

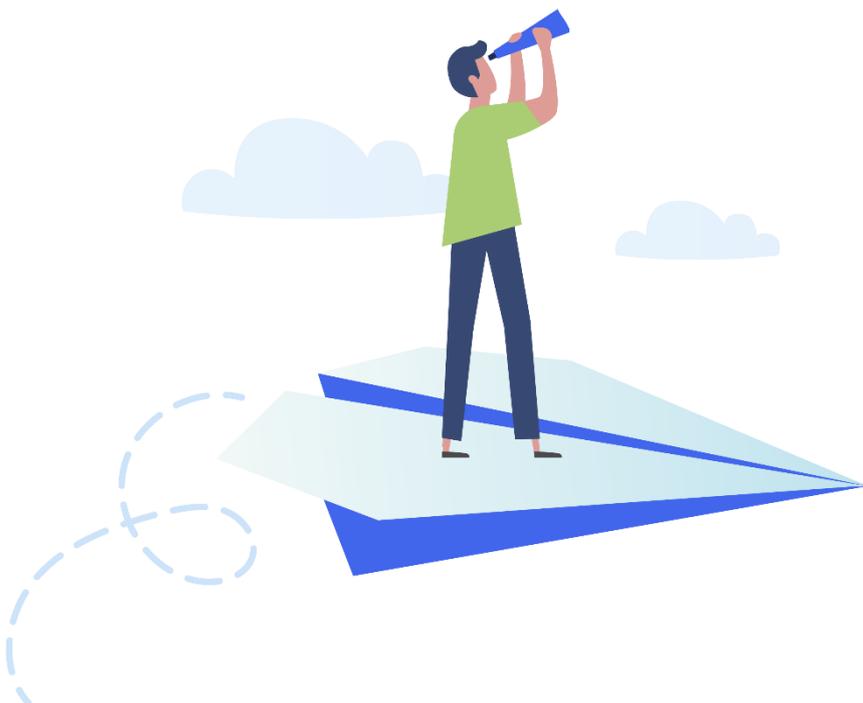


Pharmacy  
**Manager**

# Message Dynamics User Guide

Version 1.1

14 November 2023



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# Contents

<b>Message Dynamics .....</b>	<b>4</b>
Introduction.....	4
<b>Registering a Patient for Message Dynamics.....</b>	<b>5</b>
Message Dynamics Details .....	9
<b>Withdrawing a Patient from Message Dynamics .....</b>	<b>10</b>
<b>Dispensing an Acute Prescription to a Message Dynamics Patient .....</b>	<b>12</b>
Changing prompt settings .....	13
<b>Managing To Send, Received and Sent Messages .....</b>	<b>14</b>
To Send.....	14
Received .....	16
Sent.....	18
<b>Updating a Registered Patient's Telephone Number .....</b>	<b>21</b>
<b>Accessing Received Messages .....</b>	<b>23</b>
<b>Message Dynamics Settings .....</b>	<b>25</b>
Standard tab.....	25
Electronic Repeats tab.....	26
<b>Message Dynamics Statistics Report.....</b>	<b>27</b>

# Message Dynamics

## Introduction

**Message Dynamics** is an SMS or automated phone call service that your pharmacy can use to communicate with registered patients. It can be used to:

- Alert a patient that their prescription is ready to collect.
- Confirm whether or not a patient requires their repeat prescription.
- Alert a patient that they are due to receive items from their repeat prescription.
- Remind a patient to renew their repeat dispensing authorisation.

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 **Important** - These messages sent via **Message Dynamics** are supplied and maintained by a third party solution and therefore cannot be edited from **Pharmacy Manager**.

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 **Note** - Please contact our Service Desk on 03303033340 to discuss enabling **Message Dynamics** within **Pharmacy Manager**.

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After enabling **Message Dynamics**, patients must register to use the service:

- See [Registering a Patient for Message Dynamics](#) on page 5.

When patients register for **Message Dynamics**, you can use the service to communicate with them:

- See [Dispensing an Acute Prescription to a Message Dynamics Patient](#) on page 12.
- See [Managing To Send, Received and Sent Messages](#) on page 14.
- See [Accessing Received Messages](#) on page 23.
- See [Message Dynamics Settings](#) on page 25.

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 **Note** - The **Message Dynamics** voicemail retrieval number is 0800 0608614.

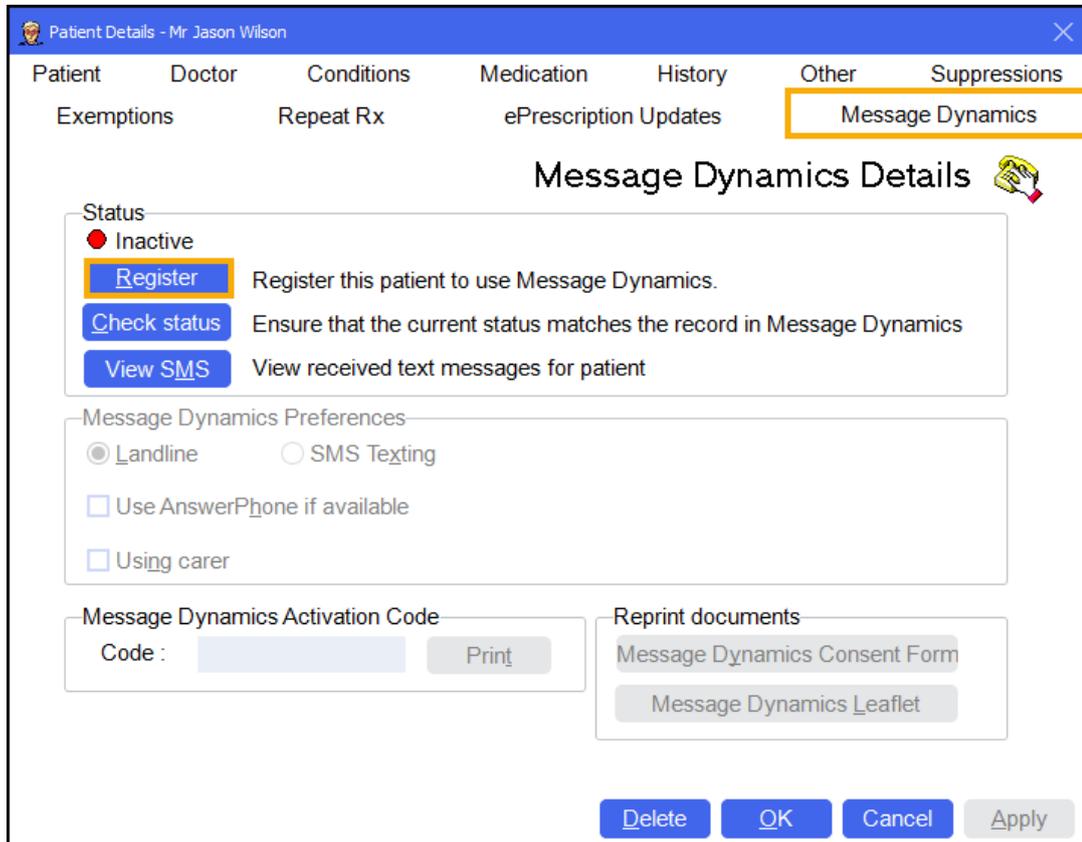
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## Registering a Patient for Message Dynamics

Patients must be registered for **Message Dynamics** and have signed a consent form before you can use it to manage a patient's prescriptions.

To register a patient for **Message Dynamics**:

1. From the **Patient Details** screen, select **Message Dynamics**:



**Patient Details - Mr Jason Wilson**

Patient Doctor Conditions Medication History Other Suppressions  
 Exemptions Repeat Rx ePrescription Updates **Message Dynamics**

### Message Dynamics Details

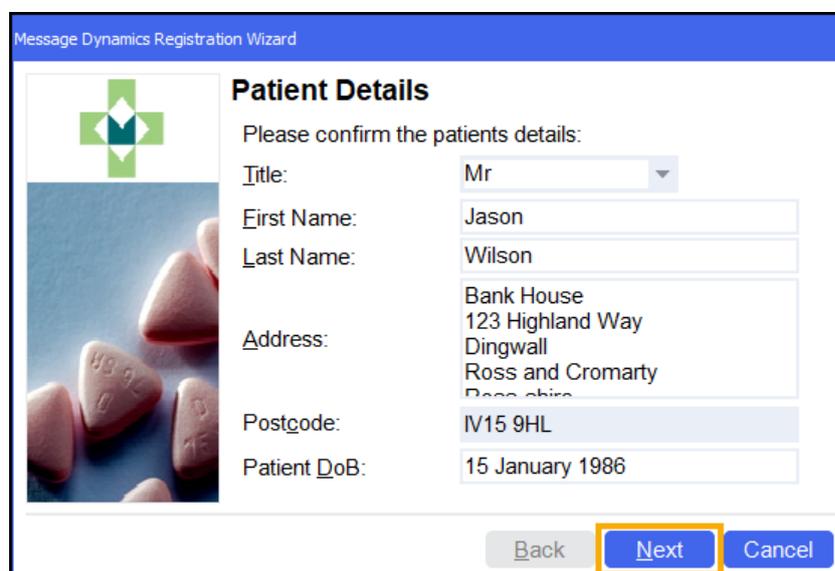
Status  
 Inactive  
 Register this patient to use Message Dynamics.  
 Ensure that the current status matches the record in Message Dynamics  
 View received text messages for patient

Message Dynamics Preferences  
 Landline  SMS Texting  
 Use AnswerPhone if available  
 Using carer

Message Dynamics Activation Code  
 Code :

Reprint documents

2. Select **Register**
3. The **Message Dynamics Registration Wizard - Patient Details** screen displays:



**Message Dynamics Registration Wizard**

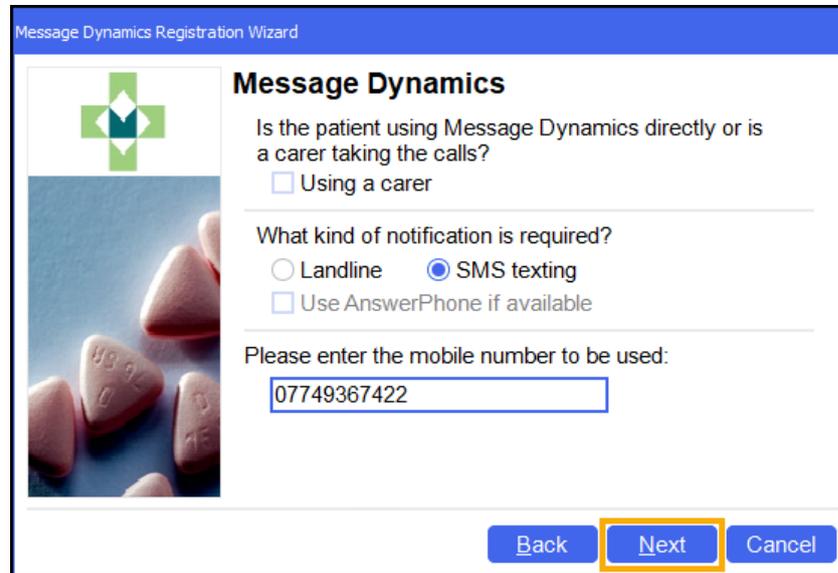
**Patient Details**

Please confirm the patients details:

Title: Mr  
 First Name: Jason  
 Last Name: Wilson  
 Address: Bank House  
 123 Highland Way  
 Dingwall  
 Ross and Cromarty  
 Ross-shire  
 Postcode: IV15 9HL  
 Patient DoB: 15 January 1986

Check and if necessary, update the patient's name and address, mandatory information is highlighted in turquoise. Select **Next** .

