

Pharmacy Manager v12.3 Release Guide

Summary of Changes

Pharmacy Manager release v12.3 introduces the following features:

All Countries

- **Drug Information screen** - The **Drug Information** screen provides you with information relating to items being ordered/ not ordered on the **Order Information** screen. See [Drug information screen](#).
- **Patient Delivery Improvements** – We have made improvements to how you mark and identify that a patient requires a delivery service. See [Patient delivery improvements](#).

Scotland Only

- **Pharmacy First Phase 2 Enhancements** – In this release we begin to introduce some of the Pharmacy First Phase 2 enhancements. Further enhancements will be coming over subsequent releases. Enhancements in this release include:
 - **Viewing Minor Ailment Service (MAS)/ Universal Claim Framework (UCF) details within Patient History** - You can now view MAS/ UCF consultation and referral details within **Patient Details – History**. See [Viewing MAS/ UCF details within patient history](#).
 - **Ability to dispense items outside of the Pharmacy First Scotland approved list** - Pharmacy Manager now warns the user if an item is selected that is not recognised by Pharmacy Manager as being on the Pharmacy First Scotland approved list, but allows you to continue with the dispense. See [Dispensing an item outside of the Pharmacy First Scotland approved list](#).
 - **Viewing MAS/ UCF details on the Patient History Report** - You can now view MAS/ UCF consultation details within the Patient History Report. See [Viewing MAS/ UCF details within patient history report](#).
 - **Text change** – Text that previously read **Consultation Only** has been updated to **Advice Only** across all Pharmacy First services.

England Only



- **Sort and Filter Prescriptions by Prescription Type** – You can now sort/filter prescriptions on the **eMessages** screen by prescription type. See [Sorting/filtering prescriptions by prescription type](#).
- **Definition update to exemption** - The definition of exemption value 0015 has been updated. See [Definition update to exemption](#).

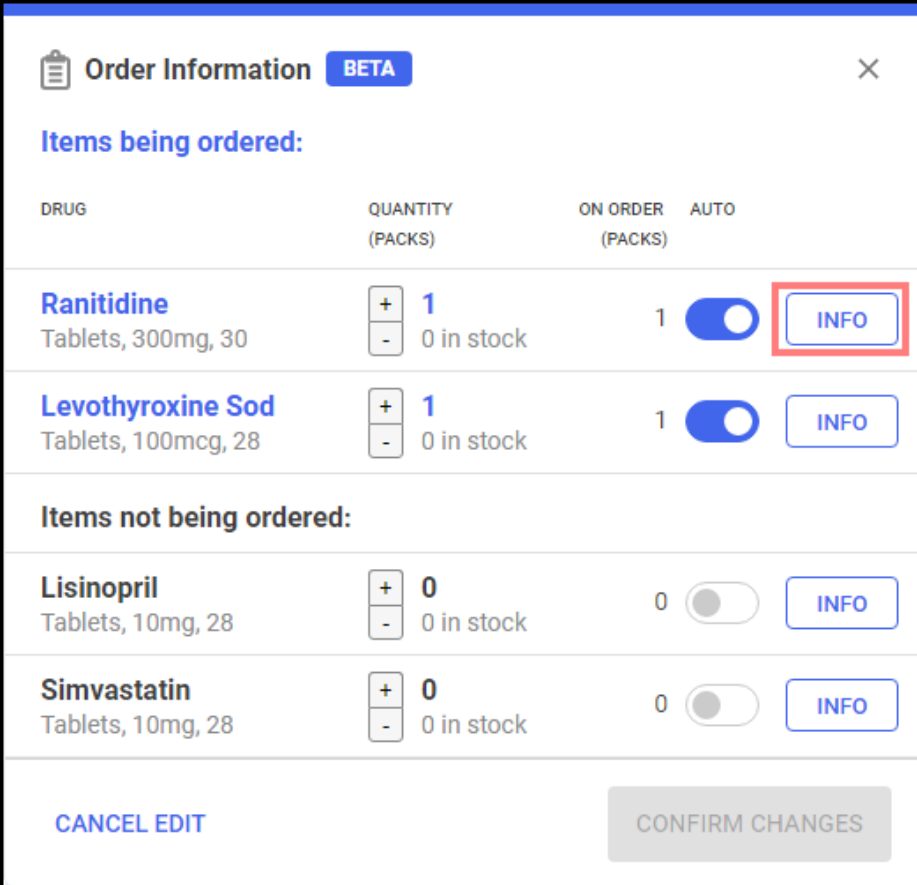
Drug Information Screen

The **Drug Information** screen provides you with additional information relating to the items being ordered/ not ordered on the **Order Information** screen.

Accessing the Drug Information Screen

To access the drug information screen

1. From the **Order Summary** form, select **Edit this order** .
2. The **Order Information** screen displays.
3. Locate the item you wish to see the drug information screen for and select **Info** .



