29)			
Gontraception Claims			
Schools			
Misc Flags (33)			
Groups & Relationships			
Hospital Numbers			
Prescription History (249)			alla
A Pathways 👻			÷\$\$
Search features	💌 🏢 0 1 1 464 466 🖀 12 1 🔮 0 0 0 0 🕃 0 0 0 🔣 7 3 😰 5 5 876 🍞 🏠	40 <u>1</u>	16:09

Figure 14: Electronic Prescription Cancellation Pending task

7. This task will then be updated and automatically marked as completed once the cancellation is accepted by Spine.

Patient Appointments Pathway Reporting						
Lendour Chaptering Lendon Lendon Lendon Lendo	g Audi <u>t</u> <u>S</u> etup Lin <u>k</u> s	Dispensing Clinical	Tools Workflow	<u>U</u> ser S <u>y</u> stem <u>H</u> elp		
Search Task Discard Save	Record Details	Next Acute	الله Dispen	GRANT, Sus 15 Woodnoo Mobile (pref kati টিট ∰ ∰ ∰ Wome: 0113 590 000 194	an (Miss) 18 Aug 1979 (35 y) F k Close, Leeds LS16 6PQ rred): 07710 410223 Temporary: 205 0080 Work: 0113 205 0080 6 GMS, Spine Testing, Ayour Loca	0113 205 0080 al Boots Pharmacy
Start Consultation Next Event Event	Details Pathology	Drawing Auto-C	onsultation	tings 🛛 🕅 💜 🍸	🗱 🐺 🧟 🗱	
Clinical Administrative	Tasks					• !!
Patient Details	Task History Pen	ding Tasks				1
GP Registration Details	Organisation Spine	Testing NHS Dong	aster CCG	•		Ø
Record Sharing	Dete (	Day Du			Otatua	Charl D 71
GMS Care History	14 Apr 2015 14:09	Tue DV D	or Task	nic Prescription Cancellation Pending	Not Started	Start D
Address History (18)	14 Apr 2015 14:00	Tue A	dminis Elect	nic Prescription Cancelled Successfully	Not Started	
A Spine Details	14 Apr 2015 12:59	Tue DV	Quer	Prescription	Not Started	
ETP Details	14 Apr 2015 12:05	Tue DV D	V Elect	nic Prescription Cancellation Pending	Completed	QOP
SCR Details	13 Apr 2015 12:56	Mon DV D	V Elect	nic Prescription Cancellation Pending	Not Started	- 3
Appointments, Visits & Tasks	•			III		• !!
Attendance Counts	138 Tasks					3
Appointments E	Tue 14 Apr 14:07 -	Sent automatically	by SystmOn			
() Visits	Assigned to VNISO	NE TPPONE, Dr (G	eneral Medica	Practitioner)		
Tasks	Status: Completed	an assented by onig				
🕺 Scheduled Tasks	The cancellation w	as accepted by spir	IE.			
🔠 Waiting Lists	Tue 14 Apr 14:08 -	VNISONE TPPONE,	Dr (General I	dical Practitioner)		
SMS Messages	Status: Not Started					
Amendments (29)	A request for the ca	incellation of an ET	P prescription	as been submitted and is awaiting confirmation.		
<b>Q</b> Contraception Claims	The cancellation is	for the following is:	sue(s):			
😓 Maternity Claims	14 Apr 2015 Ferrou	us fumarate 305mg	capsules			
💑 PCTs/CCGs						
Schools						
Hisc. Flags (33)						
🕵 Groups & Relationships						
Hospital Numbers						
Prescription History (249)						
A Pathways						
Search features	<b>T U</b> 0 1	1 464 466	<b>a</b> 12 1	🤉 o o o o 🕞 o o o 🗒 7 3 🕻	2 5 5 876 🍞 🅵	· 16:09

Figure 15: The Electronic Prescription Cancellation Pending task marked as completed once Spine has acknowledged the cancellation

8. An **Electronic Prescription Cancelled Successfully** task is created to notify you that the prescription has been successfully cancelled. These tasks are for your information and can be marked as **Completed** once you are happy you have taken any action you may need to.



Figure 16: The Electronic Prescription Cancelled Successfully task

- 9. There are occasions where the cancellation request may fail. This could be for a number of reasons such as the prescription not being found on Spine, an error processing the message or the prescription has already been cancelled. If this is the case, the Electronic Prescription Cancellation Pending will be updated with the text the cancellation was rejected by spine and automatically completed. You will also receive an Electronic Prescription Cancellation Pending will be updated with the are aware the prescription should be cancelled.
- 10. Another reason the cancellation request may fail (and the most likely) is because it has already been pulled down by the pharmacy. In this case, SystmOne will behave as in step 9 advising you to contact the pharmacy and will list the pharmacy that has downloaded the prescription (see Figure 17). If the pharmacy then returns the prescription undispensed, you may receive a subsequent task informing you that the cancellation has been successful. This is known as a **Subsequent Cancellation**.

