

Electronic Prescription Service (EPS) - Release 2

User Guide



Table of Editions and Contents

Date	Version	Contents	Output
15.10.09	001	Preliminary guide	.docx
16.12.09	002	DCUT – updated. General amendments and changes to cancellations & rejections pg 34 & 52.	.docx
24.03.10	003	Amended following review from JTHO. RRAJ pilot site feedback.	.docx
08.04.10	004	Changed page 10	Docx
11/08/10	005	Comments from DEVTEST, SLS warning, PCD code should be in control panel, new bulk signing progress bar, note about GP2GP repeat import.	PDF
22/11/10	008	Comments from CfH and merge of EPS1 document	PDF
23/11/10	009	Index added	PDF
29/03/2011	010	Editions Locums and switching to paper	PDF
21/07/11	11	350 changes – controlled drug cancellation changes, bulk signing changes, post dating, lost prescriptions, advice to sign prescriptions, resending failed prescriptions in Mail Manager, change to paper, changing urgency, reprint tokens and reorder form.	PDF

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EPS Release 2

What's New

21/07/2011

DLM 350

EPS Release 2 – Phase 3

The following changes have been made to full EPS 2 functionality:

Controlled Drug Changes - All users can now see in the Options-Setup screen from the front screen of Vision, if schedule 2 & 3 and private prescribing are enabled for EPS 2.

Cancellation changes

- You can now view rejected and cancel failed prescriptions in the bulk signing view - rejections tab.
- You can now access the cancellation reason, dispenser and dispenser telephone number from Prescription Manager.

See "[Electronic Cancellation](#)" on page 43.

Bulk Signing changes

- F9 to Sign** - You can now press F9 to sign selected prescription(s) in the workflow list.
- Urgent Prescriptions** - Prescriptions marked as urgent are now displayed at the top of the selected patient's drug list in the bulk signing screen with the following urgent icon: .
- Prescriptions displayed oldest first** - The order of prescriptions in the patient drugs to sign in the bulk signing screen is now ordered oldest prescription first rather than alphabetical order.
- Edit Additional Instructions** – You can now select Edit Additional Instructions from the bulk signing screen after a prescription has been sent to change information for the dispenser.

See "[Bulk Signing – Overview](#)" on page 37.

DLM 320

Phase 3 Deployed Disabled Changes

For practices previously using EPS Release 1, from 320 onwards EPS R1 status is referred to as **EPS 2 - Phase3 (Deployed Disabled)**. EPS R2 functionality is present in 320 but is switched off by default. However, you will notice the following changes in Consultation Manager:

- **Nomination** is a new process used for EPS R2 Phase 3 that gives patients the option to choose, or nominate, a dispensing contractor to which their acute, repeat and repeat dispensing prescriptions can be sent automatically. You can start recording nomination preferences from DLM 320.


See "[Nomination](#)" on page 24.

- **Prescription Manager**

-There are new **Prescriber to Sign** and **Assign To** options which replace the Authorised Signatory box.


-You can **refresh** the item list by pressing 



- **Nominate** If the patient has no nominated pharmacy, then this will be disabled and unchecked. If the patient has a nominated pharmacy, then this will be checked.

-There is an option to Add a free text **Prescription Note:** . This displays as a reminder on the patient record. When using EPS phase 3, the notes option is useful for bulk signing.

See "[Prescription Manager and EPS Release 2](#)" on page 49.

- **Therapy List**

-You will see a new symbol  in the drug select list. This is not in use until you receive the DM &D drug dictionary.

When you have received the DM &D drug dictionary,  is displayed when a drug is eligible for EPS messaging and  is displayed when a drug is not eligible.

Introduction

Vision Electronic Prescription Service – Release 2 (EPS R2) is an NHS Connecting for Health programme and is a planned major release that builds on the core functionality of EPS 1 software that is already in use in Vision. EPS R2 allows prescribers to generate and transmit electronic prescriptions to a dispenser, such as a pharmacy of a patient’s choice, using their Vision application.

The roll out of EPS R2 is divided into 3 separate phases which are:

- **Phase 3 (Deployed Disabled)** – is the default initial setting which behaves as per EPS Release 1 with changes to Prescription Manager and the introduction of Dispensing Contractor Nomination in preparation for Phase 3. **This is automatically enabled in DLM 320 for practices using EPS Release 1.** See “[EPS Phase 3 \(Deployed Disabled\)](#)” on page 6
- **Phase 3** – By default, prescription is electronic with token. The message is legal entity. Your PCT will work closely with your practice to assist you with the transition to EPS R2 Phase 3. **You cannot be enabled for this functionality until you have been instructed by your PCT, who need ministerial approval, to go ahead.** See “[EPS Phase 3](#)” on page 11.
- **Phase 4** – By default, prescription is electronic only. The message is legal entity and you will be able to send prescriptions irrespective of nomination. **Phase 4 is not available at the moment. Details to be confirmed by Connecting for Health (CfH).**

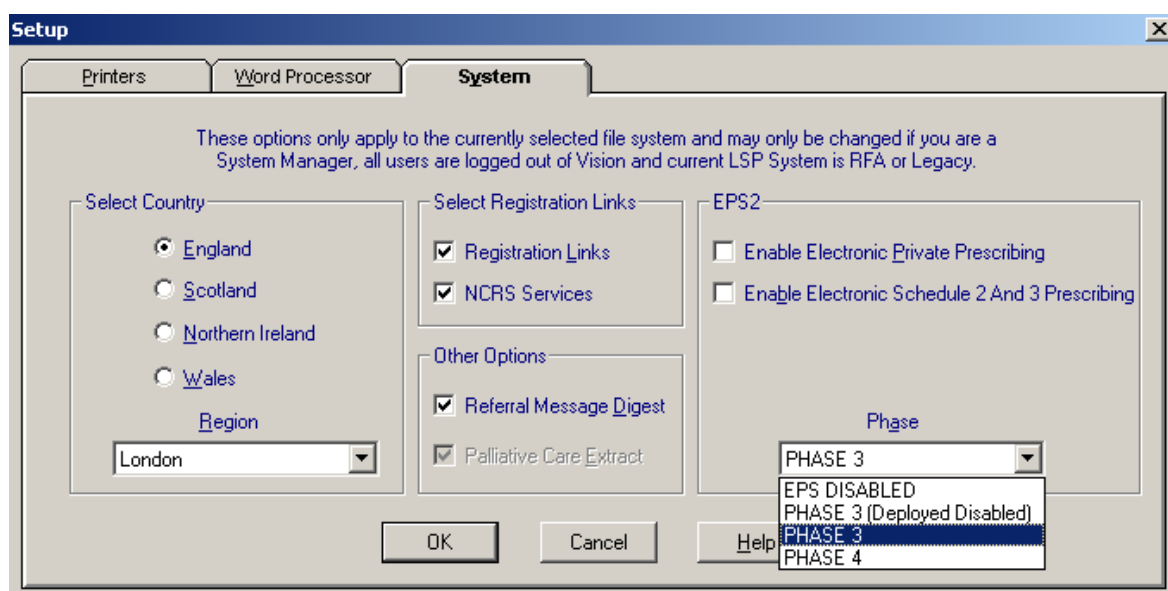
Activating EPS R2 Phases

On receipt of DLM 320, if you were previously using EPS release 1, your system is automatically set to EPS R2 **Phase 3 (Deployed Disabled)** by default. To switch to Phase 3, you must obtain permission from your PCT who need ministerial approval. Phase 4 is not in use at the moment.

To change the phase setting, you must be logged into Vision with system administrator rights and do the following:

1. From the front screen of Vision, go to **Options – Setup – System**.
2. In the EPS 2 section, click on the **Phase** list and select the required phase.

Note – EPS R2 settings saved in **Options – Setup - System** are practice wide.



Vision Front Screen – Options - Set-Up- System

Note - Electronic Private Prescribing and Electronic Schedule 2 and 3 Prescribing are governed by Legislation and are initially disabled.

3. Click OK to save the changes.

Differences between EPS 1 and 2

The table below shows the basic differences between EPS release 1 and fully implemented EPS release 2 functionality.

Function	EPS R1 now EPS 2 Phase 3 (Deployed Disabled)	EPS R2 Phase 3
Electronic transmission of prescription data between prescriber and dispenser	Yes	Yes
Barcode printed on paper	Yes	Yes (where required)
Printing of prescription token	No (paper prescription is still required)	Yes (where required and for Repeat Dispensing)
Electronic Repeat dispensing	No	Yes
Release/return of prescription message	Yes	Yes
Cancellation of prescription	No	Yes
Digital signing of prescription messages	No	Yes
Patient nomination of preferred pharmacy	No	Yes
Electronic reimbursement claim (pharmacy)	No	Yes

EPS Phase 3 (Deployed Disabled) – Previously EPS 1

Overview

From DLM 320, EPS 1 functionality is referred to as **EPS 2 - Phase 3 (Deployed Disabled)**. This is because whilst you are still using release 1 framework, you have the software capability to switch to EPS 2 Phase 3 when ready.

The Electronic Prescription Service (EPS) allows prescribers working in primary care settings to generate and transmit electronic prescriptions using their computer system.

The electronic prescription is sent to the Electronic Prescription Service, where it can be downloaded by a dispenser who has also upgraded their computer system to use EPS.

EPS Release 1 (known as **EPS 2 Phase 3 (Deployed Disabled)** from DLM 320) is implemented with **dual** or **printed** prescriptions:

- **Dual prescriptions** – This is an unsigned electronic prescription with a signed printed token / FP10. A token looks similar to a paper prescription but has a bar code on it - this allows the pharmacist to obtain details of the prescription from the NCRS. The prescription (token) will be printed at the GP surgery and is handed to the patient. At the same time as printing, an XML message is sent to the spine ETP. Once the pharmacist scans the prescription, the message is retrieved from the spine and can be dispensed.
- **Paper prescriptions** – Signed FP10s for items that do not fall in the ETP category (see "[Medication items not eligible for EPS Phase 3](#)" on page 10).

Prescription Token

In ETP, the prescription form is called a token. A token is printed on FP10 stationery, the only difference being a bar code which is placed down part of the right-hand side. The barcode represents a unique code to identify the prescription. It contains no personal information. It links the patient with a unique prescription within the prescription database and enables any pharmacy to retrieve their electronic

prescription. Alongside the bar code is an alphanumeric code which is unique to that script.

This token (prescription) is printed at the same time as the message is sent. The GP should first sign the token before handing it to the patient.

Points to note

- Mail Manager has filters to hide successful EPS messages from view (in Mail Manager, go to **Tools - Options - Message** tab - **Show Sent Electronic Prescriptions**). If you are EPS enabled, we recommend that you leave this option unticked so that only unsuccessful/error messages are displayed, as this will improve performance and declutter your screen. If this option is ticked, all messages including sent and complete EPS messages are displayed.
- Staff will need to use their Smartcards for barcoded prescriptions to be produced. However, not all prescriptions produced will have barcodes (some items, e.g. appliances, are not eligible for EPS).
- Vision determines if a prescription can be printed with a barcode and how items are grouped together on prescriptions.
- Items issued BEFORE EPS switch-on cannot be reprinted; they will have to be reissued. Items issued AFTER EPS switch-on can be reprinted as normal.
- Repeat masters issued before EPS switch-on are still useable as before.
- EPS and non-EPS items are printed on separate FP10's. You may get more than one prescription printed whereas before you would only get one.
- NHS number is now printed on the prescription.
- The printed and signed FP10, with or without barcode, is still the legal entity from which items are dispensed.
- The Rejected tab shows where the EPS system has found a technical, not clinical, problem with the message. Please tell us if you see anything in the Rejected tab.


New doctors joining the practice

When a new GP joins the practice, it is important that his Smartcard is inserted for Single Sign On immediately so that details can be picked up. Ideally this would happen at the same time as any outgoing GP is deactivated.

Until a new GP signs on with his Smartcard, then prescriptions will be printed without barcodes, ie they are not EPS scripts.


Adding and finalising a new acute medication

For EPS 2 Phase 3 (Deployed Disabled), you can add an acute as follows:

1. Use **Therapy Add** in **Consultation Manager** in the usual way to add the medication.
2. Double click in **Drug Name** to access the **Drug Select** screen. You can check that the medication will be part of EPS by looking at the Product Information in the bottom pane (use the down scroll arrow to reach this). If it has a dm+d mapping, then it can be included in EPS, with certain exceptions - see "[Medication items not eligible for EPS](#)".
3. Click OK to complete Therapy Add.
4. Press F9 or click on .
5. On the Prescription Manager screen any acute medications added today will be selected by default.
6. Click on **Finalise** or press F9.
7. The prescription will be printed, and the EPS message sent off, if the item is eligible for EPS.

Issuing a Repeat Prescription

For EPS 2 Phase 3 (Deployed Disabled), you can issue a repeat as follows:

1. If a receptionist is printing repeat prescriptions on behalf of the GP, then s/he should sign on using SSO with the Smartcard.
2. In Consultation Manager, select the patient from PDS.
3. On the Therapy Repeats list, select the repeat medication you want issued.
4. Press F9 or click on .
5. On the Prescription Manager screen (see "[Prescription Manager and EPS Release 2](#)" on page 49), you can right click on the selected item and change the status from non-urgent to urgent:
6. **Non-urgent** - when you click on Print/Finalise, the prescription will be printed, and the message will be sent when you deselect the patient at finishing the consultation.
7. **Urgent** - when you click on Print/Finalise, the prescription will be printed, and the message will be sent immediately
8. The repeat issue and all acutes added the same today will also be automatically selected. You can select or deselect an item by removing or adding a tick in the second column from the left.
9. Click on Print/Finalise or press F9.
10. The prescription token will be printed, and the EPS message sent off either immediately, or on deselecting the patient, depending on the urgent or non-urgent status selected.

In most cases when a patient asks for a repeat issue, it is the receptionist who prints the FP10 and the doctor then signs it. If the doctor has prescribed an EPS eligible drug while SSO:

- And if the receptionist has not activated EPS for themselves (Consultation - Options - Prescription Setup) then the item will always be paper only.
- And if they have activated EPS, then eligible-for-EPS items will become dual and will be printed with a barcode and an EPS message is sent. Items not eligible for EPS will be printed on a non-barcode FP10.

NOTE (1) that if a doctor, who has NOT SSO capability, creates a repeat master which happens to be an EPS eligible drug, then if a receptionist (who has activated EPS) will get a warning when they select the repeat master and issue against it: *The clinician selected to sign these prescriptions is not correctly configured to send electronic prescriptions. To use this clinician, change all prescriptions to be printed to Paper prescriptions before proceeding.* Right click on the line(s) to change from dual (electronic) prescriptions to paper prescriptions.

NOTE (2) Every time a clinician is selected in the Authorised Signatory field in the Simple and Active tabs on Prescription Manager, the script types will be updated to suit the clinician's EPS status.

So if someone who is set up for EPS is selected, any items that can be dual will be switched to dual. If the person cannot do EPS, all items will be set to paper.

When a different clinician is selected, the item selections will not change, even if the new person is able to sign more items. This is because the user may have already selected all the items they want to print and they will not want to have to redo that.

NOTE (3) that if the prescription is set to **Dual** and the Authorised Signatory/Assigned To clinician is the non-SSO GP, then when they select and try to print the item, they will be told that it cannot be done: *The signer details are invalid. The signer must (1) Be a prescriber (2) Have a valid role for sending prescriptions (3) Have a valid Unique Identifier (SOS Id) (4) Be assigned a default authorising role.* Changing the prescription to **Paper** will stop this.


Medication items not eligible for EPS Phase 3 (deployed disabled)

- Controlled drugs from Schedule 1, 2 and 3
- Therapy that are not to be printed on the left-hand side. This includes private prescriptions and non-FP10 drugs, discontinued drugs, non-drug therapies.
- Drugs without a dm+d code mapping. On the Drug Select screen, you can check that the prescribed item will be part of EPS by looking at the Product Information. If it has a dm+d mapping, then it can be included in EPS. (dm+d stands for Dictionary of Medicines and Devices defined as "The source of terminology and a common health language for medicines and devices used in healthcare. Standard coding scheme for the exchange of information regarding medicines and devices.")
- [PA](#) Practice administered (Note - not part of EPS Release 1, therefore at present, paper prescriptions only)
- Batch prescriptions in repeat dispensing (Note - not part this release, therefore paper prescriptions)
- Devices and appliances, even those with DM&D codes.

EPS Phase 3

Introduction

Vision Electronic Prescription Service – Release 2 (EPS R2) – **Phase 3** is a planned major release that builds on the core functionality of EPS 1 software that is already in use in Vision. EPS R2 Phase 3 allows prescribers to generate and transmit electronic prescriptions to a dispenser, such as a pharmacy of a patient's choice, using their Vision application. EPS R2 is an NHS Connecting for Health programme which delivers the following enhancements to prescribing in Vision:

- **Use of dm+d terms throughout the system** – Vision now maps all drugs printed using EPS release 1 and 2 from the Multilex dictionary to dm+d description text. You must run the dm+d mapping facility in Vision before EPS R2 is enabled. See dm+d user guide on http://www.inps4.co.uk/my_vision/vua/
- **Nomination of dispensers** – Patients can nominate a dispenser who will receive their electronic prescriptions automatically. See “[Nomination](#)” on page 24.
- **Use of advanced electronic signature on electronic prescriptions** – This means that prescribers can apply an advanced electronic signature to the electronic prescription message, making the message the legal prescription. See “[Signing Prescriptions – Overview for Prescribers](#)” on page 33.
- **Bulk signing** – You can apply an advanced electronic signature to multiple prescriptions for multiple patients in a single operation. This process encapsulates all existing procedures that occur in the paper based process. A new **All Prescriptions View** in Consultation Manager provides a multi-patient view of prescriptions, allowing bulk signing, prescription view and summaries of rejections. See “[Bulk Signing – Overview](#)” on page 37.
- **Electronic repeat dispensing** – You can use EPS to generate repeatable prescriptions electronically. Unlike conventional paper-based repeat dispensing, electronic repeat dispensing is possible from a single electronic prescription message. See “[Electronic Repeat Dispensing](#)” on page 40.
- **Electronic cancellation** – You can cancel electronic prescriptions at any point up until they are downloaded at the dispensary contractor site. See “[Electronic Cancellation](#)” on page 43.
- **Addition of RHS items** – Items which normally print on the right hand side of a prescription (via therapy notes  or Add – Therapy Advice) are now included in the electronic message, along with any clinical message from the prescriber to patient.

Prerequisites for EPS R2 Phase 3

In order to use EPS R2 Phase 3, you must:

- Have been instructed by your PCT to go ahead.
- Have the relevant **RBAC** roles programmed onto your Smartcard.
- Have run the **dm+d conversion** process.

Role Based Access (RBAC)

As with all NHS Connecting for Health services, access to EPS is controlled through the use of Smartcards and a Smartcard passcode. This gives the individual users different levels of access to Vision depending on their role registered on the Smartcard.