4. The **Message Dynamics Registration Wizard - Message Dynamics** screen displays:



Complete as appropriate:

- **Using a carer** - Select if a carer is taking messages on behalf of the patient.
- **What kind of notification is required?** - Select from:
  - **Landline** - Select to ensure that the patient receives a phone call rather than a text message.
  - **SMS Texting** - Select to ensure that the patient receives a text message.
  - **Use AnswerPhone if available** - Select if the patient wishes to receive a voicemail on their landline or mobile phone.
- **Please enter the landline/mobile number to be used** - Enter the phone number provided by the patient.

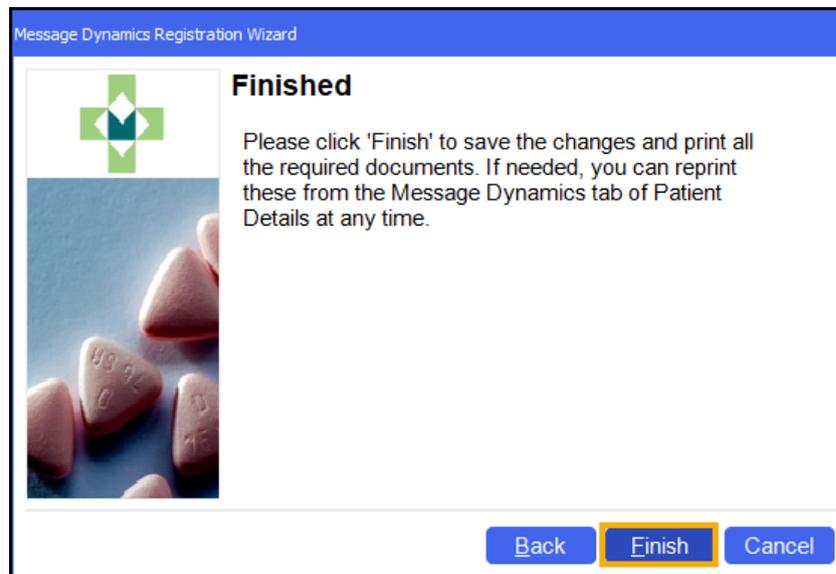
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 **Note** - If you add a telephone number that is not already present in the patient details, the patient details update automatically.

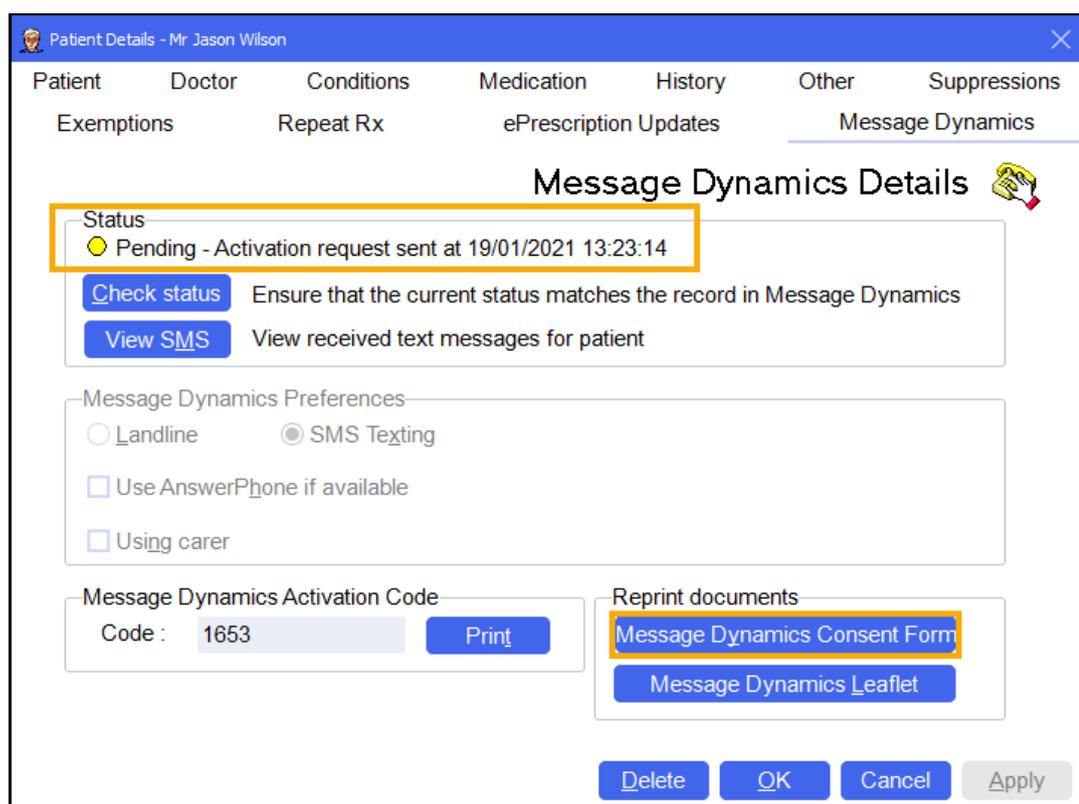
---

5. Select **Next** .

6. The **Message Dynamics Registration Wizard - Finished** screen displays, select **Finish**  to save:



7. The **Patient Details - Message Dynamics** screen displays. The patient's **Message Dynamics Status** updates to **Pending**:



 **Note** - Once the activation request is sent the patient status changes to **Pending**.

8. The **Message Dynamics Consent Form** prints. This must be signed by the patient and retained for your records:

**Pharmacy Messaging Service  
Patient Consent Form**

Please complete the form below

Title: Mr, Mrs, Miss, Ms, Other    **Mr.**

---

Patient First Name:    **Gary**

---

Patient Surname:    **Green**

---

Address:    **11 Short Lane**

---

**Leyland**

---



---

PostCode:    **PR26 1AP**

---

Date of Birth:    **25/03/1968**

---

Contact Telephone Number:    **07749367422**

---

(NOTE: Telephone Number must be a landline number for voice messages and a mobile number if you wish to receive messages by text)

Receive Messages by: Voice        OR SMS Text        (please tick box)

(NOTE: You agree to messages received by voice being left on an answer-phone unless you tick this box)

 **Note** - At this stage a label will also print out with an activation code. This is not needed and can be disposed of.

9. The patient's **Message Dynamics Status** updates to **Active** when **Message Dynamics** processes the registration:

Patient Details - Mr Jason Wilson

Patient	Doctor	Conditions	Medication	History	Other	Suppressions
Exemptions		Repeat Rx	ePrescription Updates		Message Dynamics	

**Message Dynamics Details** 

Status

● Active

[Withdraw](#)

Withdraw this patient from Message Dynamics.

[Check status](#)

Ensure that the current status matches the record in Message Dynamics

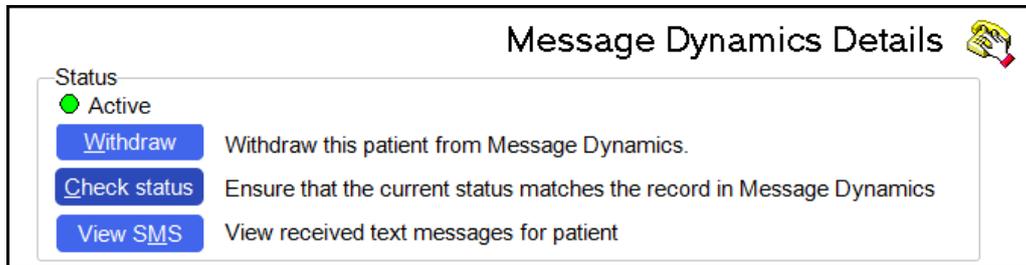
[View SMS](#)

View received text messages for patient

 **Note** - This process can take up to 15 minutes.

## Message Dynamics Details

### Status



**Message Dynamics Details** 

Status

- Active
- [Withdraw](#) Withdraw this patient from Message Dynamics.
- [Check status](#) Ensure that the current status matches the record in Message Dynamics
- [View SMS](#) View received text messages for patient

- **Status** - Displays the patient's **Message Dynamics** status.
- **Withdraw** - Select to withdraw the patient from **Message Dynamics**.
- **Check status** - Select to check the patient's **Message Dynamics** status against what is recorded in the **Message Dynamics** system.
- **View SMS** - Select to display the **Message Dynamics Communications** screen.

### Message Dynamics Preferences



Message Dynamics Preferences

- Landline
- SMS Texting
- Use AnswerPhone if available
- Using carer

- **Landline** - Select to ensure that the patient receives a phone call rather than a text message.
- **SMS Texting** - Select to ensure that the patient receives a text message.
- **Use Answer Phone if available** - Select if the patient wishes to receive a voicemail on their landline or mobile phone.
- **Using carer** - Select if a carer is taking messages on behalf of the patient.