Y SystmOne GP: VNISONE TPPONE, Dr (General Medical Practitioner) at Spine Testing - Task List					
Patjent Appointments Pathway Reporting Audit Setup Links Dispensing Clinical Tools Workflow User System Help					
Q 🗹 🗑 🔲 🗖 🔿					
Saarah Taak Discard Save Record Details	Next Acute Disper				
Create Breakdown Settings Refresh					
All Tasks Summary VNISONE TPPONE, Dr (General M	edical Practitioner)				
All Tasks	🛄 🖹 🙋 🗉 🖼 😨 🔻 🍞 👹 🚳 florence	- ×			
All Open Tasks (1401)	Updated ≱ By For Patient	Task Status Due Date Started Flags			
Unassigned Tasks (876)	06 Feb 2014 DV GRANT, Florence (Miss)	Electronic PresNot Started			
Assigned to Groups (77)	03 Feb 2014 DV GRANT, Florence (Miss)	Electronic PresNot Started			
Assigned to Staff (456)					
By Status (1401)		· · · · · · · · · · · · · · · · · · ·			
Tasks from Elsewhere (93)	2 Tasks				
4 Filters	Thu 06 Feb 10:54 - Sent automatically by SystmOne				
▲ I For Me (108)	A request for the cancellation of an ETP prescription has been rejected:				
<ul> <li>Choose and Book Referral Problem (26)</li> </ul>	Rejection reason: Prescription/item was not cancelled. With dispenser. Marked for cancellation				
<ul> <li>ETP Rejection (5)</li> </ul>	The cancellation is for the following issue(s):				
<ul> <li>ETP2 Message Failed to Send (1)</li> </ul>	06 Feb 2014 Co-codamol 8mg/500mg capsules				
<ul> <li>Electronic Prescription Cancellation Pending (2)</li> </ul>					
<ul> <li>Electronic Prescription Cancellation Rejected (10)</li> </ul>	The prescription is currently with the following dispenser:				
<ul> <li>Electronic Prescription Cancelled Successfully (47)</li> </ul>	HEDLEY				
<ul> <li>Electronic Prescription Rejected (7)</li> </ul>	HIGHFIELD				
♦ Email Verification Failure (3)	CLIFTONVILLE ROAD				
<ul> <li>SCR Set Consent Rejection (7)</li> </ul>					
For Only Me (108)	NN1 5DN				
Due Today					
Due Tomorrow	The pharmacy and/or patient must be contacted to ensure they are aware that this prescription should be cancelled. You may receive a				
Overdue	subsequent cancellation at a later date if the pharmacy returns this pres-	cription unaispensea.			
Created By Me (28)					
Urrent Patient					
	1				
Show emply statt and groups					
Search features	i 1 464 466 🦲 12 1 🔛 0 0 0 0 💽 💽 0 0 0	j 7 3 😰 5 5 876 🍞 🎦 🔮 16:20			

Figure 17: An Electronic Prescription Cancellation Rejected task due to a subsequent cancellation

#### Cancelling repeat dispensed medication

You can cancel a repeat dispensed medication item in two ways; either via the Repeat Templates node or via the Medication node in the patient record.

To cancel a medication item from the Medication node:

1. Right-click on the item and select **Stop Medication**. You will be advised that the item was repeat dispensed and you will need to cancel the repeat template (see Figure 18).



Figure 18: Prompt to cancel the repeat template

2. Selecting Yes will take you to Step 5.

Cancelling a repeat dispensed repeat template:

- 3. Navigate to the Repeat Templates node and select the template that the item was repeat dispensed from.
- 4. Right click on the template and select Stop.