Order Information BETA ×

Items being ordered:

DRUG	QUANTITY (PACKS)	ON ORDER (PACKS)	AUTO	
Ranitidine Tablets, 300mg, 30	+ 1 - 0 in stock	1	<input checked="" type="checkbox"/>	INFO
Levothyroxine Sod Tablets, 100mcg, 28	+ 1 - 0 in stock	1	<input checked="" type="checkbox"/>	INFO

Items not being ordered:

Lisinopril Tablets, 10mg, 28	+ 0 - 0 in stock	0	<input type="checkbox"/>	INFO
Simvastatin Tablets, 10mg, 28	+ 0 - 0 in stock	0	<input type="checkbox"/>	INFO

CANCEL EDIT
CONFIRM CHANGES

4. The **Drug Information** screen for that item displays and provides you with the following information:
- **Last Dispensed** - The date you last dispensed the prescription item.
 - **Max Dispensed** - Displays the maximum amount of the prescription item you dispensed within a defined timeframe, for example, per day. **Per Day** displays by default. Select the drop down arrow to change to **Per Week** or **Per Month**.
 - **Product** - Displays stock and order details for generic and branded equivalents of the prescription item. You may need to scroll to view all data.

Drug Information BETA

Ranitidine

 LAST DISPENSED: 13/11/2020
300mg Tablets, 30

Max Dispensed

Per Day ▾ **3**

Product	In Stock	On Order
Zantac 300mg Tablets, 10	0	0
Histac 300mg Tablets, 30	0	0

BACK

5. Select **Back** BACK to return to the **Order Information** screen.

Patient Delivery Improvements

We have made improvements to how you mark and identify that a patient requires a delivery service.

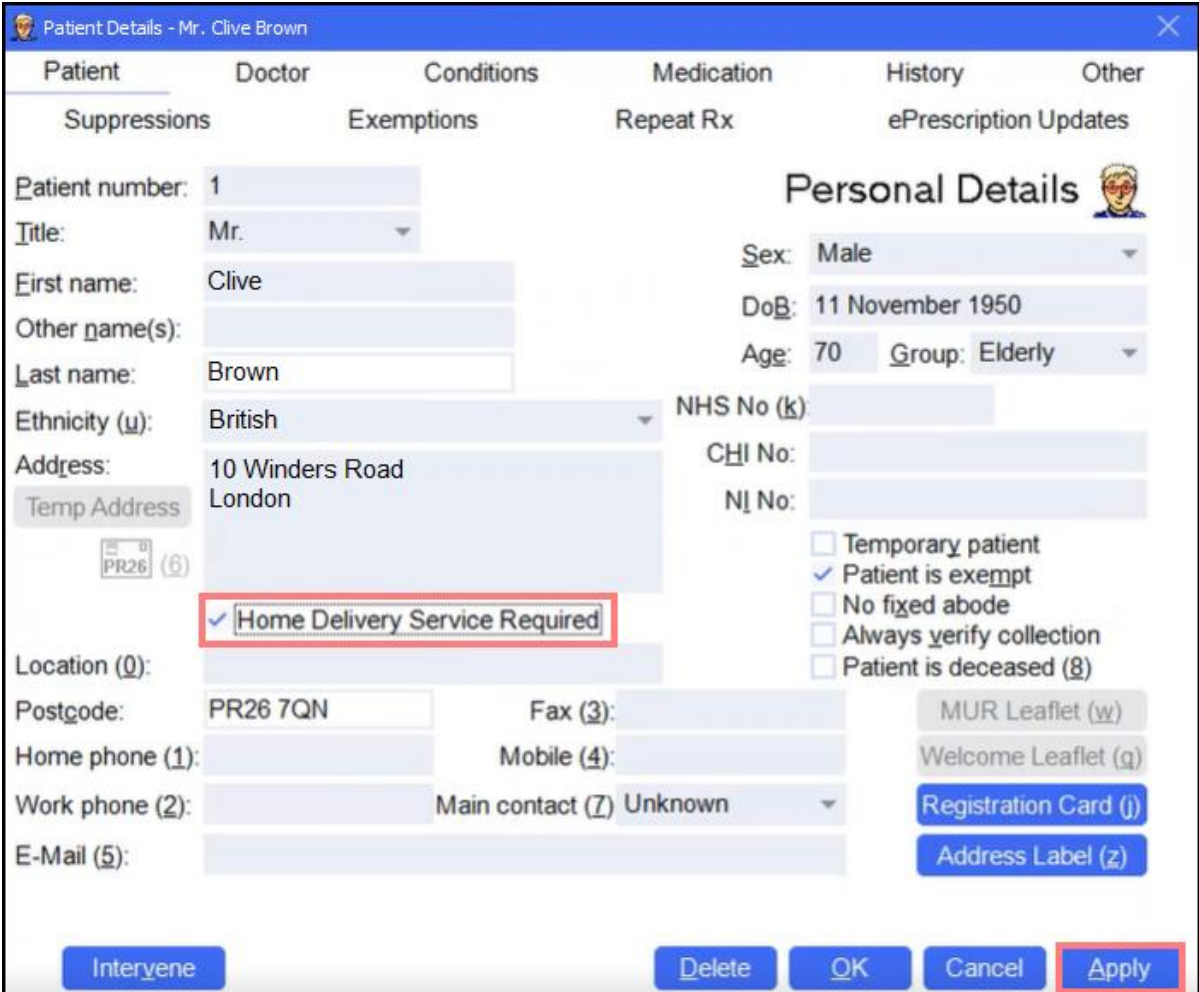
Marking that a patient requires a delivery service

To mark that a patient requires a delivery service:

1. Search for the patient and select **Details** .

2. The **Patient Details** screen displays.

3. Select the **Home Delivery Service Required**  checkbox.



Patient Details - Mr. Clive Brown

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

Patient number: 1
 Title: Mr.
 First name: Clive
 Other name(s):
 Last name: Brown
 Ethnicity (u): British
 Address: 10 Winders Road, London
 Temp Address: PR26 (6)
 Location (0):
 Postcode: PR26 7QN Fax (3):
 Home phone (1): Mobile (4):
 Work phone (2): Main contact (7) Unknown
 E-Mail (5):

Personal Details
 Sex: Male
 DoB: 11 November 1950
 Age: 70 Group: Elderly
 NHS No (k):
 CHI No:
 NI No:

Temporary patient
 Patient is exempt
 No fixed abode
 Always verify collection
 Patient is deceased (8)

MUR Leaflet (w)
 Welcome Leaflet (q)
 Registration Card (j)
 Address Label (z)

Intervene Delete OK Cancel **Apply**

4. Select **Apply** .

5. The patient is now marked as requiring a delivery service.

Identifying patients who require a delivery service


You can easily identify a patient that requires a delivery service within Pharmacy Manager.

There are two ways to identify a patient requires a delivery service:

- From eMessages
- When dispensing a prescription for a patient

eMessages Screen


















From **eMessages** , select the **Home Delivery Service Required**  column header to group all patients that require delivery together.

eMessages 

[Nomination Details](#) [Download Nominated](#)

Filter list by: All Action by: Next 7 Days

Only show messages awaiting current action Clear filters


Name					Expiry	Action by	Status	Message Type	Printed	Location
1 Mr Graham Clive Williams					17/02/20...	18/08/2020 15:35	New - Ready to d...	R1 Prescription		
2 Mr Paul Clive Turner					17/02/20...	18/08/2020 15:21	In progress - Pen...	R2 Prescription		
3 Mr Graham Ant Brown					17/02/20...	18/08/2020 14:33	New - Ready to d...	R2 Prescription		
4 Mr Mark Masood Jacks					13/02/20...	14/08/2020 11:34	New - Ready to d...	R2 Prescription		
5 Mr Simon Simon Willia					13/02/20...	14/08/2020 11:01	New - Ready to d...	R2 Prescription		
A 6 Mr Dave Jason Bloggs					19/01/20...	20/07/2020 10:04	In progress - Pen...	Nominated Pres...		
A 7 Mr Ant Mark Jackson					19/01/20...	20/07/2020 10:04	In progress - Awai...	Nominated Pres...		
8 Mr Ant Jason Wilson					19/01/20...	20/07/2020 10:04	New - Ready to d...	Nominated Pres...		
9 Mr Simon Ant Turner					19/01/20...	20/07/2020 10:04	New - Ready to d...	Nominated Pres...		
0 Mr Mark Ant Turner					19/01/20...	20/07/2020 10:04	New - Ready to d...	Nominated Pres...		
A Quarantined nominatec						20/07/2020 10:04	Invalid - Request ...	Nominated Pres...		
B Quarantined nominatec						20/07/2020 10:04	Invalid - Request ...	Nominated Pres...		
C Mr Dave Jason Jacksc					19/01/20...	20/07/2020 10:04	New - Ready to d...	Nominated Pres...		
D Mr Simon Simon Jone:					19/01/20...	20/07/2020 10:04	New - Ready to d...	Nominated Pres...		


[Prescription Details](#) [Print dispensing token](#) Return Dispense

Dispensary Screen

From the **Dispensary**  screen, the **Home Delivery Service Required**  icon displays under the patient's name if they require a delivery service.

Dispensary

Patient: Mr Clive Brown (Bank House)  Prescriber: Rachel Brown

£ 

Viewing MAS/ UCF Details within Patient History

MAS and UCF advice and referrals now display within **Patient Details - History**. To view these details:

1. Search for the patient.
2. Select the patient from the search results and select **Details** .



Find Patient

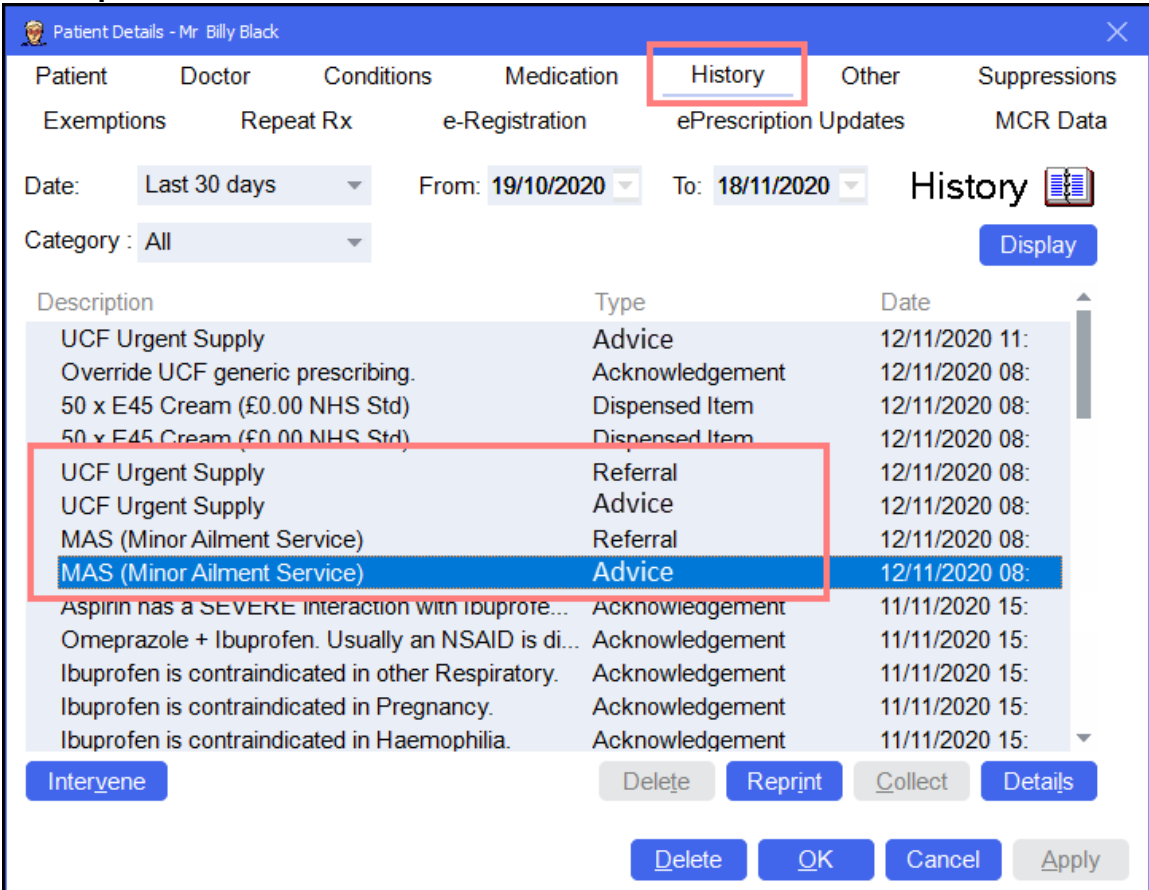
Name: Mr Billy Black Street: Postcode: Find

Last Name	First Name	Sex	Age	#	Address
1 Black	Billy	Male	73	7	Nomad North

Extend search to similar sounding names
 Show temporary patients


Add Details OK Cancel

3. The **Patient Details** screen displays. Select **History**.
4. MAS/UCF Advice and Referral information displays within **Description**.




Patient Details - Mr Billy Black

Patient Doctor Conditions Medication **History** Other Suppressions
 Exemptions Repeat Rx e-Registration ePrescription Updates MCR Data

Date: Last 30 days From: 19/10/2020 To: 18/11/2020 History 
 Category: All Display

Description	Type	Date
UCF Urgent Supply	Advice	12/11/2020 11:
Override UCF generic prescribing.	Acknowledgement	12/11/2020 08:
50 x E45 Cream (£0.00 NHS Std)	Dispensed Item	12/11/2020 08:
50 x E45 Cream (£0.00 NHS Std)	Dispensed Item	12/11/2020 08:
UCF Urgent Supply	Referral	12/11/2020 08:
UCF Urgent Supply	Advice	12/11/2020 08:
MAS (Minor Ailment Service)	Referral	12/11/2020 08:
MAS (Minor Ailment Service)	Advice	12/11/2020 08:
Aspirin has a SEVERE interaction with Ibuprofen...	Acknowledgement	11/11/2020 15:
Omeprazole + Ibuprofen. Usually an NSAID is di...	Acknowledgement	11/11/2020 15:
Ibuprofen is contraindicated in other Respiratory.	Acknowledgement	11/11/2020 15:
Ibuprofen is contraindicated in Pregnancy.	Acknowledgement	11/11/2020 15:
Ibuprofen is contraindicated in Haemophilia.	Acknowledgement	11/11/2020 15:

Intervene Delete Reprint Collect Details
 Delete OK Cancel Apply

 **Note:** To quickly view any MAS/ UCF advice or referral information, select **Category** and choose the **Advice/ Referrals** option as required. The information within **Description** sorts accordingly.

Viewing Additional MAS/ UCF Details

To view additional details relating to a MAS/ UCF referral or advice:


1. Select the required consultation/ referral. Select **Details** [Details](#).

Description	Type	Date
MAS (Minor Ailment Service)	Advice	12/11/2020 08:
UCF Urgent Supply	Referral	12/11/2020 08:
UCF Urgent Supply	Advice	12/11/2020 08:
MAS (Minor Ailment Service)	Referral	12/11/2020 08:
Ibuprofen is contraindicated in Haemophilia.	Acknowledgement	11/11/2020 15:

[Intervene](#)
[Delete](#)
[Reprint](#)
[Collect](#)
[Details](#)

2. The **Service Details** screen displays, containing the following details:

- **Patient** - The patient's details
- **Prescriber** - The prescriber who completed the service
- **Added by user** - The user who was logged in to the system when the service was completed
- **Outcome** - The outcome of the service
- **Status** - The status of the service
- **Notes** - Any notes entered during the service

 Service Details
✕

MAS (Minor Ailment Service)

Patient Mr James Brodie (15 Braefoot Ter) [Details](#)


Prescriber Mr. Pharm Assist [Details](#)

Added by user Pharmacy (18/11/2020 14:43:19)

Outcome Advice Only ▼

Status Claim Sent ▼

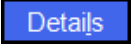

Notes notes are displayed here...