### Message Dynamics Activation Code



Message Dynamics Activation Code

Code : 6884 [Print](#)

Reprint documents

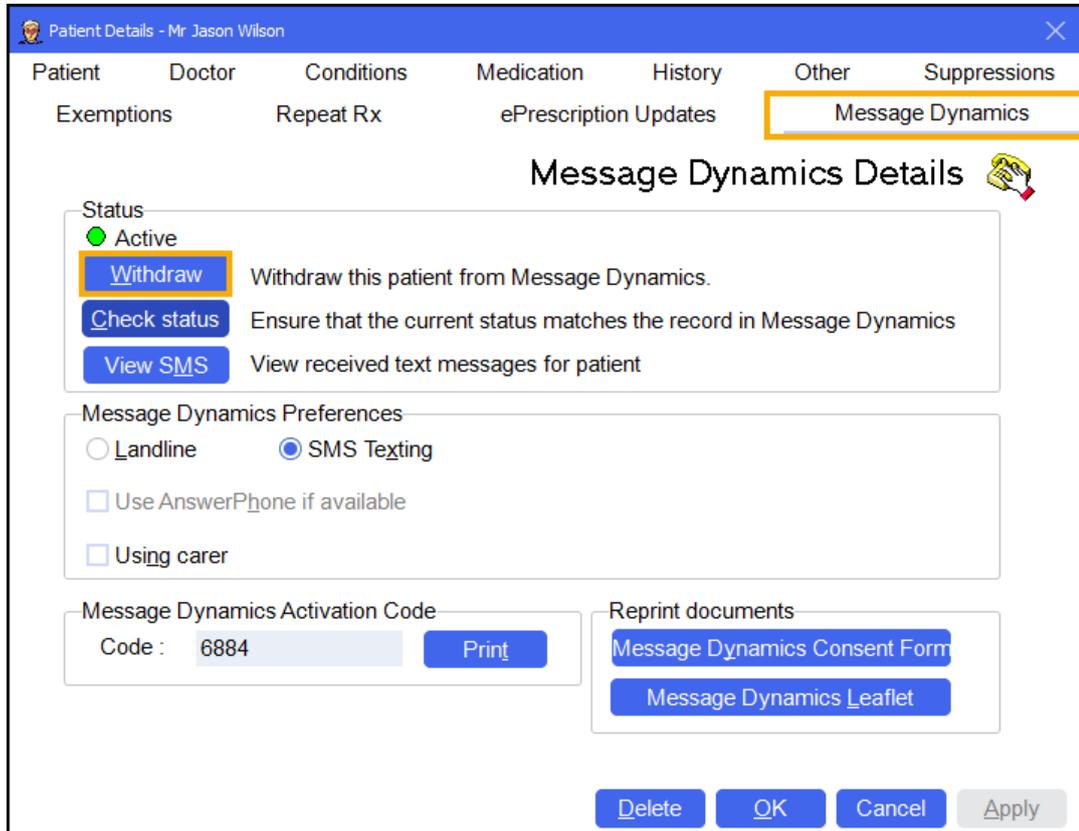
- [Message Dynamics Consent Form](#)
- [Message Dynamics Leaflet](#)

- **Message Dynamics Activation Code** - The **Message Dynamics** activation code is not needed and can be ignored.
- **Reprint documents - Message Dynamics Consent Form** - Select to reprint the **Message Dynamics** consent form.
- **Reprint documents - Message Dynamics Leaflet** - Select to reprint the **Message Dynamics** leaflet.

## Withdrawing a Patient from Message Dynamics

To withdraw a patient from **Message Dynamics**:

1. From the **Patient Details** screen, select **Message Dynamics**. The **Message Dynamics** screen displays:



**Patient Details - Mr. Jason Wilson**

Patient Doctor Conditions Medication History Other Suppressions  
 Exemptions Repeat Rx ePrescription Updates **Message Dynamics**

### Message Dynamics Details

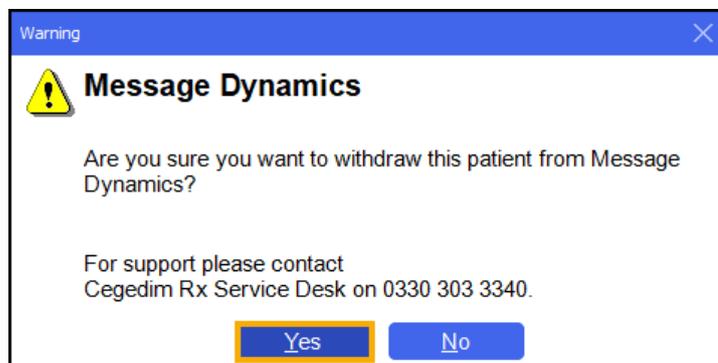
Status  
 Active  
 Withdraw this patient from Message Dynamics.  
 Ensure that the current status matches the record in Message Dynamics  
 View received text messages for patient

Message Dynamics Preferences  
 Landline  SMS Texting  
 Use AnswerPhone if available  
 Using carer

Message Dynamics Activation Code  
 Code : 6884

Reprint documents

2. Select **Withdraw**.
3. The **Message Dynamics Warning** screen displays. Select **Yes**.



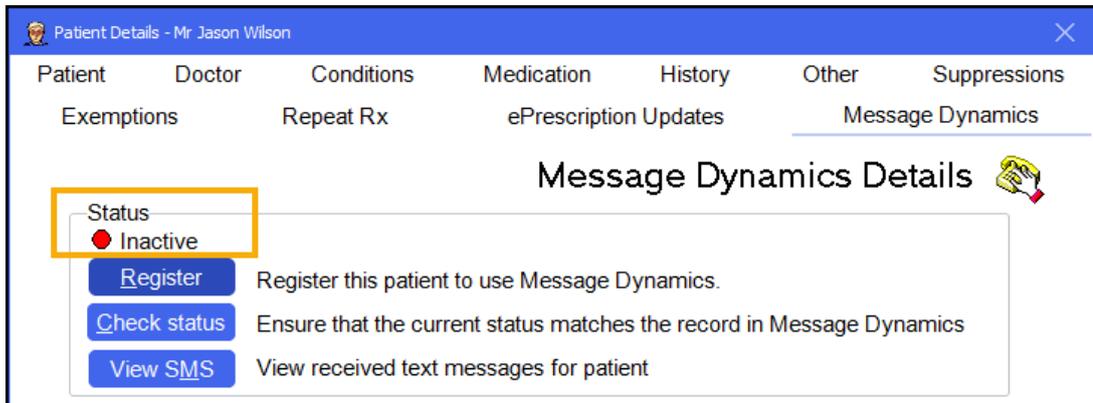
**Warning**

**Message Dynamics**

Are you sure you want to withdraw this patient from Message Dynamics?

For support please contact  
 Cegedim Rx Service Desk on 0330 303 3340.

4. The patient is withdrawn from **Message Dynamics** and their **Status** updates to **Inactive**:



The screenshot shows the 'Patient Details' window for Mr Jason Wilson. The 'Message Dynamics' tab is selected. The 'Status' is 'Inactive', indicated by a red dot. Below the status, there are three buttons: 'Register', 'Check status', and 'View SMS', each with a corresponding description.

Tab	Sub-tab
Patient	Exemptions
Doctor	
Conditions	Repeat Rx
Medication	ePrescription Updates
History	
Other	
Suppressions	Message Dynamics

### Message Dynamics Details

Status  
● Inactive

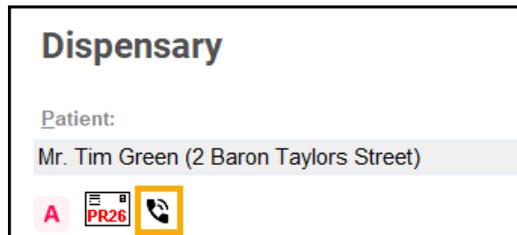
- [Register](#) Register this patient to use Message Dynamics.
- [Check status](#) Ensure that the current status matches the record in Message Dynamics
- [View SMS](#) View received text messages for patient

# Dispensing an Acute Prescription to a Message Dynamics Patient

## Message Dynamics Icons

When dispensing to a **Message Dynamics** patient, the patient's preferred contact method displays under their name:

- Preferred contact method of **Landline**:

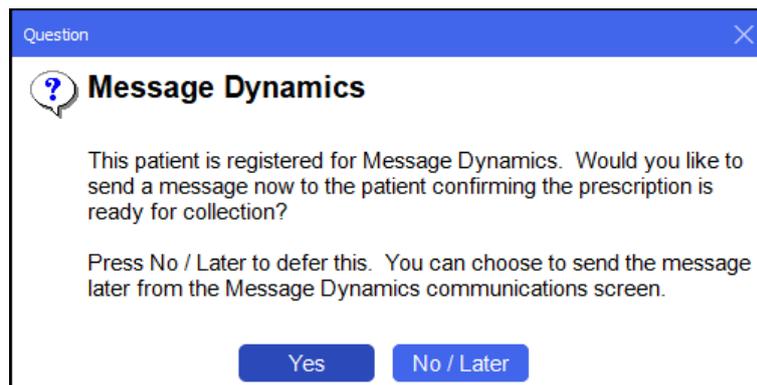


- Preferred contact method of **SMS Texting**:



## Message Dynamics Prompt

After dispensing and endorsing a prescription, if a patient is registered for **Message Dynamics** a prompt displays at the end of dispensing a prescription:

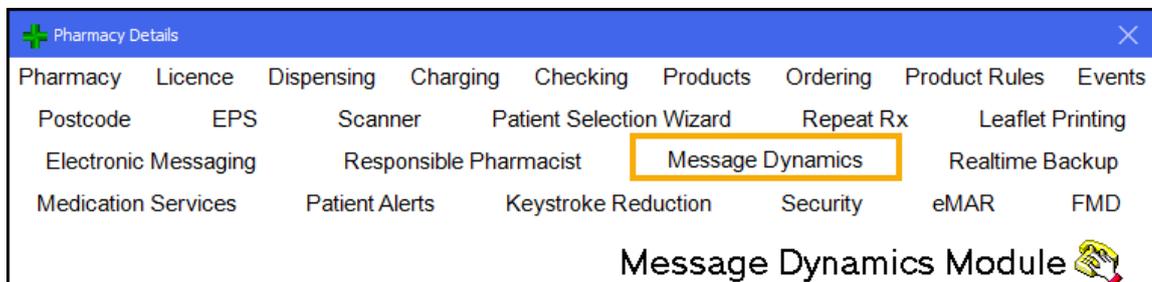


- Select **Yes** to send a message to the patient confirming their prescription is ready for collection.
- Select **No/later** to send the message at a later date. See [Managing To Send, Received and Sent Messages](#) on page 14.

