
North West London Local Operating Procedure – Electronic Prescribing in the Out of Hours Services

Controlled document

Copyright © Practice Plus Group 2022. All rights reserved.

Reference number	EPS
Version	1.0
Author	London Service Delivery Manager and Nurse Lead
Date ratified	August 2022
Committee/individual responsible	Regional Medical Directors Medical Lead NWL IUC
Issue date	August 2022
Review date	September 2024
Target audience	OOH Clinical and Operational Staff

Contents

1	Introduction.....	3
2	Requirements to use EPS.....	3
3	Logging into Adastra with Smartcards.....	3
4	Prescribing – Single Scripts.....	4
5	Prescribing – Multiple Scripts.....	8
6	Case Abandonment	8
7	Spine Records – Matching Spine Data	8
8	Cancelling a Prescription	10
9	Record Keeping and Review	12
10	Tracking Prescriptions	12
11	Remote Workers	14

1 Introduction

Prescribing has historically been via printable/handwritten FP10 prescriptions which are given to the patient, or emailed to pharmacies for patients assessed remotely. Practice Plus Group (PPG) have been using the Electronic Prescription Service (EPS) for all services, in order for prescriptions to be sent directly to pharmacies using an electronic method. Clinicians are responsible for all prescriptions that they sign, either physically or electronically. So, it is important that they are prescribing within the limits of their expertise and as per PPG prescribing policy.

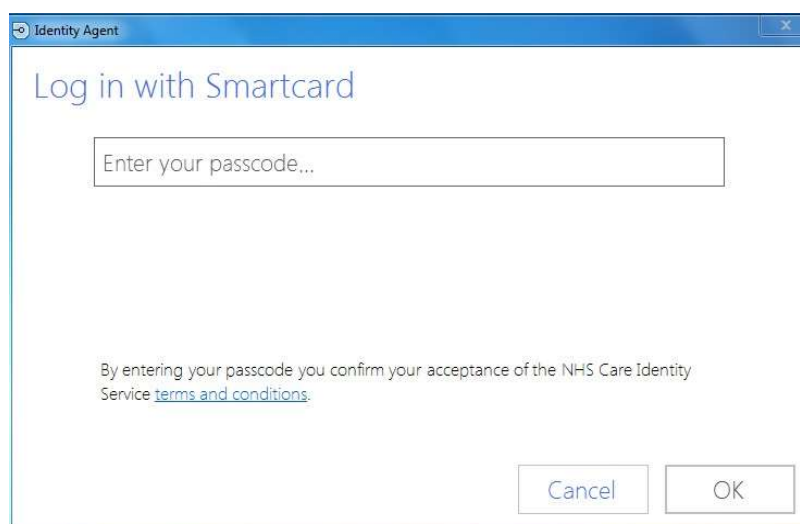
2 Requirements to use EPS

- Clinicians may complete an e-Module on LMS or read the EPS SOP (and confirm this in writing) before they can be granted access on their Smartcard.
- Smart card role allocation will be signed and authorised off by the Medical Lead.
- The clinician will be required to use their Smartcard on **every** shift, otherwise EPS will be unavailable to them.

3 Logging into Adastra with Smartcards

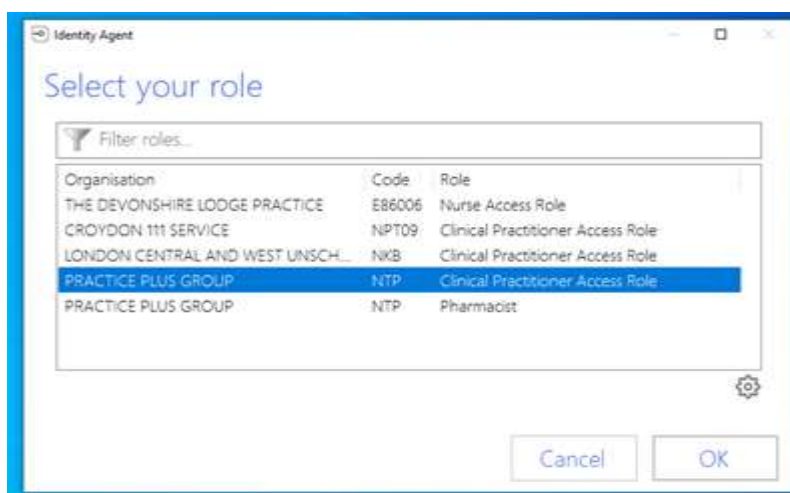
a) Logging on to Adastra

Once the Windows screen has been accessed - the clinician will need to insert their smart card in to the Smartcard reader. They will be prompted to enter their unique 4 digit PIN.



B)

The clinician will then need to select the appropriate role to the shift they are currently undertaking.

