

# EPS Release 2

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# Show of hands!

1. Who does not have a Smartcard?
2. Who does not have a pharmacy enabled with EPS Release 2?
3. Who is not nominating patients?
4. Who is not actively dispensing electronic prescriptions?



# *EPSR2 Deployment status as of 09/02/15*



**46% (3,665)  
GP practices**



**97% (11,735)  
pharmacies**



**79% (88)  
Dispensing  
Appliance  
Contractors**

# *National Utilisation Status*

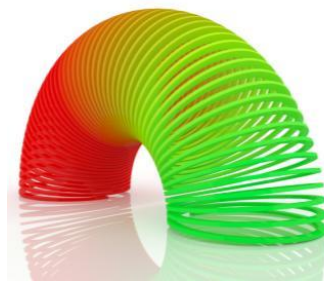
*At the end of January 2015:*

- 3,665 practices using EPS R2
- 2,199 or ~2/3 of live practices using EPS R2 for over 30% of their prescriptions
- 948 or 28% of all live practices are using EPS R2 for over 50% of prescriptions of which 71 or 2% for over 80%

Current National Average Usage = 38%

# *What benefits should you see?*

- ✓ Less sorting and less paper to send to the NHS Prescription Services
- ✓ Less need to enter prescription information
- ✓ Improved patient satisfaction
- ✓ Reduced prescription collection service
- ✓ Improved stock control
- ✓ Receiving electronic repeats quicker than paper prescriptions



Top tip...

Download prescriptions regularly throughout the day to help with planning and preparation. A good time to do this is before you send off your daily orders or prior to collecting paper prescriptions from the GP practice.

## Top Tips...

Dispense notifications must be sent as soon as electronic prescription items have been collected by or delivered to the patient. The dispense notification message informs EPS which medication has/has not been supplied to the patient and also ensures the next repeat dispense issue comes down from EPS on time.

## **Top tips...**

Ensure all patient information regarding exemption or prescription charge status is set up before sending the dispense notification and claim. Some systems may default to chargeable status.



## Top tips...

Do not hand write endorsements on a prescription token or a dispensing token. These will not be used for pricing.

**WHAT CAN YOU DO NOW?**

*Paper prescriptions go electronic*

**NHS**



*Ask us about EPS and set your nomination today*

There are plenty of resources available on the EPS website including posters and leaflets to help you explain EPS to patients.

**TALK TO PATIENTS ABOUT EPS**



To use EPS patients must have a nomination in place  
Can be set at the GP Practice or Pharmacy  
Flexible and can be changed or cancelled  
Certain patients will see more benefit than others

**The key to getting the most from EPS is processing high volumes of electronic prescriptions.**

**SET NOMINATIONS!**

# Pharmacies & Nominations!

- **Patients must be fully informed about EPS** before their nomination can be set on the system
- **Nomination is suitable for most patients.** Patients on regular repeats and who use the same pharmacy most of the time will see the most benefit
- **Patients must opt-in.** There can be no changes made to a patient's nomination unless they request it

# Pharmacies & Nominations!

- Nominations should be entered onto your pharmacy system on a regular basis (most sites do this at the end of each day)
- All staff need to know about EPS and should be able to explain EPS and nomination to patients walking into the pharmacy and over the phone (including delivery drivers).
- Set nomination targets for your pharmacy staff

# How can you increase nominations?



- Speak to all your patients when they come into the pharmacy
- Put up posters and have leaflets available
- Add EPS information to your website
- Communicate with all patient's
- Set targets for your store/staff to set nominations
- Put leaflets into bags for patients to read at home



Do you know what training your system supplier can offer?  
What training material is available to support your staff?  
Cascade training within your pharmacy

**ENSURE YOUR STAFF ARE  
TRAINED**





If you're already using EPS but want to know how to use it more effectively there are factsheets on dispensing, cancellation, tokens and month end.

