

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 SystemOne 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 SystemOne, please refer to the F1 Help guide. As with all Spine functionality, you must be logged on to SystemOne 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 re-authorising 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 SystemOne

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.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

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'
- '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 SystemOne access rights

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

Note: Within SystemOne 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 another 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 SystemOne 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 [EPS Phase 4 user guide](#) 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**.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

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 SystemOne will need to restart SystemOne 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 . 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.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

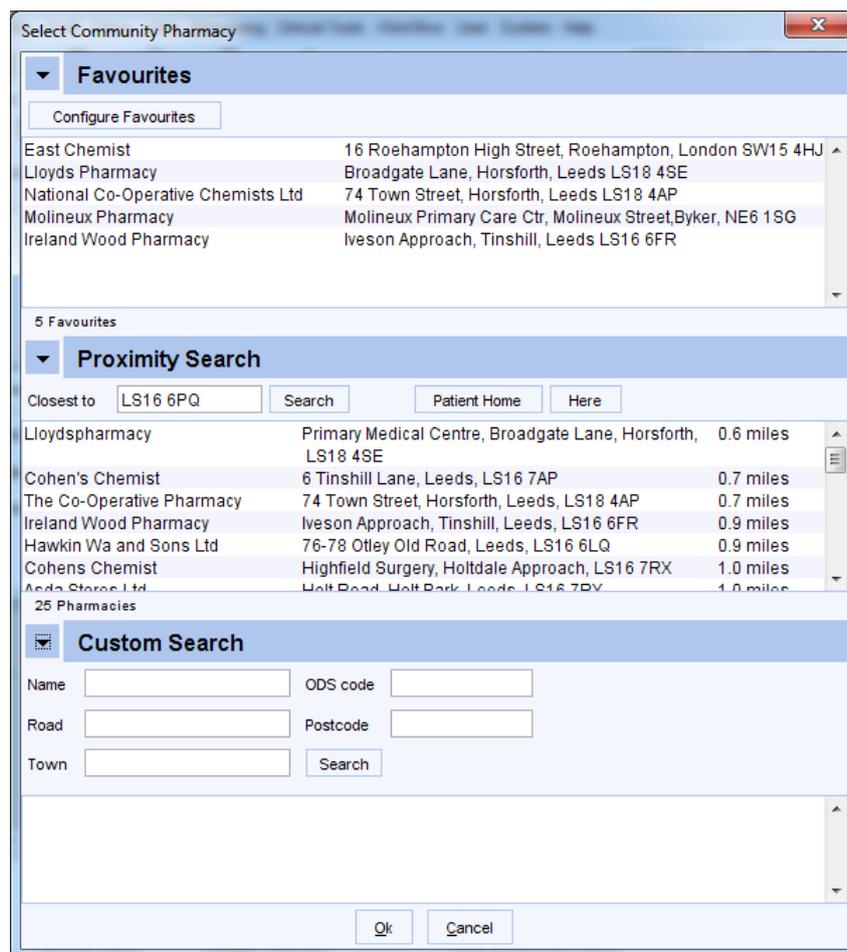


Figure 1: Searching for a pharmacy on the Select Community Pharmacy dialog

- Complete the fields as appropriate and click **Search**.
- Select the entry you want from the results displayed and click **Ok**.
- Click **Ok** to exit from the Nominated Dispensers dialog.
- 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 'SystemOnline' is displayed in the **Changed By** column, this indicates that the change was made by the patient via SystemOnline or by a person granted access to their SystemOnline 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 SystemOne, the SystemOne entry will be removed. If Spine contains a different nominated pharmacy to SystemOne, the SystemOne 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).
 - SystemOne 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**, SystemOne will automatically populate the **Number** field of the total quantity to be 112 tablet. If you press **Change Unit of Measure**, SystemOne 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.

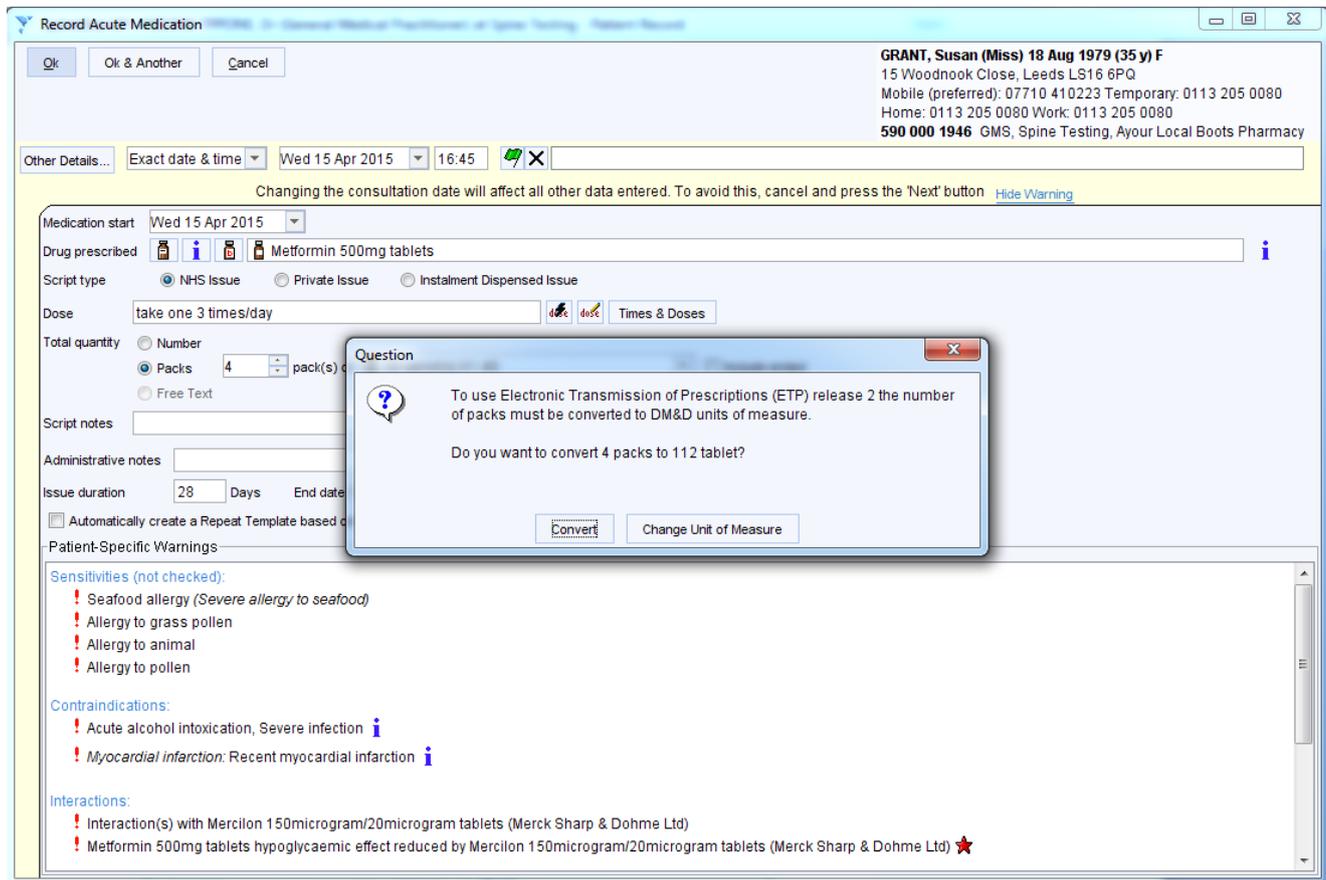


Figure 2: Record Acute Medication dialog

5. Once you have recorded the medication items, **Save** the record.
6. 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.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

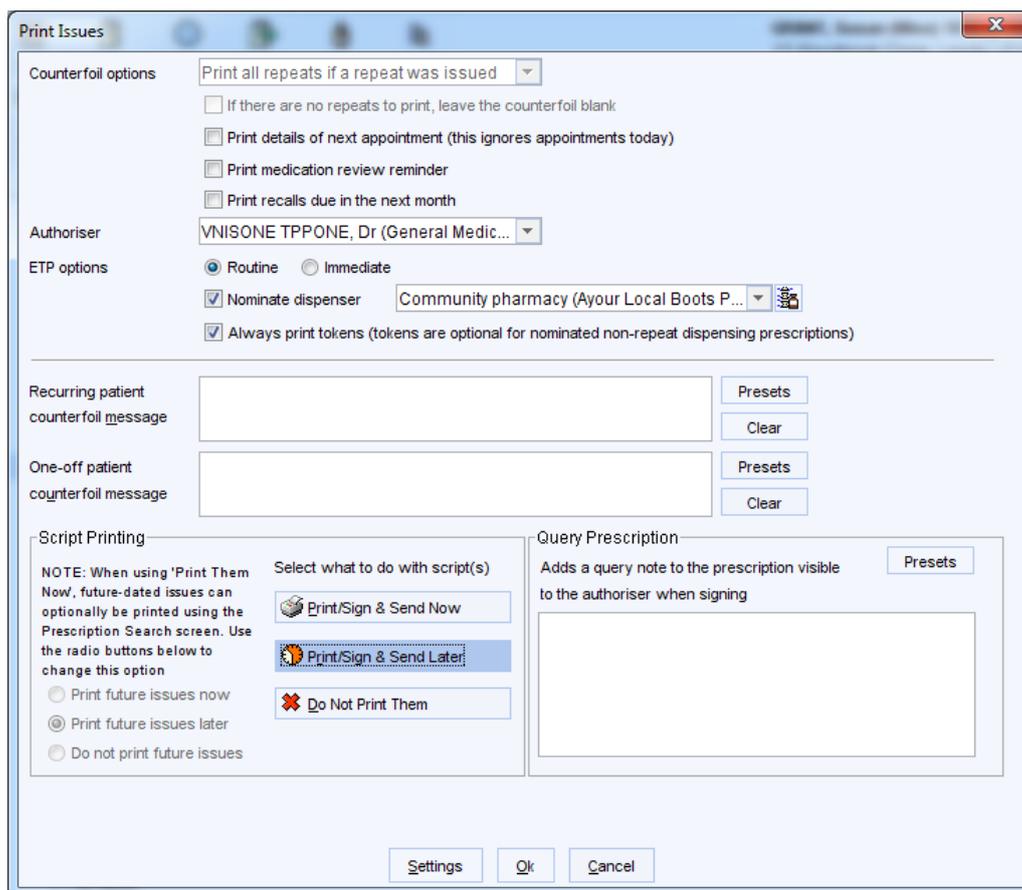


Figure 3: The Print Issues dialog

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 . This will launch the Nominated Dispensers dialog (see Figure 4).