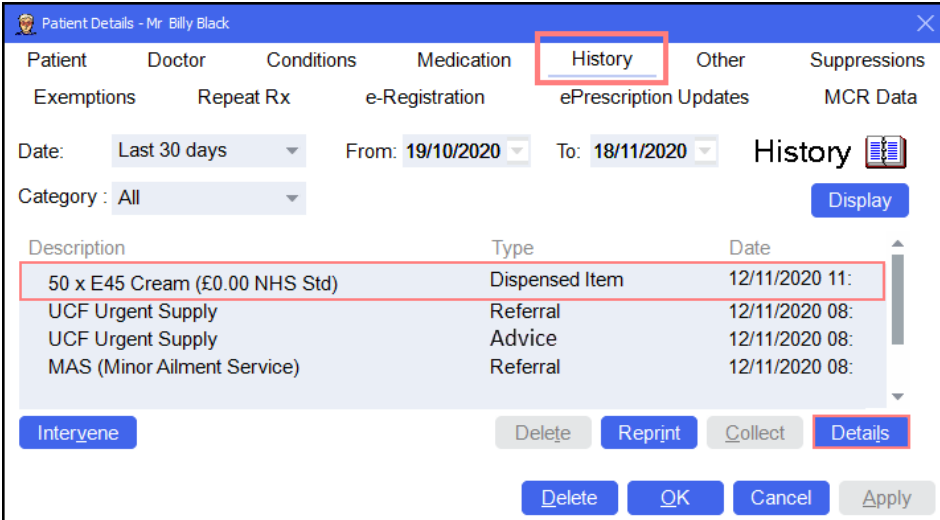


OK

Viewing Notes on MAS/ UCF Dispensed Items



After dispensing a medication item within a MAS/ UCF, you can now view any notes that were recorded in the consultation from **Patient Details - History**. To view these notes:

1. Search for the patient.
2. Select the patient from the search results and select **Details** .
3. The **Patient Details** screen displays. Select **History**.
4. Select the **Dispensed Item** and select **Details** .



Patient Details - Mr Billy Black

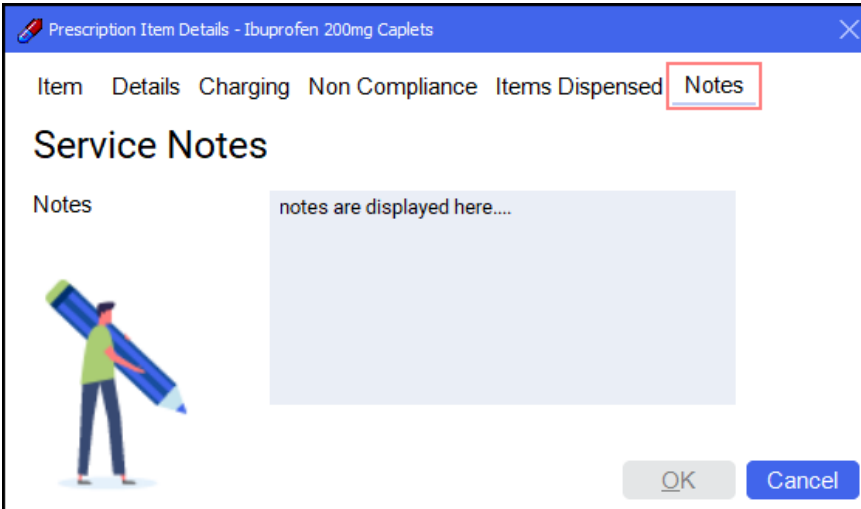
Patient Doctor Conditions Medication **History** Other Suppressions
 Exemptions Repeat Rx e-Registration ePrescription Updates MCR Data

Date: Last 30 days From: 19/10/2020 To: 18/11/2020 History 
 Category: All Display 

Description	Type	Date
50 x E45 Cream (£0.00 NHS Std)	Dispensed Item	12/11/2020 11:
UCF Urgent Supply	Referral	12/11/2020 08:
UCF Urgent Supply	Advice	12/11/2020 08:
MAS (Minor Ailment Service)	Referral	12/11/2020 08:

Intervene Delete Reprint Collect **Details** Delete OK Cancel Apply

5. The **Prescription Item Details** screen displays. Select **Notes**.
6. Any notes recorded display.




Prescription Item Details - Ibuprofen 200mg Caplets

Item Details Charging Non Compliance Items Dispensed **Notes**

Service Notes

Notes

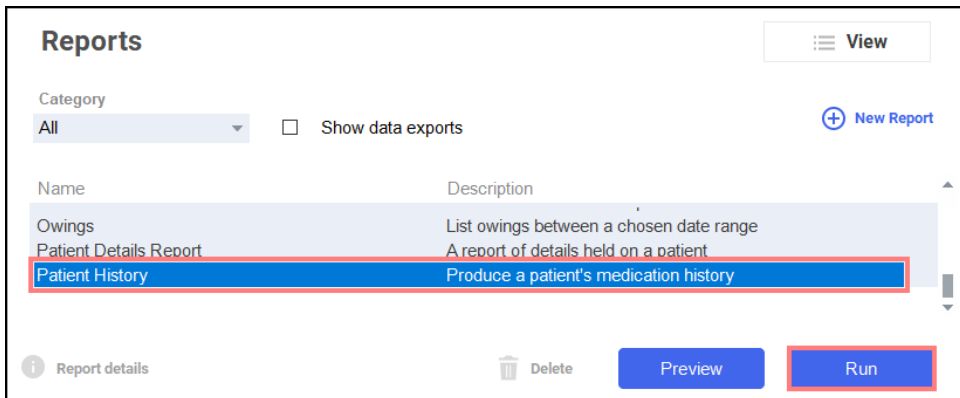
notes are displayed here....