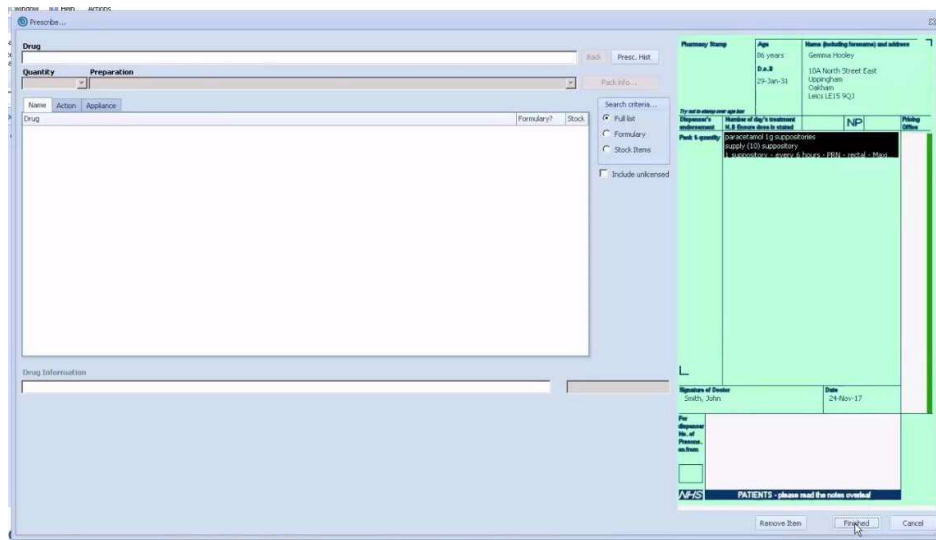


- b) The clinician will then access the Adastra icon via the Citrix portal as per usual.
- c) The clinician will choose the correct location (London – Contact Centre) and the room (Triage) and log on to Adastra by pressing the “Smartcard” button on the Adastra login page and proceed with their consultation.



4 Prescribing – Single Scripts

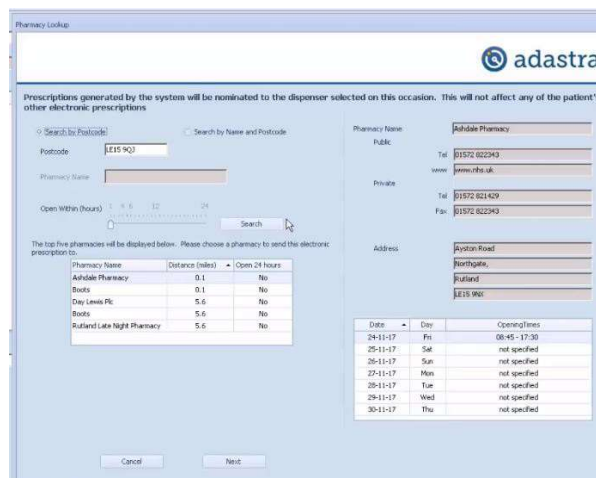
- a) During the patient’s consultation, the clinician will open up the prescribing module as per normal practice. Select full list and type the name of the drug (s) you wish to prescribe. Ensure you select correct dosage and quantity needed and add to the prescription.



- b) The clinician will press finish as per usual practice but the following screen will appear:



- c) The clinician will click on “Electronic Prescription”.
- This will return the Directory of Service's (DoS) look up pharmacy service. This automatically shows the nearest 5 pharmacies to the patient current location / entered postcode.



Pharmacy Lookup

Prescriptions generated by the system will be nominated to the dispenser selected on this occasion. This will not affect any of the patient's other electronic prescriptions

Search by Postcode Search by Name and Postcode

Postcode: LE15 9QJ

Pharmacy Name: Ashdale Pharmacy

Public: Tel: 01572 622943

Private: Tel: 01572 621 629

Address: Fax: 01572 622943

Open Within (hours): 1 6 12 24

Search

The top five pharmacies will be displayed below. Please choose a pharmacy to send the electronic prescription to.

Pharmacy Name	Distance (miles)	Open 24 hours
Ashdale Pharmacy	0.1	No
Boots	0.1	No
Day Lewis Plc	5.6	No
Boots	5.6	No
Rutland Late Night Pharmacy	5.6	No

Cancel Next

- Any pharmacy closing in the next 30 minutes will flag as yellow.
- The postcode of the patient and distances can be changed to make a more specific or broader search.
- A search can be done for pharmacies open in the next 24 hours by moving the time slider along.
- A search can also be done by pharmacy name and postcode.

d) Once a pharmacy is selected – the clinician will press the “Next” button. This will present the clinician with a confirmation screen.



