



Pharmacy Manager

Wales Electronic Prescription Service User Guide

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Table of Contents

Table of Contents	3
Electronic Prescription Service Wales	5
Introduction	5
Change to 2DRx Prescriptions	5
Dispensing EPS Prescriptions	5
Accessing New Prescriptions (Wales)	7
Viewing New Prescriptions (Wales)	8
Prescriptions Table	8
Individual Prescriptions	10
Prescriptions Options	11
Scanning Prescriptions (Wales)	12
Scanning a Barcode	12
How to Manually Enter a Barcode	13
Downloading Prescriptions (Wales)	14
Tracing a Patient on the Personal Demographics Service	16
PDS Record Not Found	21
Matching Patients (Wales)	22
Searching for, Sorting and Filtering New Prescriptions (Wales)	24
Searching for a Patient's Prescription	24
Sorting Prescriptions	25
Filtering Prescriptions	26
Printing Dispensing Tokens (Wales)	29
Dispensing New EPS Prescriptions (Wales)	31

Selecting an Individual Prescription to Dispense	31
Selecting a Group of Prescriptions to Dispense	32
Dispensing Prescription(s)	34
Endorsing an Electronic Prescription	37
Confirming Collection	39
Claiming Prescriptions	41
Navigating the Pharmacy Manager Dashboard (Wales - EPS enabled)	43
NHS Prescription Tracker - England and Wales Only	55
Searching using the Universally Unique Identifier (UUID)	55
Searching using NHS no	56
Waste Reduction Endorsement for Electronic Prescriptions	60
Cross Border Dispensing in Wales	63
Dispensing English EPS Prescriptions in Wales	63
Recording your Prescription Figures (Wales only)	66
FAQs	70


Electronic Prescription Service Wales

Introduction

The introduction of the Electronic Prescription Service (EPS) allows prescriptions to be sent electronically to a pharmacy of the patient's choice. This makes the prescribing and dispensing process safer, more efficient and convenient for patients and staff.

Change to 2DRx Prescriptions

When EPS is activated, 2DRx scripts can still be dispensed as usual, however the electronic claiming of 2DRx prescriptions is turned off and prescriptions must be endorsed via the printed or written method, and submitted for payment via paper submission. As a result, all outstanding 2DRx claims must be sent before EPS is activated.

 **Note** - The FP34 report does not include 2DRx prescription data, only EPS prescriptions and, if entered, paper prescriptions. See [Viewing the FP34 Report](#) in the **Pharmacy Manager Help Centre** for details.

Dispensing EPS Prescriptions

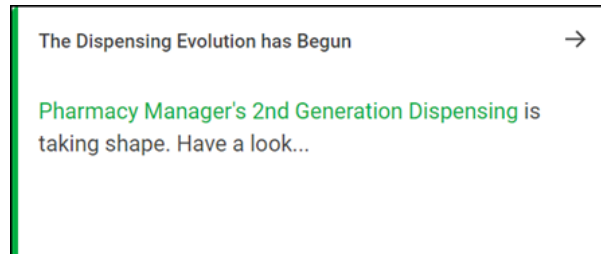
See the following topics for the EPS process:

- [Accessing New Prescriptions \(Wales\) on page 7](#)
- [Viewing New Prescriptions \(Wales\) on page 8](#)
- [Scanning Prescriptions \(Wales\) on page 12](#)
- [Downloading Prescriptions \(Wales\) on page 14](#)
- [Tracing a Patient on the Personal Demographics Service on page 16](#)
- [Matching Patients \(Wales\) on page 22](#)