🔋 SystmOne GP: VNISONE TPPONE, I	Dr (General Medical Practitio	oner) at Spine Testing	g - Patient Record			• X
Patient Appointments Pathway Reporting	ng Audit Setup Links Dispe	nsing Clinical Tools V	Norkflow User System Help			
Q     Image: Constraint of the second	Record Details N	ext Acute Disp	ion Settings	GRANT, Susa 15 Woodnook Mobile (prefer Home: 0113 2 590 000 1946 ⋒ ♥ ¥	n (Miss) 18 Aug 1979 (35 y) F : Close, Leeds LS16 6PQ red): 07710 410223 Temporary: 0113 20 205 0080 Work: 0113 205 0080 GMS, Spine Testing, Ayour Local Boots #   🐺 🎧 🛠 🔺	5 0080 Pharmacy
Clinical Administrative	Repeat Template	s (Current repe	eats)			• 🚨
R Patient Home	0 8 6 0 0	🗱 🥖 🗊 🦍	🕨 🖪 🌢 🛛 🕷 📕 🗌	i io io 📰	View Current repeat	ts 🔻 1
A gior Active Problems      Minor Active Problems (1)      A inactive Problems	Last medication review Record medication review	recorded on 16 Feb 3 w Read code (XaF8)	2015 by WILSON, Bob (Mr) ( d)	Other Community Hea	alth Service). Next due on 16 Feb 2016.	1
Summary & Family History ▷ � Quick Glance	Authorised ⊽ Drug 23 Sep 2014 Glyceryl triu 75 dose - o	nitrate 400microgra ne puffAs needed	ms/dose pump sublingual	Last Issued spray 17 Dec 2014	Review Issues Flags 16 Aug 2015 4 / 10 (4)	▲ 70
Administration     Action     New Journal     Read Code, Journal (37)	21 Jan 2015 Aspirin 300 60 tablet - t Antiplatelet	img tablets ake 1 or 2 3 times/da therapy; Pain relief	ау	21 Jan 2015	16 Aug 2015 2/10 (2)	3
Medication (16)	30 Jan 2015 Metformin 86 tablet - t	500mg tablets ake one 3 times/day		17 Jul 2015	16 Aug 2015 7 / 10 (7) 🔞	3
Repeat Templates (6) Vaccinations	04 Mar 2015 Citalopram 28 tablet - u	10mg tablets ise As directed	Issue	19 Aug 2015	04 Sep 2015 7 / 10 (7)RD	3
	18 Mar 2015 Doxycyclin 8 capsule -	e 100mg capsules two now then one	<ul> <li>Patient Request</li> <li>Undo Issue</li> </ul>	20 May 2015	18 Sep 2015 10 / 10 (10) 🕈 🔟	
II Reminders (4)	13 Apr 2015 Metformin 112 tablet -	500mg tablets take one 4 times/c	Amend	15 Feb 2016	12 / 12 (12) 🕇 🗊	
Pathology & Radiology	6 Repeat templates		Reauthorise / Restart			
Mi Numeric Results	-Template Details		Stop			
Mew Cause of Death	Expected next issue	Mon 14 Mar 2016	Assign Diagnosis	Days between	issues 28, 28, 28, 28, 28	
	Medication started This authorisation started	Mon 13 Apr 2015 Mon 13 Apr 2015	Information	Ir) ('Other' Comm	unity Health Service) on Mon 13 Apr 201	5
	Authorising clinician	VNISONE TPPOP	New Repeat Template	ər)		
	Administrative notes	ć	Show Journal Entry			-
	•		Problems	•		4
	Sensitivities & Allergies: Allergy to animal (XalpV) 😈 Mark in Error rgy to pollen (Xa7L), PARACETAMOL, Seafood allergy (Xa1np More 🕸					
Search features	0 1 1 464 466	a 12 1 🚺	Table	▶ 🖪 4 0 😭	6 6 872 🍞 🔝	ê 12:11

Figure 19: Stopping a repeat template

5. You will then be prompted to record the reason for stopping the repeat template. You can enter supporting comments either from a list of pre-configured presets or as free text (see Figure 20).

······································	
At the Patient's request At the Pharmacist's request Change to medication treatment regime Clinical contra-indication Clinical grounds	
Prescribing error	
	Save as Default
	Presets
	At the Patient's request At the Pharmacist's request Change to medication treatment regime Clinical contra-indication Clinical grounds Prescribing error

Figure 20: Recording the reason for stopping the repeat template

6. You will then be notified if the repeat templates has outstanding future issues. If these were repeat dispensed via ETP, you will be notified that they will be cancelled.

Informatic	n X
•	The repeat that you have ended has outstanding future issues. The following future issues will be stopped:
	24 Apr 2015 Metformin 500mg tablets 22 May 2015 Metformin 500mg tablets 19 Jun 2015 Metformin 500mg tablets 17 Jul 2015 Metformin 500mg tablets
	The following repeat dispensed issues will be cancelled via ETP: 24 Apr 2015 Metformin 500mg tablets 22 May 2015 Metformin 500mg tablets
	19 Jun 2015 Metformin 500mg tablets 17 Jul 2015 Metformin 500mg tablets

Figure 21: Notification when items are cancelled via ETP

- 7. An **Electronic Prescription Cancellation Pending** task is created (see <u>step 6</u> from Cancelling an acute medication item).
- 8. The following icons are displayed in the **Flags** column of the Medication view to indicate the cancellation status of the corresponding item (hover the mouse over the icon for any additional details):
- ETP cancellation pending
- ETP cancellation accepted by the Spine
- ETP cancellation rejected by the Spine

**Note:** If you change the dose, quantity or script notes on an EPS repeat template and the amended template is repeat dispensed, any repeat dispensed items remaining on the Spine within the last six months for the original repeat template are automatically cancelled via ETP. Any future repeat dispensed issues are also stopped in the SystmOne patient record.