adastra

Prescription Details

Patient Details

Prescription Id: 8F839F-Y56789-0008DV

Name: Gemma Hooley

Date of Birth: 29-Jan-31

Address: 10A North Street East
Uppingham
Oakham
Leics
LE15 9QJ

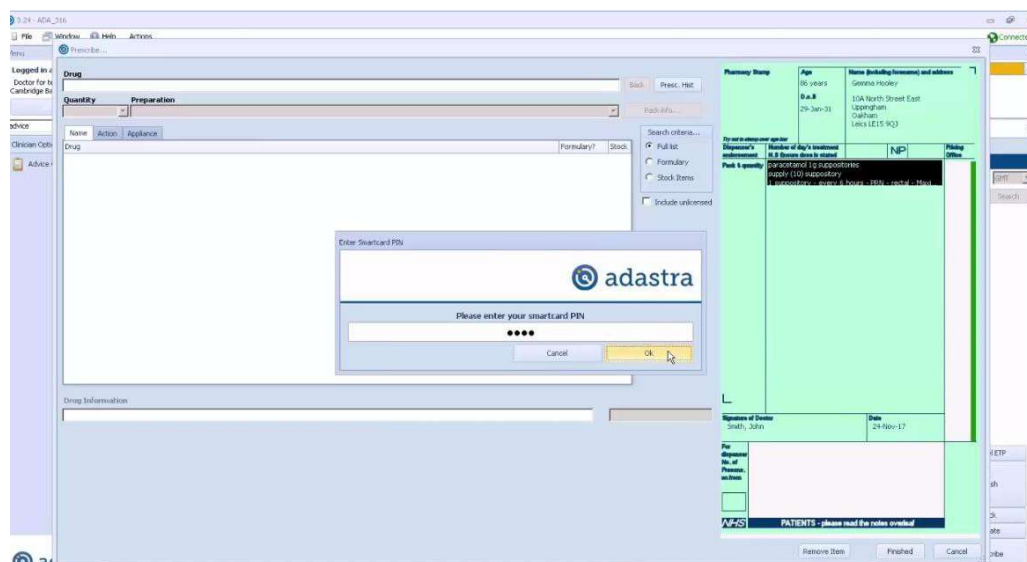
Home Phone: 01233 722700

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 this electronic prescription. Do you wish to proceed?

You need to scroll to the bottom of the warnings before you can continue

Cancel OK

- e) The clinician will cross check all the details are correct before entering their PIN to submit the prescription.



The screenshot shows the Adastra software interface. A central dialog box prompts the user to "Enter Smartcard PIN" with a field for the PIN and "Cancel" and "OK" buttons. The background interface includes a "Drug" section with a table for "Quantity" and "Preparation", a "Pharmacy" section with a table for "Pharmacy Name", "Address", "Postcode", "Phone", and "Fax", and a "Patient" section with a table for "Patient Name", "Date of Birth", "Sex", "NHS Number", and "GP".

- f) The prescription will be sent to the Spine and the clinician will be presented with the pharmacy information and prescription ID. **PLEASE NOTE:** The ID can be copied for later use (see prescription tracking). It will also be stored in the Events Tab.

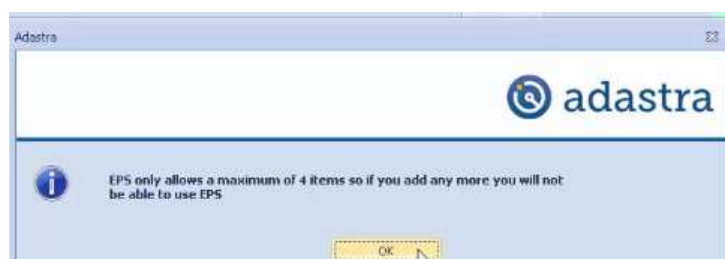


The screenshot shows a confirmation message from Adastra: "Prescription successfully sent to Lloyds Pharmacy Inside Sainsbury#39;s, 2 Canal Way, Leabrooke Grove, W10 5AA. Patient contact number: 020 8969 7013". Below the message, the "Prescription Id" is displayed as "9F859F-Y56789-0000V". There are "Copy To Clipboard" and "Close" buttons at the bottom.

- g) The clinician will then be returned back to the patient's consultation notes as per usual.

5 Prescribing – Multiple Scripts

- a) Electronic Prescribing only allows 4 items per script. Once a 4th medication is added a warning sign will come up explaining no further medication can be added.



- b) If further medications are needed, a further script will need to be selected from the patient's consultation screen. The clinician will need to click on **"prescribe again"**.

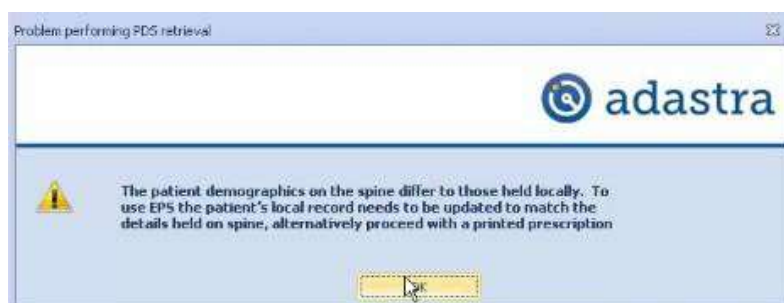
6 Case Abandonment

- Once an electronic prescription has been sent – **a case cannot be abandoned**
- The clinician would have to finish the case, forward the case or update the prescribing module by modifying or cancelling the prescription.