OK Cancel

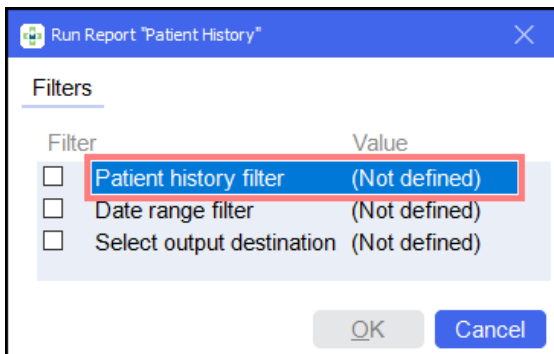
Viewing MAS/ UCF Details within Patient History Report

To view details relating to a MAS/ UCF referral/ consultation:

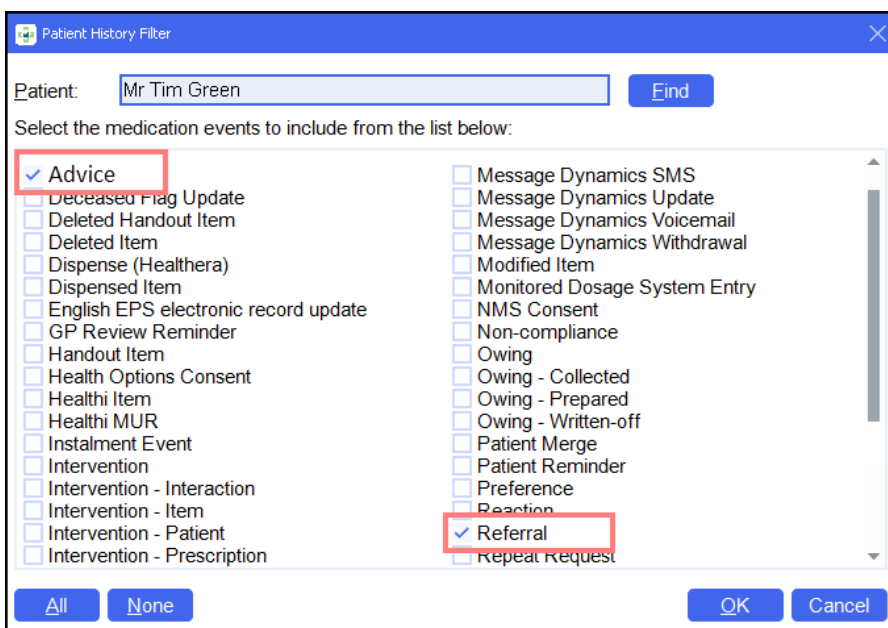
1. From the **Side Navigation Bar**, select **Reports** .
2. Select **Patient History** from the list of available reports and select **Run** .



3. The **Run Report** screen displays. Select **Patient history filter**.



4. The **Patient History Filter** screen displays.
5. Search for the required patient and select **Advice** and **Referral** to view UCF/ MAS details.



6. Run the report as normal.
7. UCF/ MAS Referral and Advice details display on the **Patient History** report.

Patient History		
<u>Date</u>	<u>Event</u>	<u>Description</u>
Mr Tim Green, 2 Baron Taylors Street		
13/10/20 09:28	Referral	UCF COVID-19 - Pharmacy Supply
13/10/20 13:43	Referral	UCF Gluten Free Food
13/10/20 14:43	Advice	UCF COVID-19 - Pharmacy Supply
13/10/20 14:44	Advice	MAS (Minor Ailment Service)
13/10/20 16:54	Advice	MAS (Minor Ailment Service)



Note: This report will only include any new Referrals/
Advice that occurred **after your upgrade** to Pharmacy
Manager v12.3.

Dispensing an item outside of the Pharmacy First Scotland approved list

Pharmacy Manager now warns you if an item is selected that is not recognised by Pharmacy Manager as being on the Pharmacy First approved list, but allows you to continue dispensing.