If you Mark in Error a repeat template that has been repeat dispensed or a future issue of a repeat dispensed repeat template, this will also cancel the repeat dispensed issues on Spine.

## **Bulk signing prescriptions**

When issuing either an acute or a repeat product and saving the record, you can choose to print/sign and send the prescription later. This will send the prescription to the Prescription Search screen, where it can be signed and sent to the Spine along with other prescriptions in bulk.

Patient Apportments Pathyayr Raporting Audi Satup Links Dispensing Cincial Tools Wightforw User System Help         Search Task Discrift Save Record Datain Rett         Run Report Sare Print Change Authorise Retrieve Patient         ETP Signing ETP Printing FP10 Printing         "Search Options         Issued between Satt 1 Mar 2015 ** and *** *         Patient's branch All Sites ***         Patient's branch All Sites ***         Patient's branch All Sites ***         Patient's Branch All Sites ****         Patient's branch All Sites ****         Patient's Branch All Sites ****         Patient's Branch All Sites *****         Patient's Branch All Sites ******         Patient's Branch All Sites ************************************	SystmOne GP: VNISONE TPPONE,	Dr (General Medical Practitioner	r) at Spine Testing - Pr	escription Search		- • ×
Construction       Construction       Construction       Construction         Search       Task       Development       Acute       Dispen         Public Search       Sign Print       Change Authoriser       Retrieve Patient         ETP Signing       ETP Entiting       Fearth Options         Search Options       Search Options       Image Authoriser         Patient's branch       Image Authoriser       Image Authoriser         Patient's branch       ETP Biorode Number       Image Authoriser         Patient's branch       BioBeE-Coles030-388BER       S S500001946         10       WilsONE BrPONE, Dr       Schools0-3480DA         10       WilsON, Bob (M)       Sof7292-CeB030-3480DA         110       WilsON, Bob (M)       FDF98-CB030-32317A         110       WilsONE TPPONE, Dr       Acute Schools0-32317A         110       WilsON, Bob (M)       FDF98-CB030-33217A         110       WilsONE TPPONE, Dr       4E621-CB030-348BER         110       WilsON, Bob (M)       FDF98-CB030-32	Patient Appointments Pathway Report	ting Audi <u>t S</u> etup Lin <u>k</u> s <u>D</u> ispensir	ng <u>C</u> linical Tools Workt	flow <u>U</u> ser S <u>y</u> stem <u>H</u> elp		
Issued between       Sat 14 Mar 2015 <ul> <li>authoriser</li> <li>Patient's branch</li> <li>All Sites</li> <li>Restrict the search to the current patient only</li> </ul> Select All       Select None         pe       Authoriser       ETP Barcode Number         10       VNISONE TPPONE, Dr       SC62D2E-C86030-349EDAE         5522478924       Ol Jan 2001 Lloydsphar       15       LS16 6PQ       14 Apr 2015 16:22         10       WILSON, Bob (Mr)       B90924-C86030-349EDAE	Search Task Discard Save Mark Discard Discard Save Mark Discard Discar	Record Details Next	Acute Dispen	M 📾 🔮 🌩 d	ji	
pe         Automoter         III         Inters humoer         IIII         Inters humoer         IIIIII         Inters humoer         IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Issued between Sat 14 Mar 2015 Authoriser Patient's branch All Sites Restrict the search Select All Call Invert Select N	Issued between Sat 14 Mar 2015  and attributery and attributery and attributery and attributery attrib				
	pe [Authoriser 10 VNISONE TPPONE, Dr 3peat Di WILSON, Bob (Mr) 10 WILSON, Bob (Mr) 10 WILSON, Bob (Mr) 10 WILSON, Bob (Mr) 10 VNISONE TPPONE, Dr 3peat Di VNISONE TPPONE, Dr	ETP Barcode Number                     SC8D2E-C6030-3BEBAE         S           B090E4-C86030-3498DR         J           96972B-C86030-3498CL         J           96972B-C86030-3498CL         J           96972B-C86030-32272G         A           FDFF98-C86030-322137         A           4E6B21-C86030-32EB60         S           45CA95-C86030-3BEB84         S		Date Of Birth   Pharmacy 18 Aug 1979 Ayour Local 01 Jan 2001   Lloydsphar 01 Jan 2001   Lloydsphar 13 Nov 1984   Lloyds Phar 13 Nov 1984   Lloyds Phar 18 Aug 1979 Ayour Local 18 Aug 1979 Ayour Local	House   House     Postcode 15 LS16 6PQ 21 LS18 5GT 324 LS18 5GT 324 LS18 5GT 324 LS18 5GT 15 LS16 6PQ 15 LS16 6PQ	Created         Qu         V           14 Apr 2015 12:58         1           23 Mar 2015 16:22         1           19 Mar 2015 16:14         1           19 Mar 2015 16:05         2           20 Mar 2015 11:37         1           14 Apr 2015 12:46         1           14 Apr 2015 12:33         -
	7 Prescriptions			III		•
	Search factures	100 0 1 1 464 466 8	<b>8</b> 12 1 <b>19</b> 0		<b>Ⅲ</b> 7 2 <b>1 1 5 5</b> 972	<b>*</b> (\$