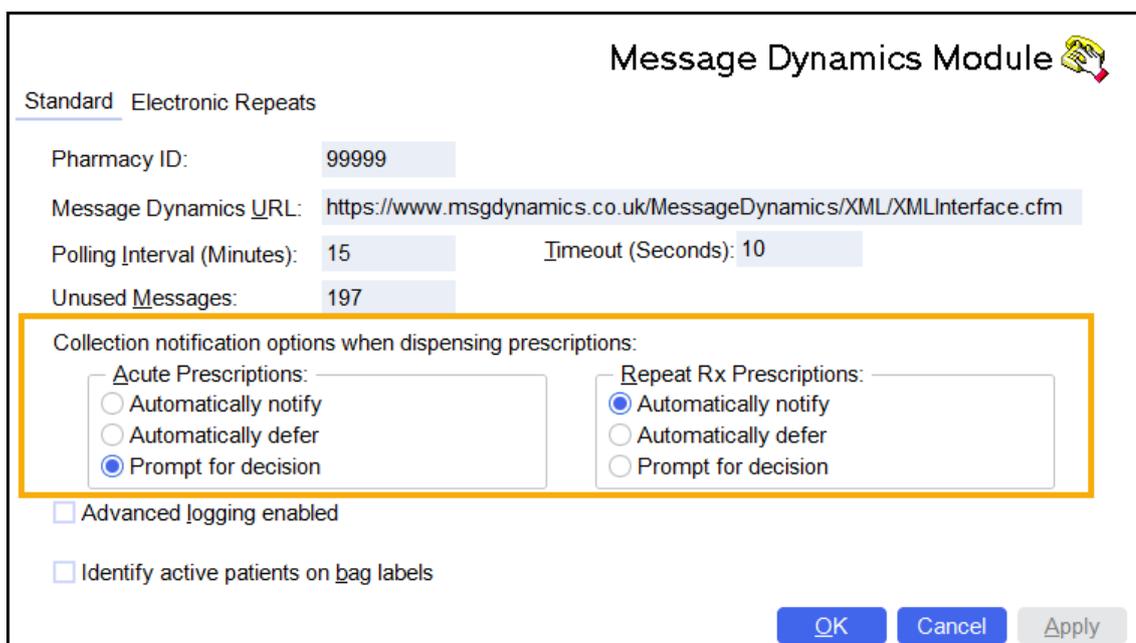
## Changing prompt settings

To change to when the prompt displays:

1. Select **Tools - System Settings - Pharmacy Details**.
2. The **Pharmacy Details** screen displays. Select **Message Dynamics**:



3. From **Collection notification options when dispensing prescriptions**, choose how you wish to notify **Message Dynamics** patients when their prescriptions are available for collection. Separate choices can be made for **Acute Prescriptions** and **Repeat Rx Prescriptions**:



The screenshot shows the 'Message Dynamics Module' configuration screen. It has a blue header with the title and a small icon. Below the header, there are two tabs: 'Standard' and 'Electronic Repeats'. The 'Standard' tab is selected. The screen contains several input fields: Pharmacy ID (99999), Message Dynamics URL (https://www.msgdynamics.co.uk/MessageDynamics/XML/XMLInterface.cfm), Polling Interval (Minutes) (15), Timeout (Seconds) (10), and Unused Messages (197). A yellow box highlights the 'Collection notification options when dispensing prescriptions' section, which contains two columns of radio button options. The 'Acute Prescriptions' column has three options: 'Automatically notify' (unselected), 'Automatically defer' (unselected), and 'Prompt for decision' (selected). The 'Repeat Rx Prescriptions' column has three options: 'Automatically notify' (selected), 'Automatically defer' (unselected), and 'Prompt for decision' (unselected). Below this section are two checkboxes: 'Advanced logging enabled' and 'Identify active patients on bag labels'. At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Apply'.

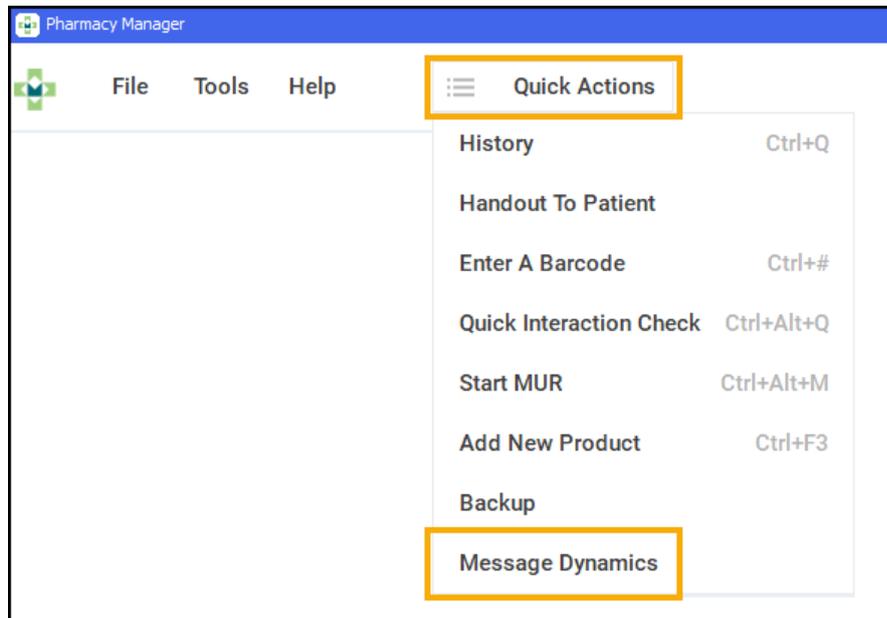
- **Automatically notify** - Select to automatically send the collection notification to the patient.
- **Automatically defer** - Select to automatically defer the collection notification. It can be sent at a later time, see [Managing To Send, Received and Sent Messages](#) on page 14.
- **Prompt for decision** - Select to prompt for a decision to send the collection notification to the patient after each prescription (as above).

4. After making any required changes, select **Apply** .

## Managing To Send, Received and Sent Messages

You can view a full list of messages that are ready to send, have been received or sent within **Message Dynamics**:

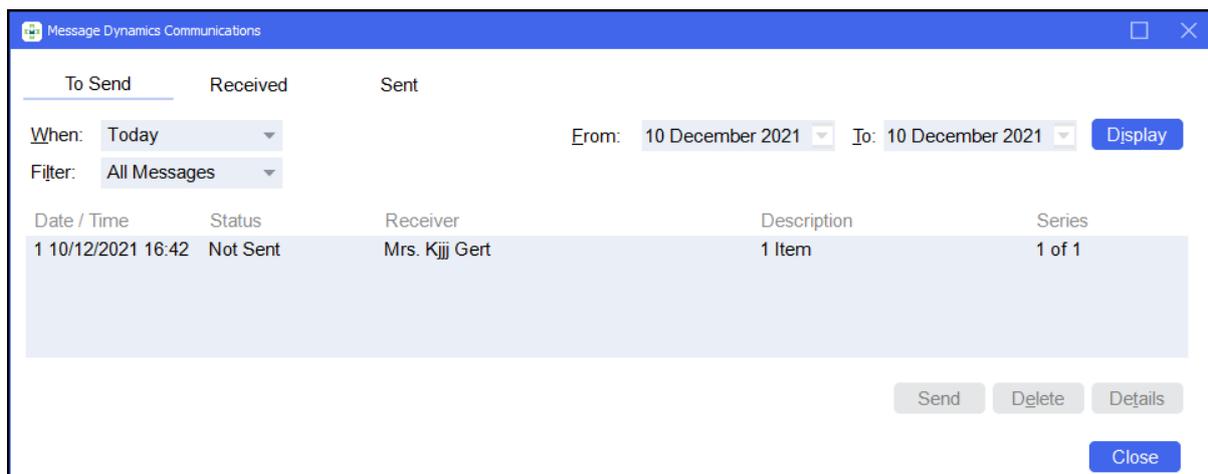
1. Select **Quick Actions - Message Dynamics**:



The **Message Dynamics Communications** screen displays. This is split into the following three tabs, select for more details:

### To Send

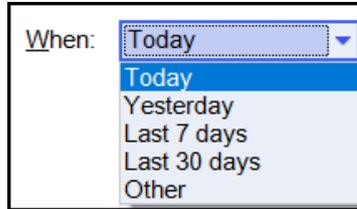
The **To Send** tab displays all messages that are ready to be sent by **Message Dynamics**:



## Sorting messages that display

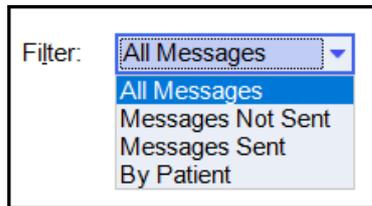
To sort the messages that display on the **To Send** screen, the following options are available:

- **When** - Choose to display messages within a certain timespan:



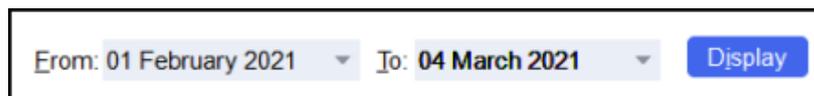
When: **Today** ▼  
 Today  
 Yesterday  
 Last 7 days  
 Last 30 days  
 Other

- **Filter** - Choose to filter messages by their status:



Filter: **All Messages** ▼  
 All Messages  
 Messages Not Sent  
 Messages Sent  
 By Patient

- **From** - Choose to display messages that have been received within a certain date range:



From: 01 February 2021 ▼ To: 04 March 2021 ▼ **Display**

Select **Display**  to update the list.