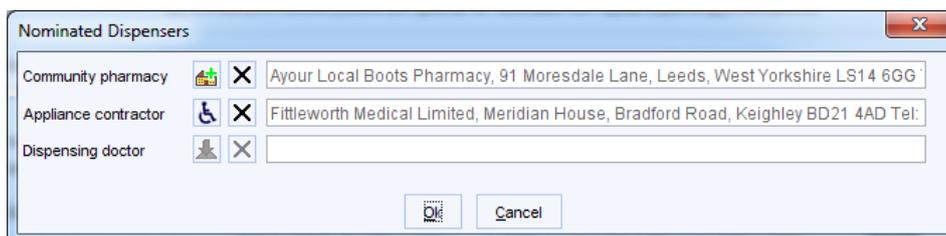


Figure 4: The Nominated Dispensers dialog

9. From here, you can change the nominated pharmacy (see [Nominating a Patient's Preferred Dispenser/Pharmacy](#) 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 <https://digital.nhs.uk/services/electronic-prescription-service/nominating-a-pharmacy> for more guidance.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

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 [EPS Phase 4 user guide](#) 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**.

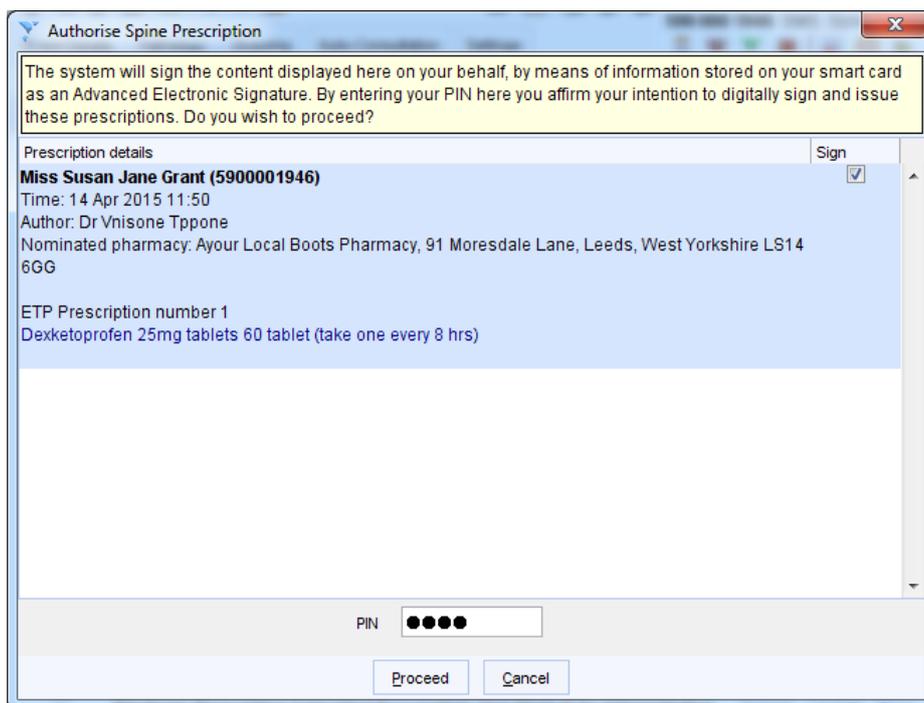


Figure 5: Authorising the prescription after choosing Print/Sign & Send Now

- **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 [Query Notes](#) for further information). The prescription will be sent to the ETP Signing tab of the Prescription Search screen (see [Bulk signing prescriptions](#) for further information).
- **Do Not Print Them** will not send the prescription electronically and no token will be printed.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

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.

The screenshot shows the 'Create Repeat Template' dialog box. At the top right, patient information is displayed: GRANT, Susan (Miss) 18 Aug 1979 (35 y) F, 26 Brudenell View, Leeds LS6 1HG, Mobile (preferred): 07710 410223 Temporary: 0113 205 0080, Home: 0113 205 0080 Work: 0113 205 0080, 590 000 1946 GMS, Spine Testing, Ayour Local Boots Pharmacy. The 'Medication start' is set to Thu 16 Apr 2015 at 10:43. The 'Drug prescribed' is Salicylic acid 50% ointment. The 'Script type' is NHS Issue. The 'Dose' is 'apply daily'. The 'Total quantity' is 28 grams. The 'Issue duration' is 28 Days. The 'Use review date' is checked and set to 16 Oct 2015. The 'Patient can initiate issues' checkbox is checked. The 'Repeat template can be reauthorised' checkbox is checked. The 'Link to Read code(s)' field is empty. The 'Patient-Specific Warnings' section lists: Sensitivities (not checked): Seafood allergy (Severe allergy to seafood), Allergy to grass pollen, Allergy to animal, Allergy to pollen; Duplicate Ingredients: Patient is already on salicylic acid (Salicylic acid 50% ointment); 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

3. 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 [Step 6](#) 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.

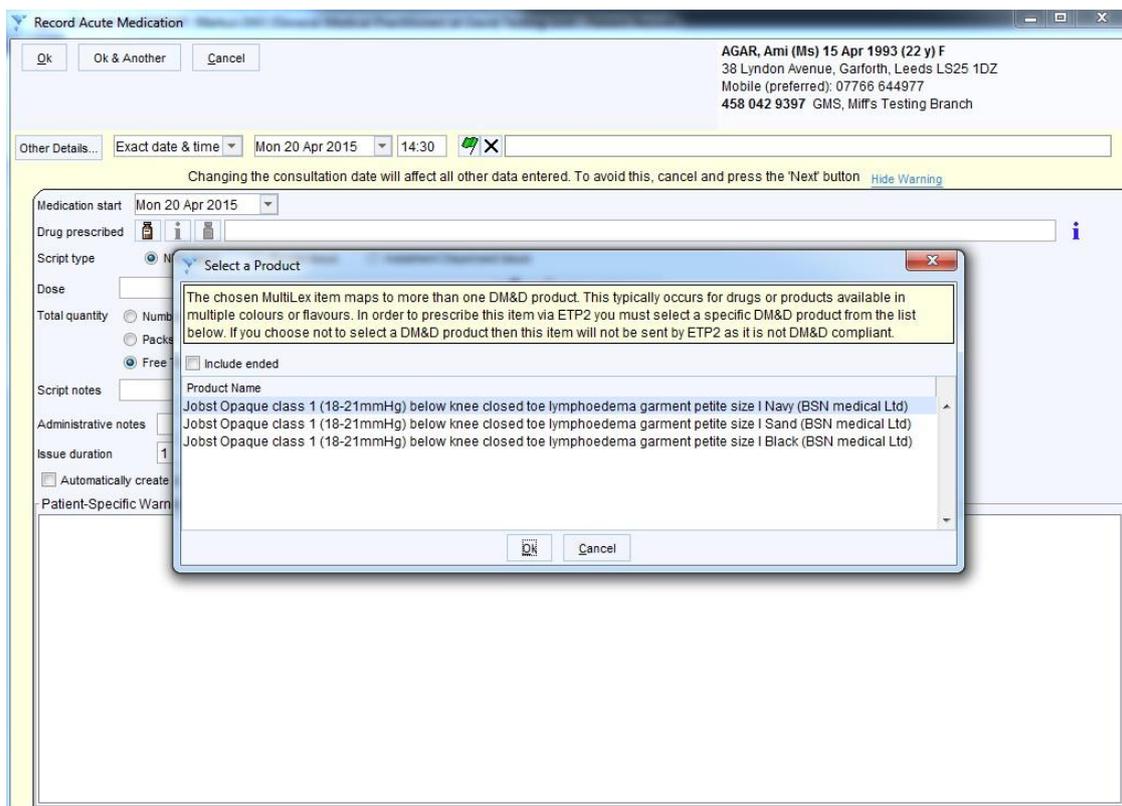


Figure 7: The Select a Product dialog which appears when selecting a Multilex item which maps to more than one DM+D product.

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).

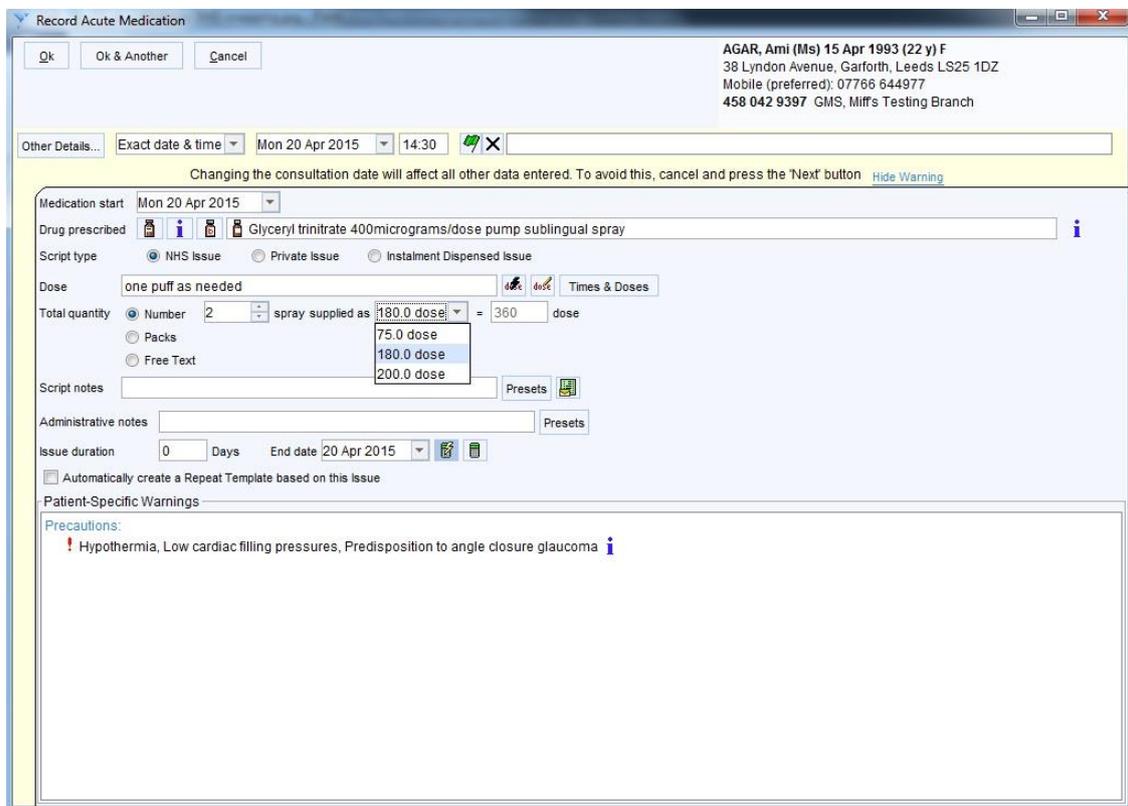


Figure 8: Choosing the spray dose when prescribing a Multilex drug which maps to DM+D products with different quantities

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  button.
2. You will then receive the following confirmation question:

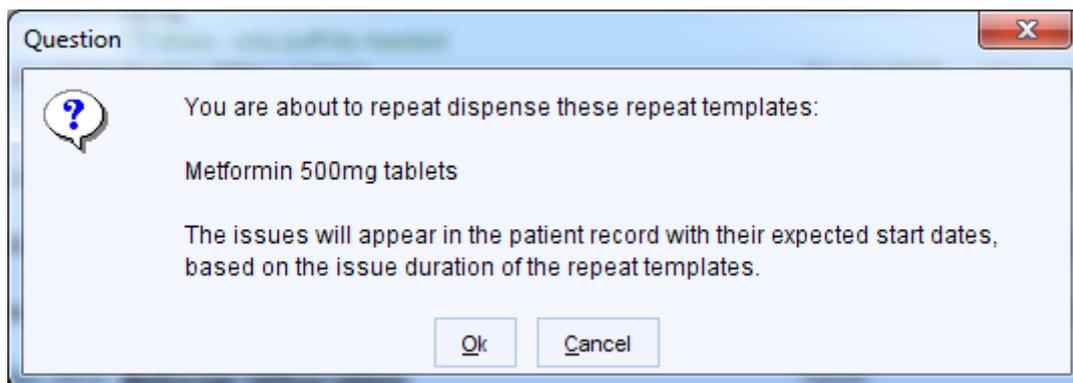


Figure 9: Confirmation question when repeat dispensing a repeat template

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:

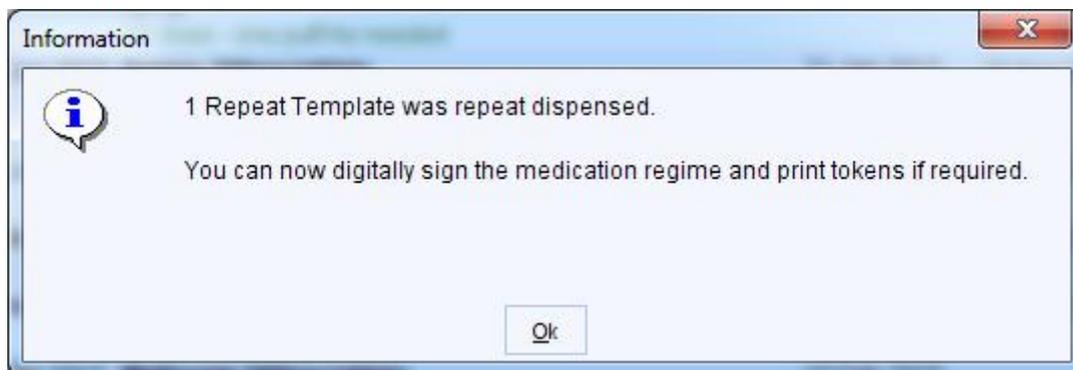


Figure 10: Confirmation message advising that the template has been repeat dispensed

4. When you **Save** the record, you will be shown the Print Issues dialog (see [Step 6](#) 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).

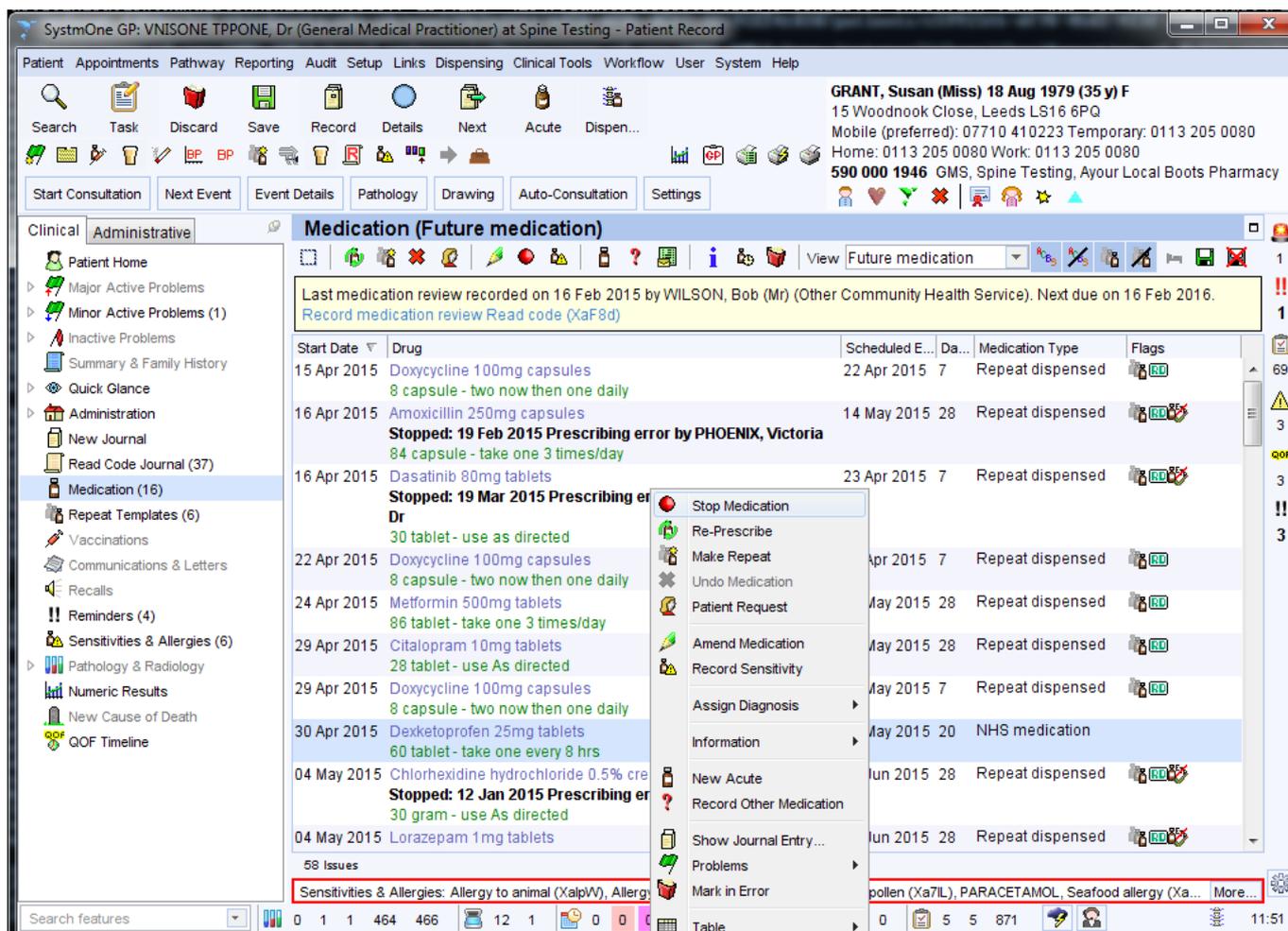


Figure 11: Stopping a medication item

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).

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

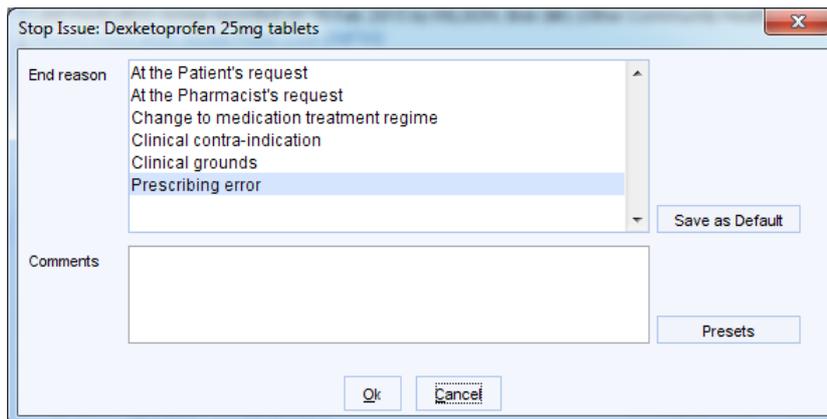


Figure 12: Recording the reason for stopping the medication.

- 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	
29 Apr 2015	Doxycycline 100mg capsules 8 capsule - two now then one daily	06 May 2015 7	Repeat dispensed	
30 Apr 2015	Dexketoprofen 25mg tablets Stopped: 14 Apr 2015 Prescribing error by VNISONNE TPPONE, Dr 60 tablet - take one every 8 hrs	20 May 2015 20	NHS medication	

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

- 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.