Figure 22: Prescription Search screen

You can filter the screen by the date of issue, the authoriser and the branch site of the patient. Items that have a query note attached are highlighted with a <sup>1</sup>. The note must be viewed and actioned before the prescription can be signed (see <u>Query Notes</u> for more information).

From the ETP Signing tab of the Prescription Search screen, the following options are available:



Figure 23: Right-click menu options available from the ETP Signing tab of the Prescription Search screen

Item	Description
Sign	Digitally sign the selected prescriptions via the Authorise Script Prescription dialog. Note: ETP tokens that have been digitally signed but not printed are listed on the ETP Printing tab.
Revert to FP10	Use this option if Spine is unavailable. This enables you to complete the prescribing process with or without ETP. You do not have to be logged on with your Smartcard to use this option.
Retrieve Patient	Retrieve the relevant patient record. Alternatively, select an entry and press Ctrl+Shift+R
Change Authoriser	Change the prescriber showing as the authoriser for the selected script(s).

Item	Description				
View Query Note	View the query note attached to the selected entry (an fixed in the Query Note column on the right of the screen). You can select from the following options:				
	<ul> <li>Action – action the selected query note to remove it</li> </ul>				
	<ul> <li>Retrieve Patient – retrieve the relevant patient record. Tip: The View Query Note dialog will still be visible in the bottom right-hand corner of SystmOne.</li> </ul>				
	• One -Off Counterfoil Message – add a counterfoil message to the selected ETP entry. Bear in mind that if a prescription is signed digitally, sent via ETP and not printed out, the patient will not be given a paper token. However the message will be printed on the dispensing token in the pharmacy, and this should be passed on to the patient.				
	<ul> <li>Minimise – allows you to keep the dialog open while you view/amend the patient record.</li> </ul>				
	• Cancel – return to the Prescription Search screen without taking any action.				
Update Query Note	Update the query attached to the selected entry (this will add an update to the 'Query Prescription' task).				
Add Query Note	Add a query note to the selected entry. An icon is displayed in the Query Note column on the right of the screen. Scripts with query notes attached can be signed or printed until the query note has been viewed and actioned (see View Query Note above).				
Edit One -Off Counterfoil	Allows you to add a counterfoil message to the selected ETP entry.				
Message	Click Presets if you want to use any of the standard messages that have already been saved at your organisation; click Clear to remove any displayed text.				
	Bear in mind that if a prescription is signed digitally, sent via ETP and not printed out, it means that the patient will not be given a paper token. However the message will be printed on the dispensing token in the pharmacy, and this should be passed on to the patient.				

To sign multiple prescriptions at the same time, highlight the prescriptions you want to sign and select **Sign**. You will be taken to the Bulk Signing screen.



Figure 24: The Bulk Signing screen

You must then view and Approve the prescriptions before you can sign them. Once they have been approved, a

icon is displayed in the Approved column. If you approve all of the prescriptions, SystmOne will automatically update the right hand side of the screen to show the **Digital Signing** options.

🍸 SystmOne GP: VNISONE TPPONE, Dr (General Medical Practitioner) at Spine Testing - Prescription Search -> Bulk Signing							
Patient Appointments Pathway Reporting Audit Setup Links	<u>D</u> ispensing <u>Clinical Tools</u> W <u>o</u> rkflow <u>U</u> ser S <u>v</u> stem <u>H</u> elp						
Search Task Discard Save Record Details	Next Acute Dissen						
Enter PIN & Sign Retrieve Patient Cancel							
Issue Date 🔻 Patient Name	Date Of Birth Approved						
23 Mar 2015 Joel Grant	01 Jan 2001 🗸 🔺 Digital Signing						
23 Mar 2015 Joel Grant 01 Jan 2001 🔹 The system will sign the content displayed here on your behalf, by means of information stored on your smart card as an Advanced Electronic Signature. By entering your PIN here you affirm your intention to digitally sign and issue these prescriptions. Do you wish to proceed?							
	_Arute & Reneat ProcrimtionsReneat Dispanced Procrimtic						
	Print Token Now     Print Token Now     Print Token Now						
	Print Token Later     Print Token Later     Save as Default						
	Do Not Print Token						
2 prescriptions PIN I Sign							
Search features 💽 🔛 0 1 1 464 466	🗄 🔀 12 1 😰 0 0 0 0 📴 🕞 0 0 0 🗒 6 3 😰 5 5 883 🍞 🧟 💈 😤						

Figure 25: Approved prescriptions being digitally signed

Set the Acute & Repeat Prescriptions options and the Repeat Dispensed Prescription options, enter your PIN and select **Sign**.

