Pharmacy Manager v12.1 Release Guide

Summary of Changes

Pharmacy Manager release v12.1 introduces the following features:

All Countries

- **Order Summary Form** - We have introduced an order summary form to the Dispensary screen. This will show you what items are being automatically ordered after any items are dispensed. See Order Summary Form.

- **Patient Information Leaflet (PIL)** - We have expanded on the areas within Pharmacy Manager where an alternative PIL is generated. See PIL.
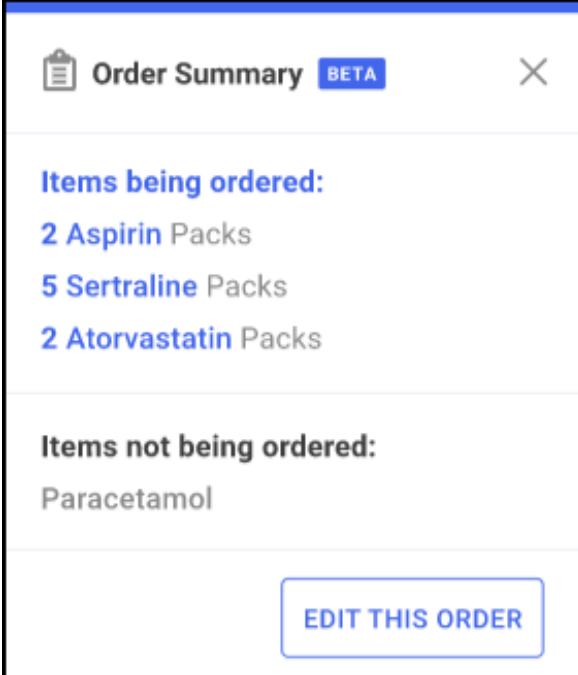
England Only

- **Repeat Prescription Request via Email** - You can now send a repeat prescription request to a GP via email. See Repeat Prescription Request via Email.

- **NHS Prescription Tracker** - We have introduced an NHS prescription tracker. This will allow you to view a prescription's status on the NHS SPINE. See NHS Prescription Tracker.

- **Updated EPS Expiring Warnings** - We have updated the warning text that displays when an EPS prescription is at risk of expiring. See Updated EPS Expiring Warnings.

Order Summary Form

The **Order Summary** form appears on the **Dispensary** screen after dispensing an item within Pharmacy Manager. It displays:

- The items that are being ordered as a result of the dispense.

- The items that are not being ordered as a result of the dispense.

The **Order Summary** form displays for 4 seconds before leaving the screen. You can manage how long the form displays:

- Hover your mouse over the form. It will remain on the screen for as long as your mouse hovers over it.

- To close the form select **Close** ⊠, press **ESC** on your keyboard or click anywhere on the **Dispensary** screen.

> **Note:** The **Order Summary** form is only available for customers who are set-up with automatic ordering.
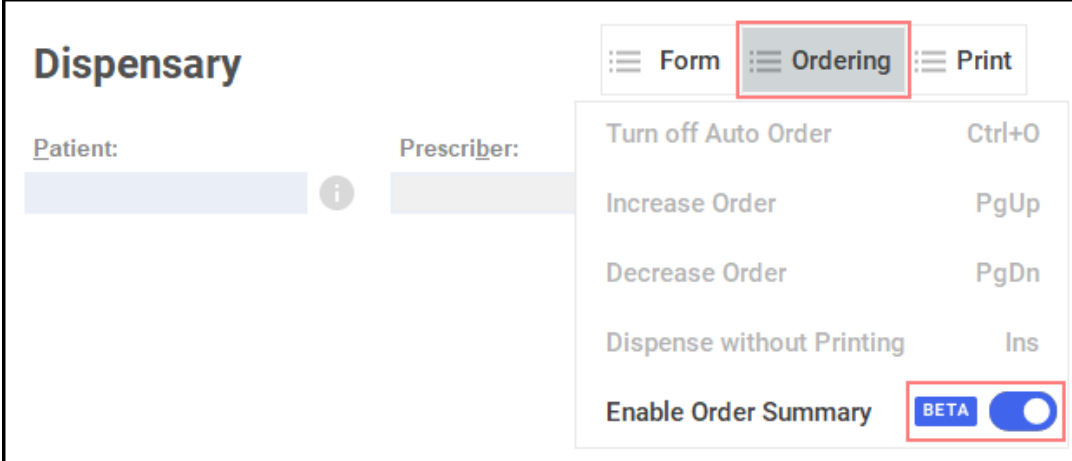
> **Note:** The **Order Summary** form only displays items being automatically added to the **Orderpad**.