Previously, the role on your Smartcard did not have great bearing on your access to Vision, eg you needed a specific role to use Choose and Book, but access to other functions was set in Control Panel – Security. From now on, the role(s) and function(s) logged on your Smartcard dictate your access rights in Vision even when logged in offline. Please ensure that you have the correct roles entered on your Smartcard. This is done via your PCT Registration Authority.

Note - When RBAC is enabled, in Mail Manager, you will only be able to allocate messages to users that have logged in once since RBAC was switched on.

dm+d

Before enabling EPS R2, you must have run the dm+d Therapy Update utility. You are able to map items to the dm+d dictionary on an individual basis from Consultation Manager.

The dm+d is a dictionary containing unique identifiers and associated textual descriptions for medicines and medical devices. It has been developed for use throughout the NHS (in both primary and secondary care) as a means of uniquely identifying the specific medicines or devices used in the diagnosis or treatment of patients.

The dm+d will become the NHS standard for medicines and device identification, enabling clinical system interoperability between diverse clinical systems by ensuring safe and reliable exchange of information on medicines and devices and allow effective decision support through linkage of data.

See the User Assistance web page for further information regarding RBAC and dm+d: http://www.inps4.co.uk/my_vision/vua/

Overview

There are three main prescribing models applicable to EPS R2: **Acute Issues, Repeat Issues and Electronic Repeat Dispensing**. The processes for these models are detailed in the "[Prescribing Models](#)" section on page 15. It is advised that you decide on the best management of each prescribing model for your practice before phase 3 is implemented. You need to consider the following:

- How you currently manage prescriptions in your practice
- How are you going to manage administrative and clinical roles with EPS R2 replacing the need for paper?
- How are you going to manage nomination?
- How are you going to use repeat dispensing?

Most of the new EPS R2 functionality in Vision can be found in the following sections:

Nomination Management View – allows you to record the patient's nominated dispensing contractor. See "[Nomination](#)" on page 24.

Prescription Manager – provides access to all prescription-specific information for the selected patient. See "[Prescription Manager](#)" on page 49.

All Prescriptions View – provides a multi-patient view of prescriptions. All prescriptions view gives access to bulk signing, workload processing, rejection summaries See "[All Prescriptions View](#)" on page 55.

Benefits of EPS R2

There are multiple benefits to using EPS R2:

Benefits for patients

- Reduction in trips to GP practice just to collect a paper FP10 – particularly those on repeat medication.
- Greater freedom of choice – making it simpler for them to use a dispensing contractor convenient to them.
- Potentially, it could reduce pharmacy waiting times if electronic prescriptions are received and prepared in advance.

Benefits for prescribers

- Reduction in workload generated by patients requesting and collecting individual prescriptions.
- Easier to make wider use of repeat dispensing.
- Ability to sign prescription electronically – making the prescribing process more efficient.
- Ability to cancel prescriptions electronically at any point up until they are downloaded – and provide a reason for doing so.

Benefits for dispensers

- Provide scope to streamline workflow and manage stock control more effectively.
- Contractors offering prescription collection services no longer need to physically collect prescriptions for patients who have nominated them.
- Electronic reimbursement endorsements reduce the volume of paper that needs to be sorted and posted each month.

The overall extent of benefits will depend on:

- Proximity of patient, GP practice and dispenser.
- Volume of repeat prescriptions a GP has to issue.
- The current availability of prescription collection and delivery services.
- The range of services a dispenser wishes to offer patients.
- The potential for increase in the use of repeat dispensing.
- Individual circumstances for the patient.
- Current Business processes.

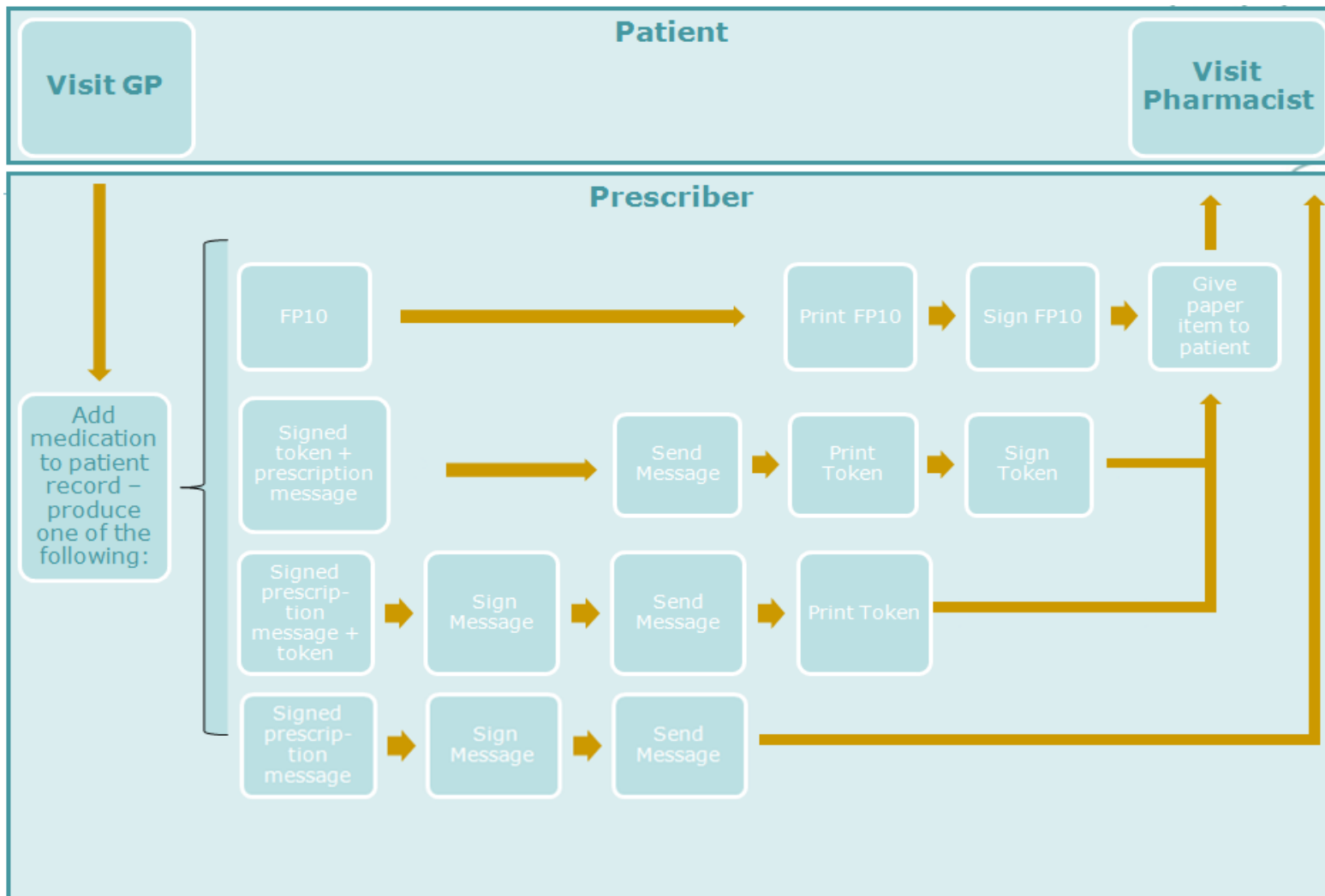
Prescribing Models

There are three prescribing models available to EPS R2: Acute, Repeat Issues and Repeat Dispensing. Each of these may be prescribed privately if required and if you are enabled for EPS R2 phase 4.

Acute and Repeat Issues

Acute and repeat issues for Release 2 are dealt in a similar way to paper prescribing, though the workflows that produce these are very different. With EPS R2 fully enabled, there are four possible scenarios how prescriptions are produced (this depends on nomination status, whether drugs are mapped to dm+d etc):

- Scenario 1 – The GP prints a FP10, signs it and gives a paper copy to the patient. The patient visits the Pharmacy with a normal FP10.
- Scenario 2 – The GP produces a prescription which is sent electronically to the Pharmacy. A token is printed and signed by the GP and given to the patient. The patient presents the signed token to the Pharmacy.
- Scenario 3 – The GP produces an electronic prescription which is digitally signed. An electronic message is sent to the Pharmacy. A token is printed for the patient but not signed by the GP.
- Scenario 4 – The GP produces a prescription, digitally signs it and an electronic message is sent to the Pharmacy. No token is printed for the patient.



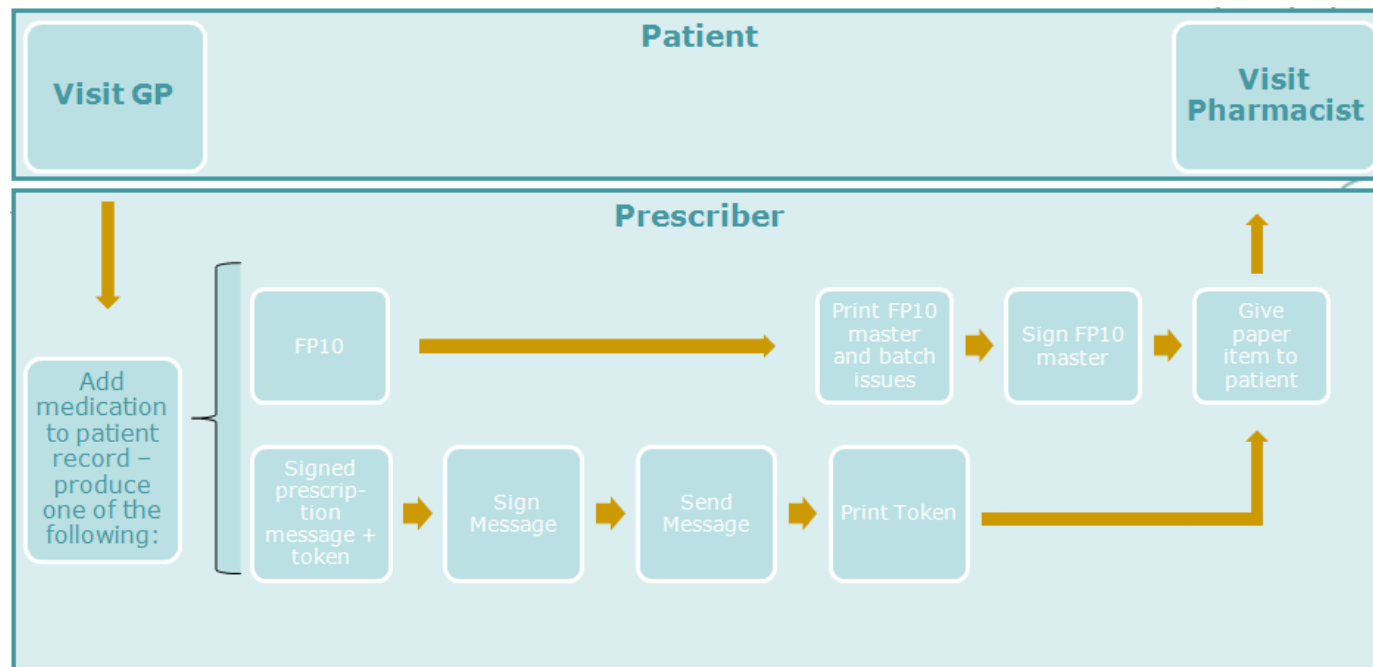
Acute and repeat Prescribing Model

Electronic Repeat Dispensing

EPS R2 now allows you to generate prescriptions for repeat dispensing. Unlike conventional paper-based repeat dispensing, electronic repeat dispensing is possible from a single electronic prescription message, with prescribers able to apply an advanced electronic signature to, and therefore authorise a specific number of issues.

At the start of a repeat dispensing cycle, the patient is given a prescription token. This can then be taken to any ETP 2 enabled pharmacy in order to obtain the first and subsequent issues of their medication. See “[Electronic Repeat Dispensing](#)” on page 40.

Note - If a patient has nominated a pharmacy and they wish to change it part way through a repeat dispensing cycle, all repeatable prescription issues that have not been downloaded are transferred to the new nominated pharmacy.



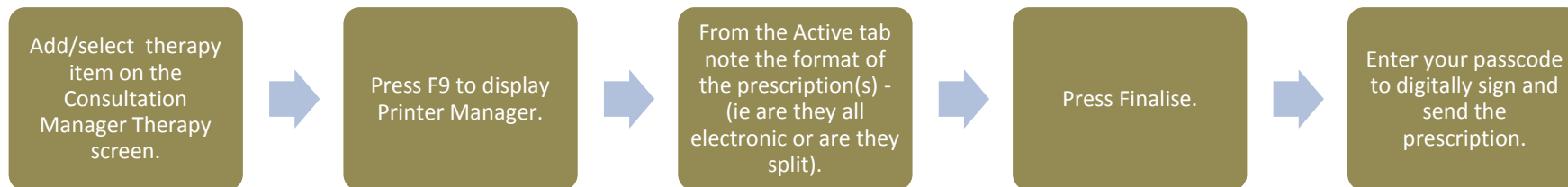
Repeat Dispensing Prescribing Model

Business Processes

EPS R2 Phase 3 brings a different approach to issuing and signing prescriptions whereby paper prescriptions are potentially non-existent. You should consider the following processes:

Clinician - Issue and sign now

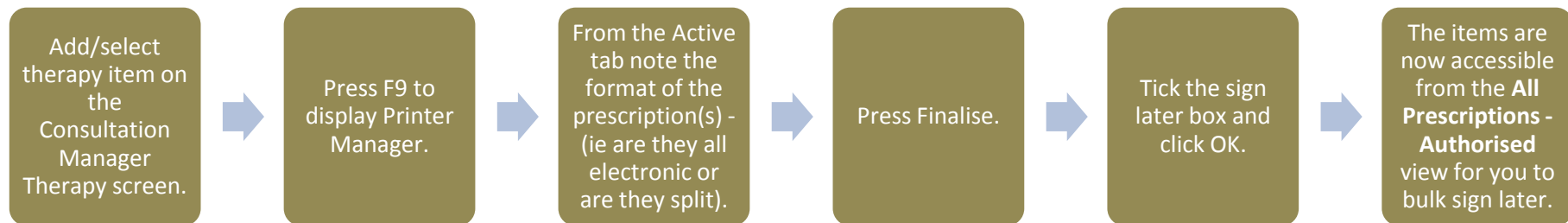
You can choose to issue and electronically sign and send ETP 2 prescriptions from the individual patient record in Consultation Manager. The process is as follows:



See ["Signing Prescriptions – Overview for Prescribers"](#) on page 33.

Clinician - Issue and sign later

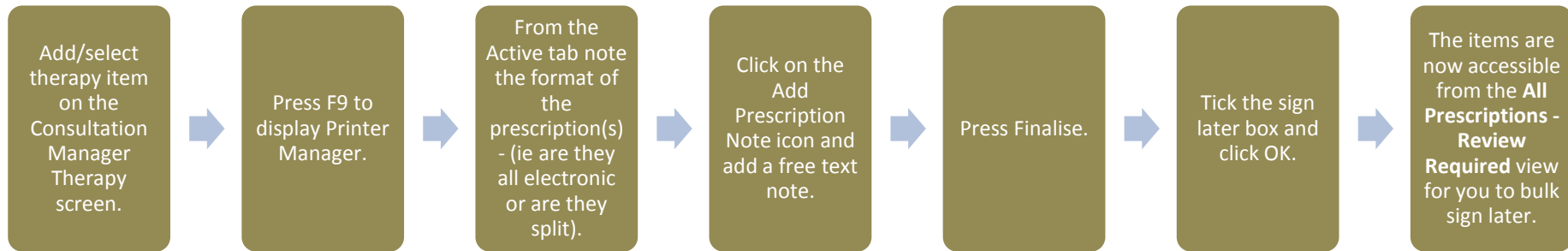
You can choose to issue a prescription now, but electronically sign and send ETP 2 prescriptions later via bulk signing. Bulk signing is accessed from the new All Prescriptions view in Consultation Manager. The process is as follows:



See "Signing Prescriptions – Overview for Prescribers" on page 33 and "Bulk Signing – Overview" on page 37.

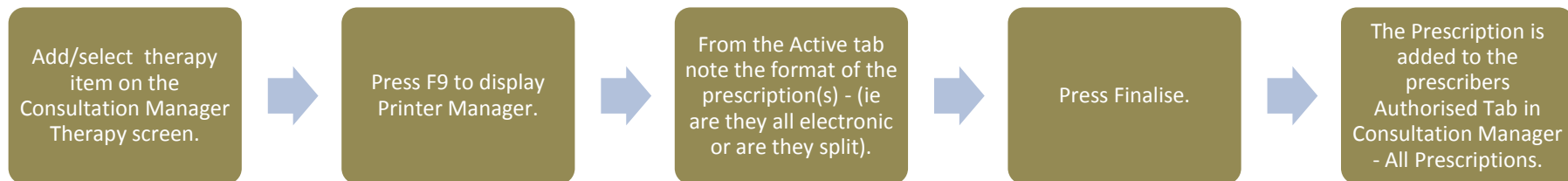
Need review before signing

You can choose to issue a prescription now, add a prescription message and select to sign later. This means that the item will be reviewed and electronically signed at a later stage via bulk signing. The process is as follows:



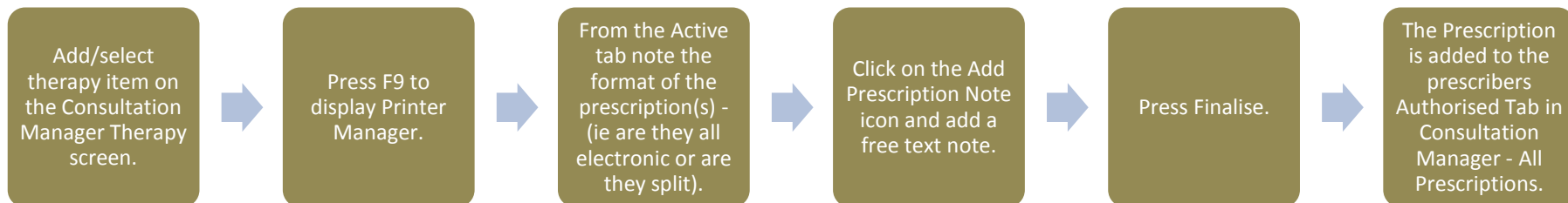
See “[Signing Prescriptions – Overview for Prescribers](#)” on page 33 and “[Review Required - Overview](#)” on page 39.

Admin staff - Issue and send to prescriber for signing



See "Issuing Prescriptions – Overview for Administrative Staff" on page 31.

Admin Staff - Issue and send to prescriber for review



See "Issuing Prescriptions – Overview for Administrative Staff" on page 31.