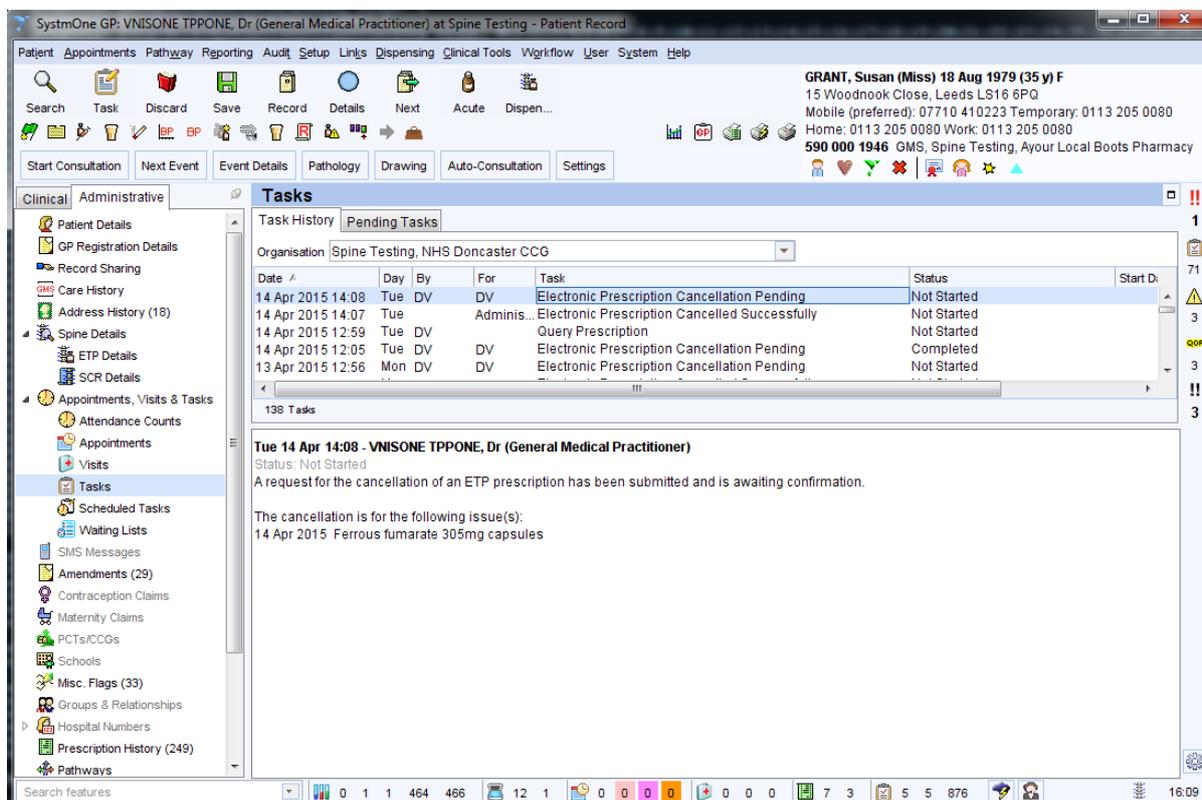


Figure 14: Electronic Prescription Cancellation Pending task

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

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

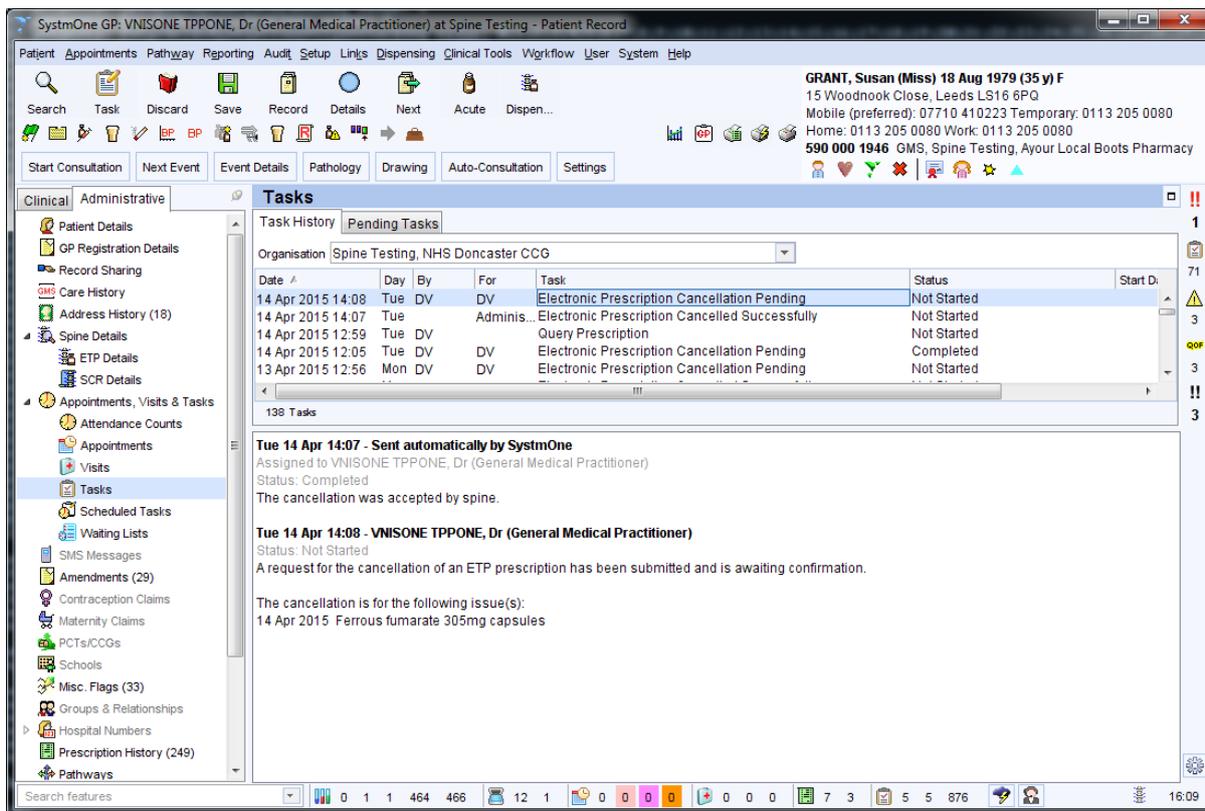


Figure 15: The Electronic Prescription Cancellation Pending task marked as completed once Spine has acknowledged the cancellation

- 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.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

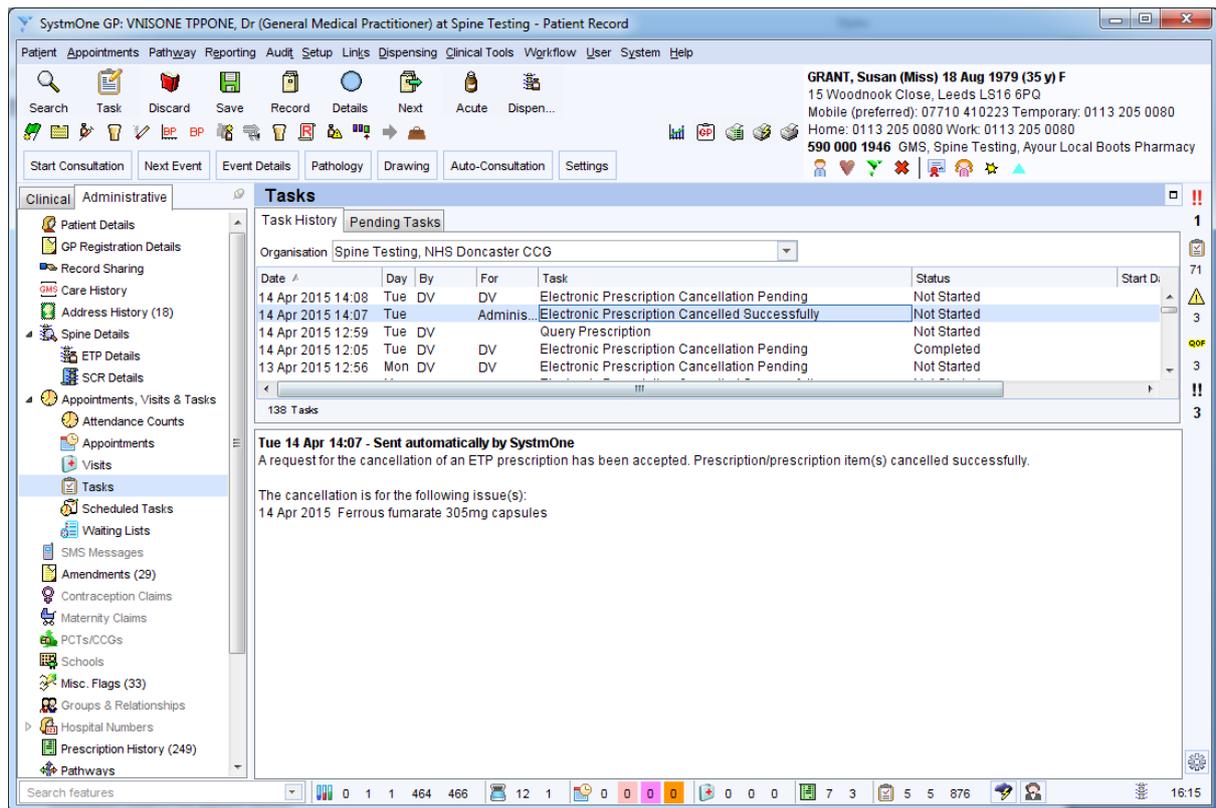


Figure 16: The Electronic Prescription Cancelled Successfully task

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 Rejected** task advising you to contact the pharmacy (and/or patient) to ensure they 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, SystemOne 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**.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

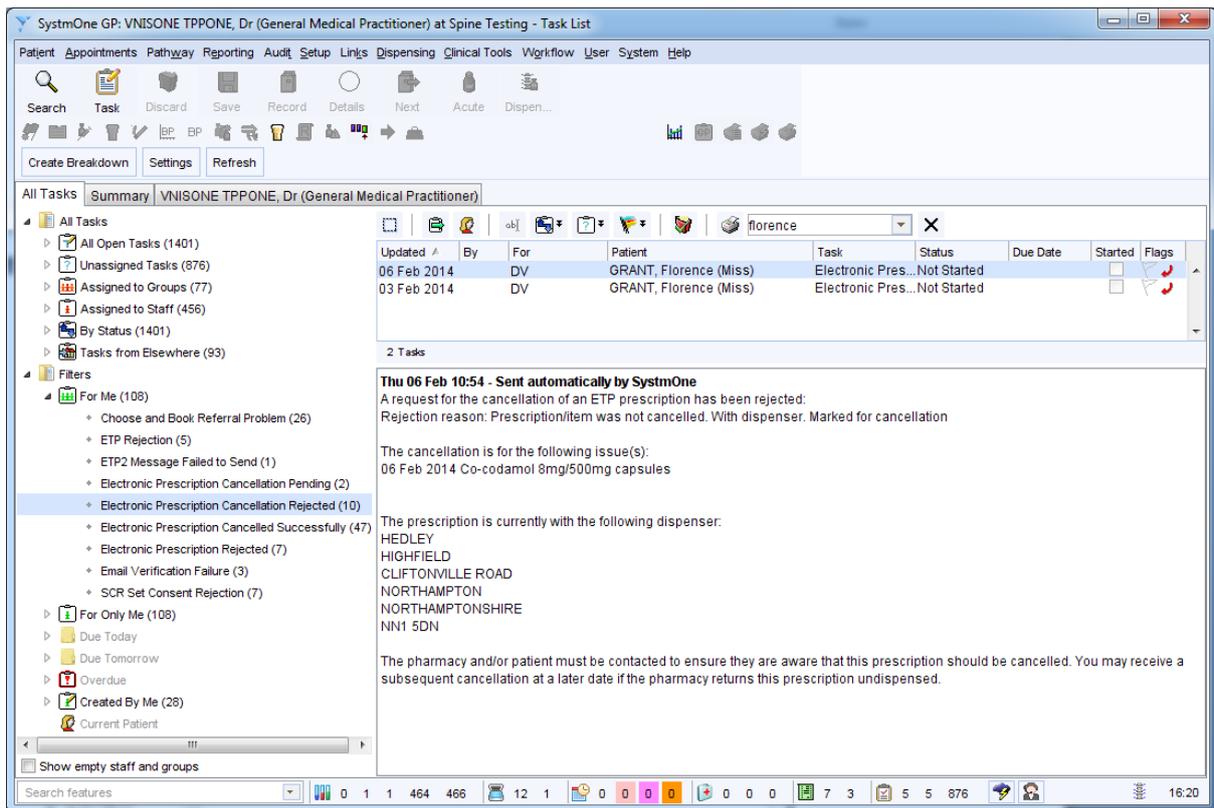


Figure 17: An Electronic Prescription Cancellation Rejected task due to a subsequent cancellation

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).