**Note** - To enable this option, from **When**, select **Other**.

## Managing To Send

To manage messages that are ready to send:

1. From **To Send**, select the required message:

- Select **Send**  to send the message.
- Select **Delete**  to delete the message from the **To Send** screen.
- Select **Details**  to display the **Message Dynamics** screen. This displays details of the prescribed medication:



Message Dynamics for Mrs. Kjjj Gert

Filter: **All Messages** ▼

Date / Time	Status	Description
1 10/12/2021 16:42:...	Not Sent	Folic Acid 5mg Tablets

Only show items that require action

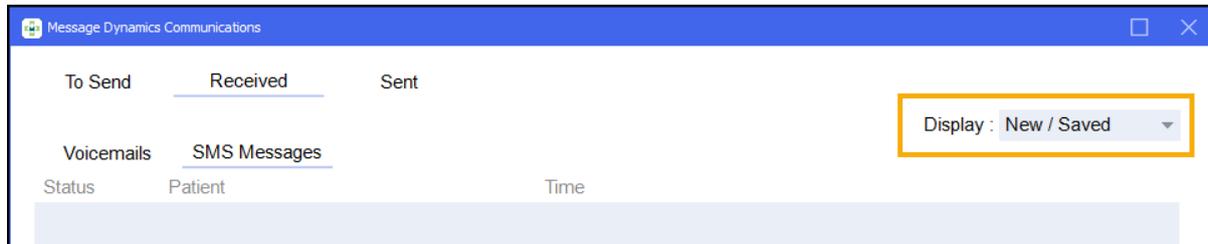
**Send** **Delete** **Close**

## Received

The **Received** tab displays all received Voicemail and SMS messages from patients.

### Filtering Received Messages

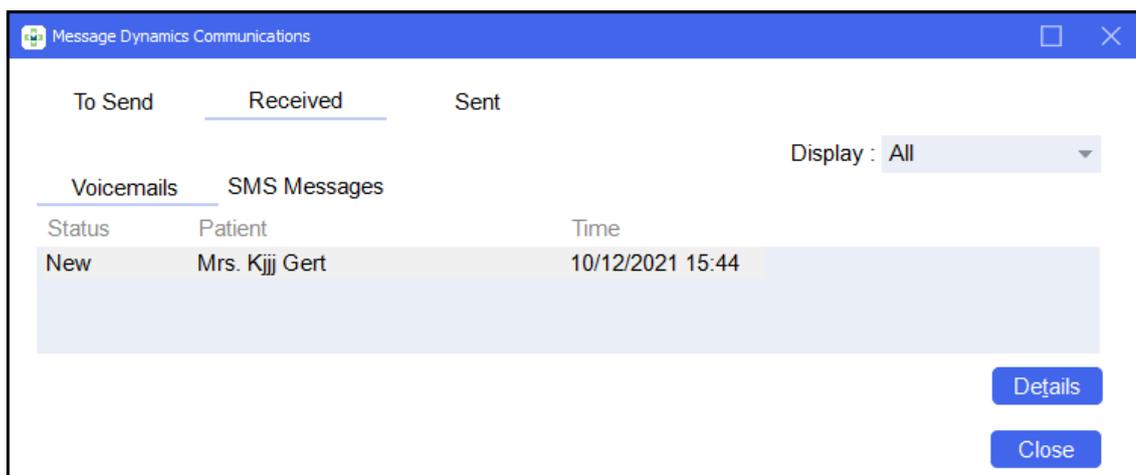
To filter the received messages select the **Display** drop-down:



### Listening to Received Voicemails

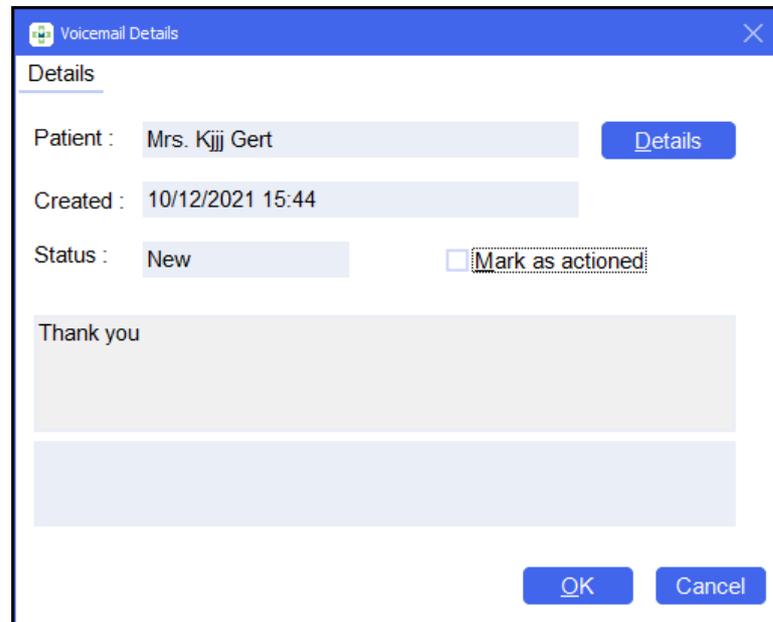
To listen to received voicemails:

1. From **Message Dynamics Communication**, select **Received** and then select **Voicemails**. All received Voicemails display:



2. To listen to the voicemail, call the **Message Dynamics** voicemail retrieval number, 0800 0608614, and follow the instructions.
3. Select **Details** [Details](#).

- The **Voicemail Details** screen displays where you can record the content of the message, so that it can be reviewed at a later date if necessary:



**Voicemail Details**

**Details**

Patient : Mrs. Kjjj Gert [Details](#)

Created : 10/12/2021 15:44

Status : New  **Mark as actioned**

Thank you

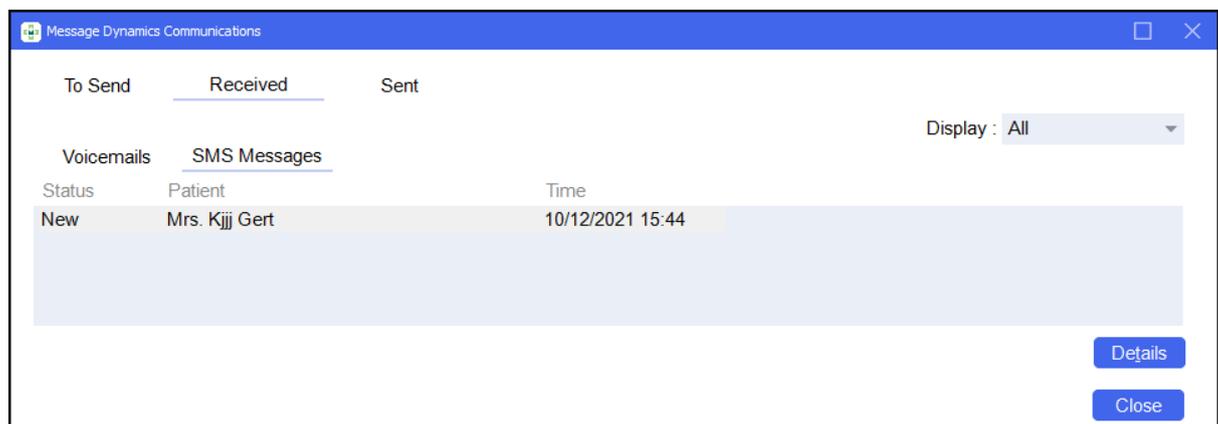
[OK](#) [Cancel](#)

- Select **Mark as actioned** after completing the necessary actions.

## Viewing Received SMS Messages

To view received SMS Messages:

- From **Message Dynamics Communication**, select **Received** and select **SMS Messages**. All received SMS messages display:



**Message Dynamics Communications**

To Send Received Sent

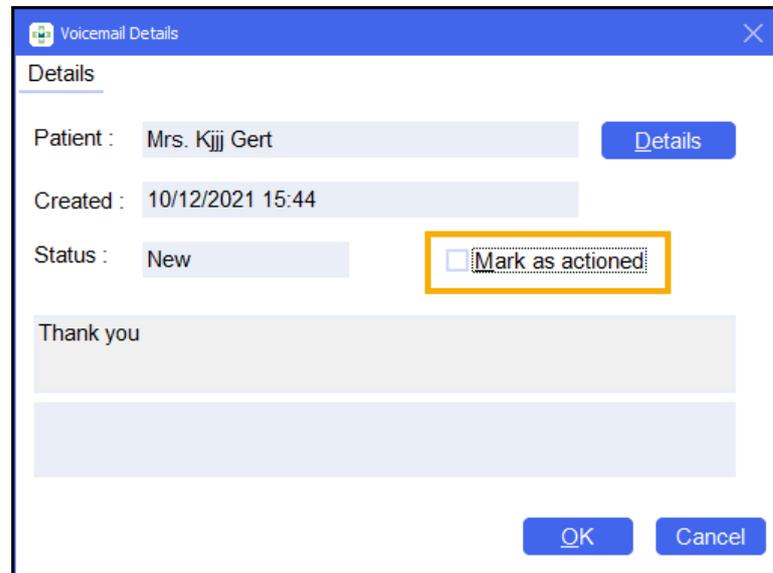
Voicemails SMS Messages Display : All

Status	Patient	Time
New	Mrs. Kjjj Gert	10/12/2021 15:44

[Details](#) [Close](#)

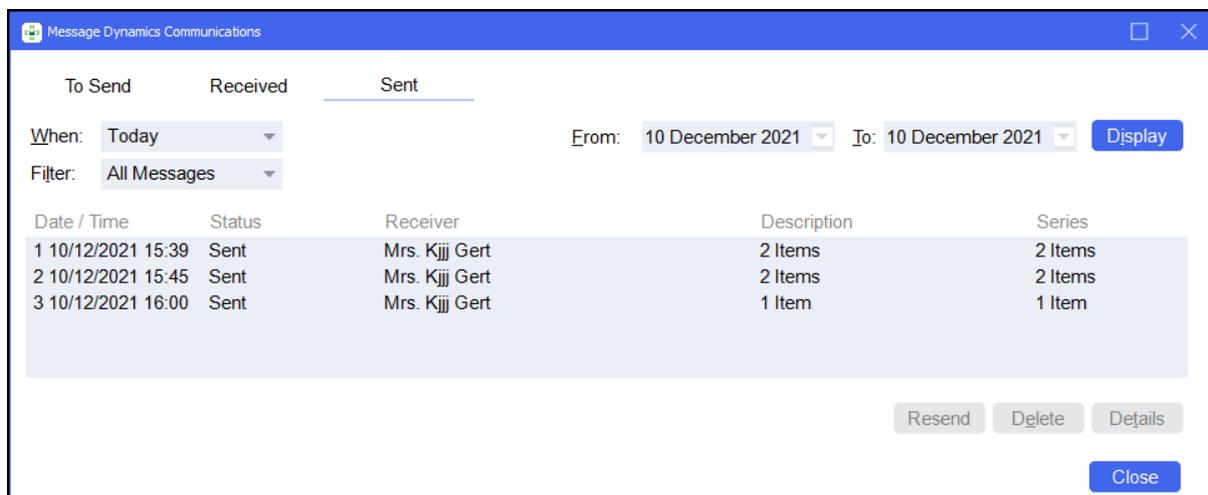
- Select the required SMS Message and select **Details** [Details](#).

