

Pharmacy Manager Release 15.5

Pharmacy Manager release **15.5** introduces the following features and improvements:

England Only

- **Introduction of the National Care Records Service (NCRS) - Pharmacy Manager** now integrates with the National Care Records Service (NCRS). The NCRS is an NHS Digital service replacing the previous 1-click service to view a patient's Summary Care Record. This integration allows you to directly navigate to a patient's National Care Record to view additional information and assist with clinical support and patient care.



Further information as to the data available within the NCRS is available at <https://digital.nhs.uk/services/national-care-records-service>.



See **Accessing a Patient's National Care Records Service (NCRS)** on page **2** for more details.



A new audit report is also available, see **Running the NCRS - Audit Report** on page **6** for more details.

- **Patient Facing Application Integration - Pharmacy Manager** now provides the functionality to integrate with various patient facing applications (apps) in England. Once integration is activated, providing the patient is registered in **Pharmacy Manager** they can request repeat items and receive dispensing stage notifications through their chosen app. This can reduce the communication workload for your pharmacy.




See [Patient Facing Application Integration \(opens the Pharmacy Manager Help Centre\)](#) for more information.

Accessing a Patient's National Care Records Service (NCRS)

Pharmacy Manager integrates with the National Care Records Service (NCRS). The NCRS is an NHS Digital service replacing the previous 1-click service to view a patient's Summary Care Record. This integration allows you to directly navigate to a patient's National Care Record to view additional information and assist with clinical support and patient care.

 Further information as to the data available within the NCRS is available at <https://digital.nhs.uk/services/national-care-records-service>.

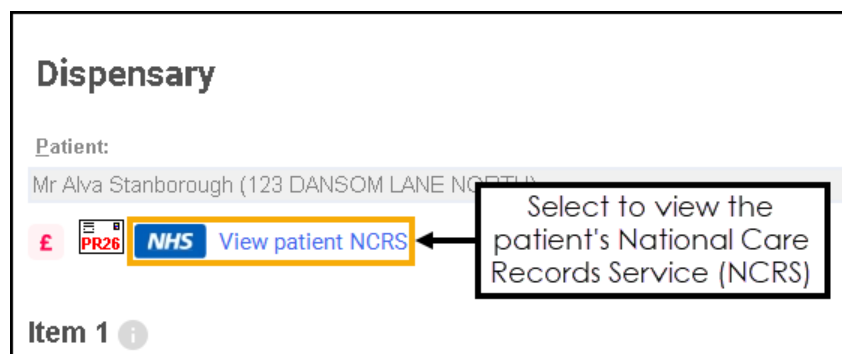
 **Note** - You must be successfully signed on with your Smartcard to access the NCRS.


You can access a patient's NCRS in **Pharmacy Manager** in two ways:

- From the **Dispensary** screen
- From the **Patient Details** screen

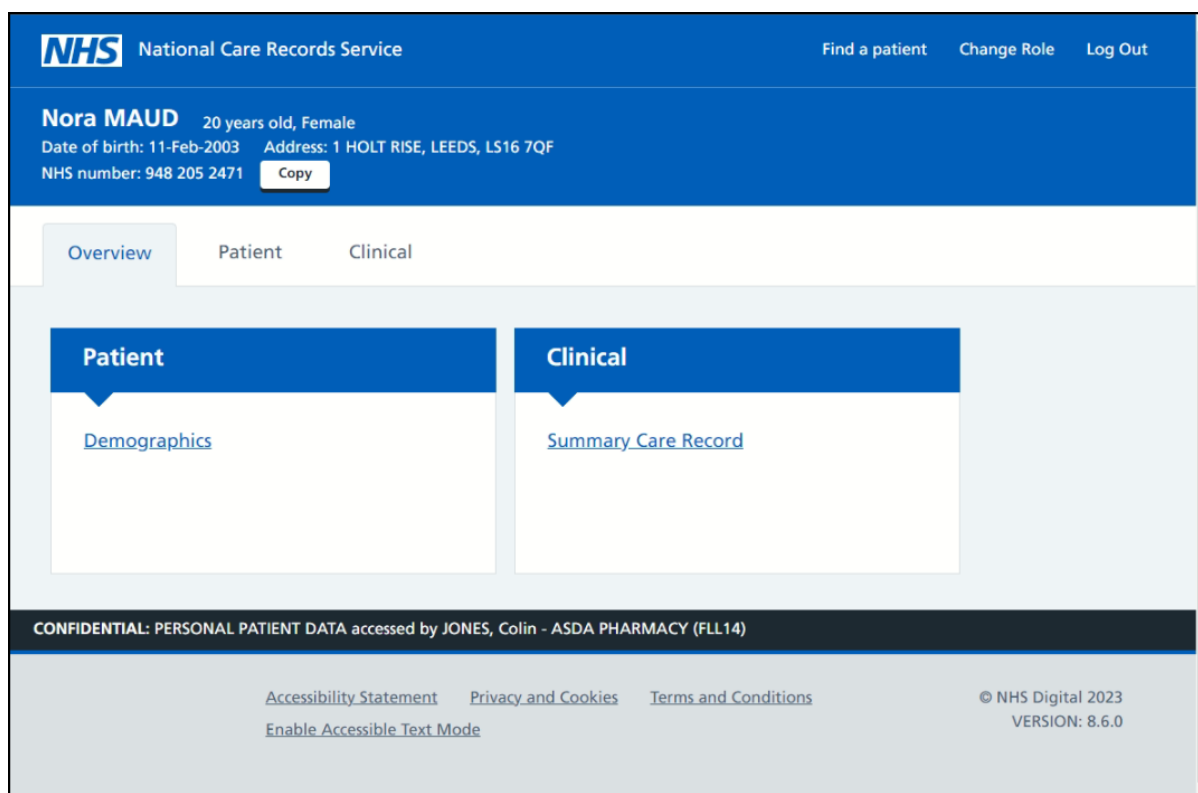
Viewing a Patient's NCRS from the Dispensary screen

To view the patient's NCRS from the **Dispensary** screen simply select **View patient NCRS** :



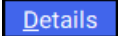

 **Note** - If the patient does not have an NHS number on their record or their NHS number has not been verified by the NHS Spine this option is not available. NHS numbers can be verified by performing a PDS trace, see [Tracing a patient on the PDS \(opens the Pharmacy Manager Help Centre\)](#) for more information.

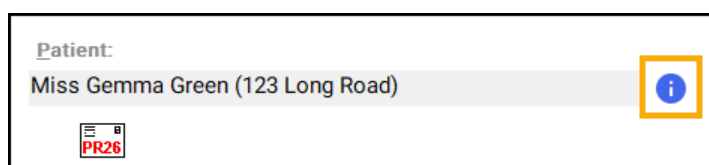
The **NHS Digital National Care Records Service** website displays:



Viewing a Patient's NCRS from the Patient Details screen

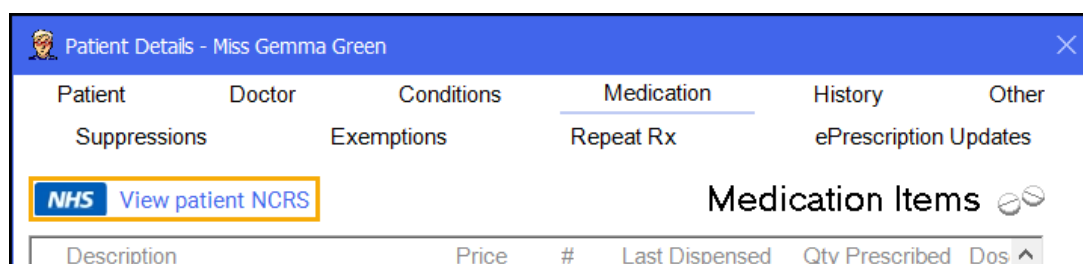
To access the **Patient Details - Medication** screen, either:


- From the **Find Patient** screen, find the patient and then select **Details**  or press **Alt + D** on your keyboard.
- From the **Dispensary** screen, select either:
 - **Information**  next to the patient's name:



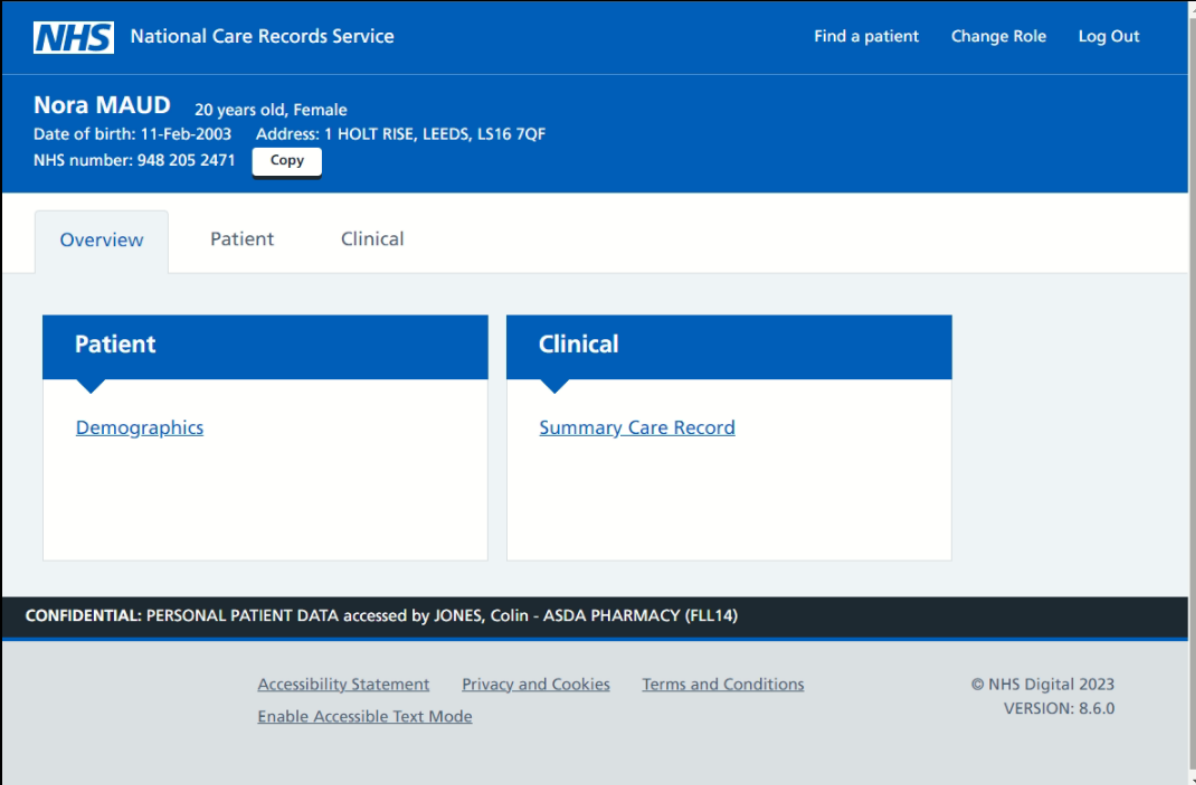
- **F6** on your keyboard, this opens the **Patient Details** screen on the **Medication History** tab.

To view the patient's NCRS from **Patient Details - Medication** tab simply select **View patient NCRS** :




 **Note** - If the patient does not have an NHS number on their record or their NHS number has not been verified by the NHS Spine this option is not available. NHS numbers can be verified by performing a PDS trace, see [Tracing a patient on the PDS \(opens the Pharmacy Manager Help Centre\)](#) for more information.

The **NHS Digital National Care Records Service** website displays:




The screenshot shows the NHS Digital National Care Records Service interface. At the top, there is a blue header with the NHS logo, the text "National Care Records Service", and navigation links for "Find a patient", "Change Role", and "Log Out". Below the header, a blue bar displays patient information: "Nora MAUD", "20 years old, Female", "Date of birth: 11-Feb-2003", "Address: 1 HOLT RISE, LEEDS, LS16 7QF", and "NHS number: 948 205 2471" with a "Copy" button. A navigation menu below the header includes "Overview", "Patient", and "Clinical". The main content area is divided into two columns: "Patient" with a "Demographics" link, and "Clinical" with a "Summary Care Record" link. A dark grey bar at the bottom of the main content area contains the text "CONFIDENTIAL: PERSONAL PATIENT DATA accessed by JONES, Colin - ASDA PHARMACY (FLL14)". The footer includes links for "Accessibility Statement", "Privacy and Cookies", and "Terms and Conditions", along with "Enable Accessible Text Mode". On the right side of the footer, it states "© NHS Digital 2023" and "VERSION: 8.6.0".