Note – Please bear in mind that Vision automatically decides how the prescription items are issued (ie electronic, electronic +token, dual and paper. It is possible that one patient could receive a mixture of printed and electronic items.). If an item cannot be mapped to dm+d, it will print on FP10 paper; other items ordered at the same time could be sent electronically. You need to decide how this scenario will be managed within your practice.

Not Eligible for Phase 3

Prescribing will not be possible for the following patients:

- patients who are deceased.
- patients who are not synchronised with PDS.
- patients who are marked as "sensitive" on PDS.

The following medication is **not** eligible for **electronic + token** prescriptions:

- Controlled drugs from schedule 1.
- Controlled drugs from schedule 2 and 3 unless this has been enabled in the system.
- Private prescriptions, unless this has been enabled in the system.
- Drugs without a dm+d code mapping.
- Drugs without a dm+d description and unit.
- Prescriptions without a nomination in Phase 3.

Electronic prescriptions can only be produced without a token for patients who have **nominated** who meet the above requirements.

The following medications are **not** eligible for **dual** prescriptions:

- Controlled drugs from schedules 1, 2, and 3.
- Drugs without a dm+d code mapping.
- Drugs without a dm+d description and unit (phases 3 and 4).
- Private prescriptions.
- Dual prescriptions are not available in Phase 4.

Therapies with the following characteristics are **not** eligible for **electronic repeatable** prescriptions:

- Controlled drugs from Schedule 2, and 3

SLS Endorsing

For NHS prescribing, certain items can only be prescribed as NHS prescriptions if they comply with specific criteria. Such items are endorsed with "SLS" on the prescription form. Vision automatically does this for you.

However, some items which require SLS endorsement belong to more than one action group (ie Clobazam belongs to both Control of Epilepsy and Anxiolytics action groups). You will see that when you come to prescribe such items, Vision endorses the prescription with "SLS" regardless of the action group. This is because SLS items for NHS prescribing are linked to the drug item and not the action group selected in Vision. Where prescribing falls outside of the SLS regulations, the item may not be prescribed on the NHS. If prescribing items listed in Part XVIII B of the Drug Tariff for conditions other than the stated purpose, the prescriber must manually amend the medication item to a private prescription.

GP2GP Repeats

Once you are enabled for EPS2, it is advised that you do not reauthorize repeat items which have been received via GP2GP messages. Instead, we recommend that you re-enter any required repeat items. This is to avoid the process of trying to convert the GP2GP therapy items to match dm+d.

Nomination

What is Nomination?

Nomination is a new process that gives patients the option to choose, or nominate, a dispensing contractor, (for example, a pharmacist), to which their acute, repeat and repeat dispensing prescriptions can be sent automatically via the Electronic Prescription Service. This removes the need for most patients to call at their GP practice to collect a paper prescription form.

Note – Patients are not obliged to nominate a dispensing contractor. However, if the patient does not nominate, prescriptions cannot be digitally signed and Vision reverts to using barcoded prescriptions which must be manually signed (as per EPS 1).

Patients can choose to nominate up to three dispensing contractors at any one time, including:

- One community pharmacy;
- One dispensing appliance contractor; and,
- One dispensing GP practice (if eligible). You cannot record the nomination of a dispensing GP in Vision unless you are the dispensing GP practice.

Patients can only nominate a place to receive their electronic prescriptions that is using release two of the Electronic Prescription Service. Within Vision, you can assist the patient by searching for such contractors.

Where Can Patients Nominate?

Patients can nominate a dispensing contractor to receive their electronic prescriptions at any of the following places:

- GP practice.
- At any dispensing contractor that offers the EPS R2 service.


Once patient nomination has been recorded, all future prescriptions can be electronically sent to the place the patient has nominated.

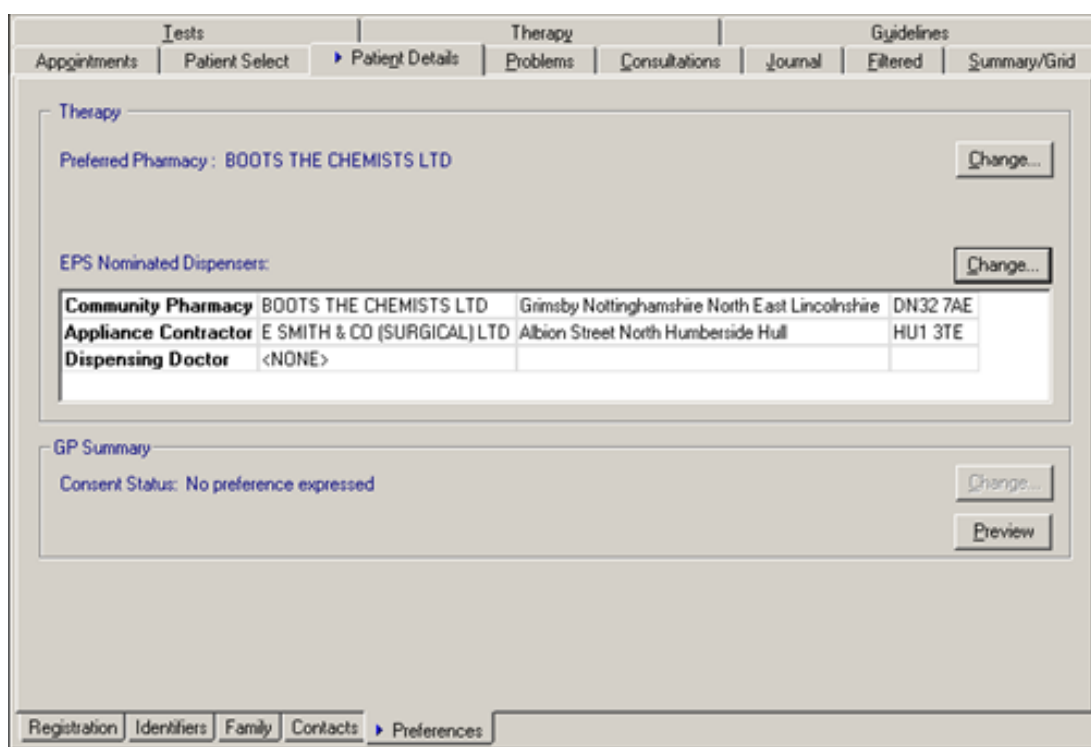
The patient should be encouraged to go to the nominated place to collect their medication or appliance – unless they have made alternative arrangements.

Searching and Recording Contractor Nomination

You can search for dispensing contractors via the Nomination Management window in Consultation Manager. Pharmacy details are maintained via the patient choices database on the PDS system:

Note – All instructions assume that you are logged into Vision with your Smartcard and that you have the appropriate role/functions to access EPS R2 functionality.

1. In Consultation Manager, select the patient and open a consultation.
2. Click on the **Patient Details** icon  or tab.
3. From the bottom row of tabs, select **Preferences**. Under the EPS Nominated Dispensers section, any dispensers previously nominated by the patient are listed (the type of contractor, name and address are displayed).
4. To change or select a new dispensing contractor, click on either Community Pharmacy, Appliance Contractor or Dispensing Doctor, then click on the **Change** icon.

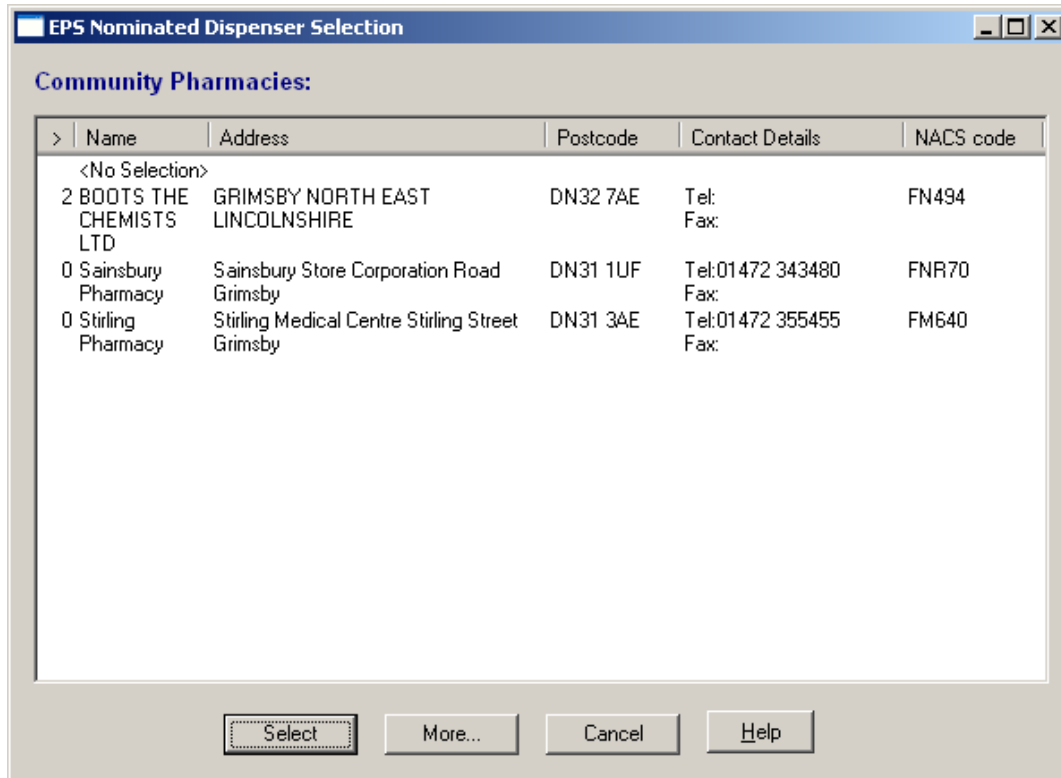


Contractor Type	Name	Address	Postcode
Community Pharmacy	BOOTS THE CHEMISTS LTD	Grimsby Nottinghamshire North East Lincolnshire	DN32 7AE
Appliance Contractor	E SMITH & CO (SURGICAL) LTD	Albion Street North Humberside Hull	HU1 3TE
Dispensing Doctor	<NONE>		

Patient Details – Preferences – EPS Nominated Dispensers

Note – To nominate a pharmacy chain, ie Boots, you must select a specific pharmacy location/address. It is not possible to select just a generic pharmacy name.

5. The **EPS Nominated Dispenser Selection** window is displayed. You are initially presented with a list of all the dispensers previously selected by patients at your practice by order of frequency.



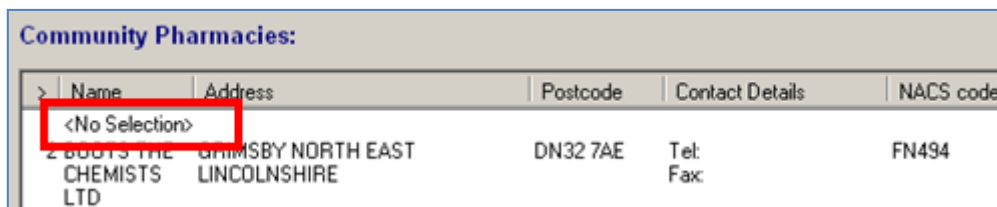
EPS Nominated Dispenser Selection

Select Pharmacy from the Practice Preferred List

Choose a pharmacy from the preferred list (generated by the most used at your practice) and click the **Select** button. Vision checks with PDS whether the pharmacy is still participating in EPS R2. If the pharmacy is not participating, the following message is displayed "This site is no longer available to use this service" and it is removed from the preferred list. If the pharmacy is participating, the window closes and the pharmacy is recorded as a nominated pharmacy for the selected patient.

Remove Selected Pharmacy

Choose **No Selection** – **Select** to remove the patient's currently nominated pharmacy.



EPS Nominated Dispenser Selection

- No Selection

<No Selection> is now displayed in the Community Pharmacy field of the EPS Nominated Dispensers section to depict that the patient has no nominated pharmacies recorded.

Detailed Pharmacy Search

Click on **More...** within the EPS Nominated Dispenser Selection window to run a detailed pharmacy search. The Pharmacy Search window is displayed. From here, you can use one or more of the following options to search for a Community Pharmacy:

Show non-participating sites – includes dispensing contractors in the search who are not compliant with EPS R2. Any matching non-compliant pharmacies display in greyed out text and cannot be selected. This selection is unchecked by default.

Postcode – enter the full postcode to find a matching pharmacy.

Part Postcode – enter up to 4 characters of a postcode.

Name, Street, Town – enter the name or location of the pharmacy.

NACS Code – Search by NACS code (National Administrative Codes Service).

Community Pharmacy Search: Show non-participating sites

Postcode:

*Name:

Street:

Town:

Part Postcode:

NACS Code:

Name	Address	Postcode	Contact Details	NACS code	Distance
Fairlee Queenstown Pharmacy	48 Queenstown Road Battersea London	SW8 3RY	Tel:020 7622 9255 Fax:	FL836	0.316
ABC Drugstore	299-303 Battersea Park Rd Battersea London	SW11 4LX	Tel:020 8947 8803 Fax:	FML18	0.360
ABC Pharmacy	123 Lavender Hill London	SW11 5QL	Tel:020 72281821 Fax:	FH098	0.761
Springfield Pharmacy	457 Wandsworth Road South Lambeth	SW8 4NX	Tel:020 76221159 Fax:	FAD50	1
Springfield Pharmacy	457 Wandsworth Road South Lambeth	SW8 4NX	Tel:020 76221159 Fax:	FH258	1
Halls Chemist	240 Wandsworth Road Battersea London	SW8 2JS	Tel:020 76226989 Fax:	FJA88	1.264
Boots The Chemists Ltd	10 Falcon Lane Clapham Junction	SW11 2LG	Tel:020 79785960 Fax:0207 978 7148	FYN24	1.360
Healthchem (Battersea) Ltd	166-168 Battersea Bdge Rd London	SW11 3AW	Tel:020 7228 9191 Fax:020 7228 9191	FFH00	1.392

Dispensing Contractor Search Window

6. Once you have found the required pharmacy, click on **Select** to save. Nominations are not stored in Vision. When a pharmacy is nominated, a PDS update is generated and a message is sent to the Spine.

Re-ordering Repeat Prescriptions

Once nomination has been recorded, patients should continue to re-order their repeat prescriptions from your surgery in the same way as normal. However, instead of having to make arrangements to collect the prescription from you, the prescription is sent electronically to the contractor they have nominated.

Acute Prescriptions

Nomination can be used for acute prescriptions that only need to be collected once, but as most are issued following a face-to-face consultation, it probably will not save the patient a trip to the GP practice.

Changing Nomination

Nomination is very flexible and can be changed or cancelled at any time. Patients can change nomination at:

 Their GP practice.

 Any pharmacy or dispensing appliance contractor that offers the EPS R2 service.

 In the future, by logging into [HealthSpace](#).

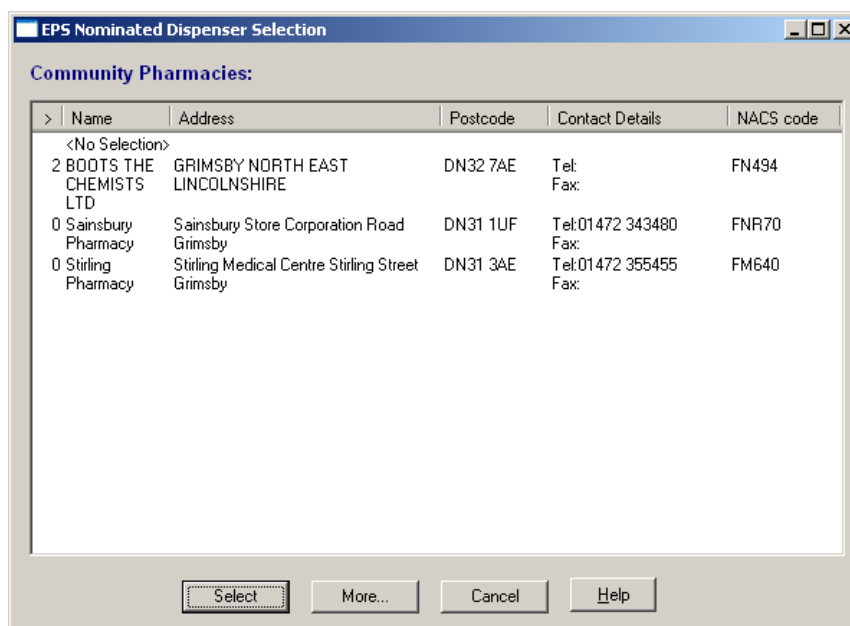
Patients do not have to use their nominated dispensing contractor on every occasion but need to let you know before the prescription is generated.

Note – If you change nomination for a patient who has Electronic Repeat Dispensing items, the outstanding items are automatically transferred to the new nominated pharmacy.

Removing the Currently Nominated Pharmacy

To remove a nominated pharmacy in Vision:

1. Go to **Consultation Manger – Patient Details – Preferences**.
2. From the EPS Nominated Dispensers section, select the required contractor and click the **Change** button.
3. To remove the currently nominated pharmacy without selecting a replacement, click on **<No Selection> - Select**.



- The EPS Nominated Dispensers section in Patient Details – Preferences now displays <no selection> for community pharmacy nomination.

Unlinked Patients

If the patient is unlinked with the PDS system, for example, you have not logged in with your Smartcard, the pharmacy names are replaced with the text "<data not available>" and all EPS functionality is disabled.

Choosing Not to Nominate


If a patient chooses not to nominate, bar coded paper prescriptions print as they do with EPS Release 1.

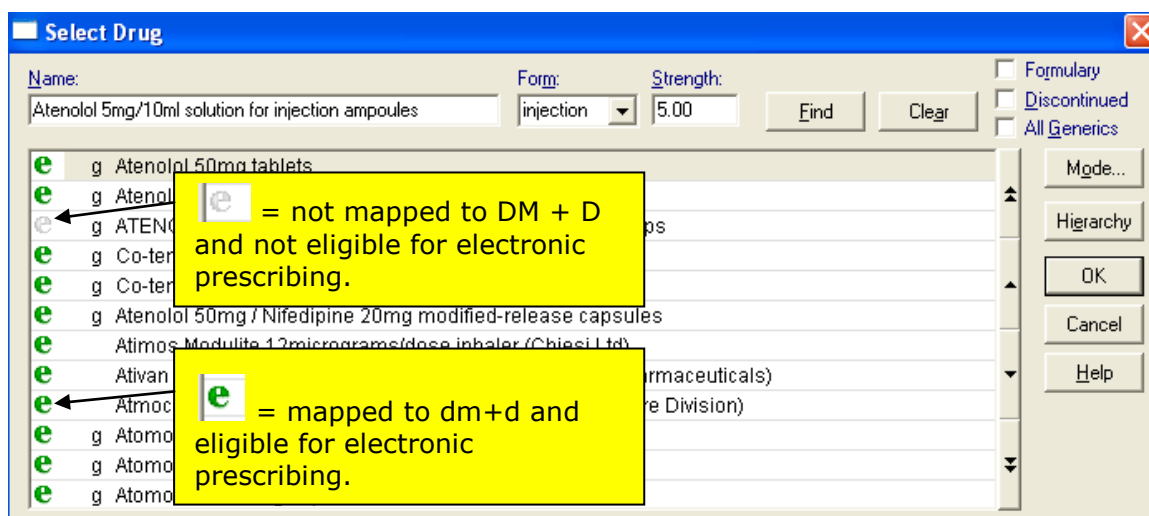
Note - In **Phase 4**, where the prescription is electronic only. Your prescription can be sent electronically even if the patient decides not to nominate. However, the paper copy/token of your electronic prescription will still be needed to collect the prescription.