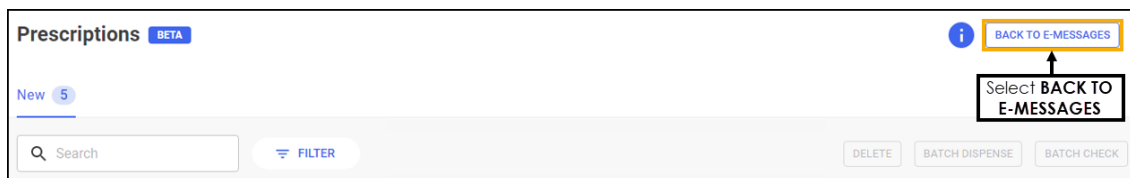
- [Searching for, Sorting and Filtering New Prescriptions \(Wales\) on page 24](#)
- [Printing Dispensing Tokens \(Wales\) on page 29](#)
- [Dispensing New EPS Prescriptions \(Wales\) on page 31](#)
- [Endorsing an Electronic Prescription on page 37](#)
- [Confirming Collection on page 39](#)
- [Claiming Prescriptions on page 41](#)

Accessing New Prescriptions (Wales)

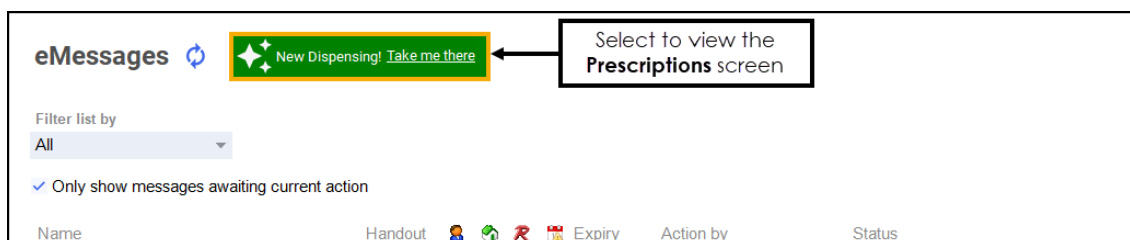
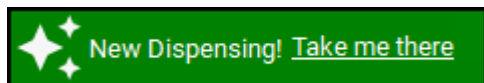
To access the **Prescriptions - New** screen from the **Pharmacy Manager Dashboard**, select **The Dispensing Evolution has Begun** tile.



- To access the existing **eMessages** screen from the **Prescriptions - New** screen select **BACK TO E-MESSAGES** 




- To return to the **Prescriptions - New** screen, from the existing **eMessages** screen, select **New Dispensing! Take me there**



➔ See [Viewing New Prescriptions \(Wales\) on the next page](#) for details.

Viewing New Prescriptions (Wales)

The **Prescriptions - New** screen displays all new prescriptions that are ready to dispense and require action. You can easily search, sort and filter the prescriptions to manage your workload effectively, see [Searching for, Sorting and Filtering New Prescriptions \(Wales\) on page 24](#) for details.

 **Note** - You need to use the original **eMessages** screen for all prescriptions that do not have a status of **NEW**. To return to the existing **eMessages** screen, select **BACK TO E-MESSAGES**

[BACK TO E-MESSAGES](#)

Prescriptions Table

Select all prescriptions shown

<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check	
<input type="checkbox"/>	SHAZAD ANTHONY GILFILLAN Matched	Acute		23/01/2023 ⌚ 14:13:21	17/07/2023 ⌚ 23:59:59		● Requires Check	ACTIONS DISPENSE
<input type="checkbox"/>	JEAN GILES Matched	Acute		23/01/2023 ⌚ 14:13:12	12/07/2023 ⌚ 23:59:59		● Checked	ACTIONS DISPENSE
<input type="checkbox"/>	CRESCENZO LAURENCE GILL Not Matched	Acute		23/01/2023 ⌚ 14:12:54	22/07/2023 ⌚ 23:59:59		● Requires Check	ACTIONS DISPENSE

The **Prescriptions** table displays a list of patients with the following columns:

- **Select All** - Use to select all prescriptions on the page.
- **Patient Name** - Displays the patient's name on the prescription. Additional information displays below the patient's name:
 - **Matched Status** - If the prescription is matched to an existing patient record, the status displays either **Matched** or **Partial Match**. If there is no match the status displays **Not Matched**.