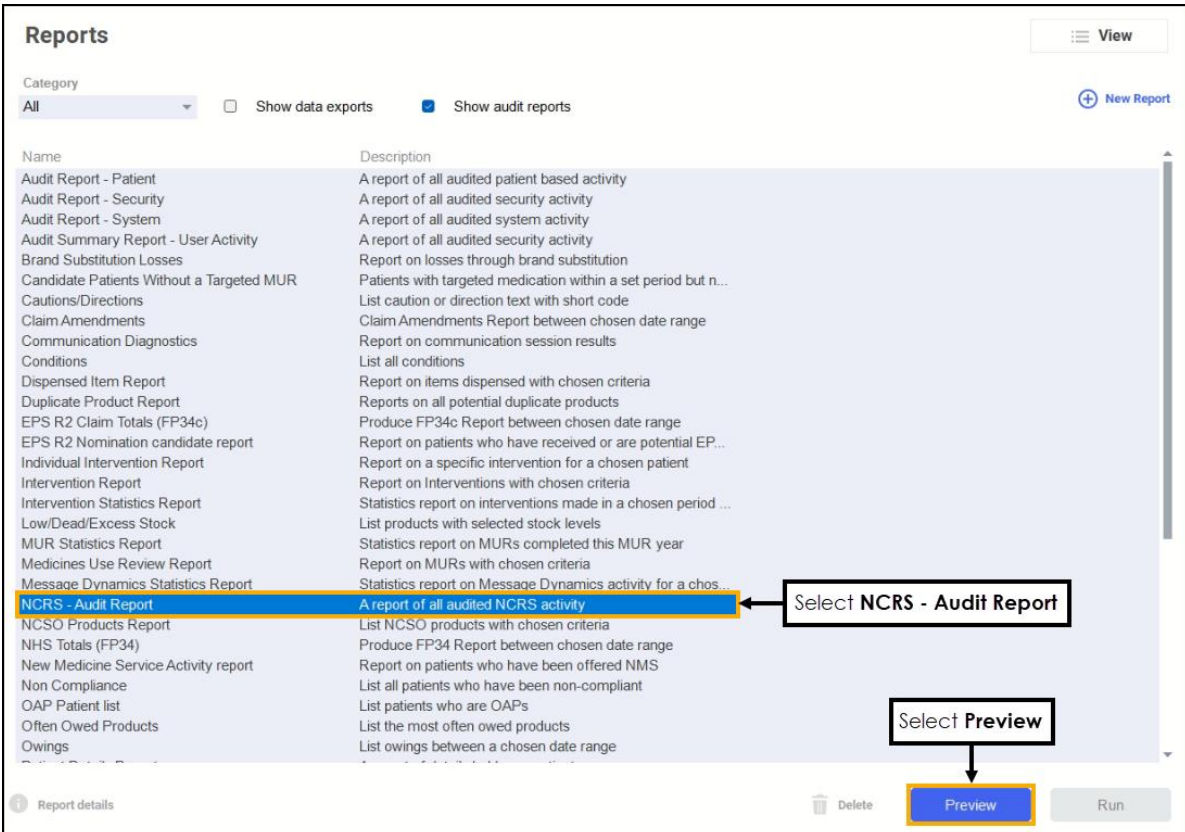
Running the NCRS - Audit Report

NCRS access is audited and presented in a new audit report, available from the **Reports**  screen in **Pharmacy Manager**.

To run the NCRS Audit Report:

1. From the **Pharmacy Manager Side Navigation Bar** select **Reports** .
2. From the list of reports, select **NCRS - Audit Report** and then select

Preview .



