Accessing the data capture set

Once logged in to PharmOutcomes (see guide “Home page and Login” on the Help tab) clicking the services tab takes the provider to the service delivery screen - See Fig 1 below

The main screen at this stage shows the service history, the left hand side of the screen shows a list of services under the orange heading “Provide Services”. These are the services the provider has been accredited to deliver. You will find the National Urgent Medicines Supply Service here. To deliver a service, simply click on the service title in the list. The Urgent Supply service is delivered in two stages, “Registration” and “Medicines Supply”. - See Fig 2

NB: If your area has commissioned the integrated solution please read the separate guide that details how referrals will be received and how they are processed. Integrated referrals appear at the top of the pharmacy services screen.

The Urgent Supply service is recorded as a two stage service:

- Medicines Supply
- Registration

NB: Always start service recording at the “Medicines Supply” stage as this allows a check to see if a patient is already registered.
Clicking the service title “NUMSAS” – Medicines Supply/Non-supply” will take the provider to the service question set supporting this service delivery.

Because this service involves the recording of patient data you will be prompted to enter two digits from your security word. This is the word you will have chosen when you first logged in to the system.

**Fig 3 - Security screen appears when patient data is captured in any service**

Enter the letters from your security word and click the submit button. This takes the provider to the service delivery screen. (If you have forgotten or mislaid your security word contact the help desk team using the functionality on the help tab).

Practitioners must enrol to provide this service. Enrolment is completed once only, your name will then appear in future for selection from a practitioner list when you enter it into the field. To enrol enter your name into the “Practitioner Name” field and select “New Practitioner”, the “Enrol Me” button will then appear.

**Fig 4 – Enrolment screen**

Clicking the “Enrol Me” button takes the practitioner to the enrolment screen.
Enter name and GPhC details into the required fields. There are two parts to the enrolment, the BSA declaration and acknowledgement of the service specification. Clicking confirmed “Yes” displays a tick to confirm the requirement is met, see Fig 5. Once enrolled, the practitioner’s name appears for selection when entered.

Selecting the practitioner name will reveal the data recording screen – Fig 6.

Now enter all required information. You can only record up to 4 items supplied or non-supplied as part of this service as the system will facilitate auto-population of a NUMSAS token for submission to the NHS BSA.

Registering a patient to NUMSAS

Start ALL provisions using the medicines supply/non supply data capture set. This allows a check of previous registration. In Fig 6 below the patient “John Jones” is not registered to the service. Clicking the link below the patient name field will take the practitioner to the registration screen. The PharmOutcomes template is designed for patient facing use. Please note the links in the left hand side bar to useful information resources.
Enter all required information and save data to register the patient.

NB: The NHS number field will allow entry of not issued or unknown if appropriate, but NHS numbers can be accessed from either the pharmacy PMR, EPS nomination screens or the Summary Care Record with consent. Enter all required information and click “Save” this will register the patient to your pharmacy. If all mandatory fields have been completed the provider will see the message below displayed confirming data has been recorded and saved. Please note the quick link to the supply/non-supply service template that can be clicked for quick access and continuation of service provision. If all fields have not been completed you will see an error message displayed.

The registration record will now appear in the main service screen and clicking the line entry allows access to the record itself.

The patient is now registered at the pharmacy. Patients should be registered once only.
Recording a medicines supply/non-supply

In the medicines supply/non-supply stage, when a patient is registered to the service, on entry of their name it will appear for selection in a drop down list. – Fig 9

John Jones is registered so his name appears for selection

Selecting the patient name will display additional demographic data that can be used to confirm identity along with a history of service provision that can be accessed via links in the left hand side bar - Fig 10

Fig 9 – Recording a supply/non-supply

Fig 10 – Identification of registered patients and access to provision history
Next enter the patient’s GP practice information and the name of their GP. Start to type the name of the GP practice into the GP practice field and select the correct practice from the drop down list that appears, see - Fig 11.

The system searches the NHS database of GP practices. If a patient is unsure of their GP practice name, the system search functionality will work on partial address such as street name or town/city name, post code or practice code.

Please note on selection of the GP practice, a “Notification” status will be displayed - Fig 12. This will inform the pharmacist if an electronic notification of service delivery will send when data is saved. Please read the displayed message carefully as you may need to print a notification and send manually if a GP practice has not provided a secure email address to receive notifications. NB: Manual notifications must also be confirmed as sent manually, see later.

NB: The GP practice selected will be notified of the urgent supply so please ensure the information entered is correct. GP’s must be notified of all vaccinations.

Now enter the GP name and NHS 111 referral number that can be found on the email from the NHS 111 team.

The next part of the service deals with eligibility and much of what is displayed is simply information along with links to the EPS tracker and summary care record that can be found in the side text box and the main body of the service. Record the reason for the request. (NB: If an EPS prescription is found for the medicine requested you must supply against the prescription but record the request as a non-supply in the NUSMAS template.)
The final part of this section records the patient’s eligibility. If this question is answered “No” where patients fall outside the HMR guidelines a support panel is displayed detailing appropriate action(s) – Fig 14.

This service requires pharmacists to record all medicines supplied and those requested that cannot be supplied under emergency supply rules e.g. controlled drugs. The entry of supplied and non-supplied medicines must be made in line with the service specification.

**Recording a medicine supply**

Answering the next question “Able to supply” – “Yes” or “No” will display different fields for medicine/appliance supply recording.