- **Type** - Displays the type of prescription, whether it is **Acute** or **Repeat Dispensing**. Additional information displays underneath:
 - **Repeat Dispensing Iteration** - Displays the prescription iteration, for example, **1 of 6**.
 - **Controlled Drug Schedule** - Displays the controlled drug schedule, for example, **CD 4**.
- **Handout** - Displays either **IN STORE**, **DELIVERY** or **ROBOT**, according to the handout method selected on the patient's record (if any).
- **Download Date** - Displays the date and time the prescription downloaded.
- **Expiry Date** - Displays the prescription expiry date and time:
 - Prescriptions that are due to expire in the next 7-21 days display the number of days in amber.

Handout	Download Date	Expiry Date ↓	Service Type
	15/03/22	14/09/22 21 Days	
	10/03/22	09/09/22 16 Days	

- Prescriptions that are due to expire in the next 7 days or have already expired display in red.

Handout	Download Date	Expiry Date ↑	Service Type
IN STORE	01/03/22	28/03/22 Expired	APP
	01/03/22	28/08/22 4 Days	

- **Service Type** - Displays any relevant services that the patient uses, for example, **APP** or **MDS**.
- **Clinical Check** - Displays the clinical check status, either **Requires Check** or **Checked**.

Individual Prescriptions

<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check		
<input type="checkbox"/>	SHAZAD ANTHONY GILFILLAN Matched	Acute		23/01/2023 ⌚ 14:13:21	17/07/2023 ⌚ 23:59:59		● Requires Check	<div style="border: 1px solid orange; padding: 2px;"> ACTIONS ▾ </div> <div style="border: 1px solid orange; padding: 2px;"> View Prescription Details Clinically Check Delete View Patient Record </div>	<input type="button" value="DISPENSE"/>
<input type="checkbox"/>	JEAN GILES Not Matched	Acute		23/01/2023 ⌚ 14:13:12	12/07/2023 ⌚ 23:59:59		● Requires Check		<input type="button" value="DISPENSE"/>
<input type="checkbox"/>	CRESCENZO LAURENCE GILL Not Matched	Acute		23/01/2023 ⌚ 14:12:54	22/07/2023 ⌚ 23:59:59		● Requires Check		<input type="button" value="DISPENSE"/>

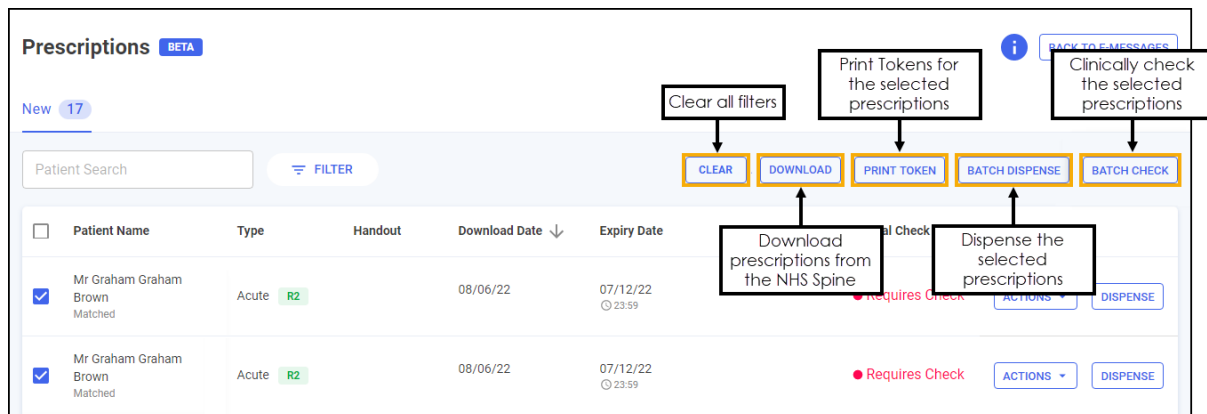
For each individual prescription you have the following options:

- **ACTIONS:**
 - **View Prescription Details** - Select to view the prescription, this opens the **eMessage Details** screen, see [eMessage Details Screen](#) in the **Pharmacy Manager Help Centre** for details. From here you can match the patient if required, see [Matching Patients \(Wales\) on page 22](#) for details.
 - **Clinically Check** - Select to clinically check the prescription, this opens the **Clinical Check** screen, see [Clinical Check - Manual](#) in the **Pharmacy Manager Help Centre** for details.
 - **Reset Clinical Check** - Clinically checked prescriptions only, select to reset the prescription, this reverts the status from **Checked** to **Requires Check**. See [Resetting a Clinically Checked Prescription](#) in the **Pharmacy Manager Help Centre** for details.
 - **Return to Spine** - Select to return the prescription to the **NHS Spine**.
 - **View Patient Record** - Matched patients only, select to open the **Patient Details** screen.
- **DISPENSE** - Dispense the individual prescription, see [Dispensing New EPS Prescriptions \(Wales\) on page 31](#) for details.



Training Tip - You do not need to select a patient to access and use these options.

Prescriptions Options



The screenshot shows the 'Prescriptions' page with a table of prescriptions. Callouts point to the following actions:

- CLEAR**: Clear all filters
- DOWNLOAD**: Download prescriptions from the NHS Spine
- PRINT TOKEN**: Print Tokens for the selected prescriptions
- BATCH DISPENSE**: Dispense the selected prescriptions
- BATCH CHECK**: Clinically check the selected prescriptions

<input type="checkbox"/>	Patient Name	Type	Handout	Download Date ↓	Expiry Date	Actions
<input checked="" type="checkbox"/>	Mr Graham Graham Brown Matched	Acute R2		08/06/22	07/12/22 ⌚ 23:59	Requires Check ACTIONS DISPENSE
<input checked="" type="checkbox"/>	Mr Graham Graham Brown Matched	Acute R2		08/06/22	07/12/22 ⌚ 23:59	Requires Check ACTIONS DISPENSE

The following options are available from the top of the prescriptions table:

- **CLEAR** - Select to clear all filters.
- **DOWNLOAD** - Select to download nominated prescriptions, see [Downloading Prescriptions \(Wales\) on page 14](#) for details.
- **PRINT TOKEN** - Select to print the dispensing token, see [Printing Dispensing Tokens \(Wales\) on page 29](#) for details.



Note - This option is only available when a prescription is selected.

- **BATCH DISPENSE** - Select to dispense as a prescription grouping, see [Dispensing New EPS Prescriptions \(Wales\) on page 31](#) for details.



Note - This option is only available when a prescription is selected.

- **BATCH CHECK** - Select to clinically check multiple prescriptions for the same patient, see [Clinical Check - Manual](#) in the **Pharmacy Manager Help Centre** for details.



Training Tip - This is only enabled when one or more prescription(s) are selected for the same patient.

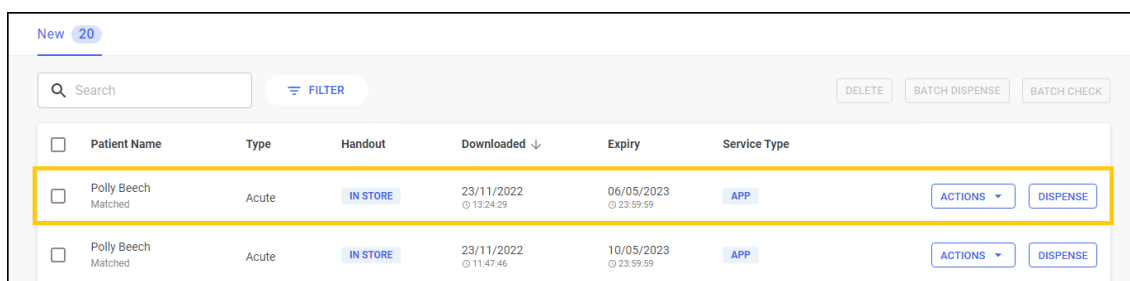
Scanning Prescriptions (Wales)

Prescriptions can be scanned with a barcode scanner or if no scanner is available you can manually enter the prescription **Universally Unique Identifier (UUID)**.