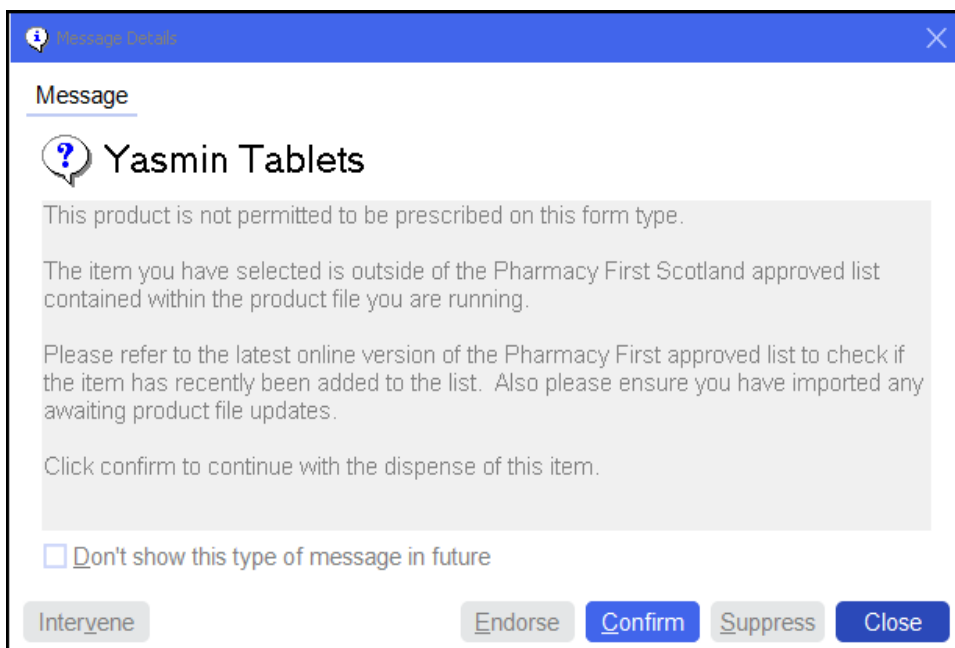
This is especially useful when new items are added at short notice to the online version of the Pharmacy First approved list, but have not yet been included in the Pharmacy Manager Product file update.



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


To dispense an item outside of the approved list:

1. Record a consultation and dispense the medication in the usual way.
2. If the item is not recognised as being on the Pharmacy First Approved list the below message displays:



3. Select **Confirm** to continue with the dispense, or select **Close** to abandon the dispense.


Sort/Filter Prescriptions by Prescription Type

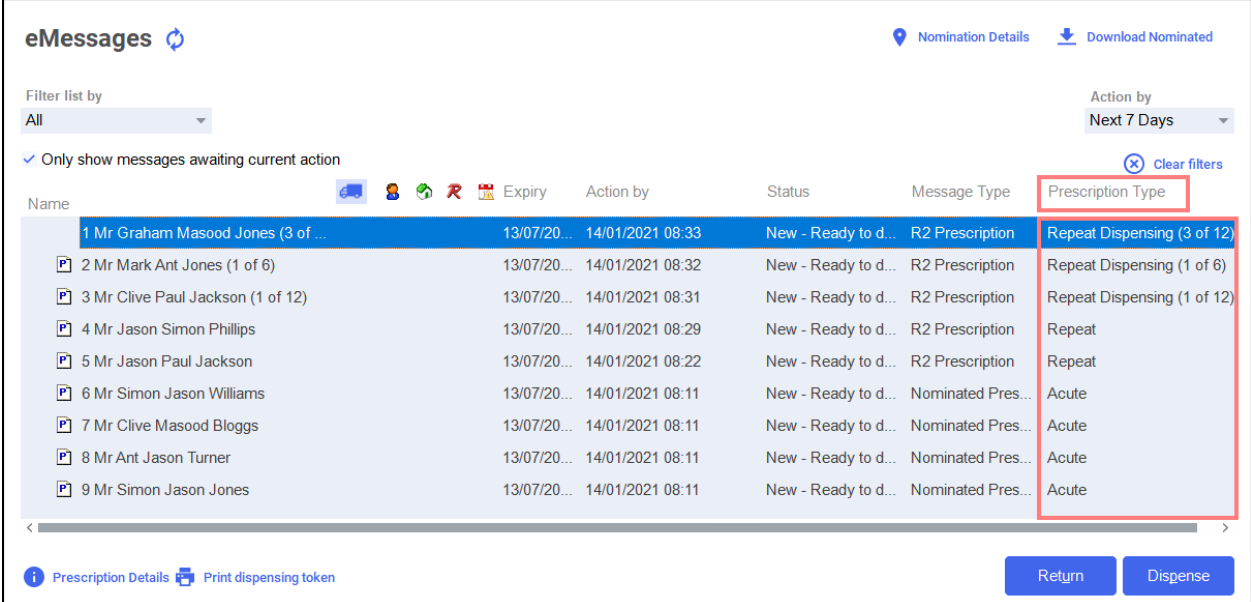
You can now sort/filter the prescriptions available on the **eMessages**  screen by the following prescription types:


- Acute
- Repeat
- Repeat dispensing

Sorting prescriptions by prescription type

To sort prescriptions displayed on the **eMessages**  screen by prescription type:

1. From **eMessages** , select the **Prescription Type** column header.
2. All prescriptions are sorted together according to their prescription type.



eMessages  [Nomination Details](#) [Download Nominated](#)

Filter list by: **All** Action by: **Next 7 Days**

Only show messages awaiting current action [Clear filters](#)