- The **Message Details** screen displays, and displays the SMS message sent by the patient. Select **Mark as actioned** after completing the necessary actions:



## Sent

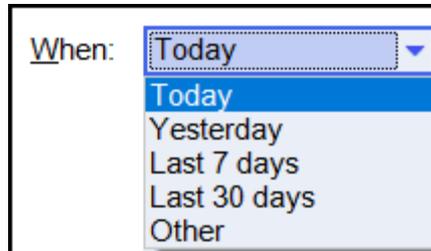
The **Sent** tab displays all messages that have been sent by **Message Dynamics**:



## Sorting messages that display

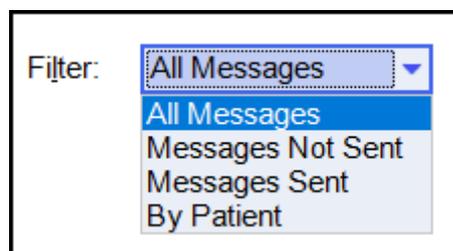
To sort the messages that display on the **Sent** screen, the following options are available:

- **When** - Choose to display messages within a certain timespan:



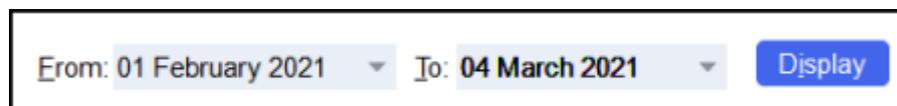
The screenshot shows a dropdown menu labeled 'When:'. The selected option is 'Today'. The menu is open, showing the following options: Today, Yesterday, Last 7 days, Last 30 days, and Other.

- **Filter** - Choose to filter messages by their status:



The screenshot shows a dropdown menu labeled 'Filter:'. The selected option is 'All Messages'. The menu is open, showing the following options: All Messages, Messages Not Sent, Messages Sent, and By Patient.

- **From** - Choose to display messages that have been received within a certain date range:



The screenshot shows a date range selection interface. It includes two dropdown menus: 'From: 01 February 2021' and 'To: 04 March 2021'. To the right of these dropdowns is a blue button labeled 'Display'.

Select **Display**  to update the list.

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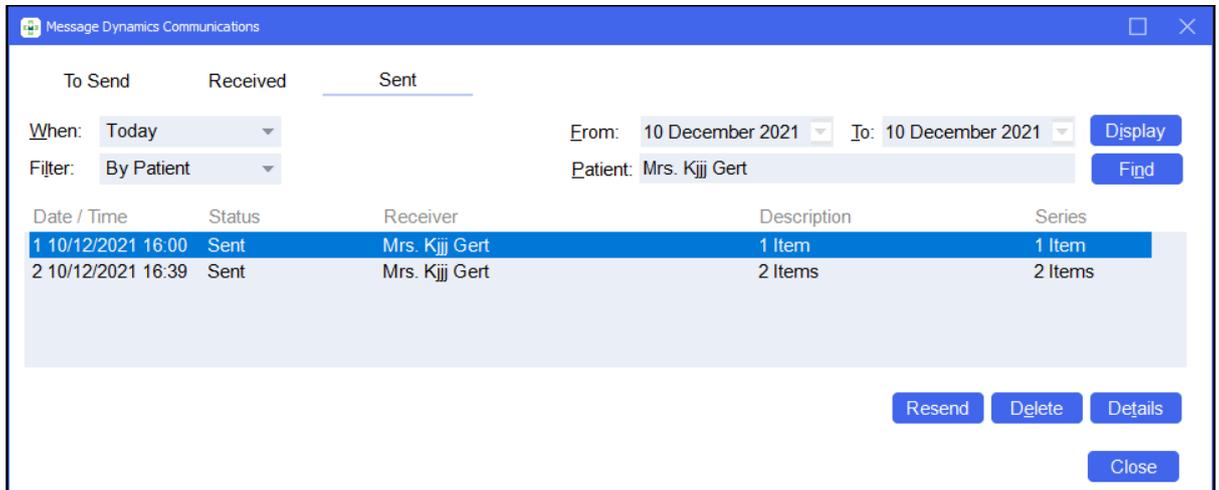
 **Note** - To enable this option, from **When**, select **Other**.

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## Managing Sent Messages

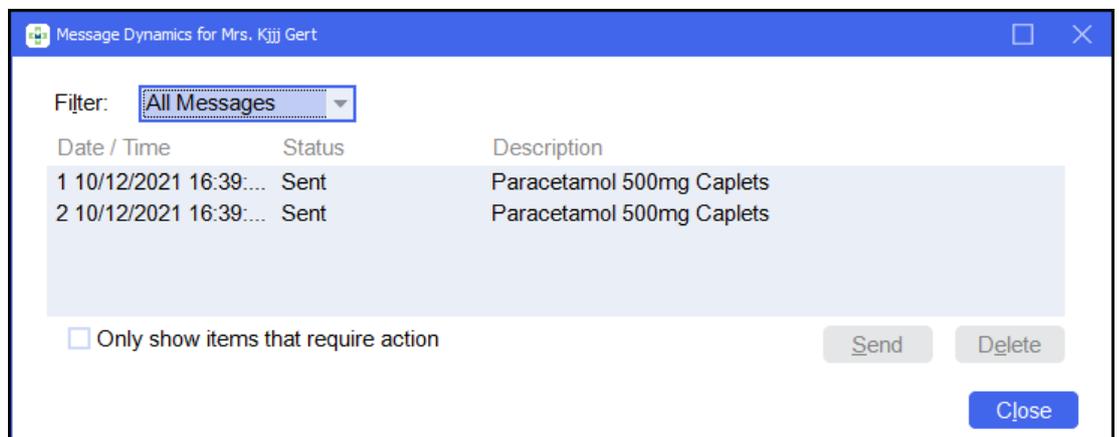
To manage sent messages:

1. From **Sent**, select the required message:



Date / Time	Status	Receiver	Description	Series
1 10/12/2021 16:00	Sent	Mrs. Kjjj Gert	1 Item	1 Item
2 10/12/2021 16:39	Sent	Mrs. Kjjj Gert	2 Items	2 Items

- Select **Resend**  to resend the message.
- Select **Delete**  to delete the message from the **Sent** screen.
- Select **Details** , The **Message Dynamics** screen displays, showing details of the prescribed medication:

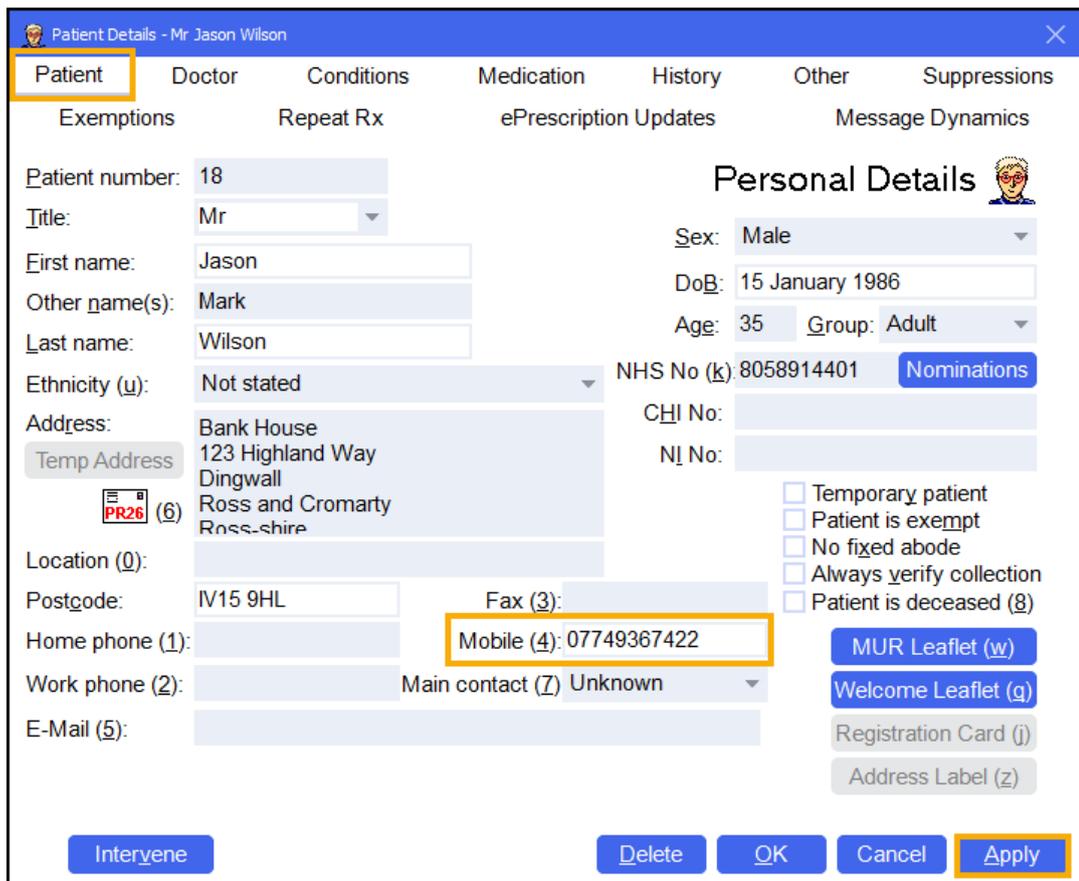


Date / Time	Status	Description
1 10/12/2021 16:39:...	Sent	Paracetamol 500mg Caplets
2 10/12/2021 16:39:...	Sent	Paracetamol 500mg Caplets

