

Pharmacy Manager Quick Reference Guide

Recording a Pharmacy First Scotland - Standard (MAS) Consultation

Who is eligible?

- People registered with the Defence Medical services (even if they are a visitor to Scotland).
- People registered on a permanent basis with a GP Practice in Scotland.
- People registered on a temporary basis with a GP Practice in Scotland (unless they are a visitor to Scotland).
- People who live in Scotland.
- People who are gypsies or travellers in Scotland.
- People who are asylum seekers in Scotland or a dependent of an asylum seeker in Scotland.

What is a Pharmacy First Scotland - Standard (MAS) Consultation?

The Pharmacy First Service enables patients to get advice and free treatment from a Pharmacist for a range of minor ailments, for example, nasal congestion, migraines, fungal skin infections, eczema.

A patient must be eligible for the Pharmacy First Service before a consultation can take place. Eligible patients include those who are registered with a GP practice in Scotland or who live in Scotland.

To record a Pharmacy First Scotland - Standard (MAS) consultation:

1. From the **Pharmacy Manager Side Navigation Bar** select **ePharmacy**

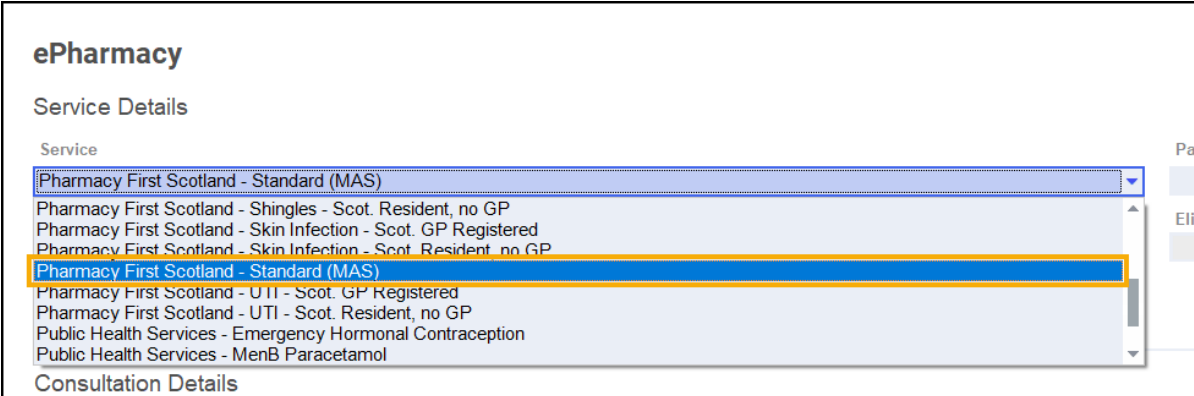


The **ePharmacy** screen displays.



Note - You must be logged into **ePharmacy**  in order to record a MAS consultation, see [Logging in to ePharmacy](#) for details.

- From **Service**, select **Pharmacy First Scotland - Standard (MAS)**:



ePharmacy

Service Details

Service

Pharmacy First Scotland - Standard (MAS)

Pharmacy First Scotland - Shingles - Scot. Resident, no GP

Pharmacy First Scotland - Skin Infection - Scot. GP Registered

Pharmacy First Scotland - Skin Infection - Scot. Resident, no GP

Pharmacy First Scotland - Standard (MAS)


Pharmacy First Scotland - UTI - Scot. GP Registered

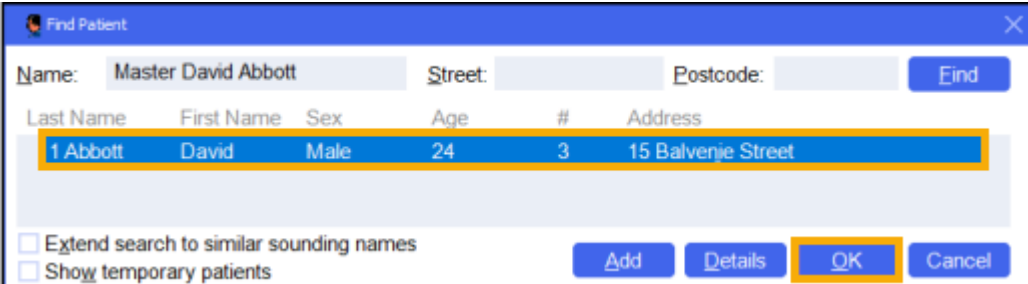
Pharmacy First Scotland - UTI - Scot. Resident, no GP