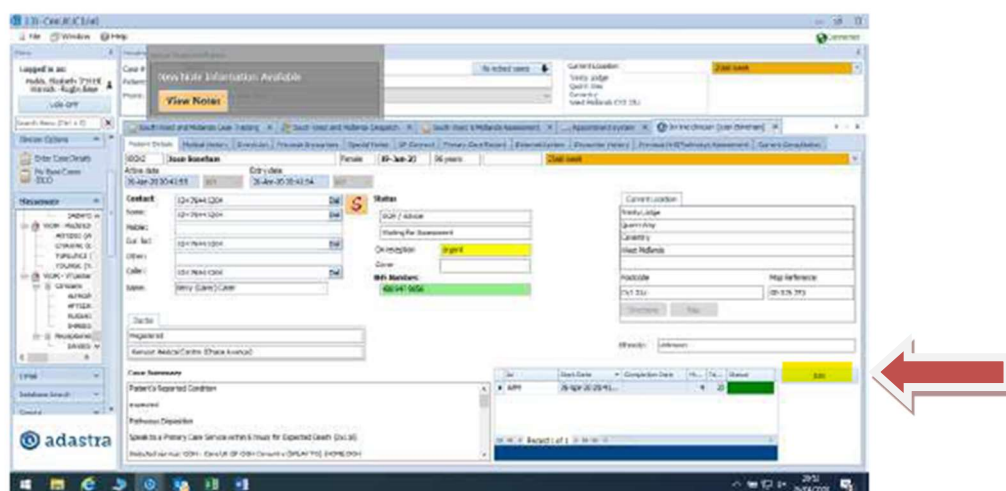


7 Spine Records – Matching Spine Data

- a) For a clinician to be able to prescribe using EPS, the local data must match the data on the Spine. If it does not match the following message will be displayed.

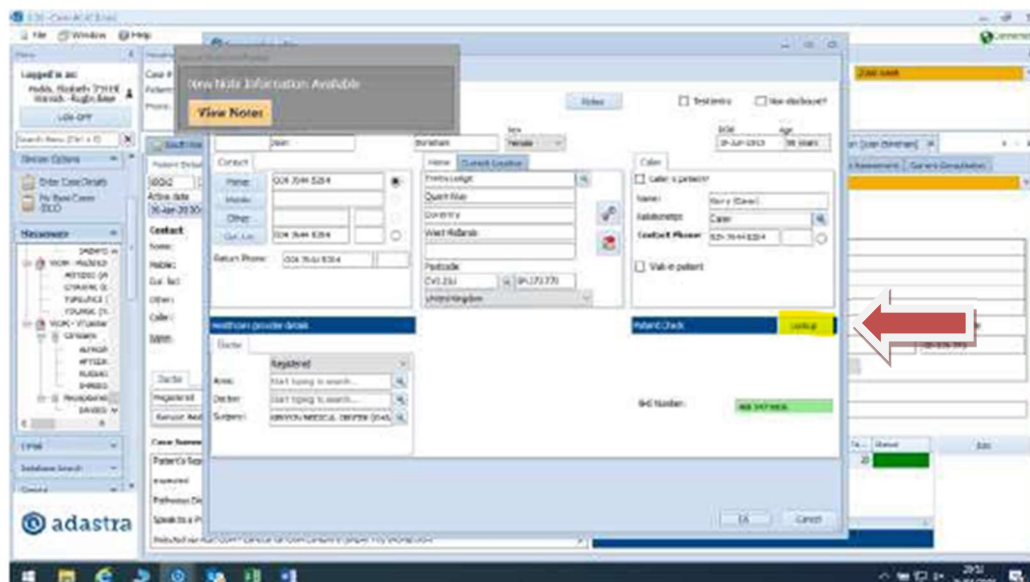


- b) To rectify this you need to ensure the patient details in the Adastra record match what is held on the NHS spine.
- c) In order to update the demographics - on the main screen press the edit button in the right bottom corner of the screen (highlighted by red arrow below)



The screenshot shows the Adastra software interface. The patient details for 'JASON BOWEN' are displayed. A red arrow points to the 'Edit' button in the bottom right corner of the patient details section.

- d) Press look up (highlighted by red arrow below)



The screenshot shows the Adastra software interface. The 'Look Up' button is highlighted with a red arrow.

- e) You will get 2 columns of patient data – that held on the spine and that held locally in the Adastra record. Check the patients details match the spine, if not tick the boxes on the right under 'Copy' to align the data that does not match and then press 'OK'.

Patient Demographics Lookup Results

	Local	Proposed	PDS
Name	[Redacted]	[Redacted]	[Redacted]
Home Address	Kingsbury London [Redacted]		Kingsbury London [Redacted]
Gender	Male	Male	Male
DOB	[Redacted]	[Redacted]	[Redacted]
Home Phone Number	[Redacted]	[Redacted]	[Redacted]
National Number	[Redacted]	[Redacted]	[Redacted]
Doctor	Unknown	Unknown	Unknown
Surgery	Unknown	Unknown	Unknown