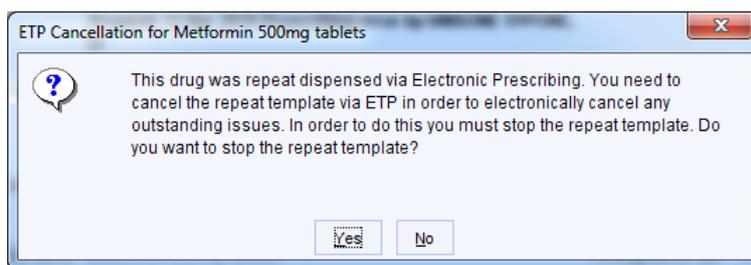


Figure 18: Prompt to cancel the repeat template

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**.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

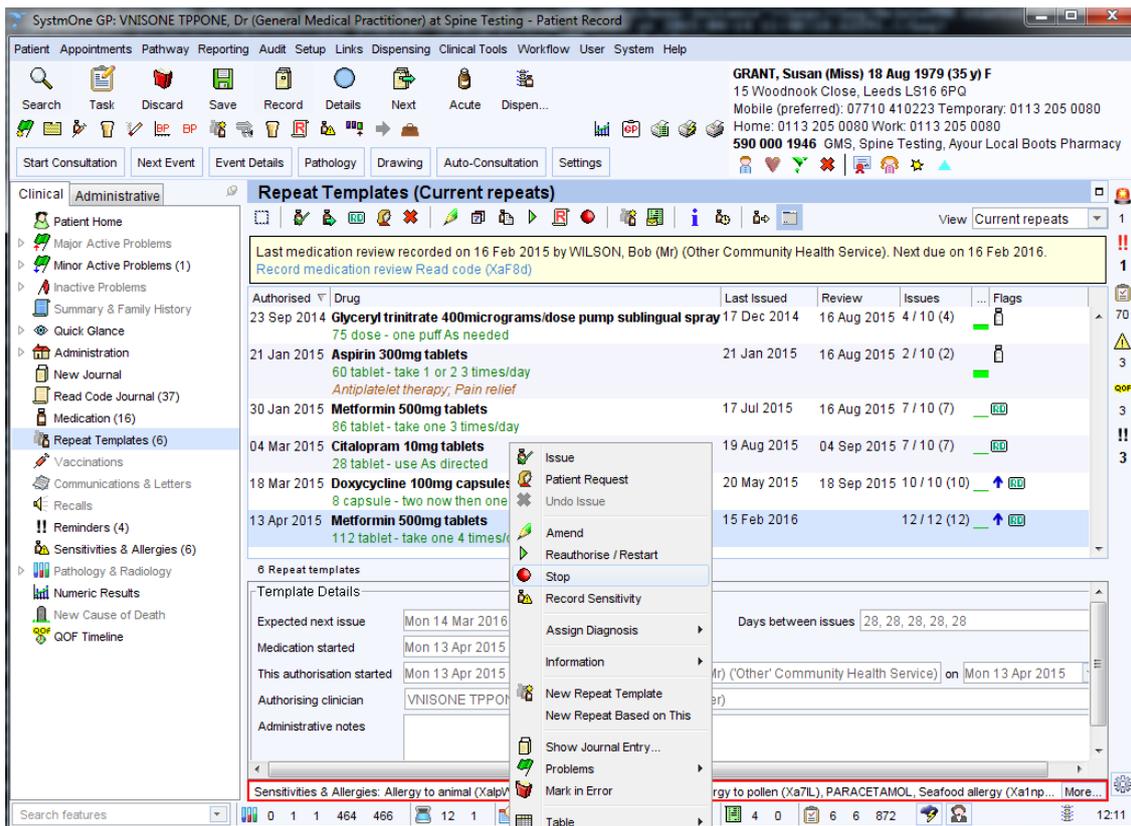


Figure 19: Stopping a repeat template

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).

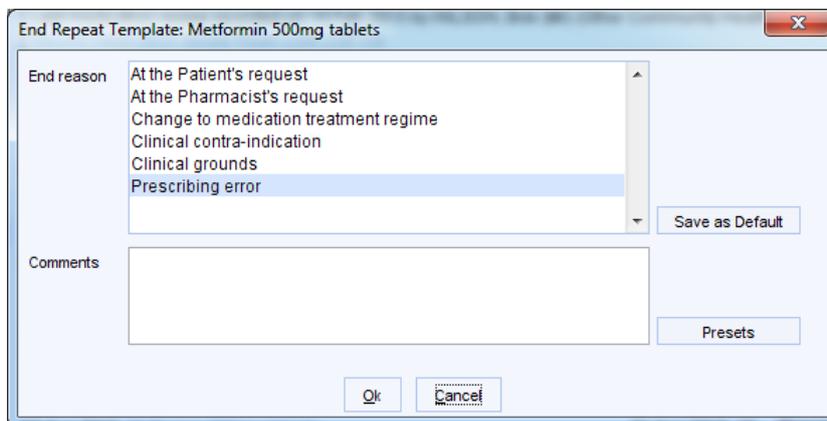


Figure 20: Recording the reason for stopping the repeat template

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.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

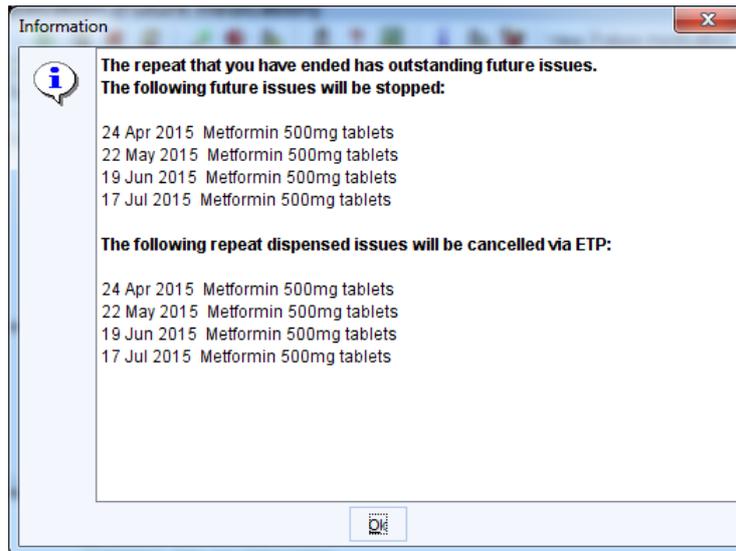


Figure 21: Notification when items are cancelled via ETP

7. An **Electronic Prescription Cancellation Pending** task is created (see [step 6](#) 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 SystemOne 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.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

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.

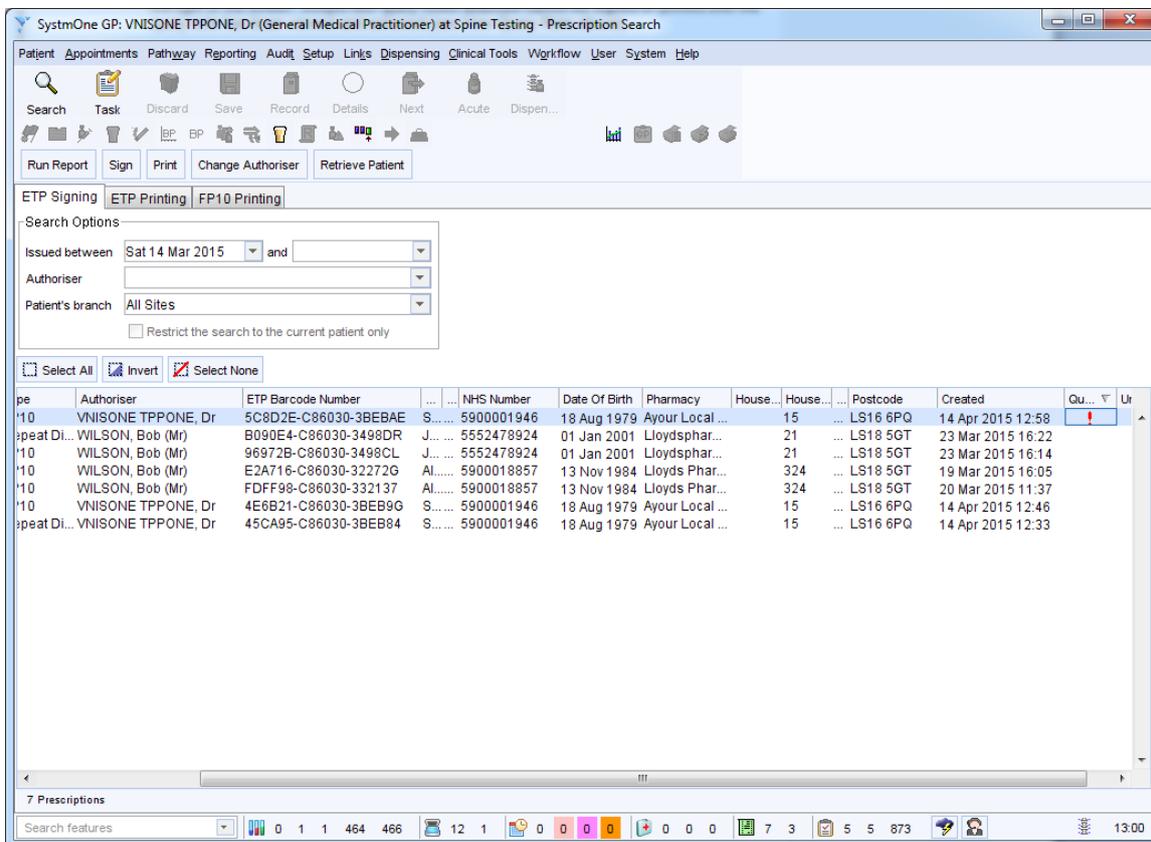


Figure 22: Prescription Search screen

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 . The note must be viewed and actioned before the prescription can be signed (see [Query Notes](#) for more information).

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

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

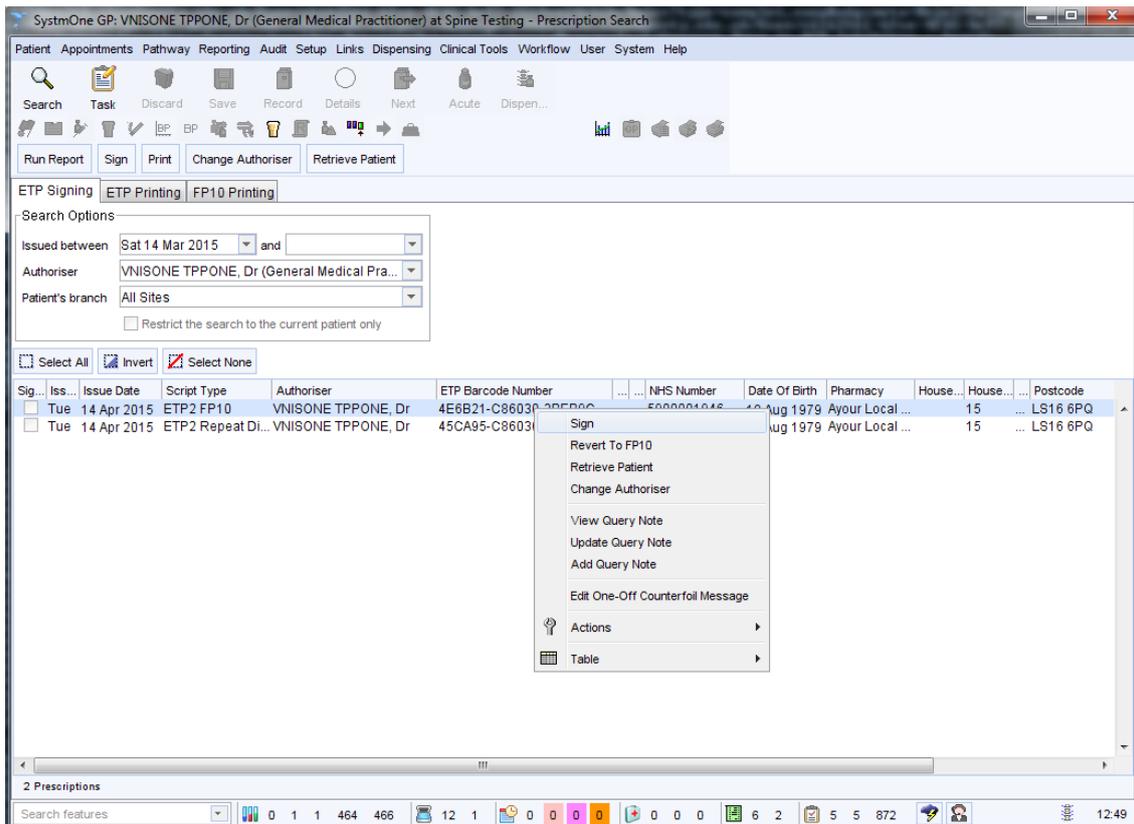


Figure 23: Right-click menu options available from the ETP Signing tab of the Prescription Search screen

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	<p>View the query note attached to the selected entry (an  icon is displayed in the Query Note column on the right of the screen). You can select from the following options:</p> <ul style="list-style-type: none"> • Action – action the selected query note to remove it • Retrieve Patient – retrieve the relevant patient record. Tip: The View Query Note dialog will still be visible in the bottom right-hand corner of SystemOne. • 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. • Minimise – allows you to keep the dialog open while you view/amend the patient record. • Cancel – return to the Prescription Search screen without taking any action.
Update Query Note	<p>Update the query attached to the selected entry (this will add an update to the 'Query Prescription' task).</p>
Add Query Note	<p>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 cannot be signed or printed until the query note has been viewed and actioned (see View Query Note above).</p>
Edit One -Off Counterfoil Message	<p>Allows you to add a counterfoil message to the selected ETP entry.</p> <p>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.</p> <p>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.</p>

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

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.