Public Health Services - Emergency Hormonal Contraception

Public Health Services - MenB Paracetamol

Consultation Details

- From **Patient**, enter the name of the patient and press **Enter** on your keyboard to search for the patient record.
- The **Find Patient** screen displays. Select the appropriate patient and select **OK** :



Find Patient


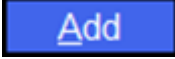
Name: Master David Abbott Street: Postcode: Find

| Last Name | First Name | Sex | Age | # | Address |
|-----------|------------|------|-----|---|---------------------|
| 1 Abbott | David | Male | 24 | 3 | 15 Balvernie Street |


Extend search to similar sounding names

Show temporary patients

Add Details **OK** Cancel

 **Note** - If the patient is not found in **Pharmacy Manager**, select **Add**  to add the patient, see [Adding a New Patient](#) in the **Pharmacy Manager** Help Centre for more details.


- Pharmacy Manager** checks the eligibility status of the selected patient via the **Electronic Pharmacy Message Store (ePMS)**.

 **Note** - If there is any demographic information missing, you are prompted and the relevant requests display.


 **Note** - To run an additional **Eligibility Status** check, select **Refresh** .

- The **ePMS** responds with either:
 - Eligible** - Continue to record the consultation, or
 - Not Eligible** - The patient is not eligible for a consultation. You are asked to confirm if you wish to proceed with the consultation.

7. Confirm that **Print PFS - Standard Form**  is correct. Amend if required.

 **Note** - **Print PFS - Standard Form** is set at a system wide level. You can over-ride it on a case-by-case basis by enabling or disabling it as required. This does not affect your system wide settings. See [Configuring Pharmacy First Scotland - Standard \(MAS\) Form Printing](#) on page 5 for more details.

8. From **Consultation Details**, complete as required:



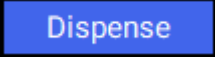
- **Outcome** - Select from:
 - **Medication Prescribed**
 - **Advice Only**
 - **Refer to GP**
- **Notes** - Enter details of the consultation.


 **Important** - Notes are mandatory for a Pharmacy First Scotland - Standard (MAS) service.

- **Message Area** - This area displays any messages where mandatory information is required for a service.

9. Complete the consultation as follows:

Medication Prescribed


- a. Select **Dispense**  to dispense medications as required.

 **Note** - If there are any partially completed prescriptions on the **Dispensary** screen you cannot complete a consultation.

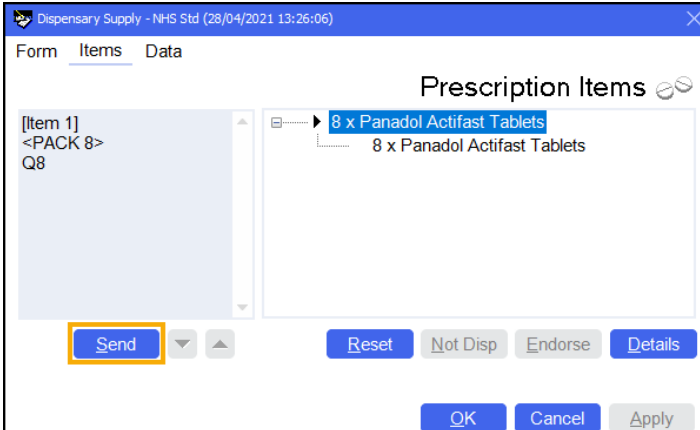
b. The **Dispensary**  screen displays.

c. Complete dispensing in the usual way and select **Finish** .

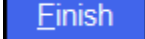
 See [Dispensing a Paper Prescription](#) for more details.

 **Note** - If the item selected is not on the Pharmacy First Scotland approved list a message displays, see [Pharmacy First Scotland - Standard \(MAS\) Approved List](#) on page 7 for more details.

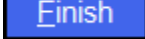
d. The **Dispensary Supply** screen displays, select **Send**  to endorse and claim for the consultation:


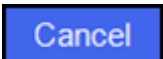


Advice Only

- Enter the details in **Notes** and select **Finish** . The details of the consultation are sent to the **ePMS**.

Refer to GP

- Enter the details in **Notes** and select **Finish** . The details of the consultation are sent to the **ePMS**.