Defer Search Again Cancel OK

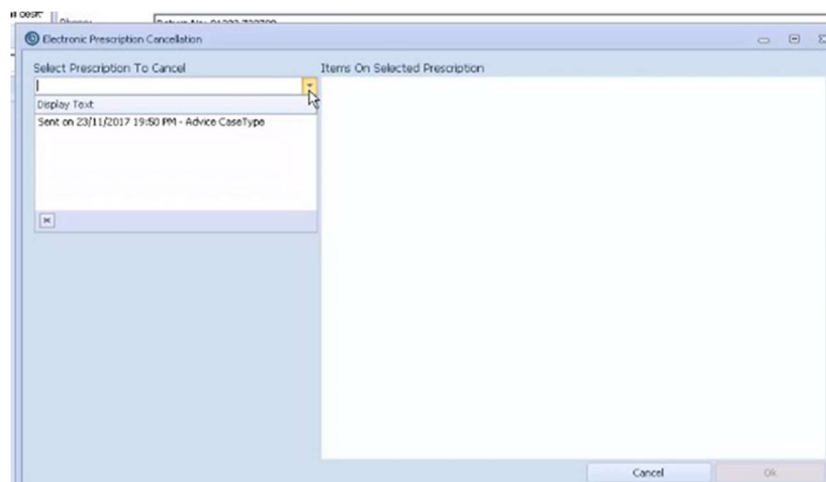
f) You should now be able to issue an electronic prescription.

8 Cancelling a Prescription

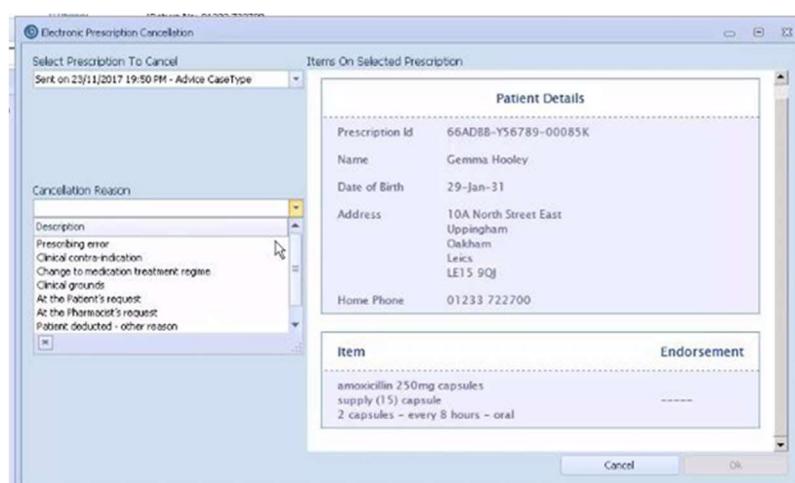
a) A clinician can cancel a prescription from the current consultation tab or the case edit tab by clicking on "Cancel ETP".



b) This will bring up a drop down box for all electronic prescriptions for this case



c) The correct prescription to be cancelled needs to be selected and a reason given.



d) A successful cancellation message will pop up on the screen.



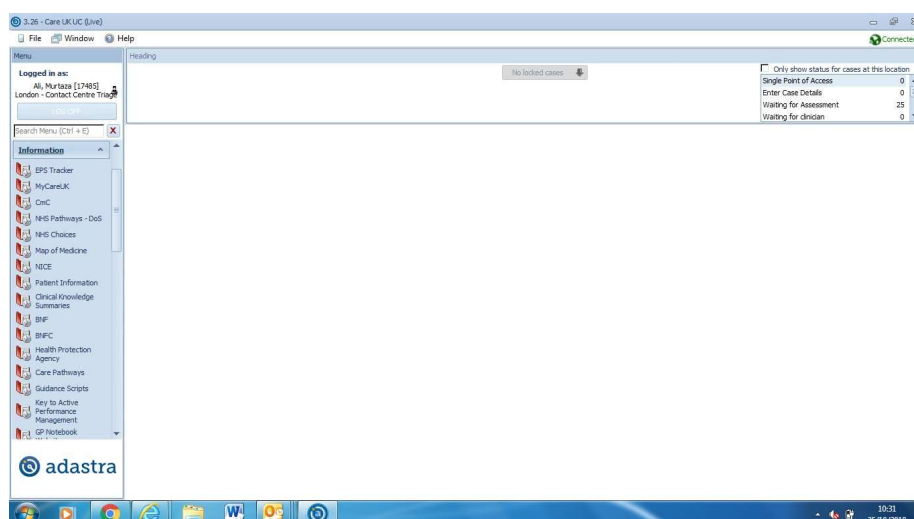
- e) If a prescription has already been downloaded by the pharmacist or printed, cancellation may not be possible and an error message will appear on the screen. **Please call the pharmacist and inform them.** There are options electronically if the prescription has not been dispensed, please see prescription tracking section for more information.