Enabling/ Disabling the Order Summary form

To enable/disable the **Order Summary** form:

1. From the **Dispensary** screen, select **Ordering**.

2. Select the **Enable Order Summary** button as required.

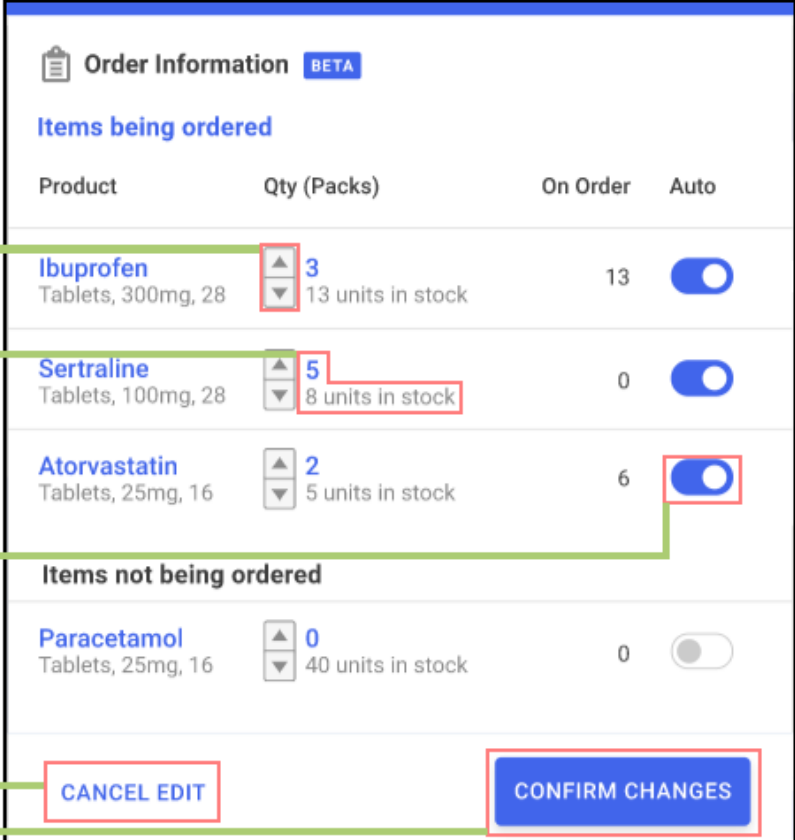3. The **Order Summary** form is now enabled/disabled.

Note: The **Order Summary** form is enabled by default.

Editing the Order Summary form

To edit the information displayed on the **Order Summary** form:

1. From the **Order Summary** form, select **Edit this order** EDIT THIS ORDER.

2. The **Order Information** screen displays. Edit the order as required:

Select to increase/ decrease the number of packs you wish to order

Displays the number of packs being ordered/ units currently in stock

Select to enable/ disable auto ordering on a product

Select to cancel/ confirm any changes made

Generating an Alternative Patient Information Leaflet (PIL)