Preferred Pharmacy

The preferred pharmacy section in Consultation Manager – Patient Details - Patient Preferences has previously allowed you to record the patients preferred pharmacy obtained from a list you have set up in Control Panel – File Maintenance. For **paper prescriptions**, this list remains fully functional, as it is possible that the patient's preferred pharmacy is not enabled for EPS R2 functionality. However, when choosing a nominated dispenser, if electing a different pharmacy to the Preferred Pharmacy selection, the Preferred Pharmacy is changed to match the elected EPS Nominated Dispenser.

Adding Prescriptions

As long as you have run the dm+d mapping utility, adding prescription items to the patient record for EPS R2 is carried out in Consultation Manager as per usual. The only difference you might notice is the appearance of  next to the drug name and description in the Select Drug screen. When the symbol is inactive, it means that the item has not been mapped to DM +D and that it is out of scope for electronic prescribing. Also see the dm+d user guide for details on changing to the dm+d drug dictionary.



Consultation Manager - Select Drug

You will notice changes in Prescription Manager, which are detailed in the following sections.

Issuing Prescriptions – Overview for Administrative Staff


The steps below provide an overview for administrative staff for issuing and allocating electronic prescriptions. See "Prescription Manager" on page 49 for more detailed information on Prescription Manager.

1. In Consultation Manager, select the patient.
2. From the Therapy tab, add or issue the acute/repeat therapy as usual.
3. Press **F9** to display **Prescription Manager**. Check the details in this screen. You might like to change the following:

Prescription Manager Options





Prescriber To Sign - A single prescriber is selected during any given print or ETP operation. This prescriber will be set as the author within the prescription message, and will be required to re-authenticate their Smartcard passcode during the signing process.

Assign To - This denotes the intended member of staff who is next in line to process the prescriptions. This defaults to be the same as the signer, though it will be possible to assign the patient's prescriptions to another member of staff if required. The selection is stored against the prescription record and used by the bulk prescribing view to produce the list of prescriptions to process.

Prescription Notes  - Allows you to add a note to be conveyed to the prescriber in the All Prescriptions screen. Typically, this holds details of a requested change to the prescribed items. This also uses the existing Vision reminders system and is displayed alongside other reminders in the usual way.

Prescription Manager with Electronic Prescriptions

4. It is advised that you also check the type of prescription that has been generated:

-  **Electronic** signed electronic message. The message is the legal entity.
-  **Electronic +Token** - For if the patient requires a paper copy of the electronic prescription. The message is the legal entity.
-  **Dual** - a single ETP message and dual signed script/token. Paper is the legal entity.
-  **Paper** (signed script only, eg FP10) - this is the only icon you will see if ETP is not enabled. Paper is the legal entity.

Note – Please bear in mind that Vision automatically decides how the prescription items are issued (ie electronic, electronic +token, dual and paper.) It is possible that one patient could receive a mixture of printed and electronic items. If an item cannot be mapped to dm+d, it will print on FP10 paper; other items ordered at the same time could be sent electronically. You need to decide how this scenario will be managed within your practice

5. Press **Finalise**.
6. The electronic prescriptions are sent to the prescriber for signing. These are found in **Consultation Manager - All Prescriptions – Authorised**, or **All Prescriptions - Review Required**, if a note has been added or an item was on its last issue.

Signing Prescriptions – Overview for Prescribers

The steps below provide an overview for prescribers for digitally signing prescriptions after they have been issued from Consultation Manager. You have the option to sign now or sign later. See “[Prescription Manager](#)” on page 49 for more detailed information.

1. In Consultation Manager, select the patient.
2. From the Therapy tab, add or issue the therapy as usual.
3. Press **F9** to display **Prescription Manager**. Check the details in this screen.

	Date	Clinician	Drug/Advice	Dosage	Quantity	Iss
	25/11/09	RT	Aspirin 75mg dispersible tablets	TAKE ONE DAILY	28	1 of 6
	25/11/09	RT	Metformin 500mg tablets	TAKE ONE THREE TIMES DAILY	84	2 of 6

4. It is advised that you also check the type of prescription that has been generated:

- **Electronic** signed electronic message. The message is the legal entity.
- **Electronic +Token** - For if the patient requires paper or Repeat Dispensed items. The message is the legal entity.
- **Dual** - a single ETP message and dual signed script/token. Paper is the legal entity.
- **Paper** (signed script only, eg FP10) - this is the only icon you will see if ETP is not enabled. Paper is the legal entity.

5. Press **Finalise**.

Note – Only prescribers are able to electronically sign prescriptions. Admin staff can issue and finalise prescriptions but these are forwarded to the allocated Prescriber To Sign and/or Assigned To clinician.

Sign Now

Next, you are prompted with the **Apply Advanced Electronic Signature** window. Review the patient and drug details, then enter your Smartcard passcode to sign the prescription now. Your passcode is retained for the remainder of your session so that you don't have to re-enter it for each patient.

The screenshot shows a dialog box titled "Apply Advanced Electronic Signature". It contains the following information:

EVEREST Ronald DoB 06/06/1994 (15 years)	30 St Stephens Road Norwich Norfolk NR1 3RA
Lactulose 3.1-3.7g/5ml oral solution 200 15ML TWICE DAILY	
Prescribed by Guybrush Threepwood on 13/08/2009 Token	

Below the table, there is a non-repudiation statement: "The system will sign the content displayed here on your behalf, by means of information stored in 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." This is followed by the question "Do you wish to proceed?".

At the bottom, there is a "Passcode:" input field, a "Sign Later" checkbox, and "OK" and "Cancel" buttons.

Yellow callout boxes provide the following explanations:

- Patient Demographics are displayed here.** (Points to the patient name and DOB)
- Summary of prescriptions to be signed.** (Points to the medication name and dosage)
- Non-repudiation statement.** (Points to the explanatory text)
- Enter your Smartcard passcode to sign the prescription now or select Sign Later.** (Points to the passcode field)
- If prescription information is off screen, you must scroll to the end of the prescription before the OK button is enabled.** (Points to the bottom of the dialog)

Sign Later

Alternatively, instead of entering your Passcode to sign now, you can tick the **Sign Later** box and click OK. This does not send the prescription now, but adds the prescription to the "All Prescriptions" screen where you can sign and/or review your prescriptions in bulk at a later date.



Sign Later

- Click OK to continue. The prescription message is sent to the Spine.

Prescription Tokens

Paper copies of electronic prescriptions are called 'tokens'. They act as a hard copy of the details contained within the electronic prescription. There are two types of token, known as 'prescription tokens' which are produced by the practice and print on FP10s and 'dispensing tokens' which are produced by the pharmacy and print on an FP10.

A prescription token must accompany an electronic prescription in the following situations:

- at the start of a repeat dispensing regime
- where clinical information needs to be communicated to the patient
- at a patient's request
- if the prescriber deems it necessary to do so

Pharmacy Stamp	Age 33 D.O.B 20/03/1973	Title, Forename, Surname & Address MR ANDREW CHARLTON ADDRESS LINE 1 ADDRESS LINE 2 ADDRESS LINE 3 ADDRESS LINE 4 ADDRESS LINE 5 POSTCODE	Mr Andrew Charlton Address Line 1 Address Line 2 Address Line 3 Address Line 4	Date of Issue Page 1 of (n)
Please don't stamp over age box Number of days' treatment N.B. Ensure dose is stated		NHS Number: NHS NUMBER	D.O.B Postcode	NHS Number
Endorsements	NOMINATED EPS TOKEN			
	MEDIATION ITEM DESCRIPTION 1 QUANTITY 1 DOSAGE/FREQUENCY 1		<input type="checkbox"/>	
	MEDIATION ITEM DESCRIPTION 2 QUANTITY 2 DOSAGE/FREQUENCY 2		<input type="checkbox"/>	
	MEDIATION ITEM DESCRIPTION 3 QUANTITY 3 DOSAGE/FREQUENCY 3		<input type="checkbox"/>	
	MEDIATION ITEM DESCRIPTION 4 QUANTITY 4 DOSAGE/FREQUENCY 4		<input type="checkbox"/>	
	X X X X X			
Signature of Prescriber PRESCRIBING TOKEN - not to be used as a prescription, even if signed by an authorised prescriber	Date:	 FZ34366FZ34366FZ34366		
For dispenser No. of Prescriber on form				
DR A JONES	GP CODE	Your Review date is 01.01.09, please book an appointment to see Dr A Jones near this date PATIENTS – please read the notes overleaf		
GP ADDRESS LINE 1				
GP ADDRESS LINE 2	POSTCODE			
GP ADDRESS LINE 3				
TELEPHONE NUMBER	PCT CODE			
PCT NAME		 FP10S 30608		

Prescription Token

Electronic Prescribing for Locums and Registrars

All locums and registrars using EPS 2 with DLM 320 need to have their GMC codes added to Control Panel – File Maintenance. **Without this locums and registrars will not be able to prescribe electronically for EPS 2.** The Responsible Partner selection is still required as usual.

To add the GMC code:

1. Login to Vision as a system administrator.
2. Go to **Control Panel – File Maintenance**.
3. Select the **Staff** tab.
4. Select a locum and click on **Edit**.
5. Click on the **Identifiers** tab.
6. Select **Add**.
7. From Identifier Type, select **External Prescribing Number**.
8. In the Identifier Value box, type in the 7 digit GMC code.


Control Panel – File Maintenance – Edit Staff – Identifiers - Add

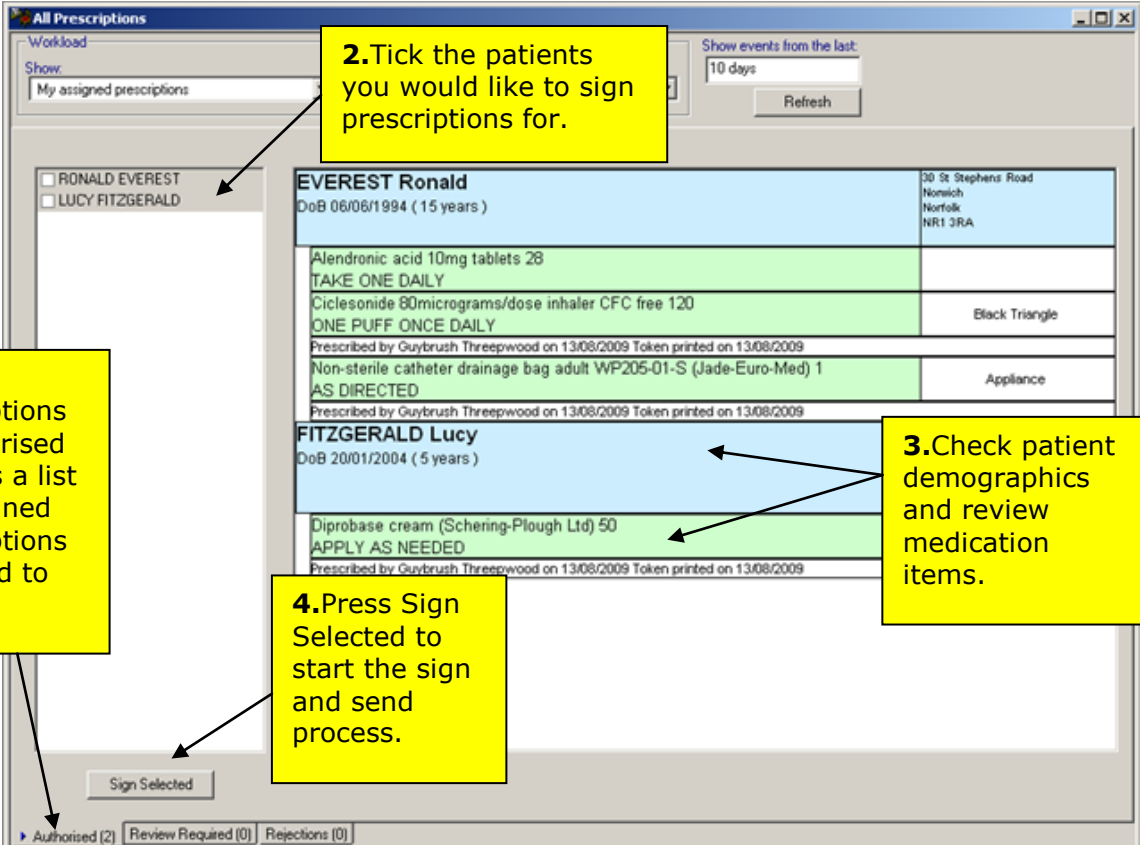
9. Press **OK** to add, then **OK** to save.
10. The locum is now able to prescribe electronically in Vision.

Note – GMC codes can be found on the GMC website if required.

Bulk Signing – Overview

The Authorised tab lists patients and prescriptions which have been marked for signing later. This tab is accessible to prescribers only and it is advised that you check this at the end of each surgery session. From here you can review and sign prescriptions individual or multiple prescriptions. To process your prescriptions:

1. In Consultation Manager, select the  **List All Prescriptions** icon (you do not have to have a patient selected to access this screen).
2. Click on the **Authorised** tab to display unsigned prescriptions assigned to you in the last 10 days (depending on your filter settings).
3. Select the required patients in the list, their demographics and prescription details are listed in the display screen.
4. When you have checked each prescription (you must make sure you scroll down to the bottom of the list), click on the **Sign Selected** button.



The screenshot shows the 'All Prescriptions' window with the 'Authorised' tab selected. The interface includes a 'Show' dropdown menu set to 'My assigned prescriptions', a 'Show events from the last' filter set to '10 days', and a 'Refresh' button. A list of patients is shown on the left, with checkboxes for 'RONALD EVEREST' and 'LUCY FITZGERALD'. The main area displays details for two patients: 'EVEREST Ronald' and 'FITZGERALD Lucy'. Each patient's details include their name, date of birth, address, and a list of prescriptions with their instructions. The 'Sign Selected' button is visible at the bottom of the window. The status bar at the bottom shows 'Authorized (2)', 'Review Required (0)', and 'Rejections (0)'. Four yellow callout boxes with arrows point to specific elements: 1. Points to the patient list on the left. 2. Points to the checkboxes for patient selection. 3. Points to the patient details for Lucy Fitzgerald. 4. Points to the 'Sign Selected' button.

1. All Prescriptions – Authorised displays a list of unsigned prescriptions assigned to you.

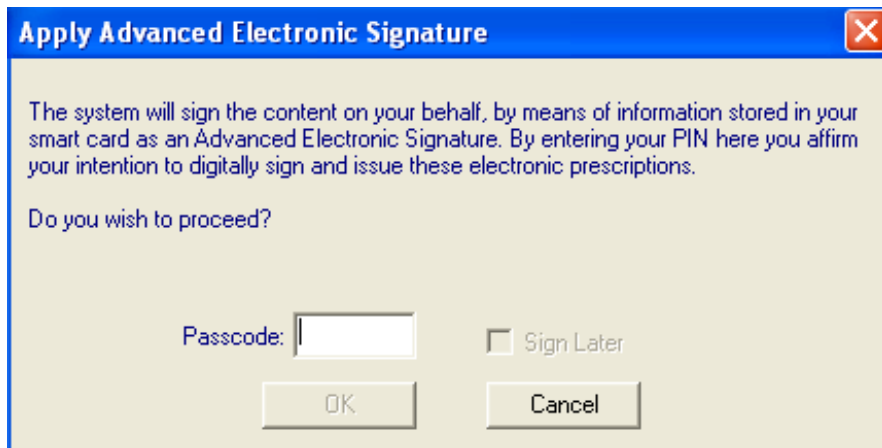
2. Tick the patients you would like to sign prescriptions for.

3. Check patient demographics and review medication items.

4. Press Sign Selected to start the sign and send process.

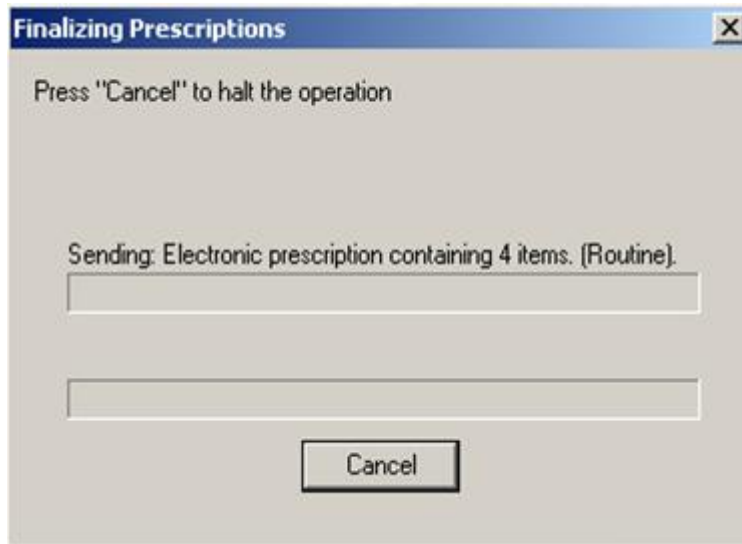
All Prescriptions - Authorised

5. You are prompted to enter your Smartcard passcode.



Apply Advanced Electronic Signature

6. Enter your passcode and click OK.
7. Vision then starts to digitally sign and send the prescriptions for the selected patients. The following screen displays whilst this is happening and shows the patient and prescription details as they are being processed:



Signing Prescriptions Progress Bar

Note – If Cancel is pressed to halt the operation, the process is aborted after the current prescription is processed and no further prescriptions are sent.

8. The prescriptions that have just been signed are now cleared from this view.


See "All Prescriptions View" on page 46 for further information.

Review Required - Overview

The **Review Required** tab in All Prescriptions View list prescriptions which require a more detailed review before signing. These include:

Items which have a prescription note (these can be added by administrative staff) or

Items which are on the final issue of a repeat master.