If you decide you do not want to approve one of the prescriptions, you can **Skip** this one. Once you have approved the prescriptions you want to sign, select the **Enter PIN & Sign** button.

SystmOne will automatically display update the right hand side of the screen to show the **Digital Signing** options.

Set the Acute & Repeat Prescriptions options and the Repeat Dispensed Prescription options, enter your PIN and select **Sign**. Only the prescriptions which were approved will have been digitally signed.

## **Query Notes**

A query note can be added to the prescription by the staff member recording it for the attention of the clinician who will be signing the prescription. A query note can only be added when **Print/Sign & Send Later** is selected on the **Print Issues** dialog.

Print Issues	0 3 8 8	×						
Counterfoil options	Print all repeats if a repeat was issued  If there are no repeats to print, leave the counterfoil blank							
	Print details of next appointment (this ignores appointments today)							
	Print medication review reminder							
	Print recalls due in the next month							
Authoriser	VNISONE TPPONE, Dr (General Medic 💌							
ETP options	Routine     Immediate							
	Vominate dispenser Community pharmacy (Ayour Local Bo	oots P 🔻 🟝						
	Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of Always print tokens (tokens are optional for nominated non-repeat of tokens are optional for nominated non-repeat of Always print (tokens are optional for nominated	dispensing prescriptions)						
Recurring patient		Presete						
counterfoil message		Clear						
One-off patient		Presets						
		Clear						
Script Printing	Query Prescription	the prescription visible Presets						
NOTE: When using 'Prin Now', future-dated issue	s can to the authoriser when	en signing						
optionally be printed us Prescription Search scr	een. Use							
the radio buttons below	to Print/Sign & Send Later							
<ul> <li>Print future issues</li> </ul>	now 😫 Do Not Print Them							
Print future issues	later							
O Do not print future	issues							
	Settings Ok Cancel							

Figure 26: Adding a query note from the Print Issues dialog

An <sup>‡</sup> icon is displayed next to prescriptions with query notes associated with them on the ETP Signing tab of the Prescription Search screen. Query notes must be viewed and actioned before the prescription can be signed.

A Query Prescription task is generated detailing the patient, prescription and query.

#### Processing a query note

1. To view the query note, right click on the prescription from the ETP Signing tab of the Prescription Search and select **View Query Note**.

View Query Note	x
Patient Name Miss Susan Jane Grant Patient Address: 15 Woodnook Close Leeds West Yorkshire LS16 6PQ Date Of Birth 18 Aug 1979 NHS Number 5900001946	
<b>Tue 14 Apr 12:59 - VNISONE TPPONE, Dr (General Medical Practitioner)</b> A prescription for this patient has been queried before being printed: Prescription date: 14 Apr 2015 Mercilon 150microgram/20microgram tablets (Merck Sharp & Dohme Ltd) (63 tablet - take one as directed) Query note: Please check whether this is the most appropriate brand	
Action         Retrieve Patient         One-Off Counterfoil Message         Minimise         Cancel	

Figure 27: Viewing a query note

- 2. The details of the patient, prescription and the query note are displayed.
  - Select Action to action the selected query note to remove it. This will mark the Query Prescription task as completed.
  - Select Retrieve Patient to retrieve the relevant patient record. The View Query Note dialog will still be visible in the bottom right-hand corner of SystmOne.
  - Select One -Off Counterfoil Message to add a counterfoil message to the selected ETP entry. Bear in
    mind that if a prescription is signed digitally, sent via ETP and not printed out, the patient will not be given a
    paper token. However the message will be printed on the dispensing token in the pharmacy, and this
    should be passed on to the patient.
  - Select Minimise to keep the dialog open while you view/amend the patient record. This option will be greyed out unless you have a patient record retrieved.
  - Select **Cancel** to return to the Prescription Search screen without taking any action.
- 3. To update the query note, right-click on the prescription and select **Update Query Note.** This will launch the Update Query Prescription Task dialog.