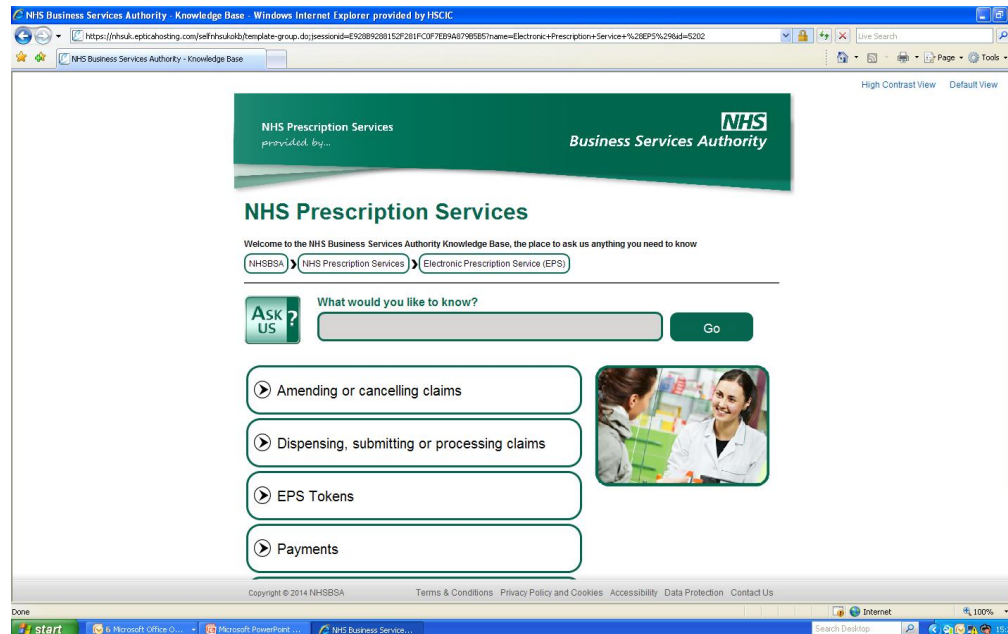
# **USE IT BETTER**

# ASK THE BSA



- NHS BSA has launched an "Ask Us" service and the Prescription Services team have a section specifically on EPS. They also produce a useful Hints and Tips newsletter

<https://nhsuk.epticahosting.com/selfnhsukokb/template-group.do?name=NHS+Prescription+Services&id=5201>





Good communication is essential  
Ensure you are both happy with how things are working  
Review procedures  
Checklists have been developed

**HAVE REGULAR MEETINGS  
WITH THE GP PRACTICE**



These are needed for the dispensing process  
Order them free of charge  
Area team have responsibility for distribution

**ORDER DISPENSING TOKENS**




RBAC

Ensure certificates are up to date

Know who to contact in the Registration Authority

Regular locums

**ENSURE THAT EVERYONE THAT  
NEEDS A SMARTCARD HAS ONE**



**Electronic Reimbursement**  
Factsheet for pharmacy staff

**The term "electronic claim message" is used in this factsheet to describe the electronic claim that is sent when you have dispensed the prescription and want to claim reimbursement. This may also be referred to as a 'dispense claim message', an 'electronic reimbursement endorsement message' or an 'electronic reimbursement claim', depending on the system you use.**

**The term "dispense notification" is used in this factsheet to describe the message that is sent to EPS to confirm that items have been dispensed to the patient. This may also be referred to as 'dispensed', 'collected' or 'complete', depending on which system you use.**

EPS will support the provision of electronic claims for prescriptions from a patient's nominated dispensing contractor to the NHS Prescription Services.  
All electronic prescriptions require electronic exemptions, electronic endorsements & electronic claims.

**Exemptions**  
In EPS Release 2 exemptions will need to be recorded electronically before a dispense notification and a prescription claim message is sent.  
A dispensing token will need to be printed to collect the patient's exemption declaration or where the patient pays their prescription charge. If the patient has been given a prescription token by the prescriber, this can alternatively be used to collect the exemption declaration. Tokens used to collect the patient's exemption declaration will need to be sent to NHS Prescription Services each month for audit purposes.  
More information on prescription tokens and dispensing tokens can be found on the EPS website:  
[www.bsac.gov.uk/epslibrary](http://www.bsac.gov.uk/epslibrary)

**Top tips...**  
Ensure all patient information regarding exemption or prescription charge status is set up before sending the dispense notification and claim. Some systems may default to chargeable status.