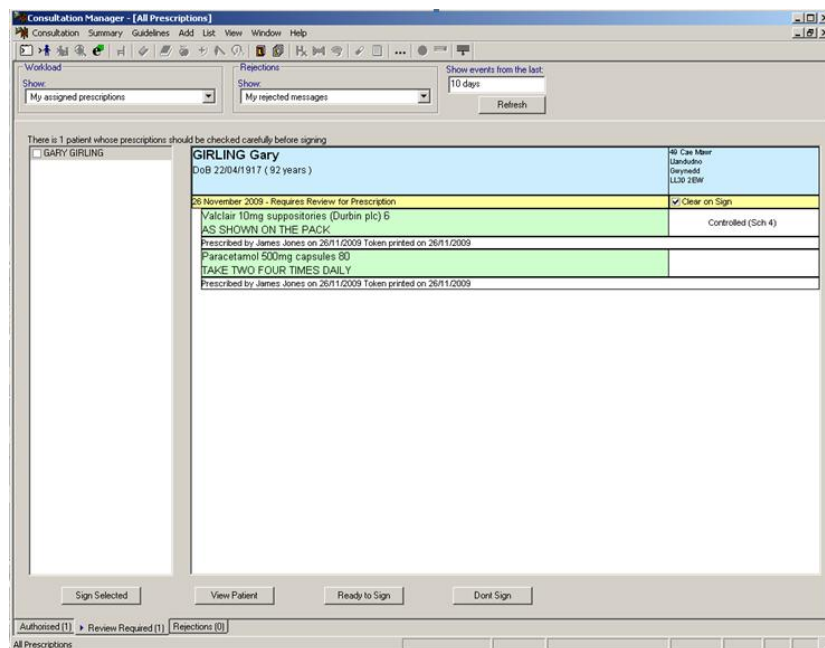
1. In Consultation Manager, select the  **List All Prescriptions** icon (you do not need to have a patient selected to access this screen).
2. Click on the **Review Required** tab to display prescriptions assigned to you in the last 10 days (depending on your filter settings) which need review before signing.
3. Select the required patients in the list, their demographics and prescription details are listed in the display screen.
4. You have the following options to pick from:

Sign Selected – Allows you to sign all the prescriptions for the selected patients in the list. Once you have done this, the patient names are removed from the review required list

View Patient (Ctrl O) – Opens the patient record in Consultation Manager. A consultation is not started regardless of your Consultation Manager settings.

Ready to Sign (Ctrl S) – Selects/ticks the highlighted patient name. This will not be enabled unless you have scrolled to the bottom of the prescription list for the patient where relevant.

Don't Sign (Delete) – Deselects/unticks the highlighted patient name and moves to the next patient. This does not delete the item from the patient record.



There is 1 patient whose prescriptions should be checked carefully before signing

Workload	Rejections	Show events from the last:
Show: My assigned prescriptions	Show: My rejected messages	10 days
		Refresh

Sign Selected	View Patient	Ready to Sign	Don't Sign
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

All Prescriptions – Review Required

Electronic Repeat Dispensing

Repeat dispensing allows you to authorise several issues of a prescription at once. This means that the patient does not have to return to your practice each time to collect another prescription issue and instead goes direct to the pharmacy.

In the initial stages of EPS R2, electronic Repeat Dispensing is only available to patients who decide to use a nominated dispensing contractor. Batch issues from the Repeat Dispensed items are not printed; however a token is always printed.

If the patient changes their nomination part way through a repeat dispensing cycle, all outstanding prescription issues are transferred to the new nominated dispensing contractor automatically. The process is as follows:

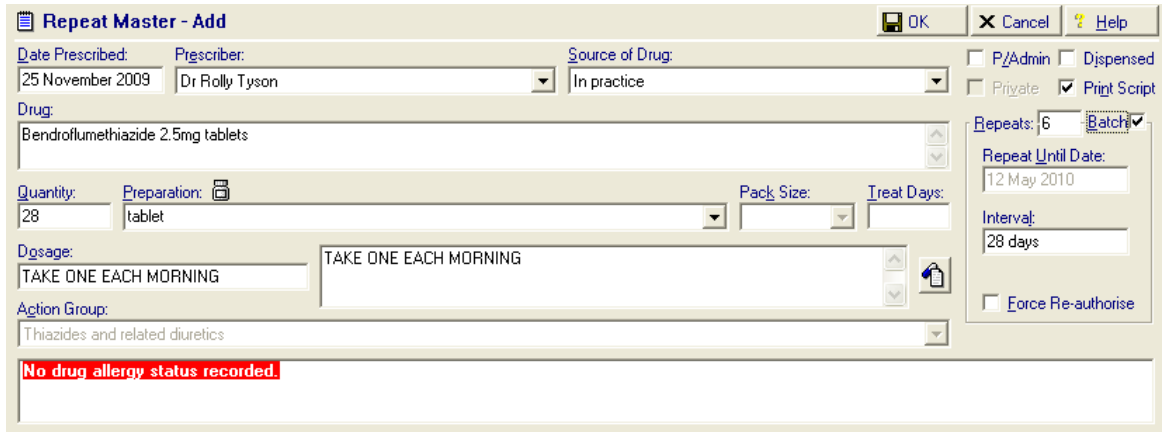
- Add/select repeat on the Therapy screen
- Press F9 to display Printer Manager
- From the Active tab note the format of the prescription(s) - (ie are they all electronic or are they split)
- Press Finalise
- Enter your passcode to digitally sign and send the prescription
- The electronic message is sent and a single token is printed.

Note – For electronic Repeat Dispensing items, the electronic message is the legal entity, not the paper token.

Prescribing Electronic Repeat Dispensing

The instructions to follow give an overview of how electronic Repeat Dispensing works in Vision. Please see Consultation Manager on-screen help for details of how to enable and manage general Repeat Dispensing.

1. In Consultation Manager, select the patient.
2. From the Therapy tab, add the repeat details as usual, or highlight an existing repeat and re-authorise.
3. To turn the repeat master into an electronic Repeat Dispensing item, tick the **Batch** box. You then need to add the number of repeats required. The repeat until date and interval are updated automatically, although you are able to adjust this if required.



Repeat Master - Add

Date Prescribed: 25 November 2009
 Prescriber: Dr Rolly Tyson
 Source of Drug: In practice


Drug: Bendroflumethiazide 2.5mg tablets

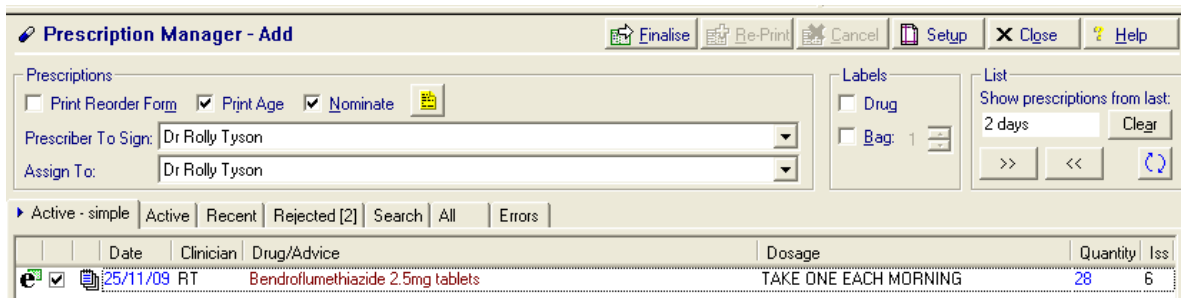
Quantity: 28
 Preparation: tablet
 Pack Size:
 Treat Days:
 Dosage: TAKE ONE EACH MORNING
 Action Group: Thiazides and related diuretics

Repeats: 6
 Repeat Until Date: 12 May 2010
 Interval: 28 days

No drug allergy status recorded.

Repeat Master – Add Repeat Dispensing Item


4. Click OK to save.
5. Press **F9** to display **Printer Manager**. Check the details in this screen. You can see that items for Electronic Repeat Dispensing are produced as  **Electronic +Token** prescriptions. Remember the message is the legal entity.



Prescription Manager - Add

Prescriptions: Print Reorder Form Print Age Nominate

Prescriber To Sign: Dr Rolly Tyson
 Assign To: Dr Rolly Tyson

	Date	Clinician	Drug/Advice	Dosage	Quantity	Iss
	25/11/09	RT	Bendroflumethiazide 2.5mg tablets	TAKE ONE EACH MORNING	28	6

Prescription Manager Add – Item for Repeat Dispensing

6. Press **Finalise**.
7. The **Apply Advanced Electronic Signature** window is displayed. Review the patient and drug details, then enter your Smartcard passcode to sign the prescription now or tick **Sign Later**.

O'HANDY Stanley DoB 06/09/1942 (67 years)		The Sheers 20 Colton Close Colney Norwich Norfolk NR5 9HZ
Bendroflumethiazide 2.5mg tablets 28 TAKE ONE EACH MORNING		(6 Issues, 28Dy interval)
Prescribed by Rolly Tyson on 25/11/2009 Token		

The system will sign the information stored in your smart card here you affirm your information of information g your PIN description.

Do you wish to proceed?

Passcode: Sign Later

Apply Electronic Signature – Item for Repeat Dispensing

8. Once the message has been digitally signed, a single Repeatable Prescription Authorising Token is printed on FP10 paper (batch issues will not be printed). You should give this to the patient to take to the nominated pharmacy.
9. You should instruct the patient that each subsequent repeat item should be collected from their nominated pharmacy without the need to contact your surgery.

Note – Electronic Repeat Dispensed items can be cancelled at anytime up until they are downloaded by the dispensing contractor.

Electronic Cancellation

Prescribers (or other authorised staff working in the GP practice where the prescription was generated) can cancel electronic prescriptions at any point up until they are downloaded by the dispensing contractor.

You can cancel therapy items in one of the following ways:

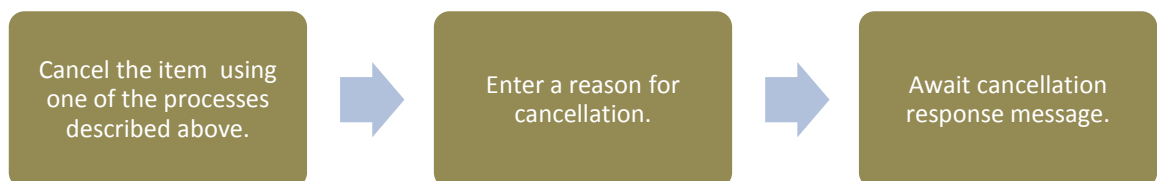
Remove the therapy from the **Prescription Manager** view, (this allows you to cancel entire prescriptions rather than individual items). To do this press **F9**, to display the Prescription Manager screen. Highlight the item(s) and select **Cancel**. See "Cancelling Therapy", as below.

Delete the item from the **Therapy – Scripts** screen. To do this right click on the item and choose **Delete**. You are prompted to confirm that you wish to cancel the therapy. See "Cancellation Confirmation – Therapy" on page 35.

Inactivate or **Reauthorise** a repeat with outstanding issues. Highlight the repeat item and choose the option to either Inactivate or Reauthorise. You are prompted to confirm that you wish to cancel the therapy. See "Cancellation Confirmation – Inactivated/Reauthorised Repeat" on page 35.

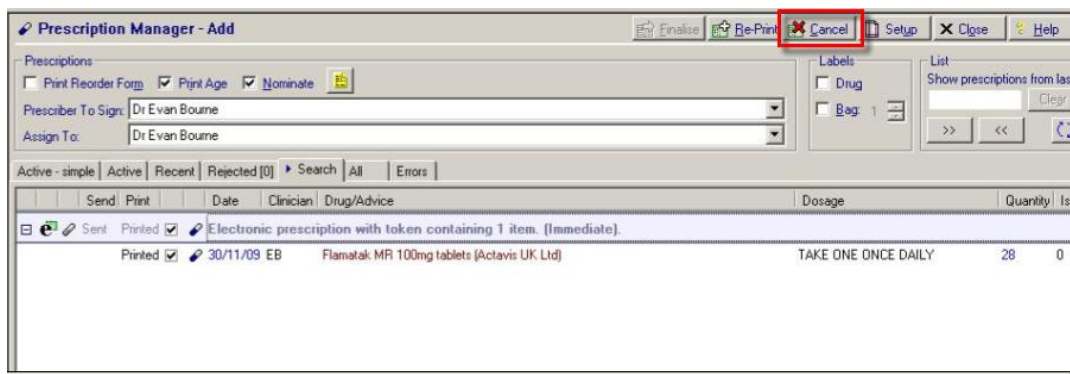
When an electronic prescription is cancelled, a reason for the cancellation must be given. A message is then transmitted to the Electronic Prescription Service and you must await a response. **Transmitted therapy is not deleted until a successful cancellation acknowledgement has been received.**

Note – You must have RBAC rights to delete therapy in order to cancel electronic prescriptions.



Cancelling Therapy

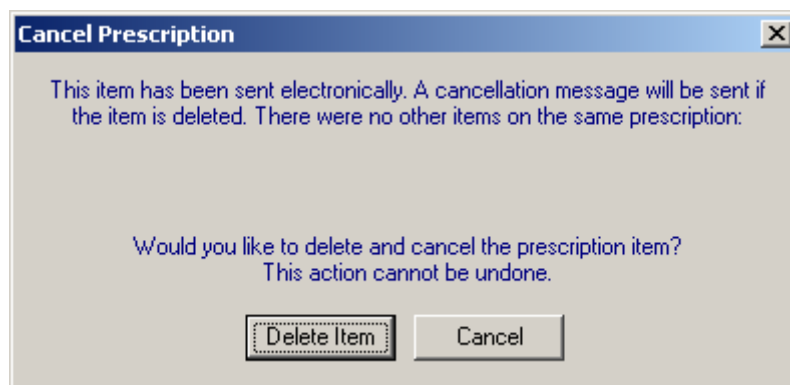
When the **Prescription Manager** screen is displayed, select **Cancel**. The following message appears: *Would you like to delete the following local item as well? Delete/Leave/Cancel.* Press **Delete**.



The Cancellation Screen

Cancellation Confirmation - Therapy

When a therapy item is cancelled that has been sent electronically, the following message appears: *This item has been sent electronically. A cancellation message will be sent if the item is deleted. There were no other items on the same prescription. Would you like to delete and cancel the prescription item? This action cannot be undone.* When there are other items on the same prescription, these items are listed in the window and you can choose to delete the individual item or all the items on the prescription. Note that once a prescription has been cancelled, it cannot be reinstated.



Cancel Confirmation

Cancellation Confirmation – Repeat Dispensed Item

When a Repeat Dispensed item is cancelled that has been sent electronically, the following message appears: *Warning. This is a batch issue. All later issues in this batch will also be deleted. Do you wish to send a cancellation message to prevent further issues? This action cannot be undone. Yes/No/Cancel.*

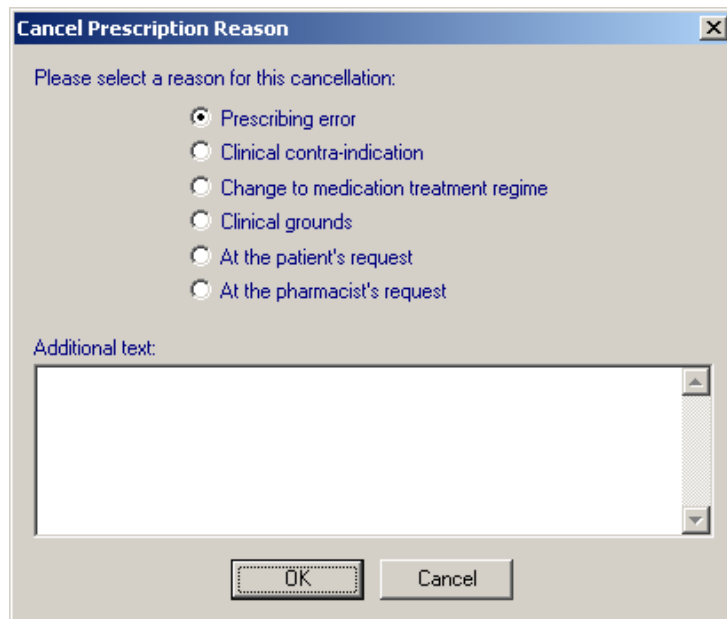
Cancellation Confirmation – Inactivated/Reauthorised Repeat

When a repeat item is inactivated or reauthorised which has not passed its final issue date, the following message is displayed: *This item/some of these items may have outstanding issues at the pharmacy. Do you wish to send a cancellation message to prevent further issues? This action cannot be undone. Yes/No/Cancel.*

Cancellation Reason

After you have confirmed you wish to cancel an item/prescription, you must select a reason for cancellation:

- Prescribing error
- Clinical Contraindication
- Change to medication treatment regime
- Clinical grounds
- At the patient's request
- At the pharmacy request



Cancel Prescription Reason

Additional text is optional. The reason for cancellation is not sent to the pharmacy.

Cancellation Response Message

After you have entered the cancellation reason, a response message is returned. This could be successful (the item is cancelled) or unsuccessful (ie, if the pharmacy have already dispensed item, the item cannot be cancelled).

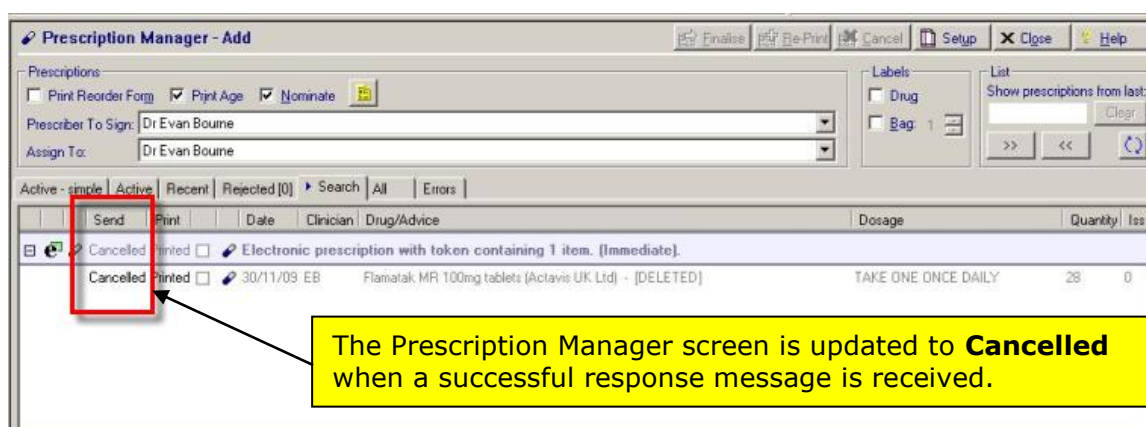
Category	Description	Desired user action
Successful	The cancellation was successful.	None
At pharmacy	The prescription has been downloaded by a dispensing contractor, but has not yet been dispensed.	Contact the pharmacy
Already Dispensed	The prescription has been dispensed to the patient.	Contact the patient
Transmission Issue	The message could not be transmitted due to a messaging issue.	Contact the patient
Prescription not found	This may be because the cancellation message arrived before the electronic prescription. The spine cancels the prescription automatically when it arrives.	None

If you do not receive a cancellation response or you close Consultation Manager before the response it received, the following warning message is displayed: *No cancel verification has been received for the following items for <patient_name> <list of items> you should contact the patient or the pharmacy to cancel these items. <pharmacy and patient contact details> OK/Already Cancelled/Continue*

Note – It is your responsibility to make sure that the patient is informed of any drug cancellations generated at your practice.