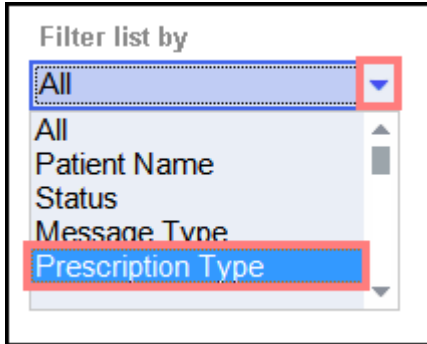
Name	Expiry	Action by	Status	Message Type	Prescription Type
1 Mr Graham Masood Jones (3 of ...)	13/07/20...	14/01/2021 08:33	New - Ready to d...	R2 Prescription	Repeat Dispensing (3 of 12)
2 Mr Mark Ant Jones (1 of 6)	13/07/20...	14/01/2021 08:32	New - Ready to d...	R2 Prescription	Repeat Dispensing (1 of 6)
3 Mr Clive Paul Jackson (1 of 12)	13/07/20...	14/01/2021 08:31	New - Ready to d...	R2 Prescription	Repeat Dispensing (1 of 12)
4 Mr Jason Simon Phillips	13/07/20...	14/01/2021 08:29	New - Ready to d...	R2 Prescription	Repeat
5 Mr Jason Paul Jackson	13/07/20...	14/01/2021 08:22	New - Ready to d...	R2 Prescription	Repeat
6 Mr Simon Jason Williams	13/07/20...	14/01/2021 08:11	New - Ready to d...	Nominated Pres...	Acute
7 Mr Clive Masood Bloggs	13/07/20...	14/01/2021 08:11	New - Ready to d...	Nominated Pres...	Acute
8 Mr Ant Jason Turner	13/07/20...	14/01/2021 08:11	New - Ready to d...	Nominated Pres...	Acute
9 Mr Simon Jason Jones	13/07/20...	14/01/2021 08:11	New - Ready to d...	Nominated Pres...	Acute

Prescription Details Print dispensing token Return Dispense

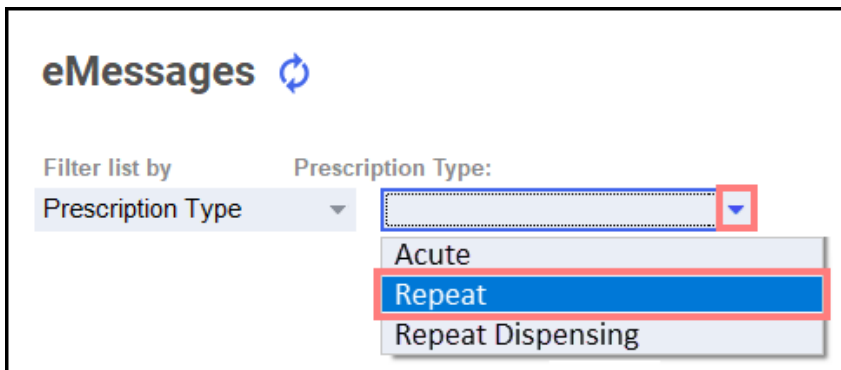
Filtering prescriptions by prescription type

To filter the prescriptions displayed on the **eMessages**  screen by prescription type:

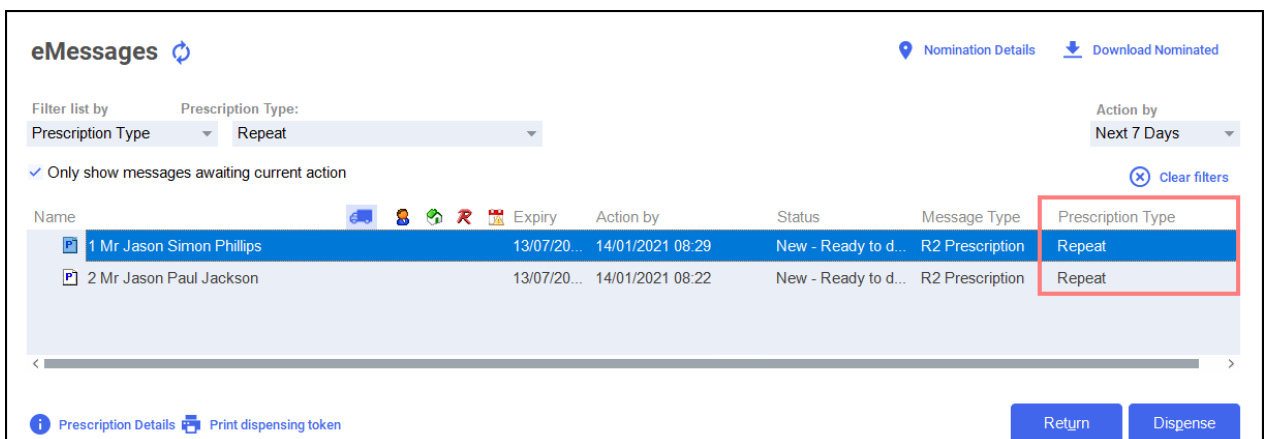
1. From **eMessages** , select **Filter list by**. Choose **Prescription Type**.



2. A list of **Prescription Type** filters displays.
3. Select the prescription type filter, for example, **Repeat**.



4. All matching prescriptions display.



Definition update to exemption

Exemption Z (0015) has been updated from to **Patient does not need to pay the prescription charge** to **Prescribed free-of-charge HMP/prisoners/persons detained in other secure accommodation medication**.



Note: This exemption should not be used to indicate contraceptives and must not be used until HMP/prisoners/persons detained in other secure accommodation comes into scope for EPS. When this happens, guidance will be available within the Pharmacy Manager Help Centre.

As of version 11.4, Item level exemptions such as Contraceptives and Free Supply, are handled automatically by Pharmacy Manager, and no longer require an exemption to be selected. Any known patient level exemption should still be set eg Not exempt, Medical Exemption Certificate, etc.