9 Record Keeping and Review

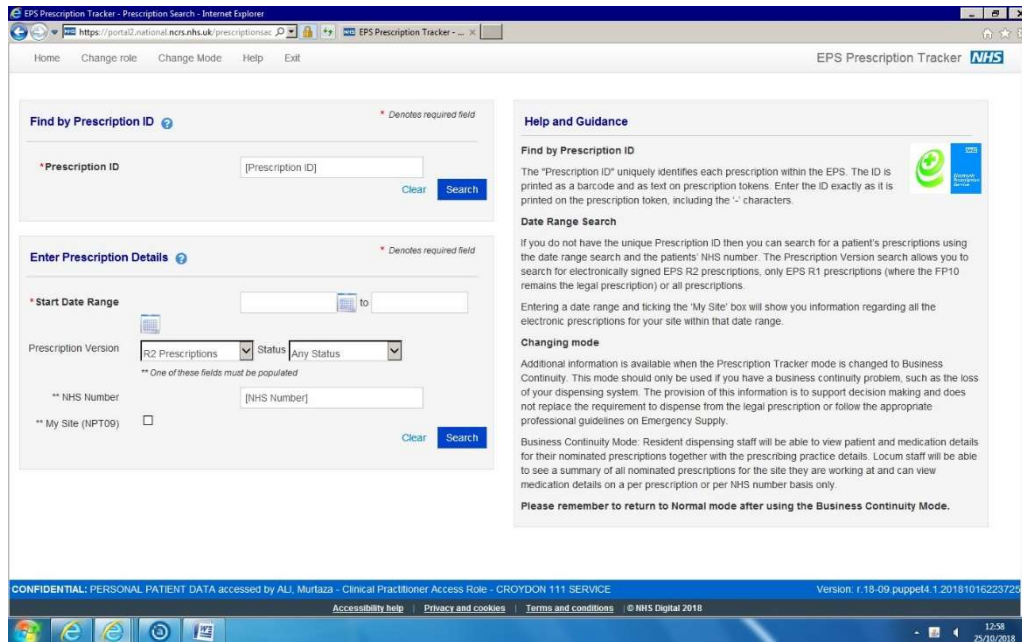
- If the system fails and it's necessary to revert to manual please refer to the Medicines Management SOP for the process of managing the FP10 prescriptions.
- All incidents where this SOP has not been able to be followed need to be recorded on a local database
- Each prescription can be tracked using its unique identification number

10 Tracking Prescriptions

- a) Each prescription has a unique ID number. This number appears on the token that can be copied to a clipboard (see above section 4f) and also can be found in the events list tab.
- b) To track a prescription the clinician can access EPS tracker from the information tab on the left hand side of Adastra.



- c) Once the clinician clicks on EPS tracker a browser will load



EPS Prescription Tracker - Prescription Search - Internet Explorer

Home Change role Change Mode Help Exit

EPS Prescription Tracker NHS

Find by Prescription ID * Denotes required field

* Prescription ID [Prescription ID] Clear Search

Enter Prescription Details * Denotes required field

* Start Date Range [] to []

Prescription Version R2 Prescriptions Status Any Status

** One of these fields must be populated

** NHS Number [NHS Number]

** My Site (NPT09) ☐

Clear Search

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.

Date Range Search

If you do not have the unique Prescription ID then you can search for a patient's prescriptions using the date range search and the patients' NHS number. The Prescription Version search allows you to search for electronically signed EPS R2 prescriptions, only EPS R1 prescriptions (where the FP10 remains the legal prescription) or all prescriptions.

Entering a date range and ticking the 'My Site' box will show you information regarding all the electronic prescriptions for your site within that date range.

Changing mode

Additional information is available when the Prescription Tracker mode is changed to Business Continuity. This mode should only be used if you have a business continuity problem, such as the loss of your dispensing system. The provision of this information is to support decision making and does not replace the requirement to dispense from the legal prescription or follow the appropriate professional guidelines on Emergency Supply.

Business Continuity Mode: Resident dispensing staff will be able to view patient and medication details for their nominated prescriptions together with the prescribing practice details. Locum staff will be able to see a summary of all nominated prescriptions for the site they are working at and can view medication details on a per prescription or per NHS number basis only.

Please remember to return to Normal mode after using the Business Continuity Mode.