Successful Cancellation

If a successful cancellation is received, the Prescription Manager screen shows that the prescription has been **Cancelled**.



Printer Manager – Successful Cancellation

For more information on Cancellation Messages in Mail Manager. See "Cancellation Request Messages" on page 56.

Also see "Cancelling an electronic prescription FAQs" on page 59.

Repeat Electronic Private Prescribing

Repeat Electronic Private prescribing can be applied to acute, repeat or items for repeat dispensing.

For non-schedule 2 and 3 controlled drugs, the prescription details are printed on the right hand side of the prescription form with a barcode and the message is marked as private.

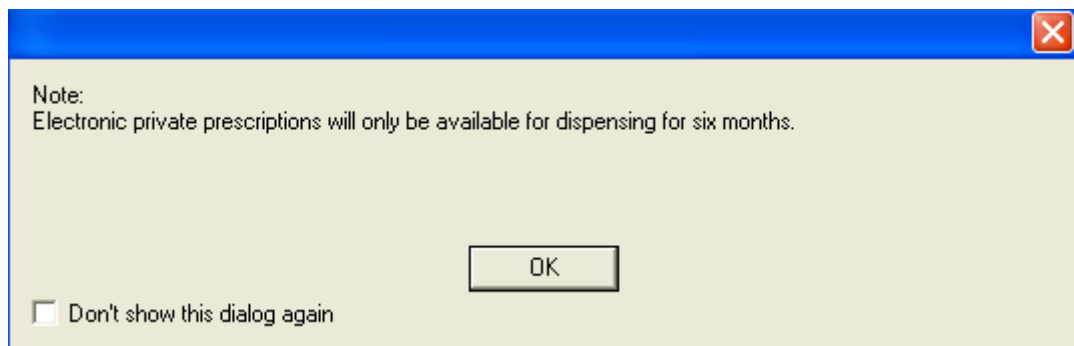
Unless you have enabled electronic prescribing for drugs within the schedule 2 and 3 arena, the FP10PCD stationery is used and the medication is printed on the left hand side.

Please note the following:

It is only possible to send private prescriptions electronically if this has been enabled on the system. This option is currently unavailable until **Phase 4** of the Electronic Prescription Service is introduced. See "Activating EPS R2" on page "6".

You need to make sure that the prescribing clinician has their PCD code entered in Control Panel – File Maintenance.

When adding or re-authorising an EPS R2 eligible repeat that is also private, you are prompted with the following message: *Electronic private prescriptions will only be available for dispensing for six months.* Click OK to continue.



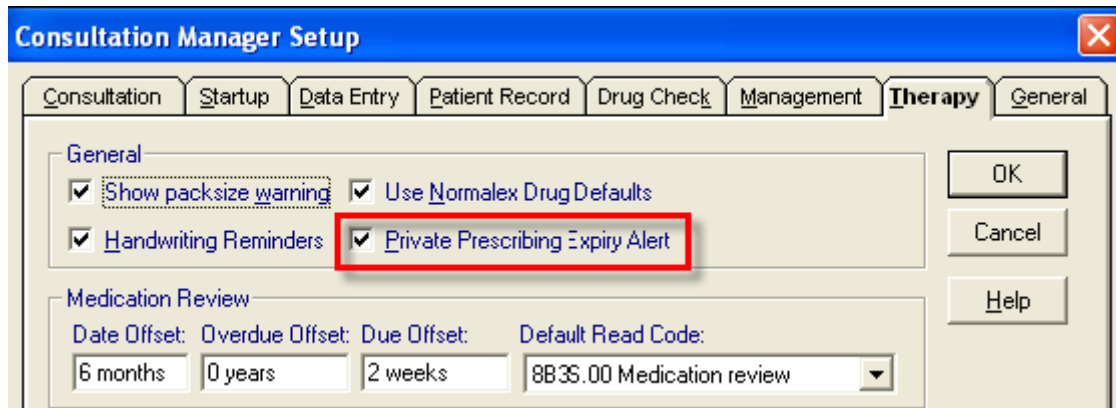
Electronic Private Prescriptions – 6 Month Warning

Note – This message is only displayed once per Consultation Manager session.

Private Prescribing Alert Set-up

You can disable the private prescribing alert from Consultation Manager:

1. In Consultation Manager, go to **Consultation – Options – Setup – Therapy**.
2. In the General section, remove the tick from **Private Prescribing Expiry Alert**.
3. Click OK to save.



Consultation – Options – Set-Up – Therapy – Private Prescribing Alert

Prescription Manager and EPS Release 2

The Prescription Manager view gives access to all prescription-specific functionality and information for the currently selected patient. It is used by both clinicians and non-clinicians alike.

Once medication has been added and issued, all prescriptions for the selected patient are displayed in the Prescription Manager view. You can see that prescriptions are divided by type (ie electronic, electronic + token, RHS items etc), you can drill down to view the details of each item on the prescription.

Prescription Manager

Prescription Details

Prescription Manager Functions

The following lists describe all the available functions in Prescription Manager:

Prescription Options

Prescription Manager - Prescriptions Section


Print Re-order form - If this is checked, a re-order form will be included in the next finalise or re-print operation.

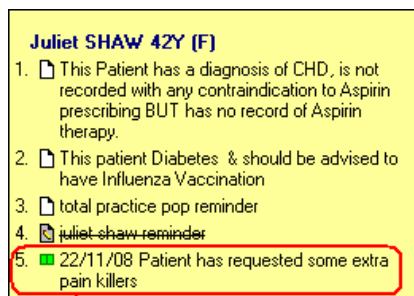
Print Age- is always selected as it is mandatory.

Nominate - If the patient has no nominated pharmacy, then this option is disabled and unchecked. If the patient has a nominated pharmacy, the tick box is checked. Un-checking this will change all active prescriptions to non-nominated which could convert electronic prescriptions into paper.

Prescriber To Sign - A single prescriber is selected during any given print or ETP operation. This prescriber will be set as the author within the prescription message, and will be required to re-authenticate during the signing process.

Assign To - This applies to electronic prescriptions and denotes the intended member of staff who is next in line to process the prescriptions. This defaults to the same as the signer, though it will be possible to assign the patient's prescriptions to another member of staff if required. The selection is stored against the prescription record and used by the bulk prescribing view to produce the list of prescriptions to process.

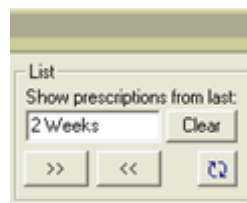
Prescription Notes  - Allows you to add a note to be conveyed to the prescriber (ie if you are an administrative member of staff adding items to the patient record which need signing). Typically, this holds details of a requested change to the prescribed items. This uses the existing Vision reminders system and is shown alongside other reminders in the usual way.



Prescription Note

Prescription Notes as Reminder


List Options



Prescription Manager - List

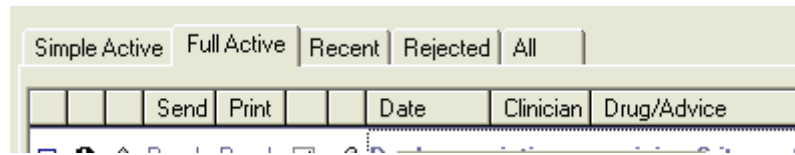
Date Range - Filters the visible prescriptions to all those modified within the defined offset from today.

Clear  - Clears the date range control. Date filters are removed from the list.

Select / Deselect All   - Select or deselects all prescriptions and their associated items.

Refresh - Forces a manual refresh of the message status.

Filter Tabs



Each tab contains a filtered view of prescriptions as follows:

Tab name	Send Status filter	Description
Active (Simple)	None Ready Rejected	Active tab with a simplified display. This is the default tab. No prescriptions are shown, just the prescription items.
Active	None Ready Rejected	All prescriptions that are ready to print or send, including rejected prescriptions.
Recent	Complete Sent Send Failed Rejected Cancelling Cancel/Failed	All recent inactive prescriptions. The date offset defining the limit for this view is configurable.
Rejected	Send Failed Rejected Cancel/Failed	All recent error conditions.
All	All	All prescriptions in reverse print date order. Prescription display defaults to collapsed.
Search	All	Individual prescription(s) returned from a Locate query. The text "No prescriptions found" is displayed if there is no displayable data.

Prescription Manager Display

Prescription Manager shows all drugs pertaining to the currently selected filter. This depends on your default tab setting (ie active-simple or active).

Prescription Grouping

As per EPS 1, prescription items are grouped into prescription pages from the Active tab.

Active - simple									
		Send	Print	Date	Clinician	Drug/Advice	Dosage	Quantity	Iss
	Ready	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	23/11/09	RT	Aspirin 75mg dispersible tablets	TAKE ONE DAILY	28	3 of 6
Electronic prescription containing 1 item. (Routine).									
	Ready	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	23/11/09	RT	Aspirin 75mg dispersible tablets	TAKE ONE DAILY	28	4 of 6
Electronic prescription with token containing 1 item. (Routine).									
	Ready	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	23/11/09	RT	Metformin 500mg tablets	TAKE ONE THREE TIMES DAILY	84	3 of 6
Dual prescription containing 1 item. (Routine).									
	Ready	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	23/11/09	RT	Aspirin 500mg granules sachets sugar free	TAKE 1 OR 2 AS NEEDED	10	1 of 3
Right hand side prescription items									

Active Tab - Prescription Grouping

There are now four possibilities for prescription production:

	Electronic signed electronic message. Message is the legal entity
	Electronic +Token - if the patient requires paper or Repeat Dispensed items. Message is the legal entity.
	Dual - a single ETP message and dual signed script/token. Paper is the legal entity.
	Paper (signed script only, eg FP10) - this is the only icon you will see if ETP is not enabled. Paper is the legal entity.

The Active Simple tab displays items in the order which they were entered:

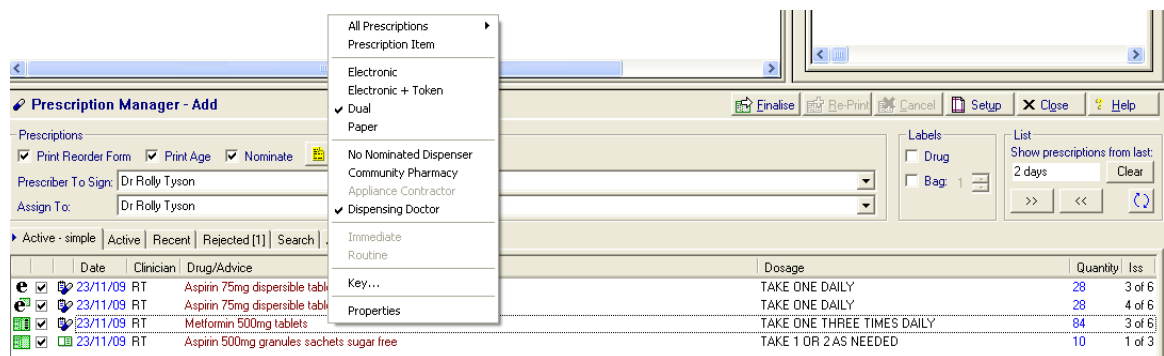
Active - simple									
		Date	Clinician	Drug/Advice	Dosage	Quantity	Iss		
	<input checked="" type="checkbox"/>	23/11/09	RT	Aspirin 75mg dispersible tablets	TAKE ONE DAILY	28	3 of 6		
	<input checked="" type="checkbox"/>	23/11/09	RT	Aspirin 75mg dispersible tablets	TAKE ONE DAILY	28	4 of 6		
	<input checked="" type="checkbox"/>	23/11/09	RT	Metformin 500mg tablets	TAKE ONE THREE TIMES DAILY	84	3 of 6		
	<input checked="" type="checkbox"/>	23/11/09	RT	Aspirin 500mg granules sachets sugar free	TAKE 1 OR 2 AS NEEDED	10	1 of 3		

- Before printing, the grouped pages are provisional (ie you could decide to change an electronic item to electronic + token by right clicking on the item in Prescription Manager), after printing, the prescription grouping cannot be changed.
- The default script type is the most paperless type available to the item. The order of preference is: Electronic, Electronic + Token, Dual, Paper.

- Free of charge contraceptive items print as a separate prescription.
- Only four items are allocated per prescription. If the number of items exceeds four, a new prescription of the same type is created

Prescription Manager Functions - Right Click Menu

You have a number of options when you right click on an item in the Prescription List:



Prescription Manager – Right Click Menu

At the time of prescribing you can change the following attributes from the right click menu:

Script type - Electronic, Electronic + Token, Dual or Paper.

Nomination – No Nominated Dispenser, Community Pharmacy, Appliance Contractor, Dispensing Doctor.

Urgency – Immediate or routine.

Change Electronic to Paper

Right mouse click on a blue prescription header line and select Paper, to change from electronic to paper prescriptions.

Prescription Manager will refresh with new prescription page groups.


Printing Tokens for Previous Electronic Prescriptions

To print a barcoded token for prescriptions which have been previously sent as electronic only:

1. In Consultation Manager, go to Therapy.
2. Display the Prescription Manager screen by pressing F9 or click on .
1. Find the prescription you would like to know about using the various filters. And tick the box to select it.
3. Now press Print.
4. A token is printed and no message is resent. The drug item is now displayed as electronic + token.

Change Urgency

Right mouse click on a blue Dual prescription header line and select either Non Urgent or Urgent to change the urgency of Dual prescriptions from the default of non-urgent to urgent:

- **Non-urgent** - when you click on Print/Finalise, the prescription will be printed, and the message will be sent when you deselect the patient at finishing the consultation.
- **Urgent** - when you click on Print/Finalise, the prescription will be printed, and the message will be sent immediately. In the bulk signing window, urgent prescriptions are displayed at the top of the patient's prescription list with the following symbol .

Repeat Reorder Form

For electronic only prescriptions, Vision will not print the reorder form by default, instead this is automatically included in the prescription message. If you do want to print the reorder form simply select Print Reorder Form on the Prescription Manager screen.

All Prescriptions View




The All Prescriptions view provides a multi-patient view of prescriptions which is accessed via Consultation Manager. This screen has three main purposes:

- To facilitate the bulk signing process after prescriptions have been issued either by admin or clinical staff.
- To process items which need review before signing.
- To facilitate the handling of message rejections.

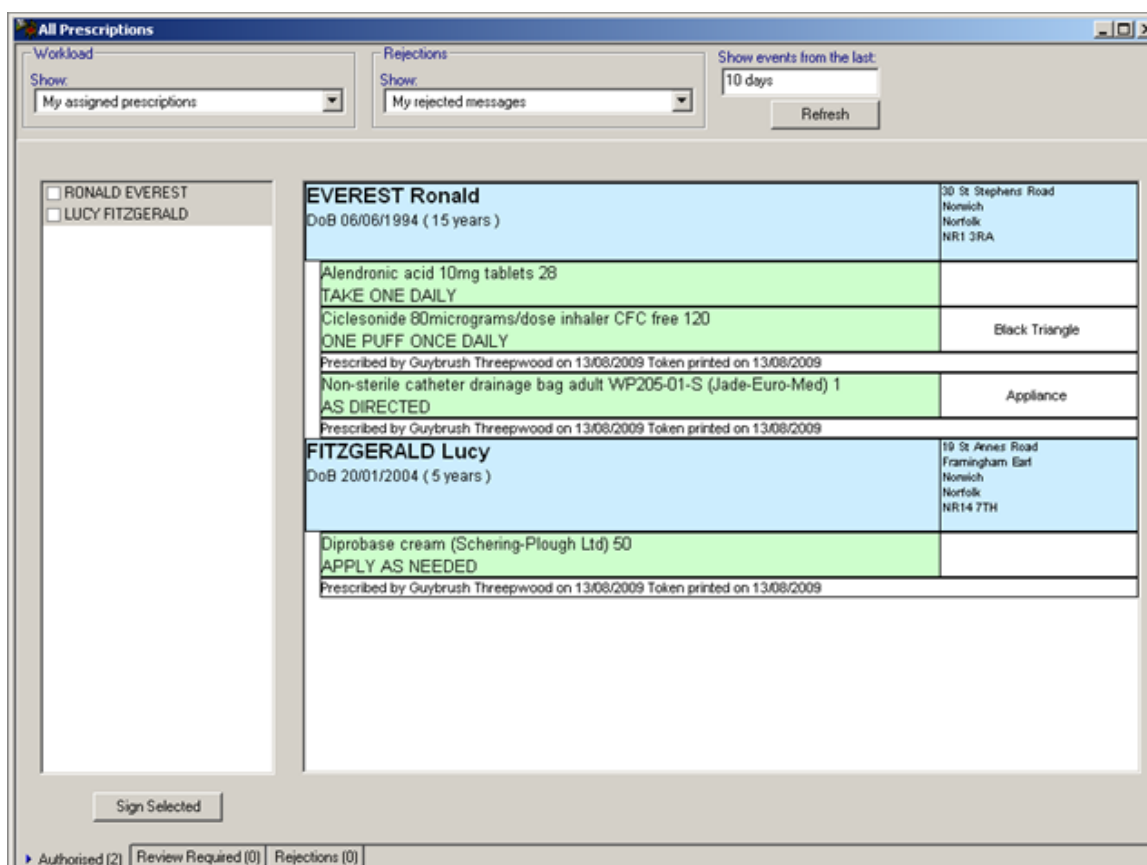
To access All Prescriptions view:

1. In Consultation Manager either click on the List All Prescriptions icon , or go to **Consultation – List All Prescriptions**.

The All Prescriptions icon changes appearance depending on the current state of prescriptions in the system. There are the following possibilities:

	No prescriptions in workload and no errors
	Prescriptions in workload
	Rejected items have been detected

2. The All Prescriptions screen is displayed.



The screenshot shows the 'All Prescriptions' window with the following details:

- Workload:** Show: My assigned prescriptions
- Rejections:** Show: My rejected messages
- Show events from the last:** 10 days
- Refresh** button
- Left Panel:**
 - RONALD EVEREST
 - LUCY FITZGERALD
- EVEREST Ronald** (DoB 06/06/1994 (15 years), 30 St Stephens Road, Norwich, Norfolk, NR1 3RA)
 - Alendronic acid 10mg tablets 28
TAKE ONE DAILY
 - Ciclesonide 80micrograms/dose inhaler CFC free 120
ONE PUFF ONCE DAILY
Black Triangle
 - Non-sterile catheter drainage bag adult WP205-01-S (Jade-Euro-Med) 1
AS DIRECTED
Appliance
- FITZGERALD Lucy** (DoB 20/01/2004 (5 years), 19 St Annes Road, Framingham Earl, Norwich, Norfolk, NR14 7TH)
 - Diprobase cream (Schering-Plough Ltd) 50
APPLY AS NEEDED
- Buttons:** Sign Selected
- Footer:** Authorised [2] | Review Required [0] | Rejections [0]

All Prescriptions Screen

All Prescription Filters

From the Workload and Rejections sections, you have the following options to select from:



Workload and Rejections Section

Workload

Allows you to filter:

My Assigned Prescriptions – any unsent prescriptions where you are the assigned clinician.