From the **Dispensary** screen, if a PIL is unavailable for the prescription item, but an alternate is available for a similar product, the below notification displays:
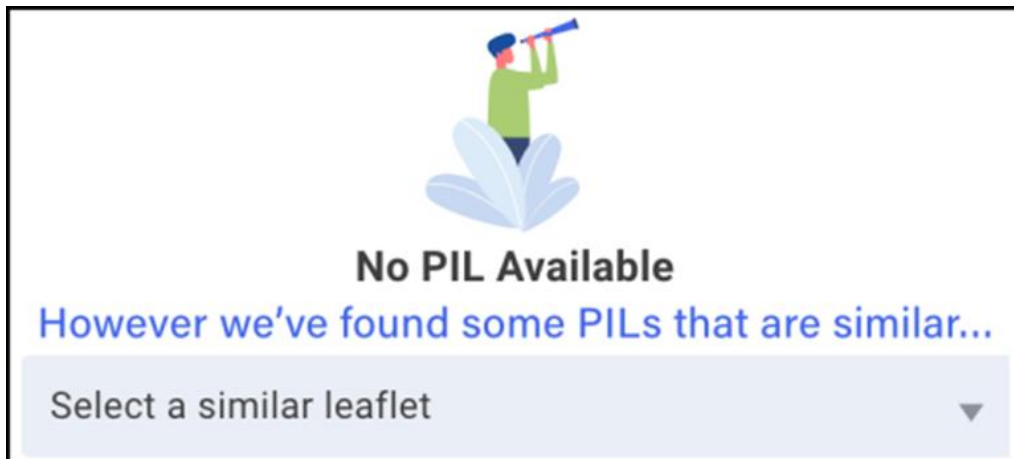
To select an alternative PIL:

1. Select the **Select a similar leaflet** drop-down.

2. Choose the PIL.

3. The PIL displays as a PDF pop-up on the **Dispensary** screen.

Repeat Prescription Request via Email

To send a repeat prescription request to a GP surgery via email, follow the steps outlined below:

- Set up your NHS Mail Application Account.
- Validate your NHS Mail Application Account.
- Update GP Practice Preferred Contact Method to Email.
- Request a Repeat Prescription via Email.

Setting up your NHS Mail Application Account

You must have a NHS mail application account in order to use this feature.

To set up a NHS mail application account:

1. Email pharmacyadmin@nhs.net stating that you wish to create a NHS mail application account.

    Note: This email must be sent from your pharmacy's shared mailbox.

2. You will receive an email asking you to:

    - Agree to the terms and conditions
    - Confirm the email address that you want set up as a NHS mail application account

3. Reply to this email, confirming that you agree to the terms and conditions and confirming the email address that you want set up as a NHS mail application account.

    Note: We recommend that you use a generic email address for your NHS mail application account, for example, cegedim.pharmacy@nhs.net. If you do not have a suitable email address, send the desired generic email address in your reply. NHS Digital will set up this email address for you.

4. Once NHS Digital have set your NHS mail application account, you are contacted with the NHS mail application account password. This is usually done through text to a mobile phone.
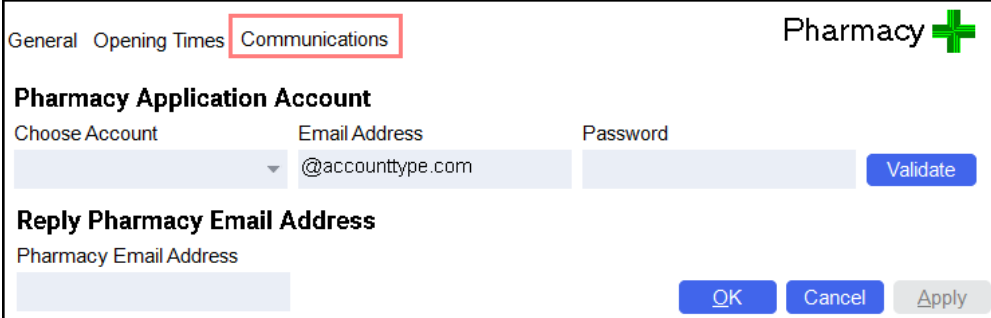
    Note: After receiving your initial NHS mail application account password, you must login to your NHS mail portal account and reset the password.

5. You now must validate your NHS mail application account.

Validating your NHS Mail Application Account

To validate your NHS mail application account:

1. Select **Tools** - **System Settings** - **Pharmacy Details**.

2. The **Pharmacy Details** screen displays. Select the **Communications** tab.


3. Complete as follows:

    Pharmacy Application Account

    - **Choose Account** – From the drop-down list, select **nhs.net** as your NHS mail application account email provider.

    - **Email Address** - Enter your NHS mail application account email address.