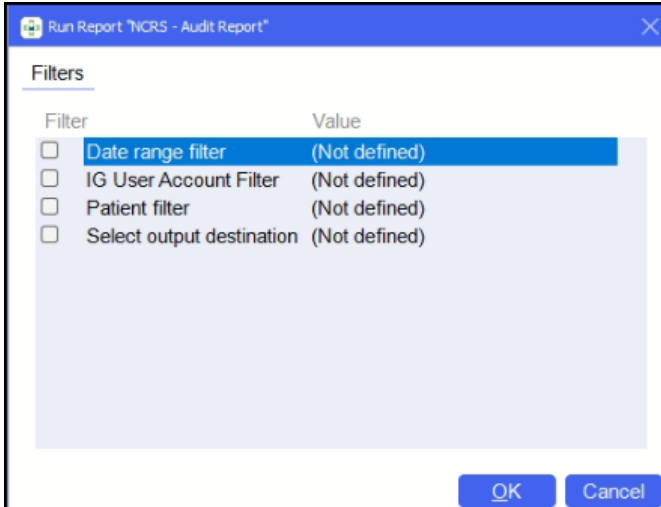
Reports View

Category: All Show data exports Show audit reports New Report

Name	Description
Audit Report - Patient	A report of all audited patient based activity
Audit Report - Security	A report of all audited security activity
Audit Report - System	A report of all audited system activity
Audit Summary Report - User Activity	A report of all audited security activity
Brand Substitution Losses	Report on losses through brand substitution
Candidate Patients Without a Targeted MUR	Patients with targeted medication within a set period but n...
Cautions/Directions	List caution or direction text with short code
Claim Amendments	Claim Amendments Report between chosen date range
Communication Diagnostics	Report on communication session results
Conditions	List all conditions
Dispensed Item Report	Report on items dispensed with chosen criteria
Duplicate Product Report	Reports on all potential duplicate products
EPS R2 Claim Totals (FP34c)	Produce FP34c Report between chosen date range
EPS R2 Nomination candidate report	Report on patients who have received or are potential EP...
Individual Intervention Report	Report on a specific intervention for a chosen patient
Intervention Report	Report on Interventions with chosen criteria
Intervention Statistics Report	Statistics report on interventions made in a chosen period ...
Low/Dead/Excess Stock	List products with selected stock levels
MUR Statistics Report	Statistics report on MURs completed this MUR year
Medicines Use Review Report	Report on MURs with chosen criteria
Message Dynamics Statistics Report	Statistics report on Message Dynamics activity for a chos...
NCRS - Audit Report	A report of all audited NCRS activity
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
OAP Patient list	List patients who are OAPs
Often Owed Products	List the most often owed products
Owings	List owings between a chosen date range

Report details Delete Preview Run

3. The **Run Report "NCRS - Audit Report"** screen displays:



Run Report "NCRS - Audit Report"

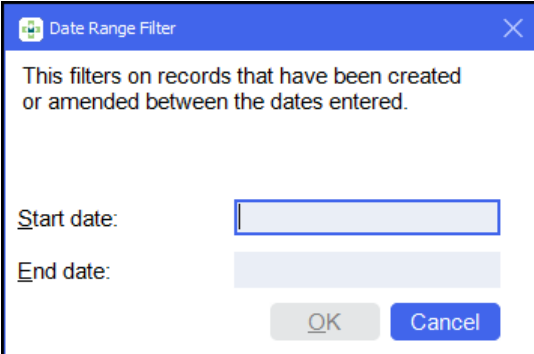
Filters

Filter	Value
<input type="checkbox"/> Date range filter	(Not defined)
<input type="checkbox"/> IG User Account Filter	(Not defined)
<input type="checkbox"/> Patient filter	(Not defined)
<input type="checkbox"/> Select output destination	(Not defined)

OK Cancel

4. Double click on the filter options as required to narrow down your search, or leave blank if the filter is not required.

Date range filter



- a. Set the date range required.



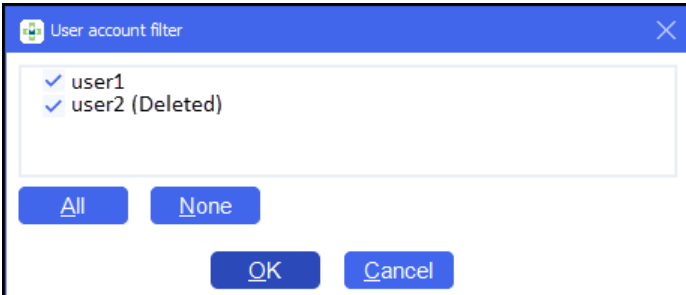
Training Tip - Type a **Full Stop** '.' and then press **Enter** on your keyboard to enter today's date.


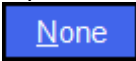


Note - If you do not select a date range **Pharmacy Manager** displays all records.

- b. Select **OK** .