All My Prescriptions – any unsent prescriptions where you are the “assigned” or “sign by” clinician.

All Prescriptions – all unsent prescriptions within your practice.

Assigned to – select a name to display unsent prescriptions for specific clinicians.

Rejections

Allows you to filter:

My Rejected Messages – any rejected messages sent by the current user.

All Rejected Messages – any rejected messages sent by any clinician.

Assigned to – select a name to display rejected prescriptions for specific clinicians.

Show Events from the last

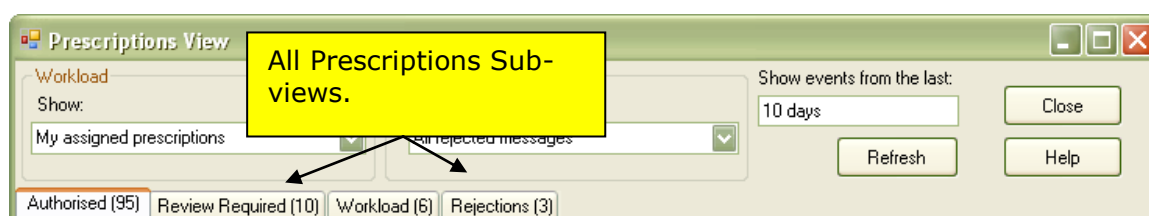
Allows you to enter a date range for the workload and rejected views. The default setting is the last 10 days.

Refresh

The refresh button refreshes the views on the current screen.

All Prescriptions Sub-views

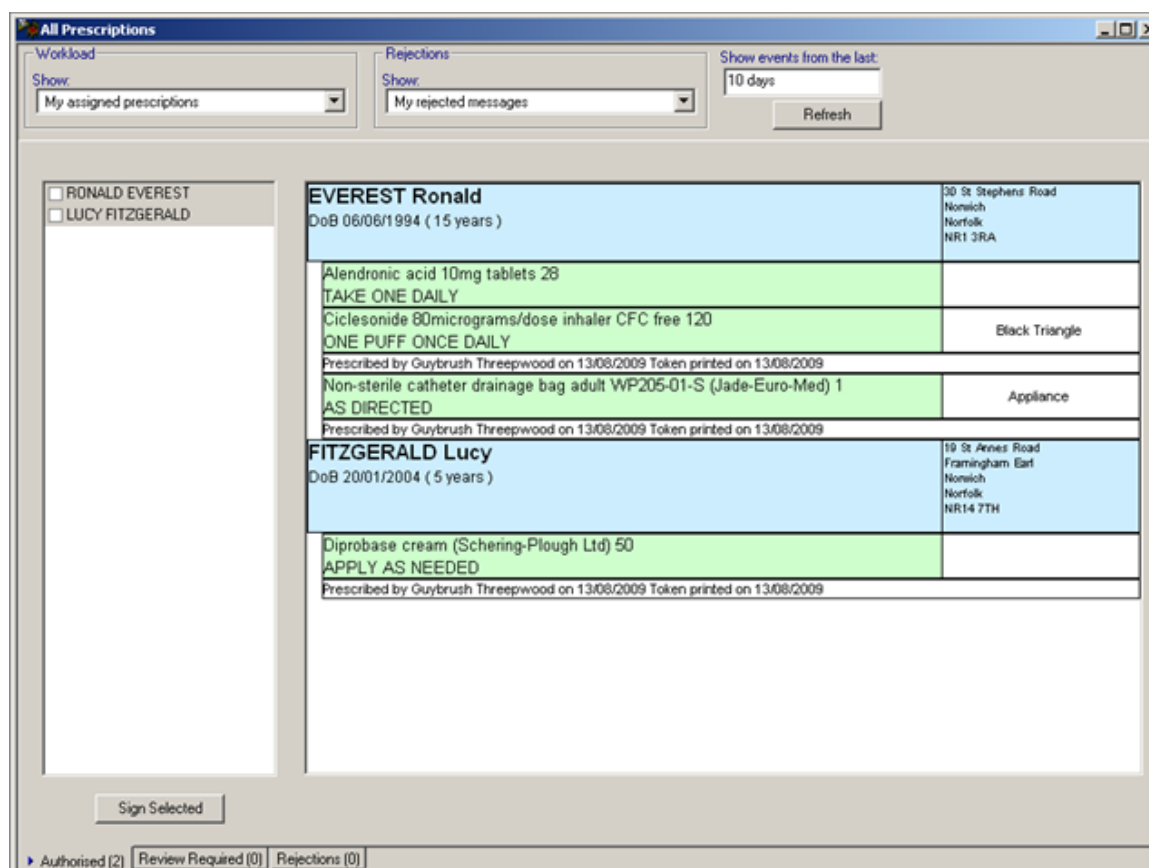
There are four tabbed sub-views within the All Prescriptions screen. What you see is determined by whether you are a prescriber or non-prescriber:



All Prescriptions – Sub-views

Authorised Tab – Bulk Signing


The Authorised tab in All Prescriptions view only displays for prescribers. The Authorised tab lists patients and prescriptions which have been marked for signing later, ie no action is needed other than a quick confirmation and application of an electronic signature. From here, you can choose to bulk sign all prescriptions in the list:




All Prescriptions – Authorised Tab

See "Bulk Signing – Overview" on page 37.

Urgent Prescriptions

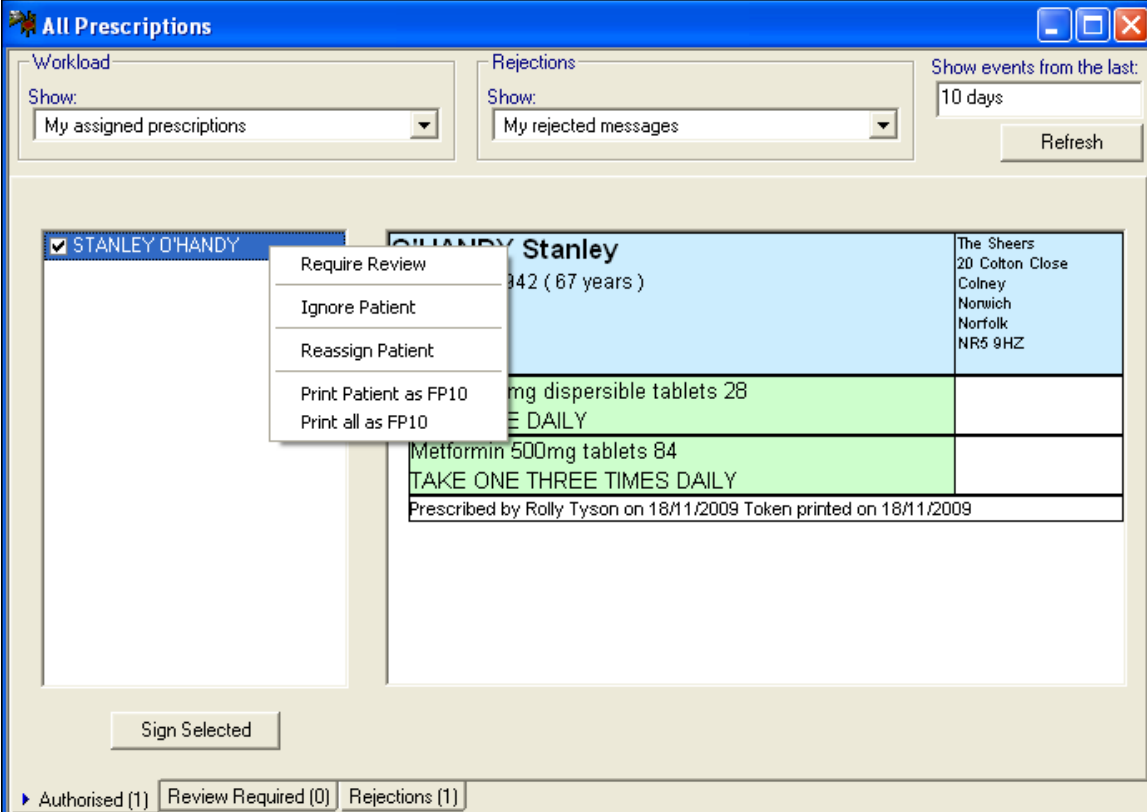
Prescriptions marked as urgent are displayed in the bulk signing screen at the top of the selected patient's prescription items list with the following symbol .

Prescriptions Displayed Oldest First

The order of prescriptions in the patient's prescription items list in the bulk signing screen is ordered oldest prescription first, rather than in alphabetical order. Unless there are urgent prescriptions which are at the top of the list with the following symbol .

Authorised Tab - Right Click Functions

If you right click on a patient name in the Authorised list, you can choose one of the following options:



The screenshot shows the 'All Prescriptions' window with a right-click menu open over the patient 'STANLEY O'HANDY'. The menu options are: Require Review, Ignore Patient, Reassign Patient, Print Patient as FP10, and Print all as FP10. The patient details and prescriptions are visible in the background.

Workload	Rejections	Show events from the last:
Show: My assigned prescriptions	Show: My rejected messages	10 days Refresh

Authorised	Review Required	Rejections
(1)	(0)	(1)

STANLEY O'HANDY
Stanley
342 (67 years)
The Sheers
20 Colton Close
Colney
Norwich
Norfolk
NR5 9HZ

mg dispersible tablets 28
E DAILY

Metformin 500mg tablets 84
TAKE ONE THREE TIMES DAILY

Prescribed by Rolly Tyson on 18/11/2009 Token printed on 18/11/2009

Sign Selected

All Prescriptions – Authorised Tab – Right Click Menu

Review Required – Moves the current patient and all of their prescriptions in the Authorised tab to the Review Required tab.

Ignore Patient – Removes the patient from the list temporarily. The ignored items re-appear once the screen is closed and re-opened.

Reassign Patient – Displays a list of other prescribers in your practice who you can transfer the prescription to. This removes the current prescription from your "My Assigned Prescriptions" section.

In the event that Spine services are not available, you have the option to either:

Print Patient As FP10 - Converts the prescriptions for the currently selected patient to FP10 and prints them.

Print All As FP10 - Converts the prescriptions for all selected patients to FP10 and prints them.

Note – For VES practices, it is advised that you do not bulk sign an excessive amount of prescriptions at one time.

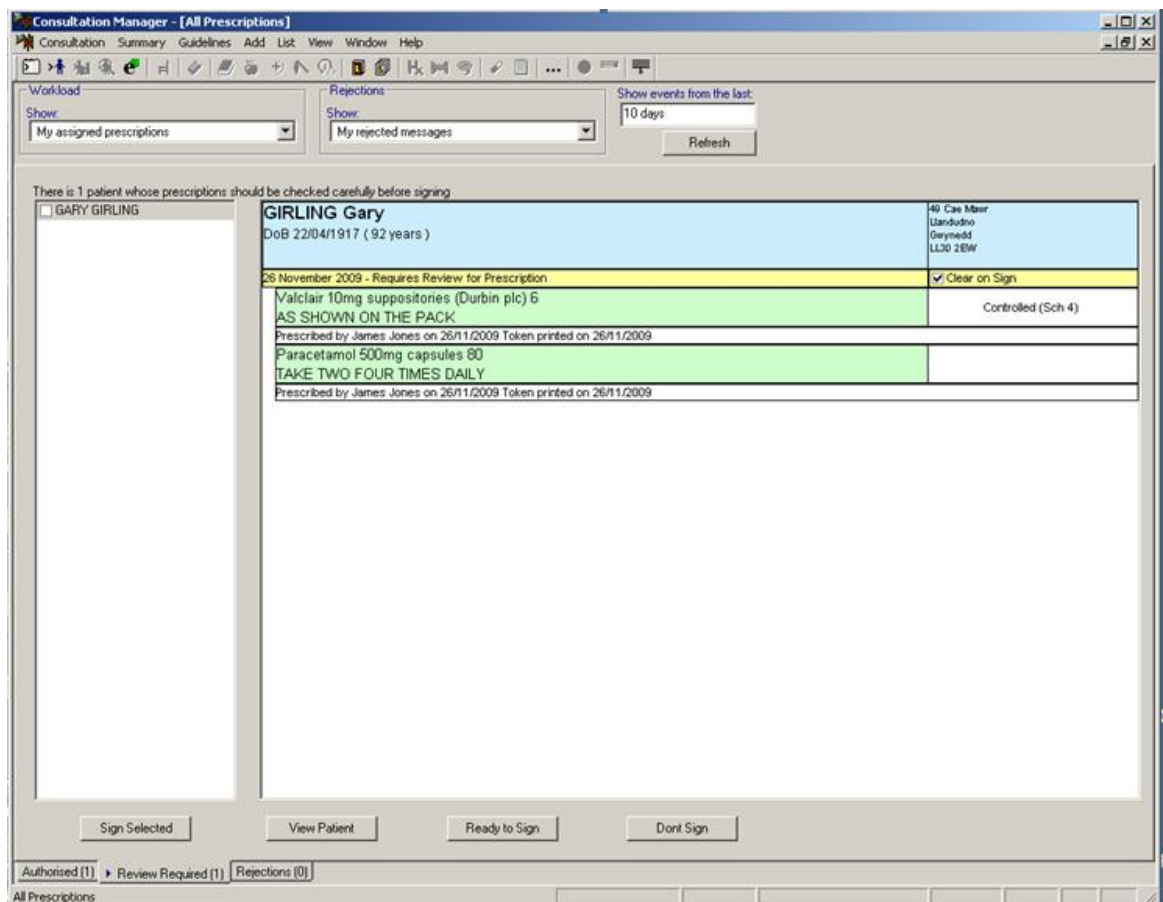
Review Required Tab

The **Review Required** tab in All Prescriptions View is for prescribers and lists patients and prescriptions where a more detailed review is required. For example, repeats that need re-authorising or items with a requested change following a prescription note from issuer are displayed here. You can also access the patient record in Consultation Manager.

Prescriptions display as Review Required when:

A prescription has a prescription note.

Any item in the prescription is the final issue of a repeat master.



All Prescriptions – Review Required

Sign Selected– Allows you to sign all the prescriptions for the selected patients in the list. Once you have done this the patient names are removed from the review required list.

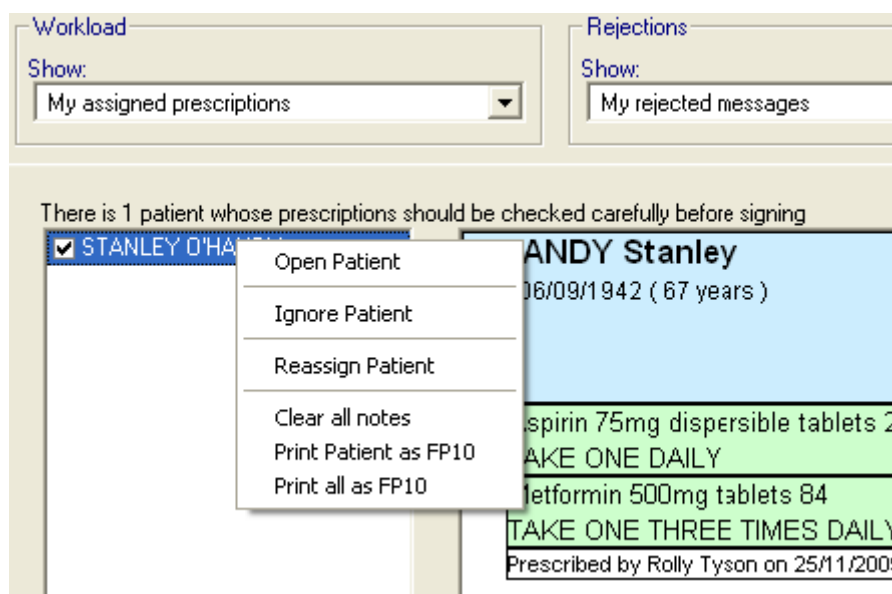
View Patient (Ctrl O) – Opens the patient record in Consultation Manager. A consultation is not started regardless of your Consultation Manager settings.

Ready to Sign (Ctrl S) – Selects/ticks the highlighted patient name. This will not be enabled unless you have scrolled to the bottom of the prescription list for the patient where relevant.

Don't Sign (Delete) – Deselects/unticks the highlighted patient name and moves to the next patient.

Review Required – Right Click Functions

If you right click on a patient name in the Review Required list, you can choose one of the following options:



Open Patient - Opens the patient record in Consultation Manager. A consultation is not started regardless of your Consultation Manager settings.

Ignore Patient – Removes the patient from the list temporarily. The ignored items re-appear once the screen is closed and re-opened.

Reassign Patient – Displays a list of other prescribers in your practice who you can transfer the prescription to. This removes the current prescription from your “My Assigned Prescriptions” section.

Clear All Notes – removes the prescription note and cancels the corresponding reminder. This is done automatically once the prescription is signed anyway.

In the event that Spine services are not available, you have the option to either:

Print Patient As FP10 - Converts the prescriptions for the currently selected patient to FP10 and prints them.

Print All As FP10 – Converts the prescriptions for all selected patients to FP10 and prints them.

Paper Prescriptions


For the Authorised and Review Required tabs, any paper or dual prescriptions that were printed in the last two days are listed in the prescription window by default. This is to alert you that you may have outstanding prescriptions to sign in ink that the patient needs to collect:

MATTHEWS Philip DoB 14/10/1953 (56 years)		97 Walpole Road Great Yarmouth Norfolk NR40 4NG
Plavix 75mg tablets (sanofi-aventis) 28 ONE TO BE TAKEN DAILY Prescribed by James Jones on 26/11/2009 Token printed on 26/11/2009		
Paper Prescriptions		
Fortisip Bottle AS DIRECTED		25/11/2009
GLYCERYL TRINITRATE cfc free aerosol spr 400micrograms/dose ONE TO TWO DOSES TO BE SPRAYED UNDER THE TONGUE WHEN REQUIRED FOR CHEST FOR PAIN		25/11/2009

Any paper prescriptions display on the prescription list in all Prescriptions.

Electronic and paper prescriptions

Therapy Advice

There is a new Advice icon  on the menu toolbar that can be used for adding Therapy Advice.

For the Authorised and Review Required tabs, any therapy advice added to the prescription displays in the prescription window. This prints on FP10 paper for the patient and is included in the electronic message.


O'HANDY Stanley DoB 06/09/1942 (67 years)		The Sheers 20 Colton Close Colney Norwich Norfolk NR5 9HZ
Metformin 500mg tablets 84 TAKE ONE THREE TIMES DAILY Prescribed by Rolly Tyson on 26/11/2009		
Metformin 500mg tablets 84 TAKE ONE THREE TIMES DAILY Prescribed by Rolly Tyson on 26/11/2009		
Therapy Advice		
To be taken after food		

Therapy Advice displays on the prescription list in all Prescriptions.