**Top tips...**  
Find out from your supplier the most efficient way to deal with non-age exempt patients.

tion Service

Send claims in a timely way

Ensure that your endorsements are electronic

Ensure you add electronic prescriptions to your total on your FP34C

# SEND ELECTRONIC CLAIMS

# *New EPS prescription tracker*



A new tool is available for all staff working at prescribing and dispensing sites

**Detailed prescription event history – every step of the process**

**[www.hscic.gov.uk/eps/tracker](http://www.hscic.gov.uk/eps/tracker)**

What's new?

- search by **NHS number**, date range and prescription status
- tightened role based access control (RBAC)

**Find by Prescription ID** *\* Denotes required field*

\*Prescription ID

**Enter Prescription Details** *\* Denotes required field*

\*Start Date Range  to


Prescription Version  Status

\*NHS Number

**Help and Guidance**

**Find by Prescription ID**

The "Prescription ID" uniquely identifies each prescription within the EPS. The ID is printed as a barcode and as text on prescription tokens.



Enter the ID exactly as it is printed on the prescription token, including the '-' characters.

**Enter Prescription Details**

If you don't have the unique Prescription ID then you can search for a patient's prescriptions using other information.

The 'Start Date Range' will be date of prescribing for the prescription(s) you are looking for.

The 'Prescription Version' can look for: all prescriptions, or EPS R1 prescriptions, or EPS R2 prescriptions which are fully electronic.

  
**New search by NHS number**



**\* Start Date Range** 01-Aug-201  to 22-Oct-201

Prescription Version All  Status Any Stat

**\* NHS Number** 9990253234

'.' characters.

**Enter Prescription Details**

If you don't have the unique Prescription ID then you can search for a patient's prescriptions using other information.

The 'Start Date Range' will be date of prescribing for the prescription(s) you are looking for.

The 'Prescription Version' can look for: all prescriptions, or EPS R1 prescriptions, or EPS R2 prescriptions which are fully electronic.

**Detailed search results:  
 claimed, to be dispensed etc**

Search Results ?

10 records per page Search:

<input type="checkbox"/>	Prescription Id	Status	Issue Date	Prescription Type
<input type="checkbox"/>	3543E6-Y90206-029A9Y	Claimed (0008)	22-Aug-2014 13:08:00	Acute Prescription (0001)
<input type="checkbox"/>	5CF8C8-Y90206-029A7W	Claimed (0008)	22-Aug-2014 13:08:00	Repeat Dispensing (0003) Issue 1 of 4
<input type="checkbox"/>	5CF8C8-Y90206-029A7W	To be dispensed (0001)	22-Aug-2014 13:08:00	Repeat Dispensing (0003) Issue 2 of 4
<input type="checkbox"/>	5CF8C8-Y90206-029A7W	Repeat dispense future instance (9000)	22-Aug-2014 13:08:00	Repeat Dispensing (0003) Issue 3 of 4
<input type="checkbox"/>	5CF8C8-Y90206-029A7W	Repeat dispense future instance (9000)	22-Aug-2014 13:08:00	Repeat Dispensing (0003) Issue 4 of 4
<input type="checkbox"/>	782F88-Y90206-029858	To be dispensed (0001)	22-Aug-2014 13:08:00	Acute Prescription (0001)
<input type="checkbox"/>	894F79-Y90206-029736	Claimed (0008)	22-Aug-2014 13:08:00	Acute Prescription (0001)

Showing 1 to 7 of 7 entries

← Previous 1 Next →

# Prescription and dispensing details

## Prescription and Dispensing Details

### Prescription ID

5CF8C8-Y90206-029A7W

### Prescription Treatment Type

Repeat Dispensing (0003) - Issue 1 of 4

### Prescription Type

General Practitioner Prescribing - GP (0101)

### Date/Time Signed

22-Aug-2014 13:08:00

### Prescriber Organisation

XXX DO NOT USE XXX TEST GP PRACTICE 14 (Y90206)

### Prescriber Contact

Not Recorded

### Dispenser Organisation

SHEFFIELD LATE NIGHT PHARMACY (FP168)