IG User Account Filter



- a. Place a tick next to the users you want to run the report for.
Select **All**  or **None**  to bulk select or deselect users as required.



Note - Users who have left your pharmacy display on the list highlighted as **Deleted**. This enables you to produce activity reports for inactive staff.

- b. Select **OK** .

Patient filter



Patient Filter

Patient:

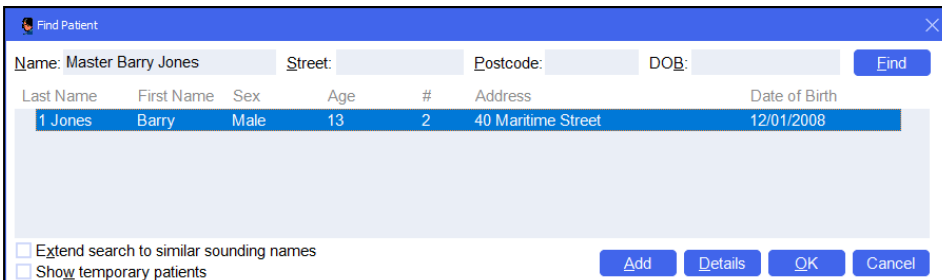
- a. Enter the patient's name and select **Find** .



Note - You can only select one patient at a time.

- b. The **Find Patient** screen displays, select the required patient.

- c. Select **OK** .



Find Patient

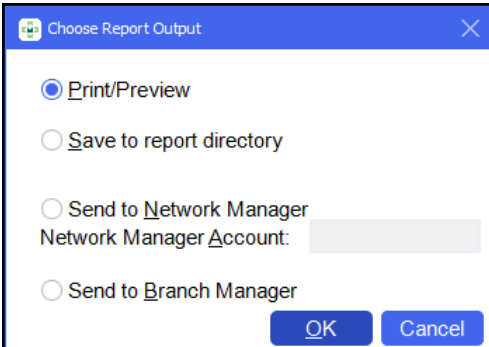
Name: Master Barry Jones Street: Postcode: DOB:

Last Name	First Name	Sex	Age	#	Address	Date of Birth
1 Jones	Barry	Male	13	2	40 Maritime Street	12/01/2008

Extend search to similar sounding names
 Show temporary patients

- d. Select **OK** .

Select output destination



Choose Report Output

Print/Preview

Save to report directory

Send to Network Manager
Network Manager Account:

Send to Branch Manager

- a. Select either:

- **Print/Preview** - Opens a preview of the report.
- **Save to report directory** - To save the report to your system.



Training Tip - To view saved reports, from the **Reports** screen select **View - Saved Reports**.

- **Send to Network Manager** - Enter your Network Manager Account details.
- **Send to Branch Manager**.

- b. Select **OK** .

5. Select **OK** . The **NCRS - Audit Report** displays:

NCRS - Audit Report					
<u>Time</u>	<u>Patient</u>	<u>NHS Number</u>	<u>URP ID</u>	<u>UUID</u>	<u>ODS Code</u>
<u>03/03/2023</u>					
09:44:28	Mr Paul Jones <i>Dispensary Tab; NCRS access</i>	1847106846	756794377512	cegedim	FLL14
09:43:48	Mr Paul Jones <i>Patient details dialog; NCRS access</i>	1847106846	756794377512	cegedim	FLL14
09:03:04	Mr Paul Jones <i>Patient details dialog; NCRS access</i>	1847106846	756794377512	cegedim	FLL14
08:52:00	Mr Paul Jones <i>Patient details dialog; NCRS access</i>	1847106846	756794377512	cegedim	FLL14
06:35:31	Mr Paul Jones <i>Dispensary Tab; NCRS access</i>	1847106846	756794377512	cegedim	FLL14
06:33:27	Mr Paul Jones <i>Patient details dialog; NCRS access</i>	1847106846	756794377512	cegedim	FLL14
<u>27/02/2023</u>					
08:48:36	Mr Paul Jones <i>Patient details dialog; NCRS access</i>	1847106846		cegedim	FLL14
08:26:10	Mr Paul Jones <i>Patient details dialog; NCRS access</i>	1847106846		cegedim	FLL14

 See [Saving, Viewing and Sending Reports \(opens the Pharmacy Manager Help Centre\)](#) for more details.