7	te Query Prescription Task for Miss Susan Jane Grant	x
For	ne Testing 💿 Unassigned	
	Settings Include past organisations O User group	
	Staff member	
	() Me	
	Sender	
B	' 🗓 🐰 🖻 🛍 🗅 요. 🖤 🏁 SansSerif 🔽 12 🔽 📰 🖉 🗐 🗄 🛱 🛱 🗒	i
	Enter Task body	
Stat	In started The Flag (No flag The Presets	
	<u>O</u> k <u>C</u> ancel	

Figure 28: Updating a query note

- 4. Enter some notes. These will be added as an update to the Query Prescription task created when the query was created on the Print Issues dialog.
- 5. To add a query note to a prescription on the ETP Signing tab of the Prescription Search screen, right-click and select Add Query Note.
- 6. This will launch the Prescription Query Note dialog. Enter some text and click Ok.



Figure 29: Adding a new query note from the Prescription Search screen

## **Split Scripts**

Split prescriptions are when you prescribe a number of drugs for a patient; some of which are eligible to be sent via ETP and some which are not. If you have enabled split prescriptions at your organisation, the items which can be sent via ETP will be and those which can't will be printed on an FP10.

To enable split prescriptions:

1. Navigate to Setup> Users & Policy> Organisation Preferences> Prescribing> ETP and enable the option for Use electronic prescribing for all ETP2 compliant medication (see Figure 30).



Figure 30: Enabling split prescriptions

2. If you have not enabled split prescriptions and you prescribe a drug which cannot be sent via ETP in the same consultation as a drug which is eligible for ETP, you will receive the following message:



Figure 31: Warning when prescribing a mixture of ETP and non-ETP compliant drugs without split prescriptions enabled

3. If you have enabled split prescriptions and you prescribe a drug which cannot be sent via ETP in the same consultation as a drug which is eligible for ETP, you will receive the following message:



Figure 32: Warning when prescribing a mixture of ETP and non-ETP compliant drugs with split prescriptions enabled

**Note:** If you have split prescriptions enabled, if items are to be printed on an FP10 and you choose Print/Sign & Send Later on the Print Issues dialog, the FP10 will be sent to the FP10 Printing tab of the Prescription Search screen.

## **Reporting on Patients with a Community Pharmacy Recorded**

You can use Clinical Reporting to create a report to find patients who have a Community pharmacy recorded. You can also join clinical reports to find all patients registered at your organisation who do not yet have a community pharmacy recorded. See the Joining Reports section of F1 Help for further details on how to join clinical reports.

- 1. Select Reporting>Clinical Reporting from the Main Menu.
- 2. Click New Report.
- 3. Select 'Registration>Dispensing' from the tree.
- 4. Select The patient has a Community Pharmacy (ETP).
- 5. Select any other relevant reporting options and click Ok.

	r dicitto with a communit	yrnann	lacy				Add report to favourites	
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Sub category			-	New Sub-cat	egory			
wa wa	me	- F	Report on dis	pen	sing statu	ıs an	nd pharmacies	
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🕎 Pla	ace of Birth		The patient has a	i pharr	nacy (non-ETP	)		
Te 🔤 🔤	lecom		The patient has a	Comn	nunity Pharmac	y (ETP)		
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🙆 Sa	afeguarding Children							
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Image: A clinica a clinica	al							
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Figure 33: Reporting on patients with a community pharmacy

6. You can then breakdown the Clinical Report to show the ETP community pharmacy code and ETP community pharmacy name. These breakdown options are located under Registration.

SystmOne GP: VNISONE TPPONE, Dr (General Medical Practitioner)	r) at Spine Testing - Clinical Reporting -> Report Results: Community Pharmacy (8 Week Check)	
Patient Appointments Pathway Reporting Audit Setup Links Dispensing	ng <u>C</u> linical Tools W <u>o</u> rkflow <u>U</u> ser S <u>v</u> stem <u>H</u> elp	
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Close Send Information To TPD Refrech		
	Benert Begulte: Community Phermany (9 Wook Chook)	
Registration (2)	Report Results. Community Filannacy (o week check)	
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Communication method	ETP community pharmacy c ETP community pharmac A Patient Count	
Deduction date	FLK02 Your Local Boots Pharma1	
Dispensing marker	FJX96 The Co-Operative Pharm 1	
ETP community pharmacy code	FA760 Test Lloyds Pharmacy Test 1	
ETP community pharmacy name	FXR56 Shanty's 1	
Health authority	FE814 Sainsbury Pharmacy 1	
	FA007 Rowlands Pharmacy 1	
	A84035 Riversdale Surgery 1 EE205 Rainhow Rharmacy 1	
Name of carers	ETN67 Pharmacy Eveness 1	
Organisation name	EKA12 Numark Pharmacy 1	
PDS matched	FY647 National Co-Operative Ch3	
Pharmacy	E FT417 Molineux Pharmacy 3	=
Registered by	FEF45 Lloydspharmacy 1	
Registered CCG	FG308 Lloydspharmacy 1	
Registered dental practice	FHE04 Lloydspharmacy 1	
Registered OP (OMS)	FKP92 Lloydspharmacy 1	_
	FKR6/ Lloydspharmacy 1	
megistered GP GMP code	FK004 Llovds Pharmacy 40	
Registered PCT	FYV01 Llovds Pharmacy 1	
Registered practice	FX909 J Spensley 1	
Registered practice ID	FXV21 Ilkley Moor Pharmacy 1	
Registration date	FAH13 Hawkin WA and Sons Ltd 1	
Registration entered date	FXM58 Cohen's Chemist 1	
Registration status	FNK/2 Co-Op Pharmacy 1	
Registration type	EA702 Cardigan Road Pharmacy 1	
Residential institute	FY042 Britannia Pharmacy 1	
	FK392 Boote Lik Limited 2	-
III RPP mileage	* 38 Rows	
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Figure 34: Breakdown options when reporting on patient's with a community pharmacy