    - **Password** - Enter the updated password for your NHS mail application account, which you reset through the NHS mail portal.

    Reply Pharmacy Email Address

    - **Pharmacy Email Address** - Enter an email address to which the GP Surgery can send any queries or replies to.

4. Select **Validate** .

5. The **Link Application Account** screen displays, showing that you have successfully validated your NHS mail application account.
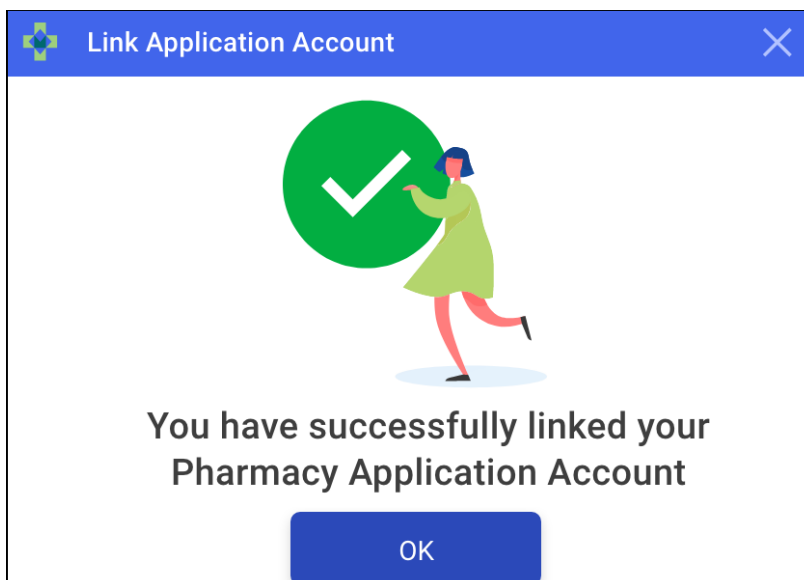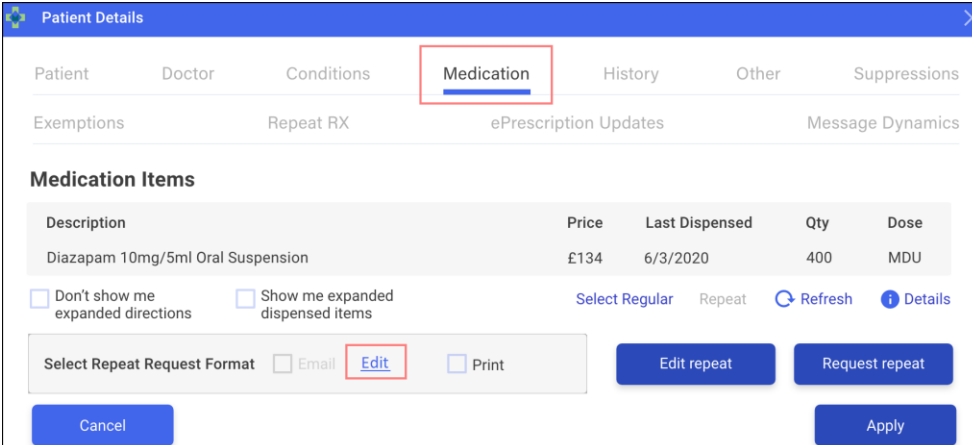
Updating GP Practice Preferred Contact Method to Email

After validating your NHS mail application account, we recommend you change the **Preferred Contact Method** for the desired GP practice to **Email**. After this change, you will be able to send a repeat prescription request for a patient registered at that GP practice via email.