## Updating a Registered Patient's Telephone Number

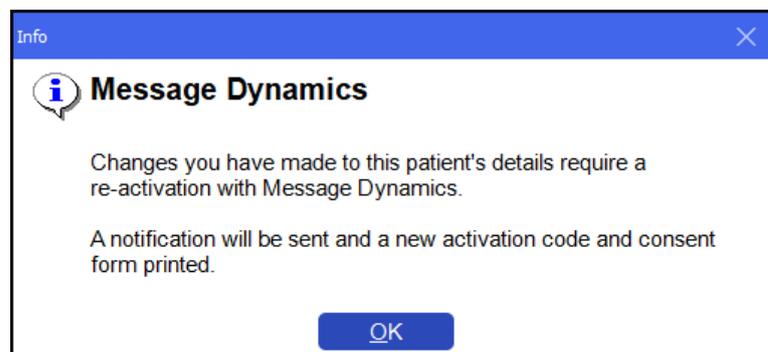
If a patient is registered for **Message Dynamics**, to update their telephone number:

1. From the **Patient Details** screen, update their contact details as required:



**Patient Details - Mr Jason Wilson**  
 Patient | Doctor | Conditions | Medication | History | Other | Suppressions  
 Exemptions | Repeat Rx | ePrescription Updates | Message Dynamics  
 Patient number: 18  
 Title: Mr  
 First name: Jason  
 Other name(s): Mark  
 Last name: Wilson  
 Ethnicity (u): Not stated  
 Address: Bank House, 123 Highland Way, Dingwall, Ross and Cromarty, Ross-shire  
 Location (0):  
 Postcode: IV15 9HL  
 Home phone (1):  
 Work phone (2):  
 E-Mail (5):  
 Sex: Male  
 DoB: 15 January 1986  
 Age: 35 | Group: Adult  
 NHS No (k): 8058914401  
 CHI No:  
 NI No:  
 Mobile (4): 07749367422  
 Fax (3):  
 Main contact (Z): Unknown  
 MUR Leaflet (w)  
 Welcome Leaflet (q)  
 Registration Card (j)  
 Address Label (z)  
 Temporary patient  
 Patient is exempt  
 No fixed abode  
 Always verify collection  
 Patient is deceased (g)  
 Interyene | Delete | OK | Cancel | **Apply**

2. Select **Apply**.
3. The **Message Dynamics Info** screen displays, informing you that the changes you have made require a re-activation with **Message Dynamics**:



**Info**  
**Message Dynamics**  
 Changes you have made to this patient's details require a re-activation with Message Dynamics.  
 A notification will be sent and a new activation code and consent form printed.  
 OK

4. Select **OK**.
5. A **Message Dynamics Consent Form** automatically prints.

6. The patient's **Status** updates to **Pending** until the re-activation completes. Their status will then return to **Active**:

### Message Dynamics Details

Status

 Pending - Activation request sent at 09/04/2021 12:19:06

[Check status](#) Ensure that the current status matches the record in Message Dynamics

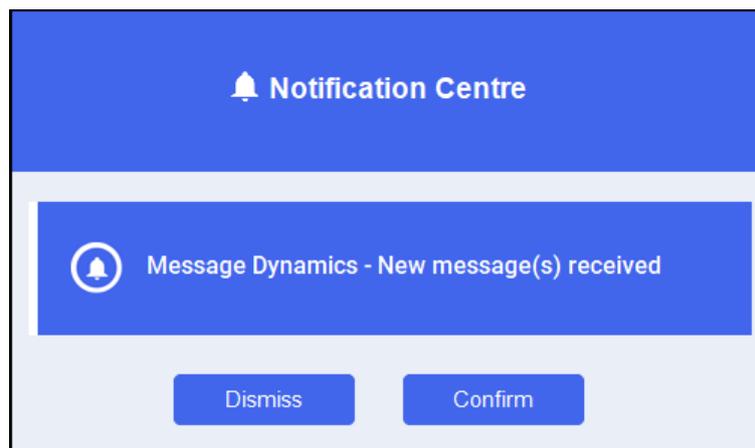
[View SMS](#) View received text messages for patient

## Accessing Received Messages

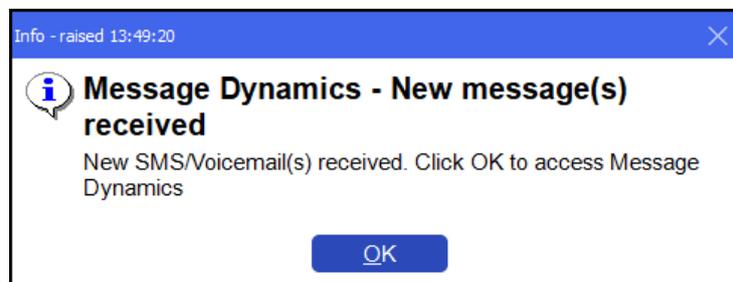
When you receive a new message from a patient via **Message Dynamics**, you are notified through the **Notification Centre** .

To view a new message:

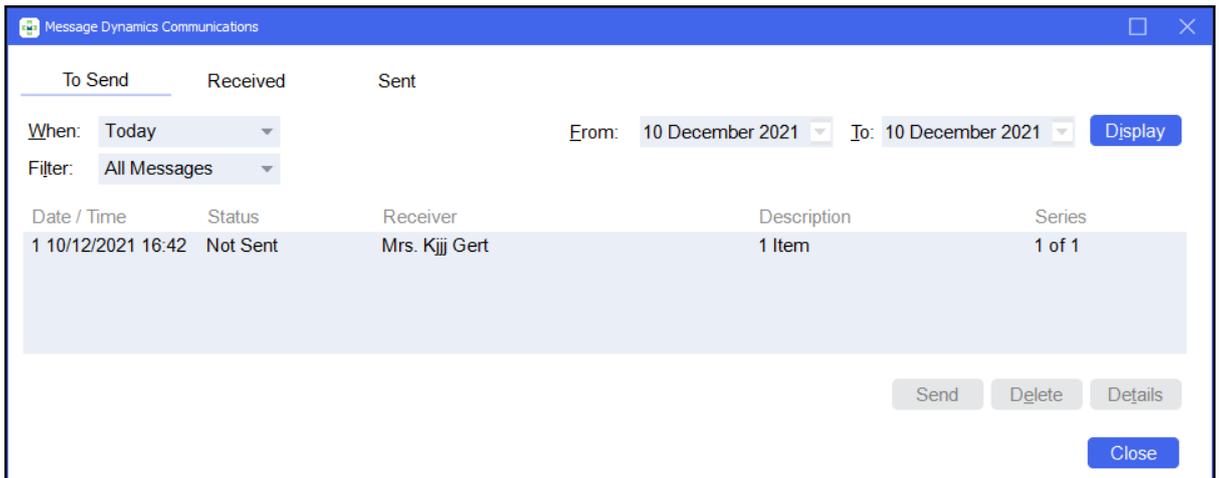
1. Select the **Notification Centre**  button. The **Notification Centre** displays:



2. Select **Message Dynamics - New message(s) received** and **Confirm**.
3. The **Message Dynamics - New message(s) received** screen displays. Select **OK**:



The **Message Dynamics Communication** screen displays:



The screenshot shows the 'Message Dynamics Communications' window. It has three tabs: 'To Send', 'Received', and 'Sent'. The 'To Send' tab is active. There are filters for 'When' (Today) and 'Filter' (All Messages). The 'From' and 'To' dates are both set to 10 December 2021. A 'Display' button is present. Below the filters is a table with the following data:

Date / Time	Status	Receiver	Description	Series
1 10/12/2021 16:42	Not Sent	Mrs. Kjjj Gert	1 Item	1 of 1

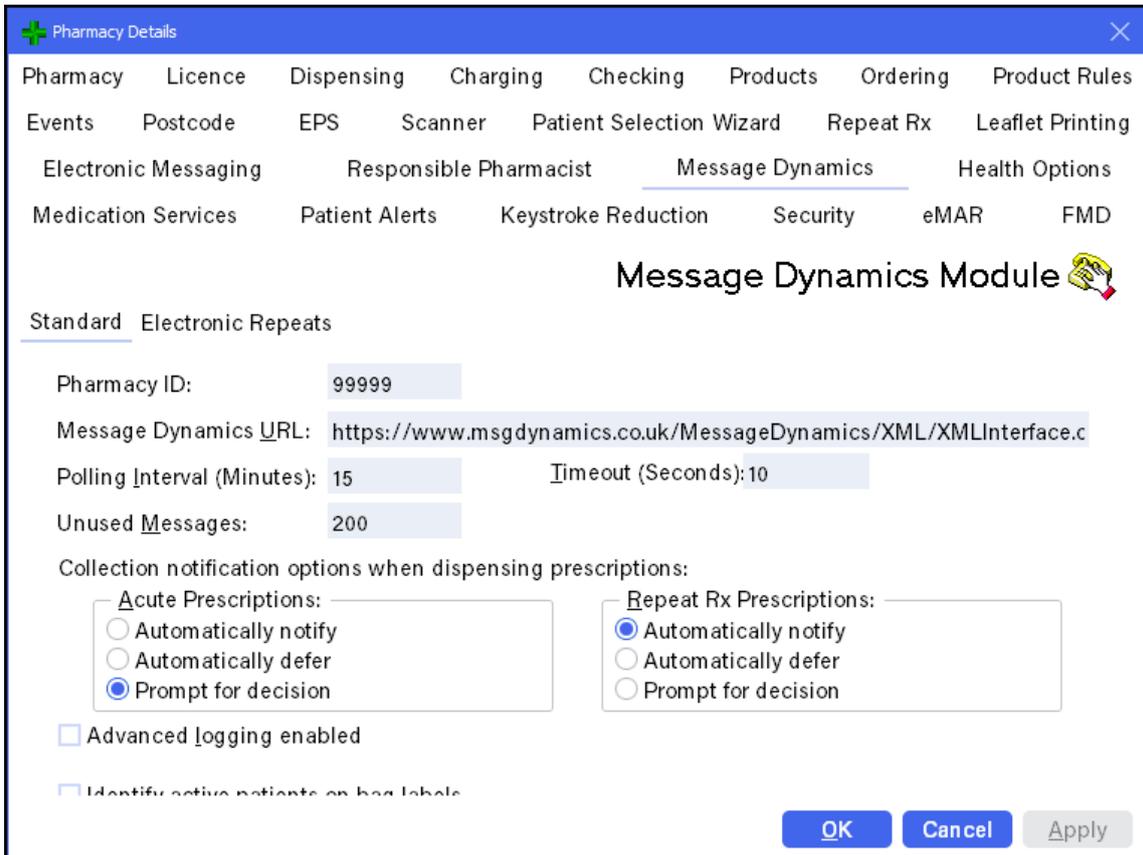
At the bottom right, there are buttons for 'Send', 'Delete', 'Details', and 'Close'.