### Dispenser Contact

0114 2665214

### Patient NHS ID

999 025 3234

### Prescription Status

Claimed (0008)

### Prescription Items

Line Item	GUID	Status
1	00A95F51-4474-8A7B-E050-950AE07329A6	Fully dispensed (0001)
2	00A95F51-4479-8A7B-E050-950AE07329A6	Fully dispensed (0001)

## Prescription Event History

# And event history...

Message	Sent Date	Organisation	Status
Prescription upload successful	22-Aug-2014 13:08:00	805017560014	To be dispensed (0001)
Release Request successful	24-Aug-2014 12:00:38	FP168	With dispenser (0002)
Dispense notification successful	24-Aug-2014 12:09:20	FP168	Dispensed (0006)
Dispense claim successful	24-Aug-2014 12:09:34	FP168	Claimed (0008)

Close

### Prescription and Dispensing Details

**Prescription ID**  
5CF8C8-Y90206-029A7W

**Prescription Treatment Type**  
Repeat Dispensing (0003) - Issue 1 of 4

**Prescription Type**  
General Practitioner Prescribing - GP (0101)

**Date/Time Signed**  
22-Aug-2014 13:08:00

**Prescriber Organisation**  
XXX DO NOT USE XXX TEST GP PRACTICE 14 (

**Prescriber Contact**  
Not Recorded

**Dispenser Organisation**  
SHEFFIELD LATE NIGHT PHARMACY (FP168)

**Dispenser Contact**  
0114 2665214

### Prescription Event History

Message	Date/Time	Organisation	Status
Prescription upload successful	22-Aug-2014 13:08:00	805017560014	To be dispensed (0001)
Release Request successful	24-Aug-2014 12:00:36	FP168	With dispenser (0002)
Dispense notification successful	24-Aug-2014 12:09:20	FP168	Dispensed (0006)
Dispense claim successful	24-Aug-2014 12:09:34	FP168	Claimed (0008)

Close

#### Organisation and User Details

<b>Organisation ODS Code</b>	FP168	<b>Prescriber Name</b>	Not Recorded
<b>Organisation Name</b>	SHEFFIELD LATE NIGHT PHARMACY	<b>Prescriber Contract</b>	Not Recorded
<b>Organisation Address</b>	277 FULWOOD ROAD SHEFFIELD SOUTH YORKSHIRE	<b>Status</b>	Fully dispensed (0001)
<b>Organisation Contact</b>	0114 2665214		Fully dispensed (0001)

Close

**Full contact details**



Obtain a reference number and escalate it if you are not happy with the response

**RAISE ANY ISSUES WITH YOUR  
SYSTEM SUPPLIER**



Register now for SMS text or email alerts.

Informed of incidents affecting the components that support EPS

Or if a dispensing system has an outage

Print off the troubleshooting guide and add key contacts.

# **REGISTER FOR ALERTS**

[HTTP://SYSTEMS.HSCIC.GOV.UK/EPS/LIBRARY/ALERTFORM.DOC](http://systems.hscic.gov.uk/eps/library/alertform.doc)



***EPS Social***





# Bulletin

## Welcome to HSCIC



Health & Social Care Information Centre

The Electronic Prescription Service is now being delivered by the new [Health and Social Care Information Centre](#). HSCIC is a ground-breaking data, information and technology resource for the health and care system and plays a fundamental role in driving better care, better services and better outcomes for patients.

## New EPS website



You can visit the new EPS website at [www.hscic.gov.uk/eps](http://www.hscic.gov.uk/eps) which has everything you need to help you prepare for and make the most of EPS. Please forward this email to others who have taken on a role in delivering EPS and encourage them to [subscribe](#).

## Authorisation Operating Guidance published



NHS England is now responsible for authorising GP practices to use EPS. The [new authorisation operating guidance](#) covers applications to NHS England for approval of GP practice go-live dates for EPS Release 2, the authorisation and the national and local responsibilities. A minimum of eight weeks notice will give local dispensers time to discuss business processes with the surgery and make their final preparations for Release 2.

### Reimbursement



### EPS YouTube



### Book your place



# Questions?