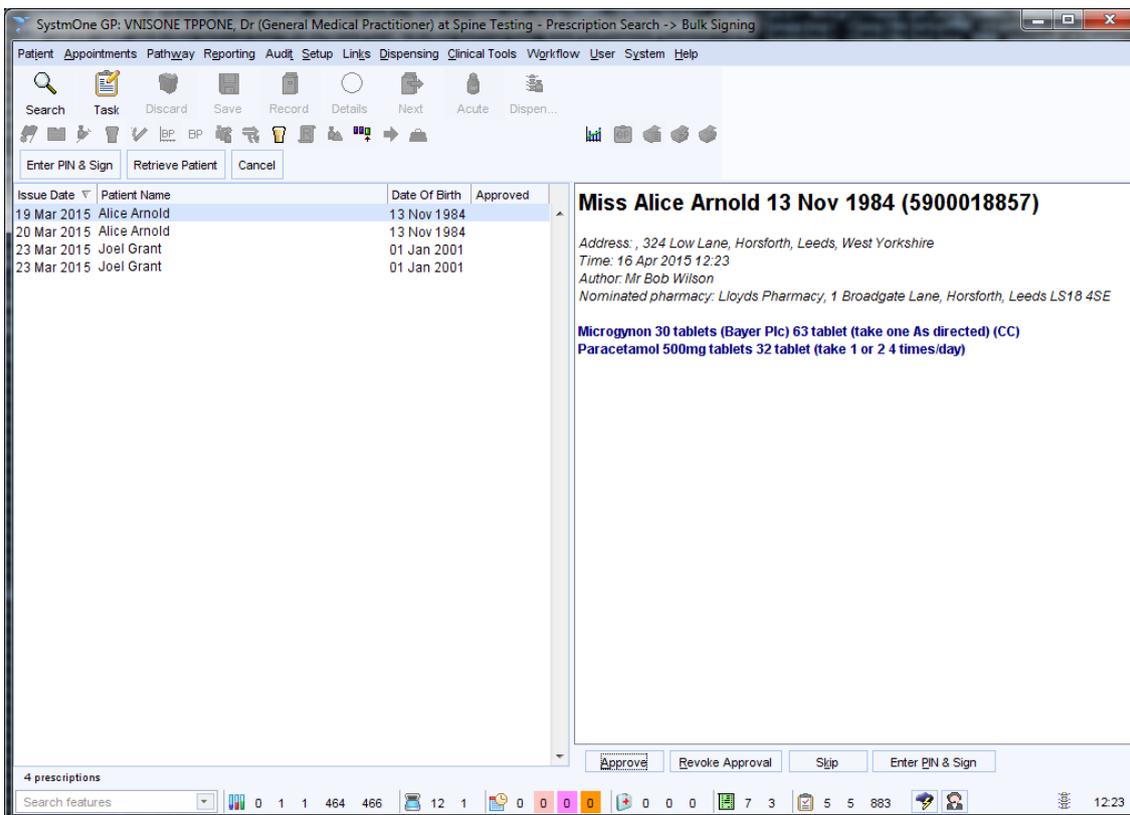


Figure 24: The Bulk Signing screen

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.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

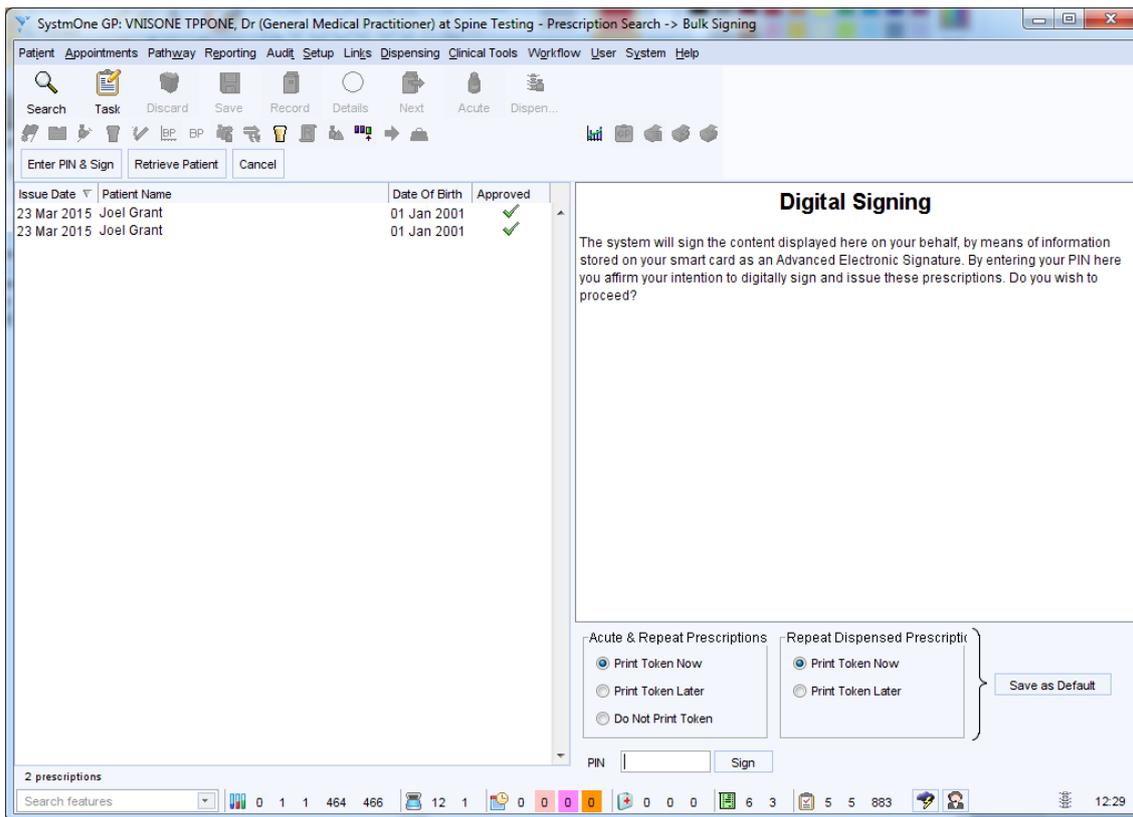


Figure 25: Approved prescriptions being digitally signed

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.

SystemOne 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.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

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.

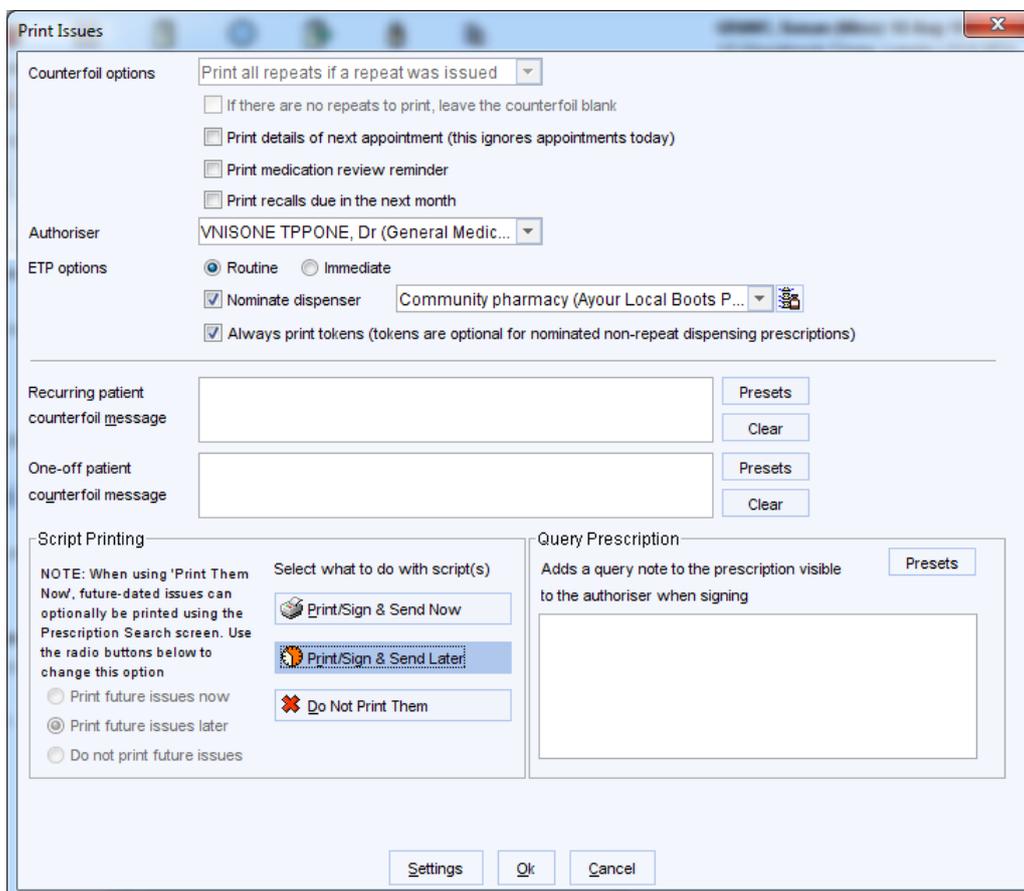


Figure 26: Adding a query note from the Print Issues dialog

An  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**.