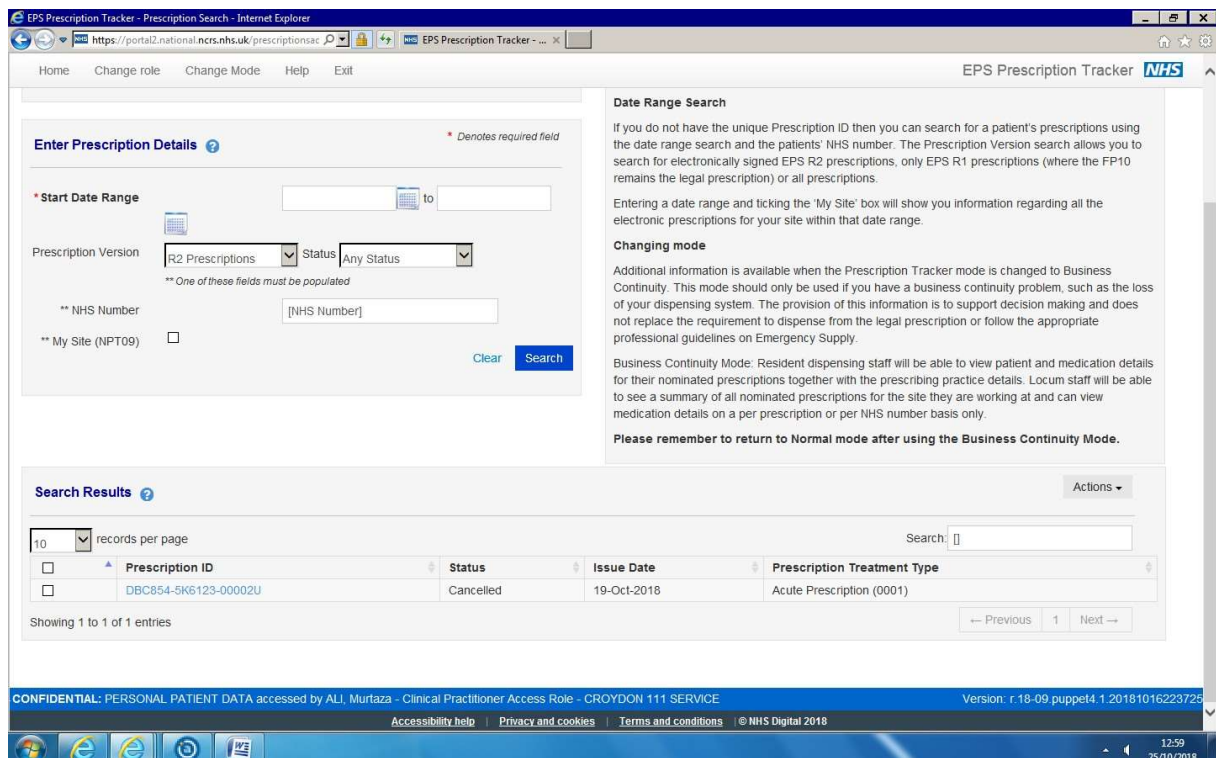
CONFIDENTIAL: PERSONAL PATIENT DATA accessed by ALI, Murtaza - Clinical Practitioner Access Role - CROYDON 111 SERVICE Version: r.18-09.puppet4.1.20181016223725

Accessibility help Privacy and cookies Terms and conditions © NHS Digital 2018

12:58 25/10/2018

d) The clinician can copy the ID number in to the search engine (from clipboard) or copy and paste the ID number from the Events Tab.

- This will identify the appropriate prescription in the Spine



EPS Prescription Tracker - Prescription Search - Internet Explorer

Home Change role Change Mode Help Exit

EPS Prescription Tracker NHS

Enter Prescription Details * Denotes required field

* Start Date Range [] to []

Prescription Version R2 Prescriptions Status Any Status

** One of these fields must be populated

** NHS Number [NHS Number]

** My Site (NPT09) ☐

Clear Search

Date Range Search

If you do not have the unique Prescription ID then you can search for a patient's prescriptions using the date range search and the patients' NHS number. The Prescription Version search allows you to search for electronically signed EPS R2 prescriptions, only EPS R1 prescriptions (where the FP10 remains the legal prescription) or all prescriptions.

Entering a date range and ticking the 'My Site' box will show you information regarding all the electronic prescriptions for your site within that date range.

Changing mode

Additional information is available when the Prescription Tracker mode is changed to Business Continuity. This mode should only be used if you have a business continuity problem, such as the loss of your dispensing system. The provision of this information is to support decision making and does not replace the requirement to dispense from the legal prescription or follow the appropriate professional guidelines on Emergency Supply.

Business Continuity Mode: Resident dispensing staff will be able to view patient and medication details for their nominated prescriptions together with the prescribing practice details. Locum staff will be able to see a summary of all nominated prescriptions for the site they are working at and can view medication details on a per prescription or per NHS number basis only.

Please remember to return to Normal mode after using the Business Continuity Mode.

Search Results Actions

10 records per page Search: []

Prescription ID	Status	Issue Date	Prescription Treatment Type
DBC854-5K6123-00002U	Cancelled	19-Oct-2018	Acute Prescription (0001)