 **Training Tip** - To clear the **ePharmacy** screen of all data added, select **Cancel** . No information is sent to the **ePMS**.

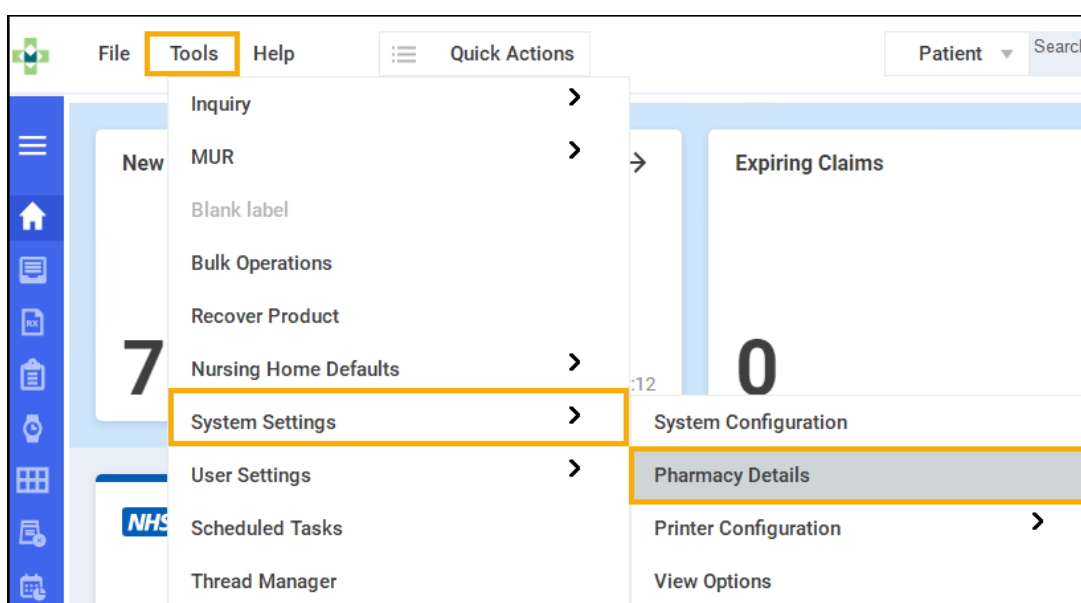
Configuring Pharmacy First Scotland - Standard (MAS) Form Printing

You can configure to print Pharmacy First Scotland - Standard (MAS) forms at a system level. This feature is enabled by default within **Pharmacy Manager**.

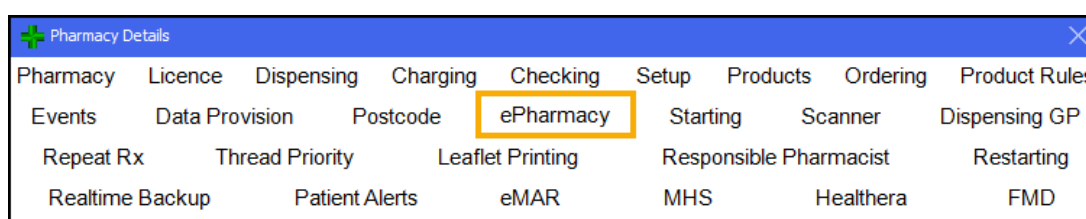
If you wish to support paperless dispensing within your pharmacy, you can disable this feature.

To disable Pharmacy First Scotland - Standard (MAS) form printing at a system level:

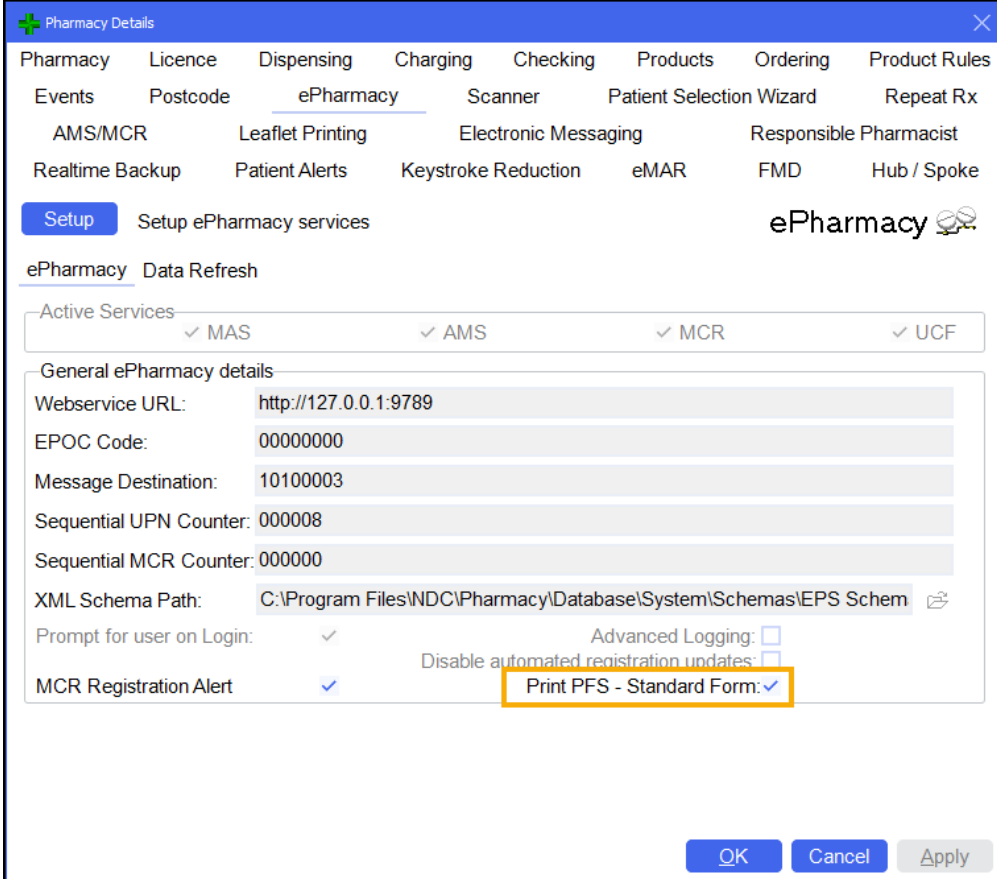
1. From the **Pharmacy Manager Menus** select **Tools - System Settings - Pharmacy Details**:



2. The **Pharmacy Details** screen displays, select the **ePharmacy** tab:



3. The **Print PFS - Standard Form** function is enabled by default. Select the **Print PFS - Standard Form** check box to disable the function:



The screenshot shows the 'Pharmacy Details' dialog box with the 'ePharmacy' tab selected. Under 'Active Services', MAS, AMS, MCR, and UCF are all checked. In the 'General ePharmacy details' section, the 'Print PFS - Standard Form' checkbox is checked and highlighted with a yellow box. Other settings include Webservice URL, EPOC Code, Message Destination, Sequential UPN Counter, Sequential MCR Counter, XML Schema Path, and various alert and logging options.

4. Select **Apply** .


5. The **Print PFS - Standard Form** function is now disabled.

 **Note** - You can over-ride this setting on a case-by-case basis. Simply enable or disable the **Print PFS - Standard Form**


Print PFS - Standard Form function within a non PGD consultation as required. This will not affect your system wide Print Pharmacy First Scotland - Standard (MAS) Form setting.

Pharmacy First Scotland - Standard (MAS) Approved List

Pharmacy Manager warns you if an item supplied during a Pharmacy First Scotland - Standard (MAS) consultation is not on the Pharmacy First Scotland approved list, but allows you to continue dispensing.

 **Note** - The approved list is not checked for any Pharmacy First Scotland service other than Pharmacy First Scotland - Standard (MAS).







This is especially useful when new items are added at short notice to the online version of the Pharmacy First Scotland approved list, but have not yet been included in the **Pharmacy Manager** Product file update.

 **Note** - You should always check the online version of the Pharmacy First Scotland approved list to ensure the item you wish to dispense is on the list. If you dispense an item that is not on the list, you may not be paid.

To dispense an item outside of the Pharmacy First Scotland approved list:


1. Record a Pharmacy First Scotland - Standard (MAS) consultation and dispense the medication in the usual way.
2. If the item is not recognised as being on the Pharmacy First Scotland approved list the below message displays:

Warnings:

-  Press Ctrl+B to show brands, including branded generics, and Ctrl+G to show generics.
-   The item you have selected is outside of the Pharmacy First Scotland approved list contained within the product file you are running.
-  Notes must be entered to complete this consultation.
-  Directions provide inadequate information for dosage checking.
-  Endorsement (<PACK 20>, Q10)

Message Details ✕

Message

 **Keral 25mg Tablets**



The item you have selected is outside of the Pharmacy First Scotland approved list contained within the product file you are running.