Scanning a Barcode

To scan a barcode:

- If you scan a prescription that has not been downloaded to **Pharmacy Manager**, the prescription downloads and displays on the prescription list.

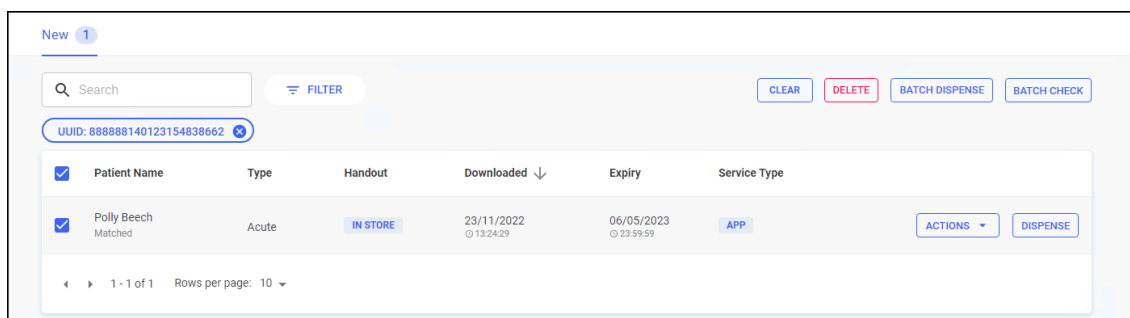


New 20							DELETE	BATCH DISPENSE	BATCH CHECK
<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type			
<input type="checkbox"/>	Polly Beech Matched	Acute	IN STORE	23/11/2022 ⌚ 13:24:29	06/05/2023 ⌚ 23:59:59	APP	ACTIONS ▾	DISPENSE	
<input type="checkbox"/>	Polly Beech Matched	Acute	IN STORE	23/11/2022 ⌚ 11:47:46	10/05/2023 ⌚ 23:59:59	APP	ACTIONS ▾	DISPENSE	



Note - If the list is sorted the prescription displays in the list according to the sort criteria.


- If you scan a prescription that is already downloaded, **Pharmacy Manager** filters the prescription list by the scanned UUID number, the appropriate prescription displays and is selected.



New 1							CLEAR	DELETE	BATCH DISPENSE	BATCH CHECK
<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type				
<input checked="" type="checkbox"/>	Polly Beech Matched	Acute	IN STORE	23/11/2022 ⌚ 13:24:29	06/05/2023 ⌚ 23:59:59	APP	ACTIONS ▾	DISPENSE		

UUID: 888888140123154838662

1 - 1 of 1 Rows per page: 10

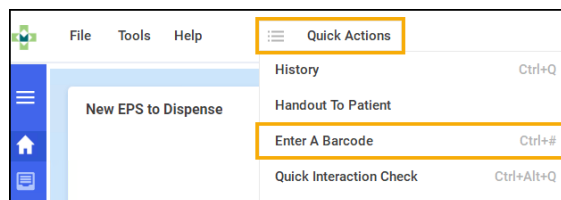
 **Note** - Scan the prescription again to start dispensing but be aware an upfront clinical check may not have taken place.


How to Manually Enter a Barcode

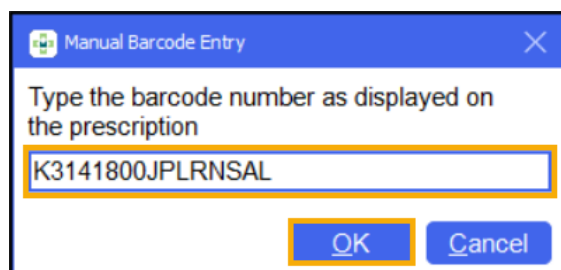
If scanning the barcode of a prescription is not an option, for example, if no scanner is available, you can enter the barcode.