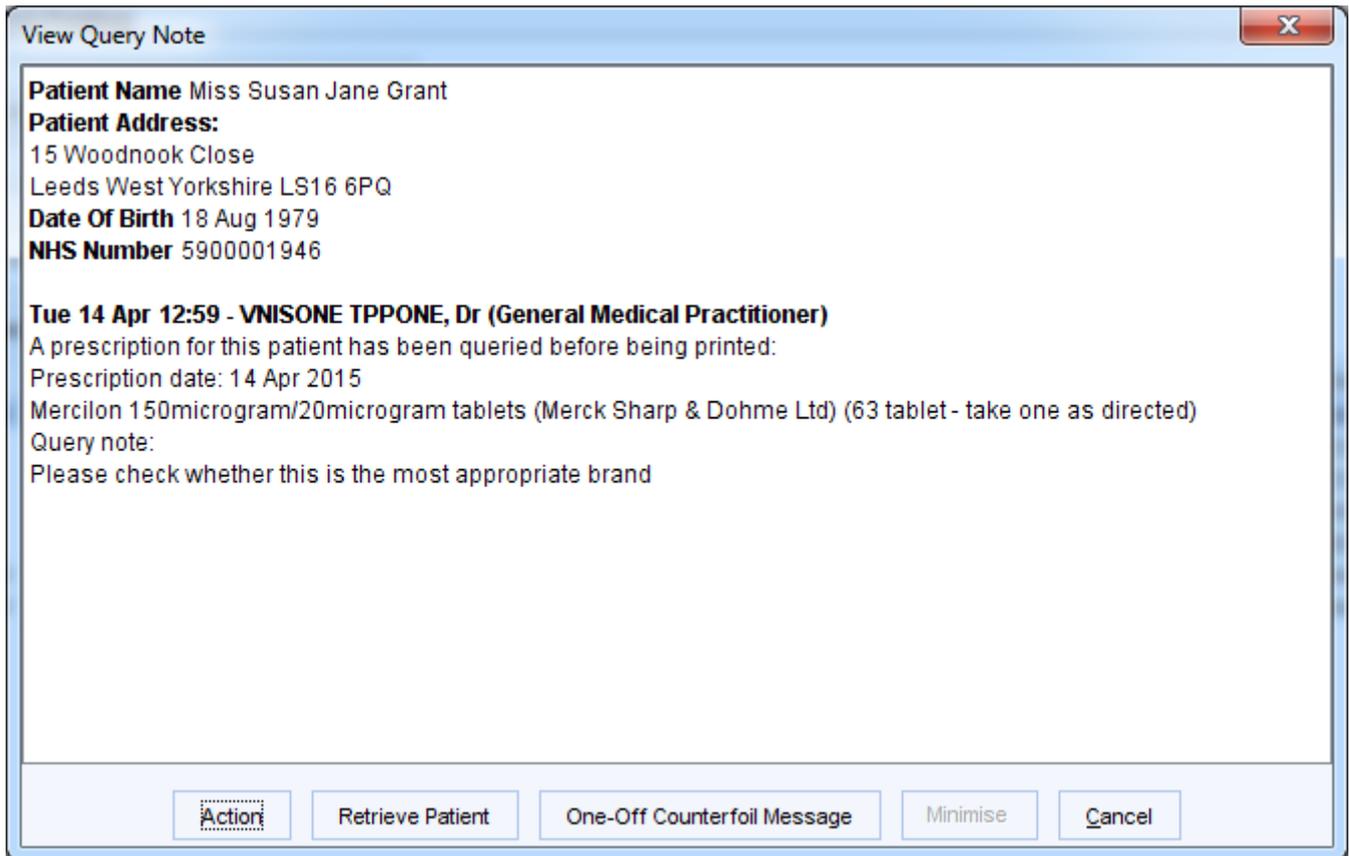


Figure 27: Viewing a query note

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 SystemOne.
 - 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.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

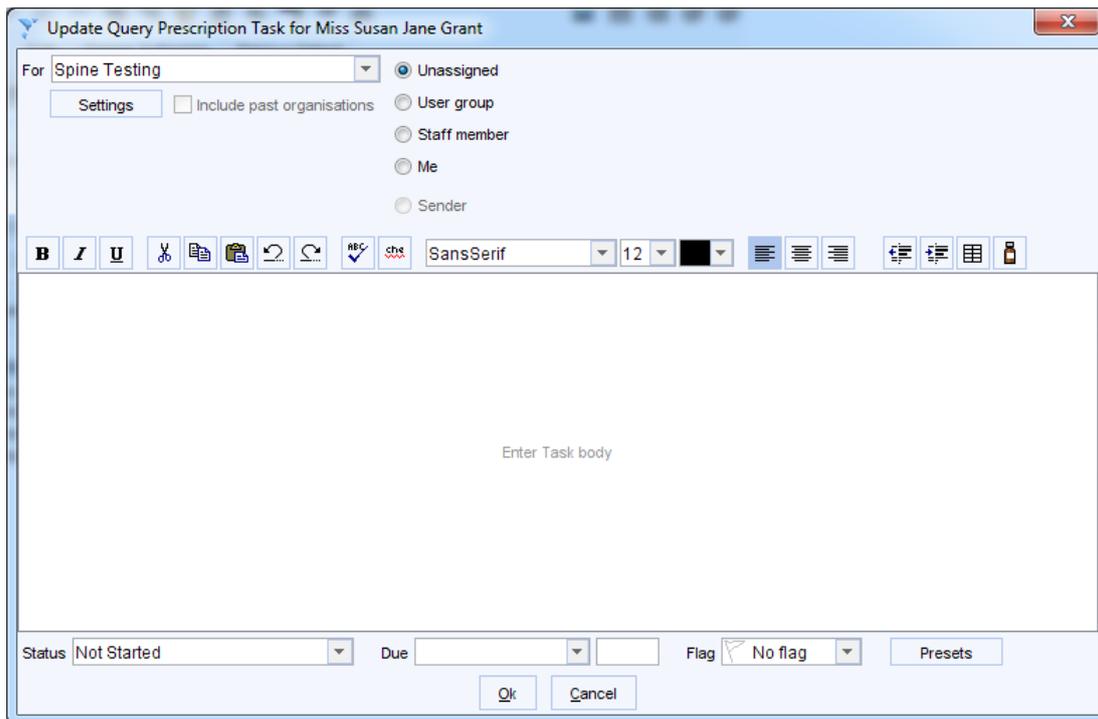


Figure 28: Updating a query note

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**.

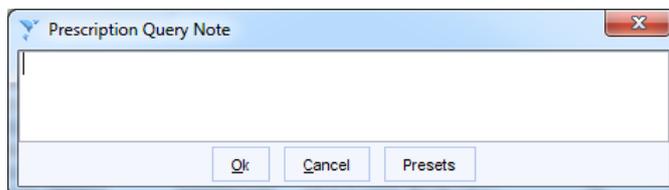


Figure 29: Adding a new query note from the Prescription Search screen

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).

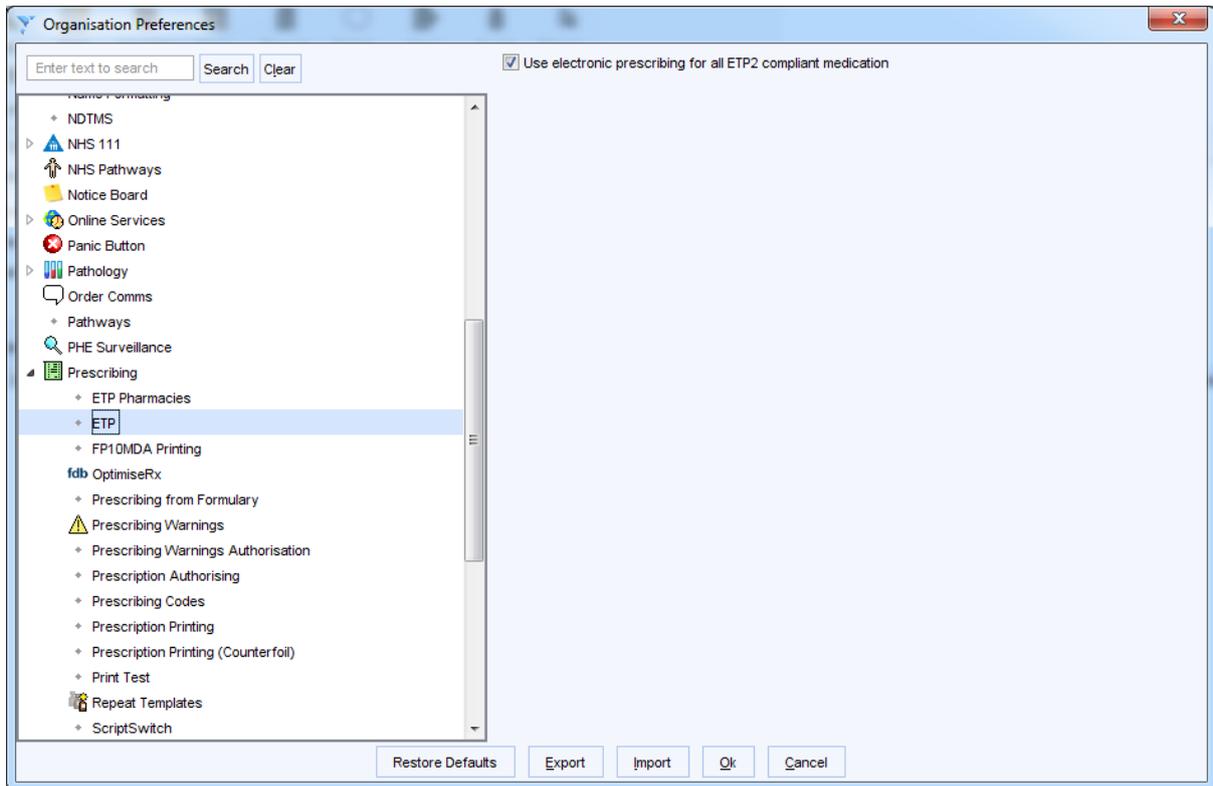


Figure 30: Enabling split prescriptions

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:

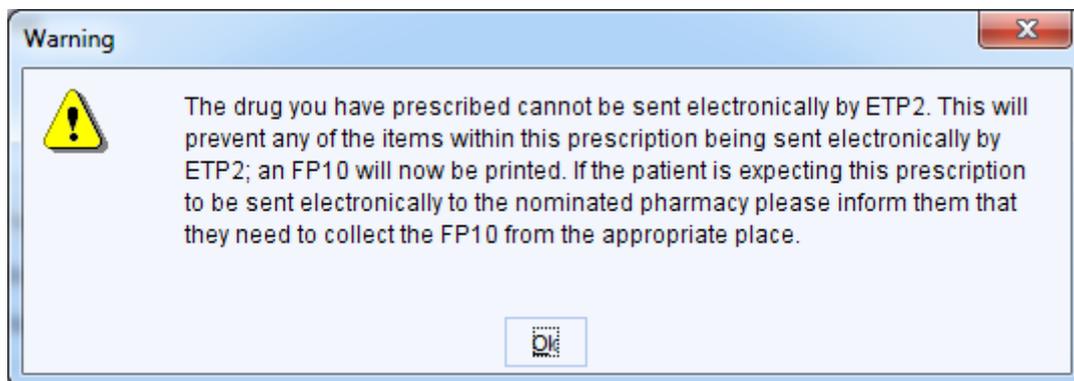


Figure 31: Warning when prescribing a mixture of ETP and non-ETP compliant drugs without split prescriptions enabled

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:

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

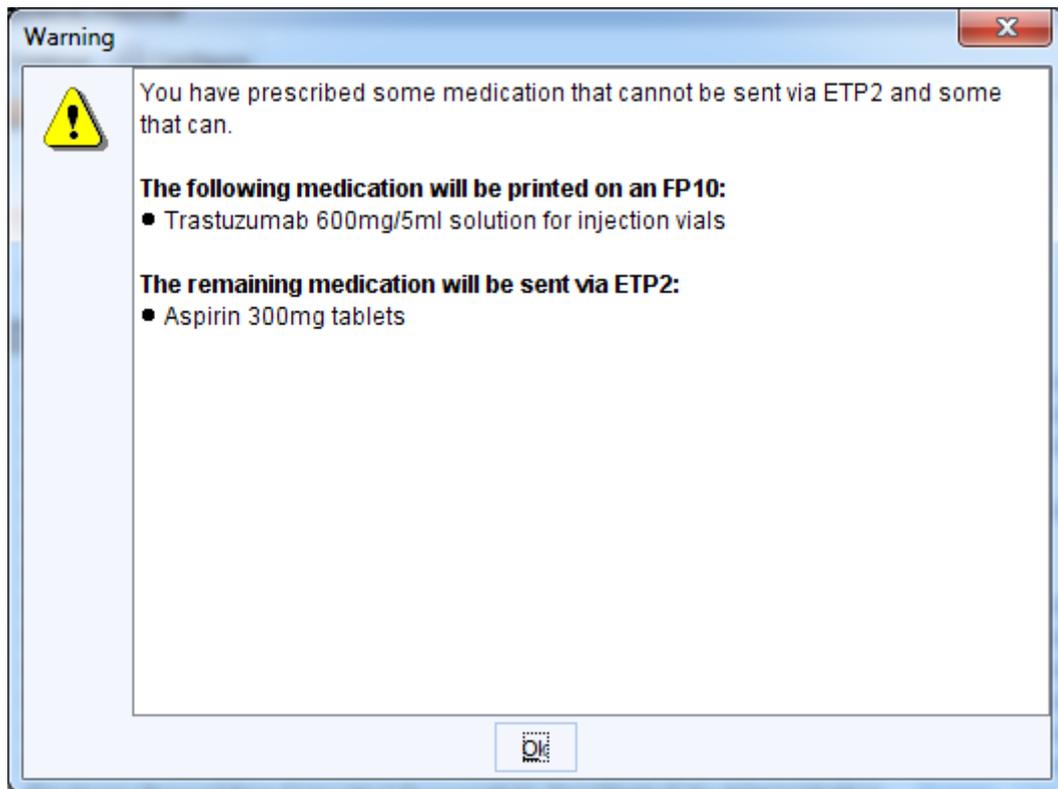


Figure 32: Warning when prescribing a mixture of ETP and non-ETP compliant drugs with split prescriptions enabled

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.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

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**.

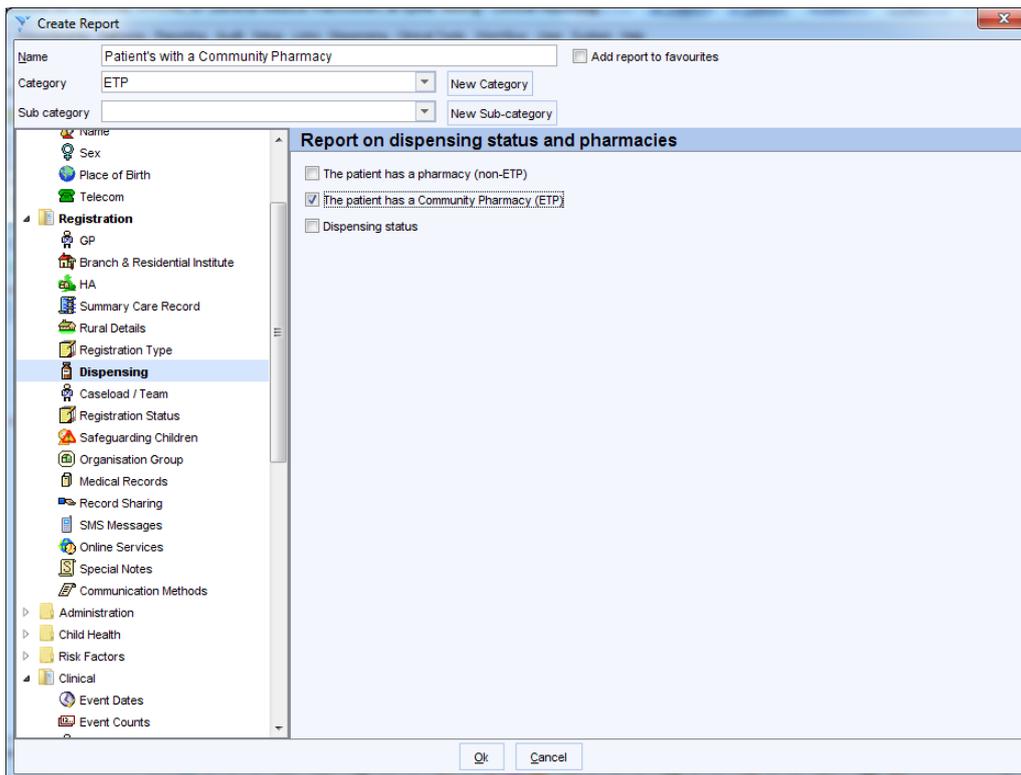


Figure 33: Reporting on patients with a community pharmacy

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**.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

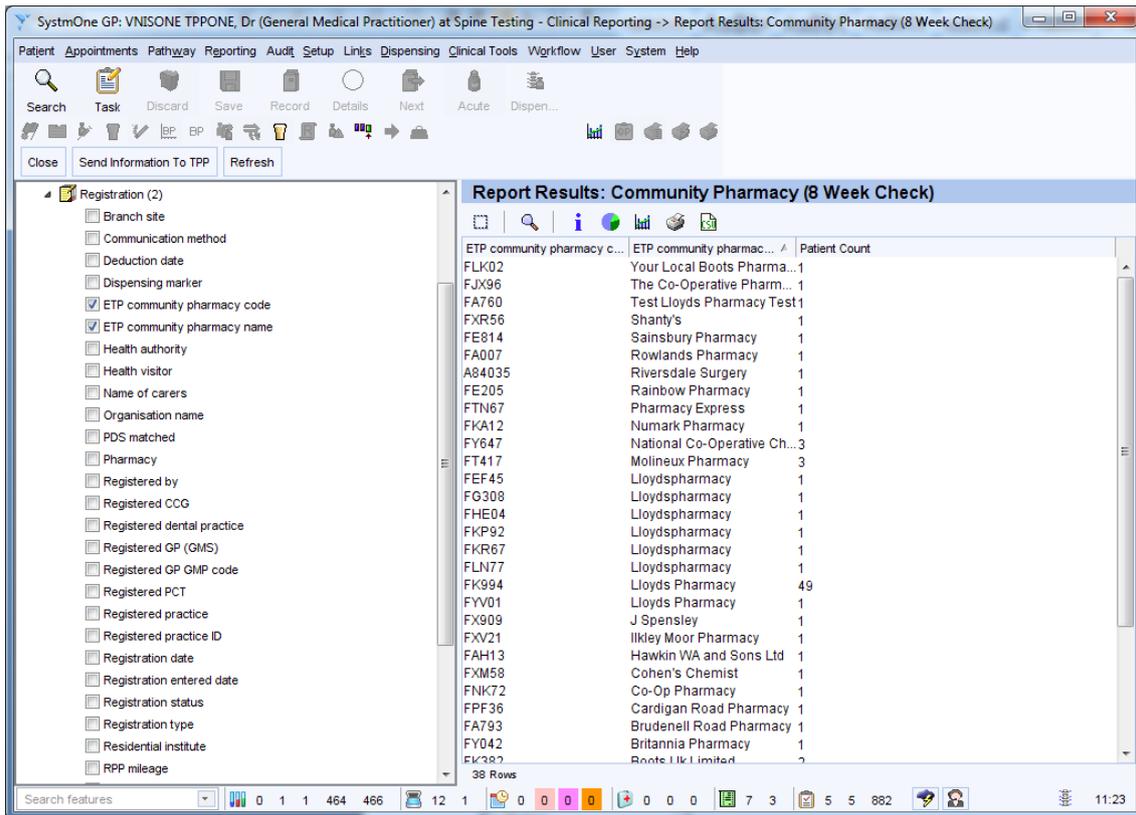


Figure 34: Breakdown options when reporting on patient's with a community pharmacy

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Other EPS user guides

EPS Phase 4 user guide



EPS Phase 4
v2.1.pdf

Upgrading FP10s to ETP guide



Upgrading FP10s to
ETP guide v1.0.pdf

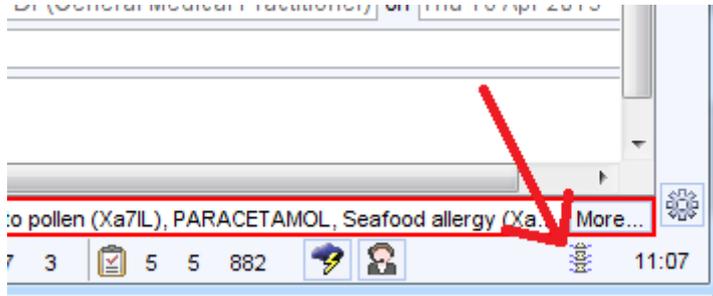
More information can be found in SystemOne by going to **Help > Support and FAQs > Prescribing**.

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 SystemOne.



- The icon displayed in the system tray indicated the Spine status:

-  Not 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:

- Click on the  icon in your system tray to view the Spine Information dialog.
- Click **Enable Spine** at the foot of the dialog.

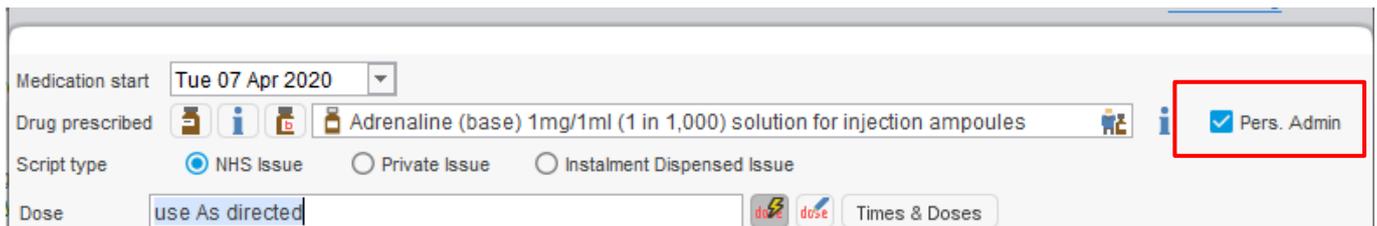
- The drug must be EPS compliant (non-EPS compliant drugs are indicated by a  icon in the Drug & Appliance Browser).
- Either all items on the prescription must be EPS compliant or you must have enabled split prescriptions (see [Split Scripts](#) for further details).

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.



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

Yes. If you lose connection to the Spine, SystemOne 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 <https://digital.nhs.uk/services/electronic-prescription-service/finding-an-electronic-prescription>

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 SystemOne?

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