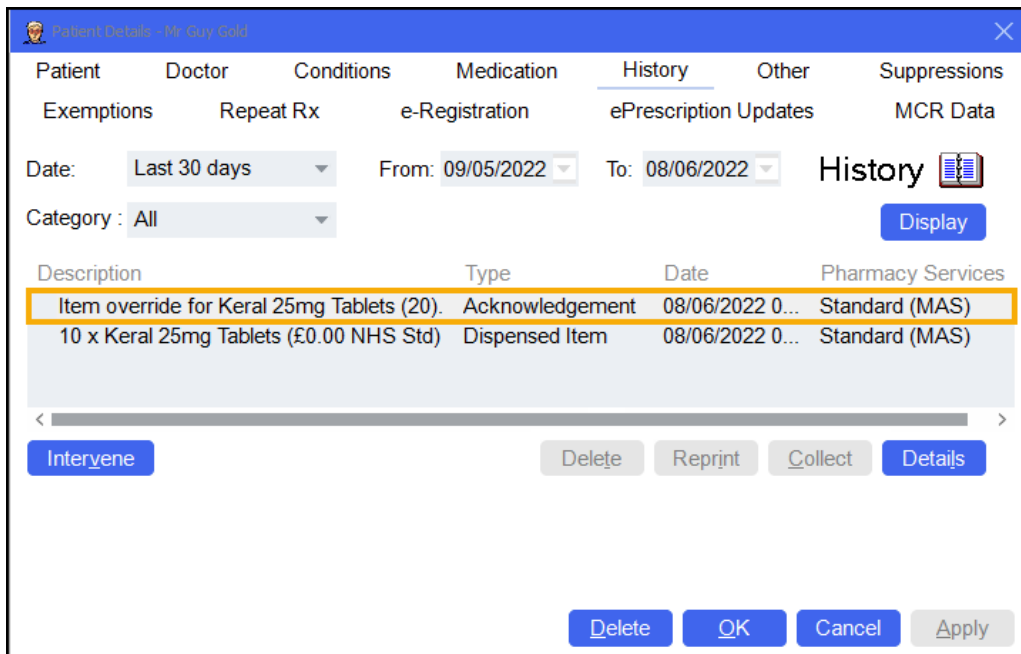
Please refer to the latest online version of the Pharmacy First approved list to check if the item has recently been added to the list. Also please ensure you have imported any awaiting product file updates.

Click confirm to continue with the dispense of this item.

Don't show this type of message in future

Intervene
Endorse
Confirm
Suppress
Close

3. Select **Confirm**  to continue with the dispense, or select **Close**  to abandon the dispense.
4. After dispensing an item outside of the Pharmacy First Scotland approved list, an internal audit event is logged in **Patient Details - History**, confirming which user continued with the dispensing:




The screenshot shows the 'Patient Details - Mr Guy Gold' window with the 'History' tab selected. The window includes navigation tabs for Patient, Doctor, Conditions, Medication, History, Other, and Suppressions. Under the History tab, there are sub-tabs for Exemptions, Repeat Rx, e-Registration, ePrescription Updates, and MCR Data. The 'Date' filter is set to 'Last 30 days', with a range from 09/05/2022 to 08/06/2022. The 'Category' is set to 'All'. A table displays the history entries:

| Description | Type | Date | Pharmacy Services |
|--|-----------------|-----------------|-------------------|
| Item override for Keral 25mg Tablets (20). | Acknowledgement | 08/06/2022 0... | Standard (MAS) |
| 10 x Keral 25mg Tablets (£0.00 NHS Std) | Dispensed Item | 08/06/2022 0... | Standard (MAS) |

Below the table are buttons for 'Intervene', 'Delete', 'Reprint', 'Collect', and 'Details'. At the bottom of the window are buttons for 'Delete', 'OK', 'Cancel', and 'Apply'.

Select **Details**  to view more information:



The screenshot shows an 'Info' window titled 'Acknowledgement'. It contains the following text:

Item override for Keral 25mg Tablets (20).

This message was acknowledged by Pharmacy on 08/06/2022 07:44:11.

An 'OK' button is located at the bottom of the window.