## Other EPS user guides

#### EPS Phase 4 user guide



Upgrading FP10s to ETP guide



More information can be found in SystmOne by going to Help > Support and FAQs > Prescribing.

## **Frequently Asked Questions**

#### My prescription cannot be sent via ETP and I can't work out why.

In order for a prescription to be sent via ETP, you need to have satisfied the following criteria:

 You must be logged on with a Smartcard. If you are logged on with your Smartcard, is Spine functionality enabled? You can check this via the icon displayed in the system tray at the bottom right hand corner of SystmOne.



- The icon displayed in the system tray indicated the Spine status:
  - Mot connected to Spine
  - Spine suspended (connection failed or was disabled)
  - Spine suspended for this patient
    - Spine connected

If your Spine status is Spine suspended and you want to re -enable your Spine connection:

- 1. Click on the 📓 icon in your system tray to view the Spine Information dialog.
- 2. Click Enable Spine at the foot of the dialog.
- The drug must be EPS compliant (non-EPS compliant drugs are indicated by a <sup>the first field for the Drug & Appliance Browser).
  </sup>
- Either all items on the prescription must be EPS compliant or you must have enabled split prescriptions (see <u>Split Scripts</u> for further details).

#### Can controlled drugs be sent using EPS2?

Schedule 2, 3 4 & 5 controlled drugs can be prescribed via EPS.

#### Can injections be sent using EPS2?

Yes but for an injection to be sent via EPS the 'Pers. Admin' tick box on the prescription dialog must not be ticked.

Medication start	Tue 07 Apr 2020 💌	[]
Drug prescribed	I 📑 👔 🚡 Adrenaline (base) 1mg/1ml (1 in 1,000) solution for injection ampoules 🕴	📔 🗹 Pers. Admin
Script type	NHS Issue O Private Issue Instalment Dispensed Issue	
Dose	use As directed defended to the second defend	

#### Will I still be able to prescribe if I can't connect to the Spine?

Yes. If you lose connection to the Spine, SystmOne will give the option to print the script as a normal FP10. If a staff member has not logged in with their Smartcard they will still be able to print FP10 scripts in the usual way. The right-click option on the Prescription Search screen to **Revert to FP10** is only available if you cannot connect to the Spine.

#### The pharmacy says they cannot find the prescription and have asked us to send a paper one

The pharmacy should follow the guidance supplied by NHSD to assist pharmacies in locating prescriptions. This can be found at <a href="https://digital.nhs.uk/services/electronic-prescription-service/finding-an-electronic-prescription">https://digital.nhs.uk/services/electronic-prescription-service/finding-an-electronic-prescription</a>

If the patient has requested a prescription token, the pharmacy can scan the barcode to locate the prescription.

Your organisations can also use the EPS prescription ID on the prescription tracker to check the location/status of the prescription.

#### Why has a patient's nominated pharmacy changed automatically in SystmOne?

Patients can change their nominated pharmacy at the pharmacy itself or via SystmOnline. When the record is retrieved in SystmOne, the pharmacy on the Spine will be applied automatically to the SystmOne record.

## How can I add a message for the pharmacist to an EPS2 prescription even if I am not printing a token?

If you add a script note, this will be shown on the pharmacy system when they download the prescription.

#### Why would an EPS prescription revert to an FP10 prescription?

An EPS prescription will revert to an FP10 prescription if Spine functionality is disabled, the drug is not DM+D mapped or if the staff member is not logged on with a smartcard.

#### Can I amend a prescription that is awaiting signing on the Prescription Search screen?

Yes. To amend the prescription you will need to mark in error the medication item that needs to be amended from the Medication node in the patient record and prescribe it again if required. This will automatically remove the item from the prescription.