Therapy advice

Edit Information for Patient/Dispenser

From the bulk signing screen, you can now right click and select **Edit Additional Instructions**. This allows you to change information notes for the patient or dispenser:

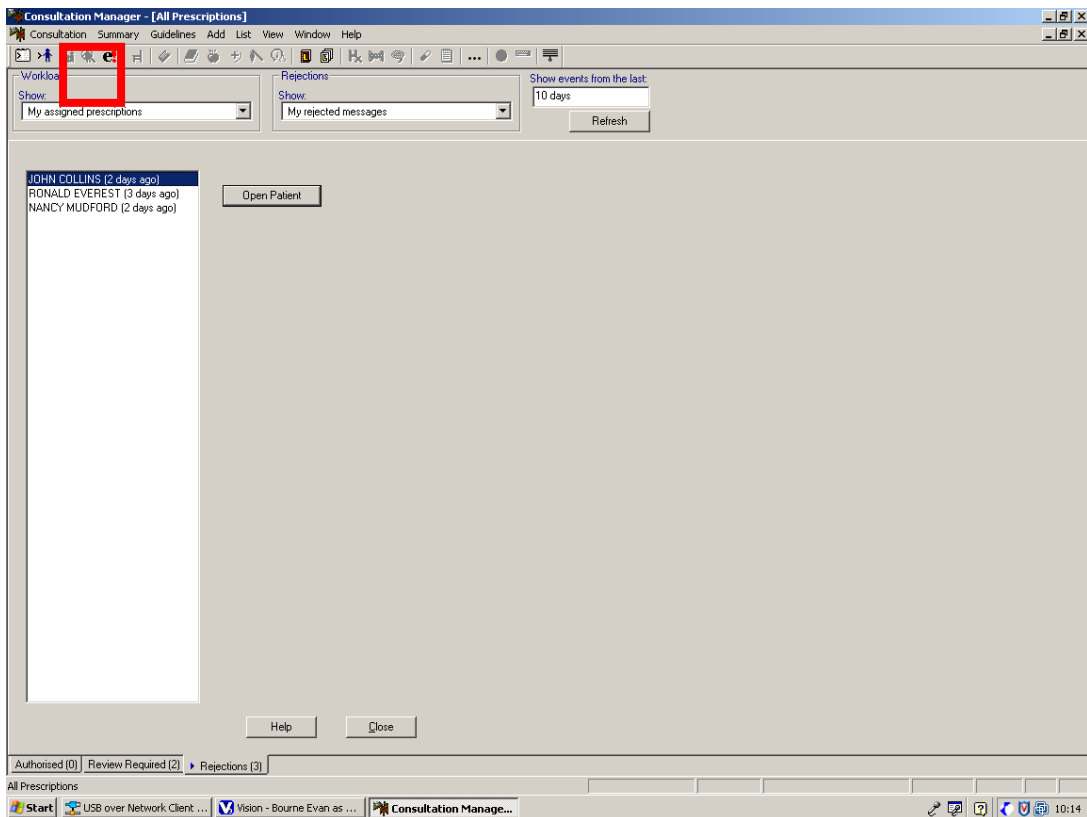
1. In Consultation Manager, select the  **List All Prescriptions** icon (you do not have to have a patient selected to access this screen).
2. Click on the **Review Required** tab.
3. Select the required patient.
4. In the window that displays the prescription items right click.
5. Select **Edit Additional Instructions**.
6. Change the notes as required and click **OK**.

Rejections Tab (prescribers and non-prescribers)

The Rejections tab in Consultation Manager – All Prescriptions provides a list of all prescriptions or prescription cancellations that have been rejected. The All Prescriptions icon also changes to indicate that rejected items have been detected.



Note - A patient does not need to be selected when the rejection is received in order for their name to be added to the Rejection list.



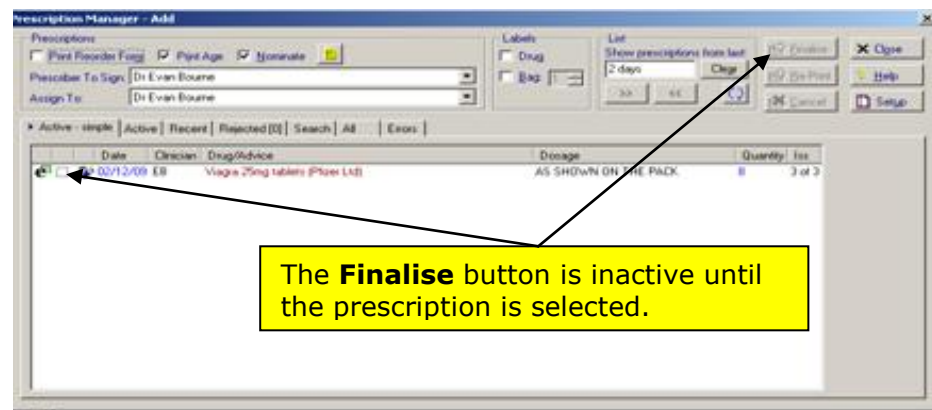
All Prescriptions – Rejections

From here you can open the patient and do one of the following options:

- Review the rejection and finalise the item(s) again.
- Change the prescription to paper only.

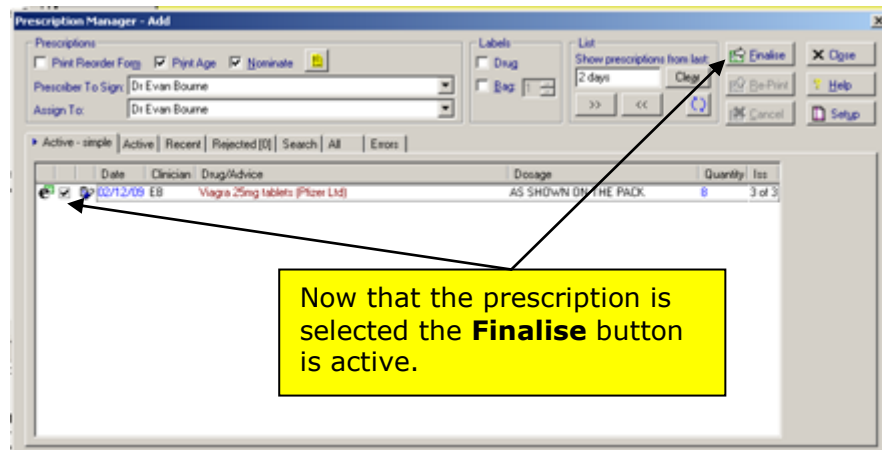
Review the rejection and finalise the item(s) again

1. Highlight the patient and choose **Open Patient**.
2. Press **F9** to display the Prescription Manager screen.
3. The **Finalise** button is inactive until the prescription is selected.



The Prescription Manager Screen – Rejected Prescription

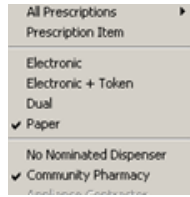
4. Tick the prescription and choose **Finalise**.



Finalising the Prescription

Change the Prescription to paper only

1. Highlight the patient and choose **Open Patient**.
2. Press **F9** to display the Prescription Manager screen.
3. Select the prescription, right click and select **Paper**.



Printing a Prescription

Post Dating Prescriptions

Please be aware that as with paper prescriptions, once an electronic repeat prescription has been issued, you cannot issue another prescription from the master until the date of the last issued prescription has been reached.

Lost Prescriptions

If electronic prescriptions are "lost" it is advised that you check your All Prescriptions view in Consultation Manager (prescriptions may not have been signed, thus not sent) and also the prescription status in Prescription Manager and Mail Manager to make sure there are no errors.

EPS R2 Messages in Mail Manager

As with EPS 1, EPS R2 messages are sent and received via Mail Manager. There are two types of outgoing messages associated with EPS R2:

Parent Prescription Messages - which carry prescription details and cancellation requests.

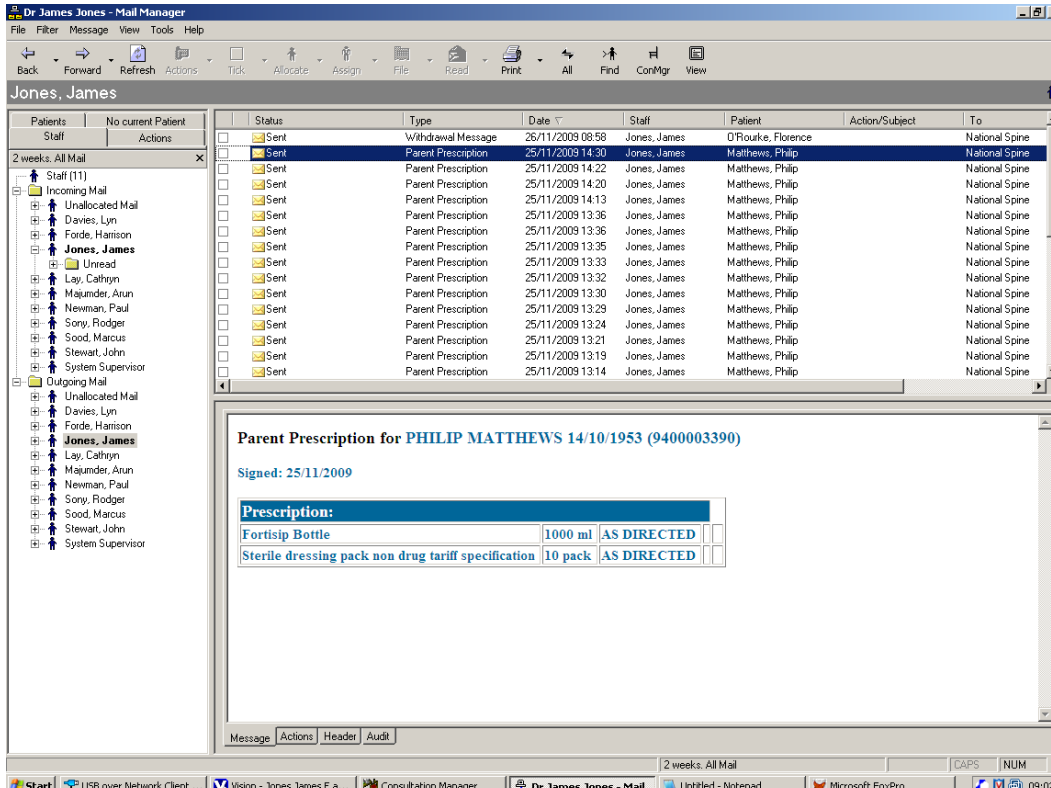
PDS General Update Messages – which carry any nomination details.

Note - Practices should be regularly checking for rejected ETP messages in Mail Manager and reporting rejections to the INPS Helpline at regular intervals.

In **Tools - Options - Message** in Mail Manager, if you leave **Show Sent Electronic Prescriptions** unticked, this will only display messages that are unsuccessful or error messages, and hide successful messages; this will improve performance and declutter your screen.

Prescription Messages

Generation of the prescription message is undertaken by Mail Manager. Prescription Manager creates the XML message that contains all the data required by Mail Manager to generate a valid ETP 2 message.



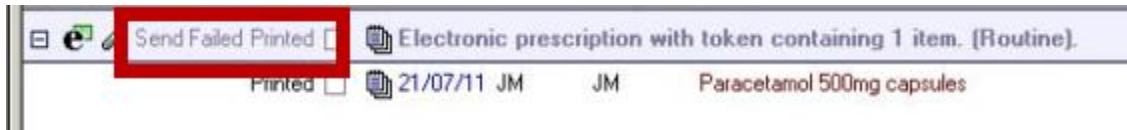
The screenshot shows the Mail Manager interface for Dr. James Jones. The main window displays a list of outgoing messages. The selected message is a Parent Prescription for Philip Matthews, dated 14/10/2013. The prescription details are as follows:


Prescription:	Quantity	AS DIRECTED
Fortisip Bottle	1000 ml	<input type="checkbox"/>
Sterile dressing pack non drug tariff specification	10 pack	<input type="checkbox"/>

Mail Manager – Prescription Messages

Send Failed Prescription Messages

Messages can have a Send Failed status in Prescription Manager. This can occur if your message handling system or the Spine is down or the message acknowledgement has timed out:

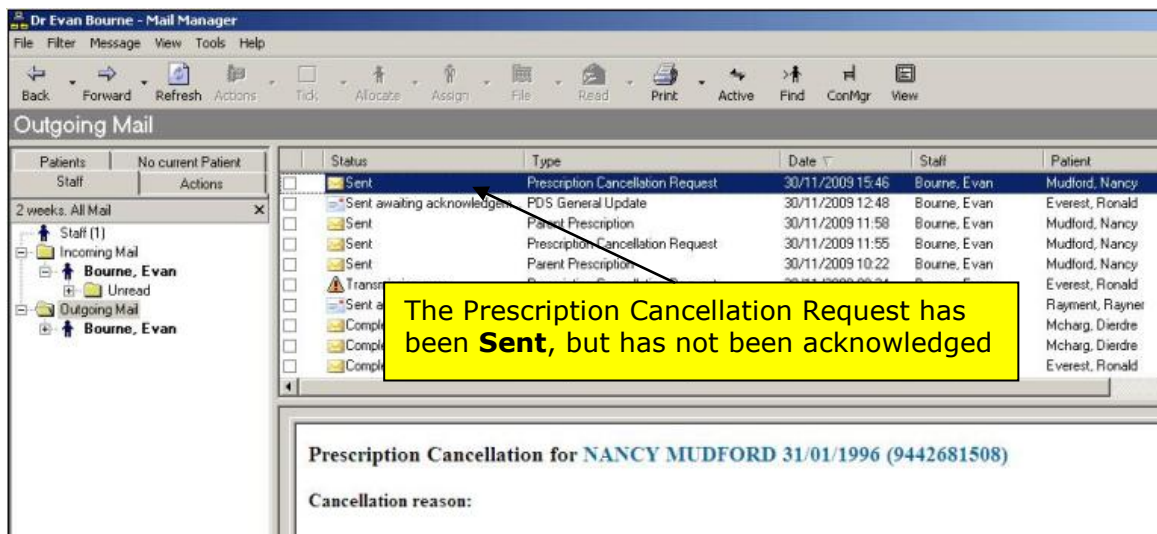


These messages can be resent in Mail Manager by locating the corresponding message (which will have a status of Transmission Error  Transmission error), then right click and select Reprocess. Please ensure that any communication/messaging problems are resolved before attempting this

Cancellation Request Messages

When an electronic prescription is cancelled, a message is transmitted to the Electronic Prescription Service. On receipt of the cancellation request message, an acknowledgement is sent back to Vision which automatically updates the message in Mail Manager to Complete.

Note – Transmitted therapy is not deleted until a successful cancellation acknowledgement is received.



Mail Manager – Cancellation Request Message Sent

The message has changed to **Complete** and the audit trail shows that an acknowledgement was received and the prescription cancelled.

DATE	ID	STAFF TYPE	QUALIFIER	NAME	TEXT
30/11/2009 15:46:47	0	0		Message Spooler	Received Acknowledgement - Prescription was Cancelled
30/11/2009 15:46:38	0	0		GPC	Message sent
30/11/2009 15:46:37	0	0		GPC	Message ready for transmission
30/11/2009 15:46:37	62	2		Dr Evan Bourne	Added to Message Queue

Mail Manager – Cancellation Acknowledgement Received

Nomination Messages

Nomination details are sent as a PDS General Update message as these details are stored on the Spine and not locally in Vision. As with all PDS update messages, they should be monitored for Transmission Errors.

Pharmacy Nomination details are sent to the Spine in a PDS General Update Message.

A demographic update message for PHILIP MATTHEWS 14/10/1953 (9400003390) has been sent to the PDS.

Details of update:

Nominated Pharmacy
FNR70

Mail Manager – Pharmacy Nomination PDS Update Message

FAQs

What is a dispensing appliance contractor?

Dispensing appliance contractors, while not able to supply medicines, do supply various appliances such as incontinence and stoma products.

My carer usually collects my prescription for me. Can they request for nomination to be recorded on my behalf?

Yes, but they will need to know some of your personal information such as your name, date of birth and address to do this.

I use my paper prescription to request my next repeat prescription issue. How can I do this if I don't receive a paper copy?

As electronic prescriptions are used more and more, GP practices may start offering different ways to order repeat prescriptions that will not require a paper copy of the prescription. However, if you do require a paper copy, simply ask for one when you collect your medication or appliance.

Can I nominate a chain of pharmacies or dispensing appliance contractors?

You can only nominate a specific location to receive your electronic prescriptions.

Can I choose for my prescription not to be sent using the Electronic Prescription Service?

Yes, but if you decide not to use it, you won't be able to use nomination. This means you will need to continue to make arrangements to collect your paper prescription from your GP practice.

Electronic repeat dispensing (repeat prescriptions)

A) If a patient has already signed up to paper-based repeat dispensing, is there a need to repeat the consent process when transferring the patient onto electronic repeat dispensing?

No, as long as the patient wishes to use the EPS and the process has been explained.

B) Will patients who are currently on paper-based repeat dispensing automatically be migrated to electronic repeat dispensing when the clinical system is upgraded to EPS Release 2?

No. Patients who are currently on a paper-based repeat dispensing regime will not be automatically transferred to electronic repeat dispensing, either when the system goes live, or when future repeats are required. Prescribers are encouraged to transfer suitable patients onto electronic repeat dispensing. In most cases the clinical system will remind them to do so.

C) Why are patients given a prescription token at the start of a repeat dispensing regime?

The prescription token also acts as an 'aide memoire' for the patient if they have forgotten which pharmacy they have nominated. It also makes it easier for a patient to change their nomination part way through a repeat dispensing regime.

If the patient finds they do not have a supply of medication (for example, if they are on holiday and forgot to take their medication with them), they can take their prescription token to any Release 2 enabled pharmacy to obtain their next repeat.

Glossary of Terms

Term	Meaning
Community Pharmacy	A community pharmacy is a place that supplies medication. They include internet pharmacies and supermarket pharmacies. Community pharmacies are the most common place where patients get their medication from.
Dispensing Appliance Contractor	While not able to prescribe medicines, dispensing contractors supply various appliances such as stoma products.
Dispensing Contractor	A term used to describe any organisation that dispenses NHS prescriptions to patients.
Dispensing Token	Unsigned paper token that supports an electronic prescription printed by the pharmacy.
Prescription Manager	The screen in Vision that manages prescription printing and sending.
Token	Unsigned paper token that supports an electronic prescription.
Repeat Master	A prescription template from which a predefined quantity of actual prescriptions can be generated at intervals.
Personally Administered	A medication that is administered to the patient at the practice

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