To change the preferred contact method for a GP practice:

1. Search for the required patient.

2. The **Patient Details** screen displays. Select the **Medication** tab.

3. From **Select Repeat Request Format**, select **Edit** Edit .
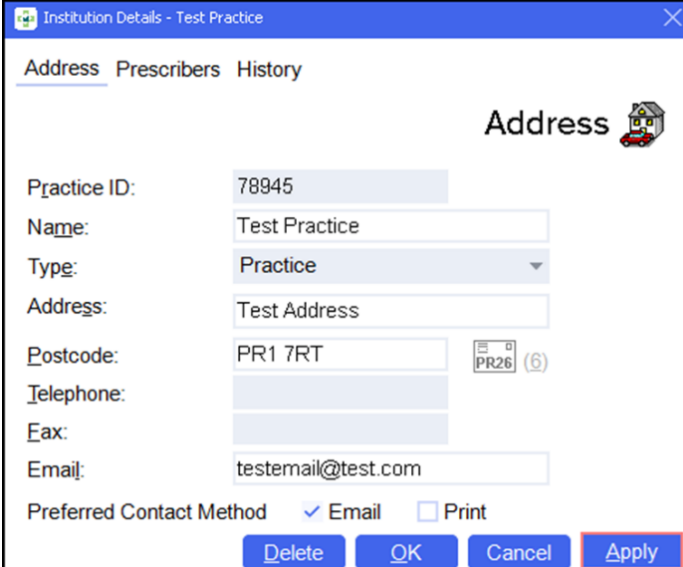

4. The **Institution Details** screen displays.

5. From **Email**, enter the GP Practice's email address.

6. From **Preferred Contact Method**, select **Email.**

7. Select **Apply** Apply .

You can now request repeat prescriptions for all patients registered with the GP practice via email.

Requesting a Repeat Prescription via Email

To request a patient's repeat prescription via email:

1. Search for the required patient.

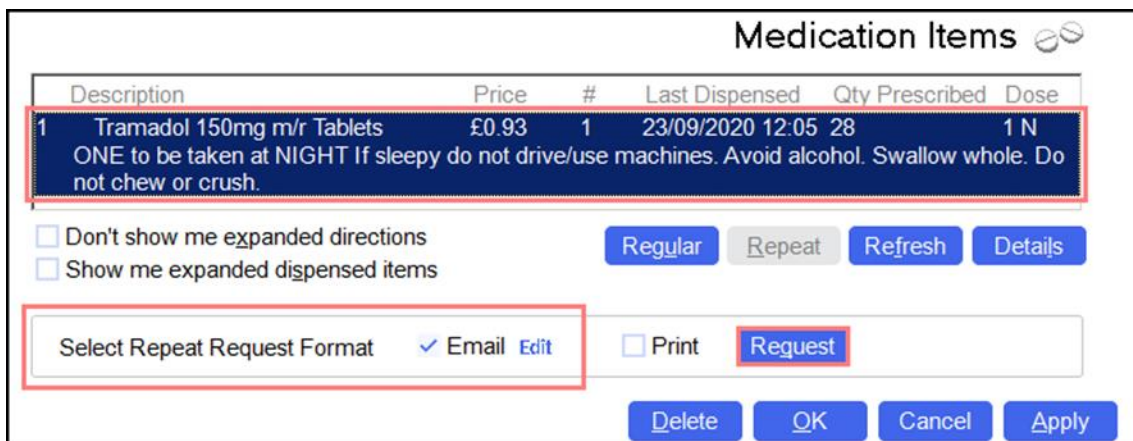2. The **Patient Details** screen displays. Select the **Medication** tab.
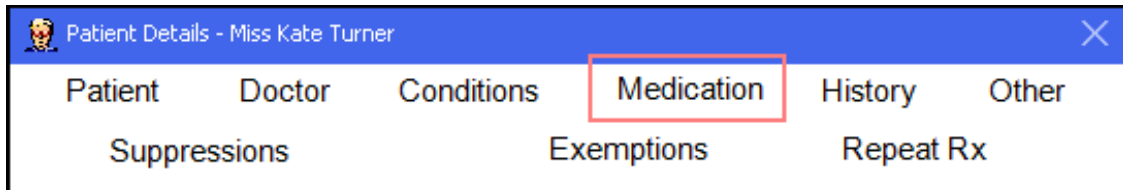
3. From **Medication Items**, select the item you wish to request the repeat prescription for.