➔ See [Managing To Send, Received and Sent Messages](#) on page **14** for more details on the **Message Dynamics Communications** screen.

## Message Dynamics Settings

**Message Dynamics** has various settings that can be adjusted to tailor the functionality to your business. To view and amend the **Message Dynamics** settings, select **Tools - System Settings - Pharmacy Details - Message Dynamics**.

The **Message Dynamics Module** screen displays:



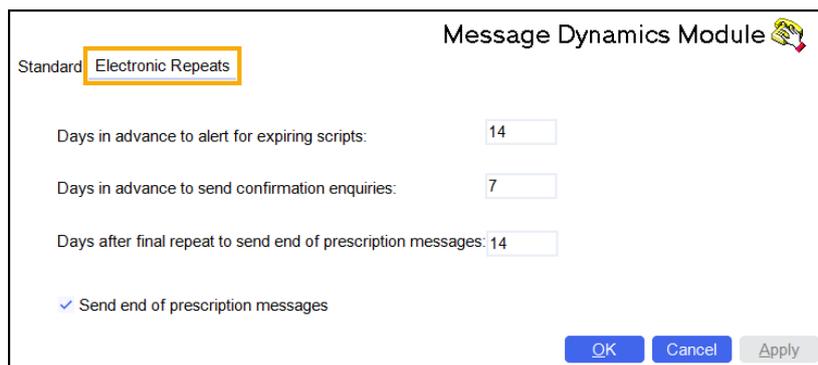
### Standard tab

- **Pharmacy ID** - Completes from your initial **Pharmacy Manager** installation and cannot be changed.
- **Message Dynamics URL** - Completes automatically as part of the set-up and should not be changed.
- **Polling interval** - Sets the frequency that **Pharmacy Manager** checks for incoming messages. By default, **Pharmacy Manager** will check for incoming patient messages every 15 minutes.
- **Timeout** - Defaults to 10 seconds. This sets the time **Pharmacy Manager** waits for **Message Dynamics** to respond before returning an error.
- **Unused Messages** - The running total of unused prepaid messages.

- **Collection notification** - If you produce labels for medication in advance of the prescription being made up, you can defer sending a message to your patients until the labels are produced. For both Acute and Repeat Rx Prescriptions you can select to:
  - **Automatically notify** - Automatically sends notification immediately.
  - **Automatically defer** - Automatically defers the notification.
  - **Prompt for decision** - Prompts for each prescription.
- **Advanced logging enabled** - Tick to create a log file, detailing all sent and received messages to and from **Message Dynamics**.
- **Identify active patients on bag labels** - Tick to mark bag labels as active for **Message Dynamics**.

## Electronic Repeats tab

Select to manage how **Message Dynamics** patients with electronic repeats are informed about their prescription through **Message Dynamics**:



Standard **Electronic Repeats** Message Dynamics Module 

Days in advance to alert for expiring scripts:

Days in advance to send confirmation enquiries:

Days after final repeat to send end of prescription messages:

Send end of prescription messages

 **Note** - Only displays if an appropriate electronic prescription service is available.

- **Days in advance to alert for expiring scripts** – Set the number of days in advance you want to advise your patients that a prescription is about to expire and there is outstanding medication.
- **Days in advance to send confirmation enquiries** – Set the number of days in advance you want to send a **Do you want this electronic repeat which is about to fall due?** message to the patient. This message must be sent before the repeat falls due and sets the repeat status to Patient reminded.
- **Days after final repeat to send end of prescription messages** – Set the number of days after a repeat series has been fully dispensed that a reminder should be sent to advise the patient that they should obtain a new repeat prescription.
- **Send end of prescription messages** - Tick to send end of prescription messages as a courtesy for the patient.

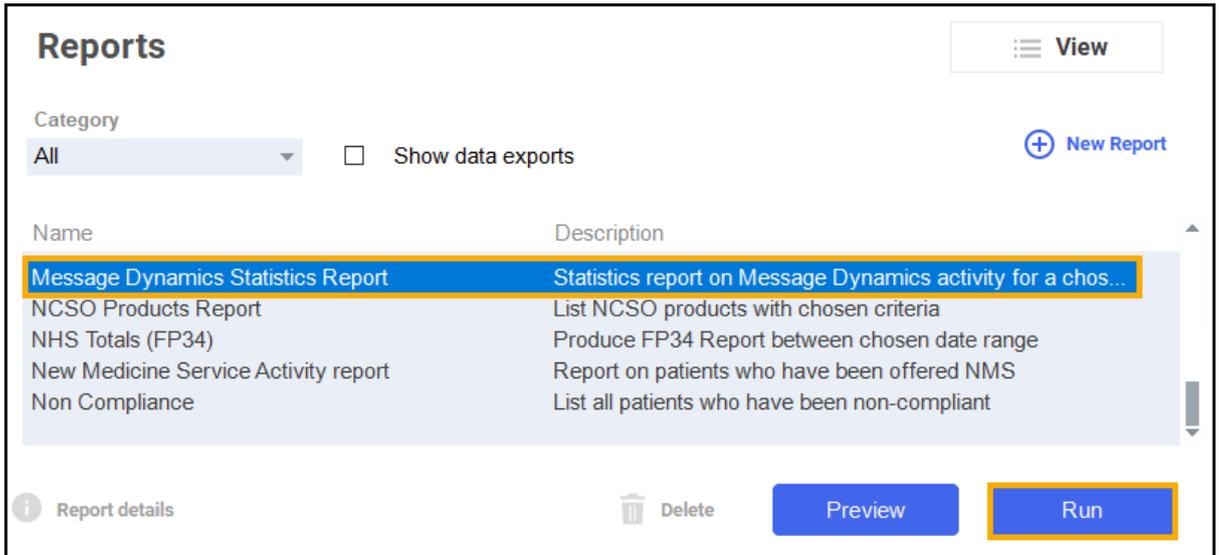
If you have made updates, select **Apply** to update your system.

## Message Dynamics Statistics Report

The **Message Dynamics** statistics report lets you view a summary of all events that have occurred within **Message Dynamics**.

To run a **Message Dynamics Statistics Report**, from the **Reports**  screen:

1. Select **Message Dynamics Statistics Report** from the list of available reports and select **Run** :



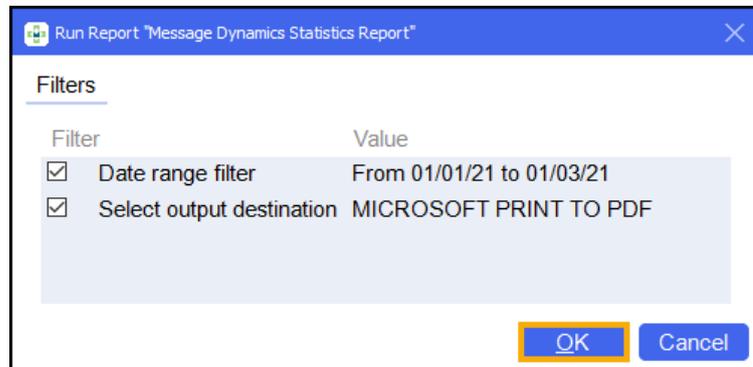
**Reports** View

Category: **All**  Show data exports + New Report

Name	Description
Message Dynamics Statistics Report	Statistics report on Message Dynamics activity for a chos...
NCSO Products Report	List NCSO products with chosen criteria
NHS Totals (FP34)	Produce FP34 Report between chosen date range
New Medicine Service Activity report	Report on patients who have been offered NMS
Non Compliance	List all patients who have been non-compliant

Report details Delete Preview Run

2. The **Run Report** screen displays:



Run Report "Message Dynamics Statistics Report"

**Filters**

Filter	Value
<input checked="" type="checkbox"/> Date range filter	From 01/01/21 to 01/03/21
<input checked="" type="checkbox"/> Select output destination	MICROSOFT PRINT TO PDF

OK Cancel

3. Enter the **Date range filter** and select the **output destination**.
4. Select **OK** .

5. The **Message Dynamics Statistics Report** displays:

Message Dynamics Statistics Report run at 12/03/2021 12:50:51
✕

1
🔍 🔍 📄 📄 📧 📧 ✖ Close

**Message Dynamics Statistics Report**

**Reporting Period**  
Start Date : 01/Jan/2021  
End Date : 10/Mar/2021

**Patient activations**  
19/01/2021 12:31 : Miss Gemma Green (3), [Mobile: 07749367422]  
19/01/2021 13:25 : Mr Jason Wilson (18), [Mobile: 07749367421]  
01/03/2021 13:30 : Mr. Gary Green (13), [Phone No: 07749367422]  
04/03/2021 10:30 : Mrs. Sadhbh McCoy (23), [Mobile: 07709995982]

**Patient activations pending**

**Patient updates**  
19/01/2021 12:31 : Miss Gemma Green (3), [Mobile: 07749367422]  
04/03/2021 10:30 : Mrs. Sadhbh McCoy (23), [Mobile: 07709995982]

**Patient withdrawals**  
19/01/2021 13:25 : Miss Gemma Green (3), [Mobile: 07749367422]

**Summary**  
Activations: 4  
Updates: 2  
Withdrawals: 1  
Repeat notifications: 0  
Dispense notifications: 6  
Total messages: 24  
Billable messages: 6  
Message bundle remaining: 196

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May contain sensitive data, please discard accordingly  
From 01/01/2021 to 10/03/2021,  
MICROSOFT PRINT TO PDF
Page 1
12 March 2021 12:50  
Pharmacy Manager 12.1