Showing 1 to 1 of 1 entries

← Previous 1 Next →

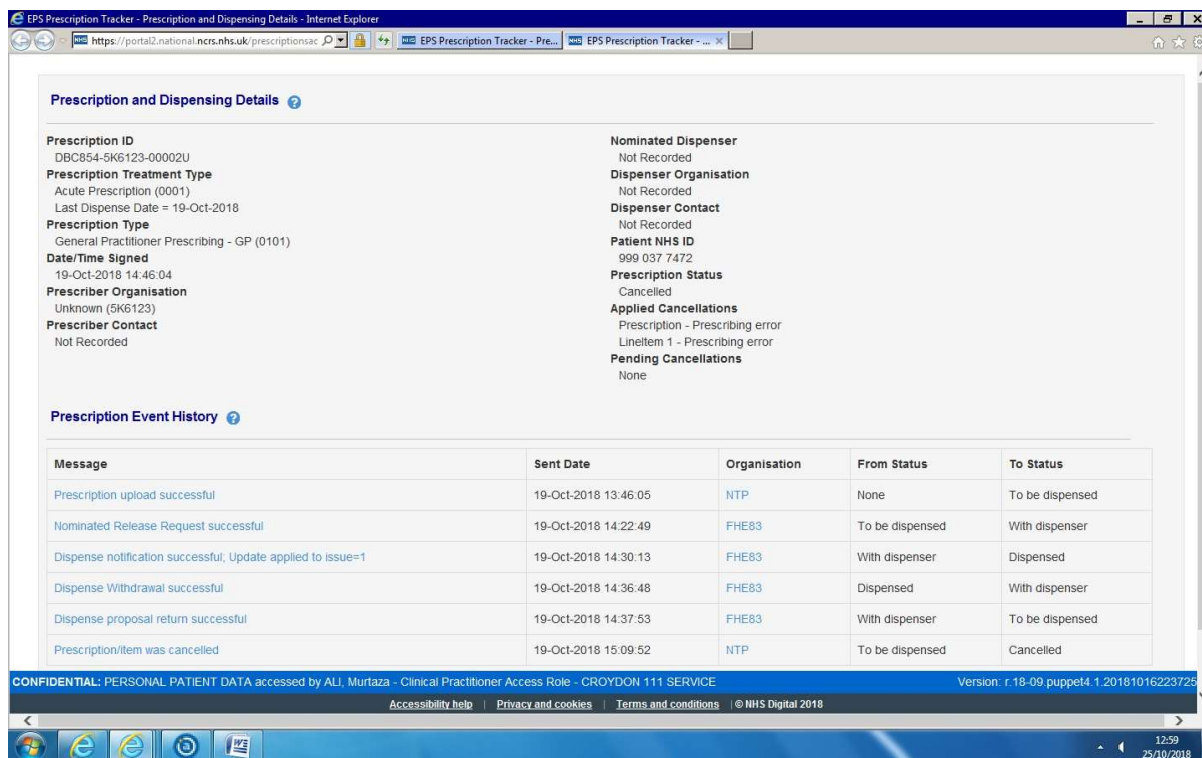
CONFIDENTIAL: PERSONAL PATIENT DATA accessed by ALI, Murtaza - Clinical Practitioner Access Role - CROYDON 111 SERVICE Version: r.18-09.puppet4.1.20181016223725

Accessibility help Privacy and cookies Terms and conditions © NHS Digital 2018

12:59 25/10/2018

e) To check on the status of the prescription the clinician can click on the blue ID number.

- This will track all movements of the prescription in the spine



The screenshot shows the 'EPS Prescription Tracker - Prescription and Dispensing Details' page. It displays two main sections: 'Prescription and Dispensing Details' and 'Prescription Event History'.

Prescription and Dispensing Details:

- Prescription ID:** DBC854-5K6123-00002U
- Prescription Treatment Type:** Acute Prescription (0001)
- Last Dispense Date:** 19-Oct-2018
- Prescription Type:** General Practitioner Prescribing - GP (0101)
- Date/Time Signed:** 19-Oct-2018 14:46:04
- Prescriber Organisation:** Unknown (5K6123)
- Prescriber Contact:** Not Recorded
- Nominated Dispenser:** Not Recorded
- Dispenser Organisation:** Not Recorded
- Dispenser Contact:** Not Recorded
- Patient NHS ID:** 999 037 7472
- Prescription Status:** Cancelled
- Applied Cancellations:** Prescription - Prescribing error
Lineitem 1 - Prescribing error
- Pending Cancellations:** None

Prescription Event History:

Message	Sent Date	Organisation	From Status	To Status
Prescription upload successful	19-Oct-2018 13:46:05	NTP	None	To be dispensed
Nominated Release Request successful	19-Oct-2018 14:22:49	FHE83	To be dispensed	With dispenser
Dispense notification successful, Update applied to issue=1	19-Oct-2018 14:30:13	FHE83	With dispenser	Dispensed
Dispense Withdrawal successful	19-Oct-2018 14:36:48	FHE83	Dispensed	With dispenser
Dispense proposal return successful	19-Oct-2018 14:37:53	FHE83	With dispenser	To be dispensed
Prescription/Item was cancelled	19-Oct-2018 15:09:52	NTP	To be dispensed	Cancelled

CONFIDENTIAL: PERSONAL PATIENT DATA accessed by ALJ, Murtaza - Clinical Practitioner Access Role - CROYDON 111 SERVICE. Version: r.18-09.puppet4.1.20181016223725

Accessibility help | Privacy and cookies | Terms and conditions | © NHS Digital 2018

- Key pieces of information for the clinician will be
 1. Has the prescription been uploaded to the spine
 2. Has the dispenser downloaded prescription from the spine (with dispenser)
 3. Has the dispenser printed a token for the prescription (to be dispensed)
 4. Has the dispenser dispensed the medication
- From points 1-3 the prescription can be cancelled or brought back for amendment.
- At point 4 if an error has been realised by the clinician, the clinician would need to **call the pharmacist and the patient to provide advice.**

11 Remote Workers

- This process is not available for visiting clinicians currently dependant on area.

Version Control

Version	Comments	Approver	Date	Review Date
1.0	Issue policy	Regional Medical Director and Service Medical Lead	August 2022	February 2024