4. From **Select Repeat Request Format**, select **Email**.

> **Note:** If the patient's listed GP practice does not have their preferred contact method listed as Email, you are not able to select Email.
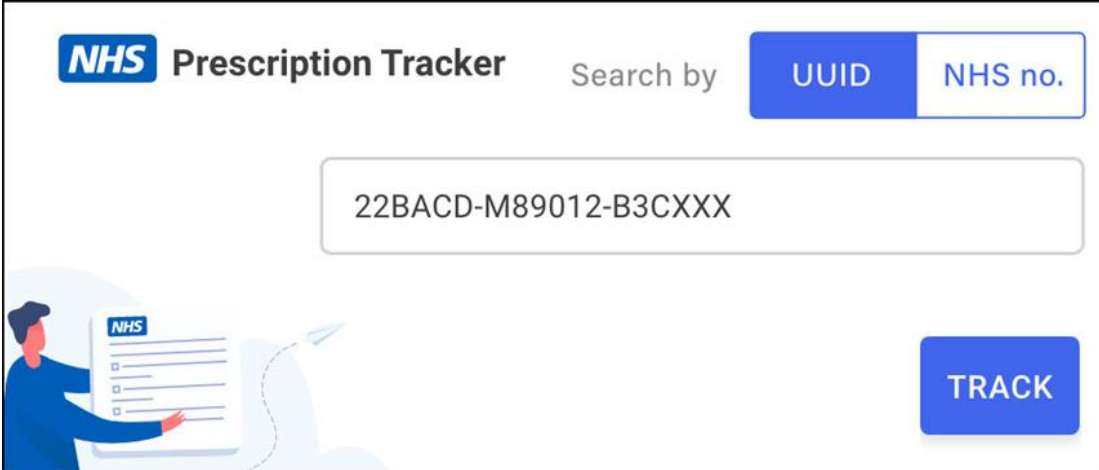
5. Select **Request** .

The repeat request is sent to the patient's listed GP practice.
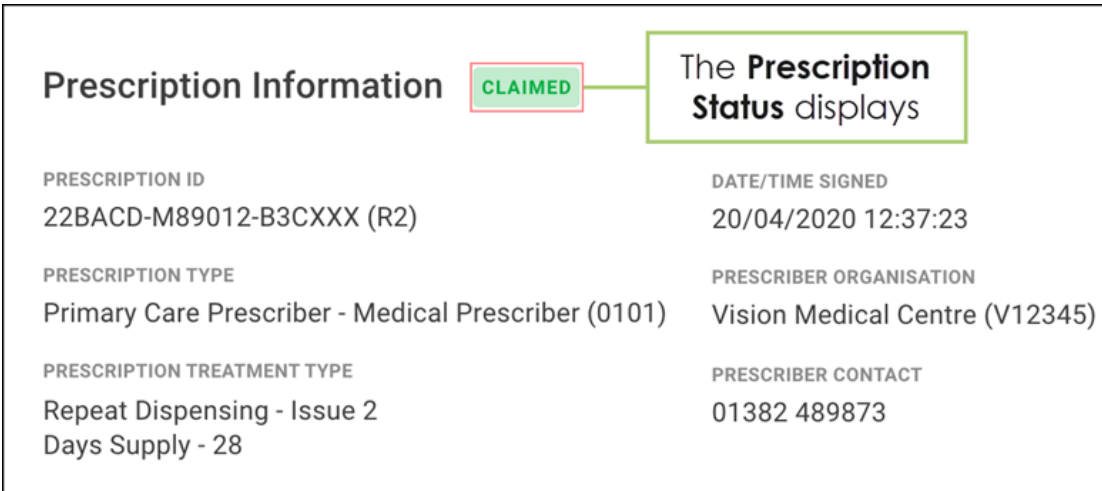
NHS Prescription Tracker – England Only

The **NHS Prescription Tracker** allows you to view a prescription's status on the NHS spine.

To view a prescription's status, from the **NHS Prescription Tracker** widget on the **Home** screen:

1. Search for the desired prescription entering either the prescription **UUID**, or the patient's **NHS no**.

2. Select **Track** TRACK.

3. The **Prescription Tracker** results display.

Updated EPS Warnings – England Only

We have updated the warning text that displays when you have an EPS prescription in any of the below statuses:

- **Dispense Expiry**
- **Claim Expiry**
- **Notification Expiry**