Answering “Yes” reveals a dm+d linked lookup field that is used to record medicine supplies Fig 15. This look-up field has limitations set to prevent entry of medicines disallowed under current legislation e.g. most controlled drug schedules

To record a medicines supply start to type the name of the medicine/appliance in the field and select the appropriate medicine/appliance from the drop down list that appears. The more information input narrows the search. Take care when entering quantity of supply as this must reflect the number of doses NOT the number of packs. Pay careful attention to the note in the side box.

Information entered at the supply/non-supply stage will be used to populate the “GP Notification” and also the “NUMSAS submission token” that can be printed on saving data and retained for onward submission to the NHS BSA at the month end. Up to 4 medicines/appliances can be entered as supplied or not supplied

**Fig 14** – Advice panel displays when patient recorded as not eligible

**Fig 15** – Medicine supply
Recording a non-supply/Patient not contactable

Answering the “Able to supply” question “No” reveals the fields for recording the non-supply along with the reason for the non-supply. Another dm+d linked field is displayed but this is unrestricted allowing the recording of controlled drugs etc. The reason for the non-supply must also be recorded and these have been coded in line with the service and submission requirements. Again the information recorded will be used to populate the NUMSAS token that can be printed when data is saved.

If a patient cannot be contacted, answering the “Able to supply” question “No” and selecting reason “NoSuppE” will allow this to be recorded and irrelevant fields disappear.

Fig 16 – Recording a non supply

Answering the “2nd medicine required” question “Yes” will present a second opportunity to record supplies or non-supplies in exactly the same way up to a maximum of 4 supplies or non-supplies.

In the event of a non-supply due to pharmacy stock unavailability, the service advocates signposting to another pharmacy with stock. Functionality has been introduced that links directly to the Directory of Services (DoS) allowing a search of nearby service providers to help with accurate signposting and improved patient care see - Fig 17

Fig 17 – Searching for nearby service providers using link to DoS

The search tool appears when the “Out of Stock” reason for non-supply is selected
Token processing reminders

As this is an NHS medicine supply service prescription charges must be collected if applicable. Selecting an answer to the “Levy Status” question indicating charges apply will display a reminder to collect the charges. These will be deducted at the NHS BSA on submission of the NUMSAS tokens. Selecting any exemption option displays a different reminder alert highlighting the need to collect an appropriate declaration and record this on the reverse of the NUMSAS token.

The last section of the service records information on advice provided, time of supply and nhs.net address of the participating pharmacy. The last two pieces of information are required for the GP notification. Tick the box to confirm discussion on the importance of ordering prescriptions in a timely manner and advice on the benefits of eRD — see useful link in left hand side bar of service screen to the RPS support document. The time of supply must be entered in 24 hr clock format and the email address field has been configured to only allow entry of emails ending in nhs.net to avoid accidental entry of insecure email addresses.

NB: Any comments added in the “Additional Comments” field will pass to the GP notification. Use this to record any relevant concerns you may have.

Clicking on the orange “Save” button will now populate the audit of service, trigger the GP notification and also allow a NUMSAS token to be printed that directly reflects the supply made.
Patient Consent, GP Notifications and Service Claims

Consent

Patient consent is recorded at the point of registration. Patients must consent to share information with their GP as a requirement of this service is that a GP notification of the supply is sent - Fig 19. Only when the consent box is ticked will the service fields be made available to record the registration.

Fig 19 – Capture of patient consent

GP Notification

The GP notification of supplies made will be automatically generated using information recorded as part of service delivery. The information that passes back to the GP matches the requirements set in the service specification. An example of a GP notification can be found in Appendix 1. The GP notification status is displayed at the point of GP practice entry as illustrated earlier. The GP notification status will also be displayed in the green box when records are saved, see below. In this example the notification is queued to send by secure email. If a manual notification is required clicking the icon will allow printing of the notification. The GP notification status can be seen under the GP notification icon as shown in Fig 20.

Fig 20 – Links to service documents

If a manual GP notification is generated you MUST click the orange box on printing the form to clear the notification from the system. If you do not do this PharmOutcomes will display a reminder when the services screen is accessed.
to inform of outstanding GP notifications. The orange button “Yes I have manually sent this” must be clicked when a notification is manually sent by other secure means. – Fig 21

Fig 21 – Confirming a manual notification has been sent

NUMSAS tokens and service claims
PharmOutcomes will facilitate printing of a NUMSAS claim token when data is saved. Directing print to the printer in use for generating FP10DT EPS tokens, PharmOutcomes will facilitate the generation of a clear NUMSAS claim token as seen below. Non supply reason codes will appear in the endorsement section of the token. To generate a token click on the “NUMSAS Token” icon as seen in Fig 20, this will allow generation of the token as seen in Fig 22 below. This information will print directly on to your blank FP10DT EPS tokens.

Retain all NUMSAS tokens for submission at the end of each month and submit in line with service requirements SEPARATELY to your prescription bundle.

Claim form “Urgent Medicine Supply Advanced Service Claim submission form (V1.0)” will again be system generated and made available for printing on the 1st day of each month from the PharmOutcomes “Claim” tab. This form must be signed and submitted with all NUMSAS claim tokens in line with the service requirements.

Fig 22 – PharmOutcomes will generate all required NUMSAS Tokens for submission to the NHS BSA. The required claim form will also be automatically generated in a prepopulated form made available to contractors from the PharmOutcomes “Claims” tab for printing and onward submission with all NUMSAS Tokens on the 1st of every month.