To manually enter a barcode:

1. From the **Pharmacy Manager Toolbar**, select **Quick Actions - Enter A Barcode**:





2. The **Manual Barcode Entry** screen displays. Enter the barcode number from the prescription and select **OK** :



Downloading Prescriptions (Wales)

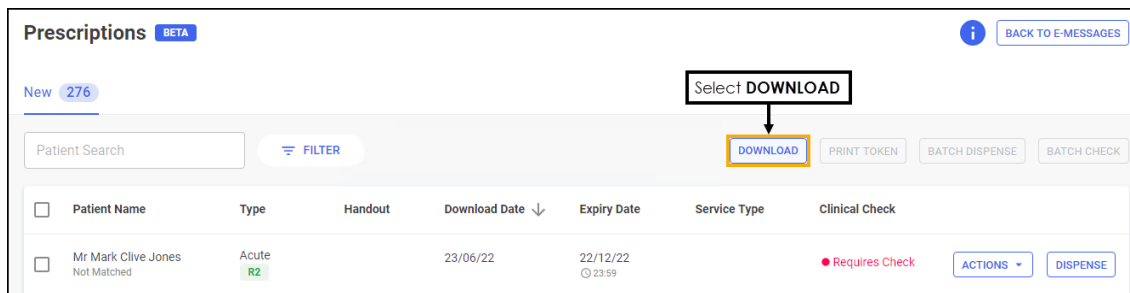
Nominated prescriptions automatically download overnight however ad hoc requests can be made throughout the day as required.

 **Note** - If the overnight download occurs when a smartcard was not in use, the prescriptions display as **Locked** on the **eMessages** screen. To unlock prescriptions, ensure your smartcard is entered, highlight the prescriptions and select **Unlock**.

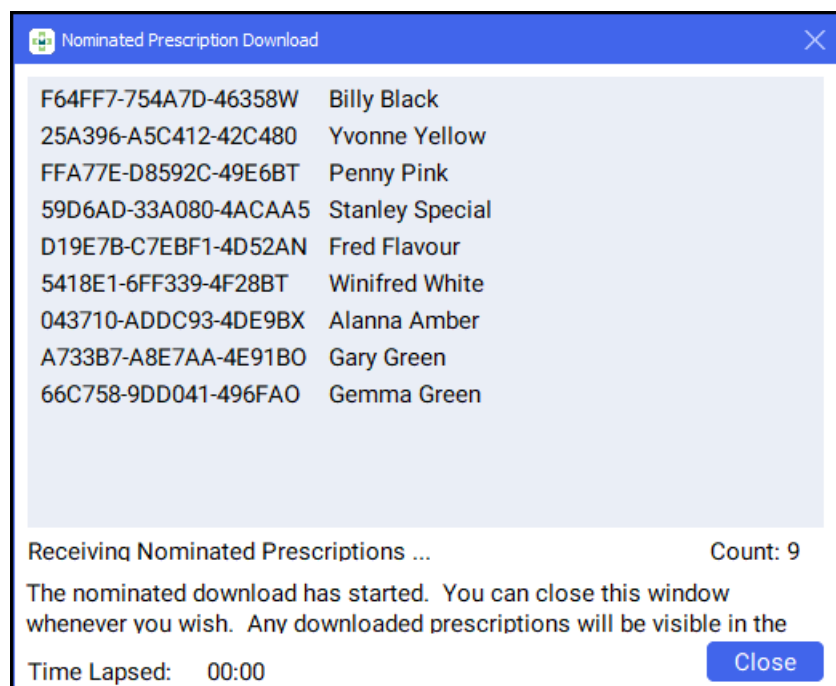
 See [Tracing a Patient on the Personal Demographics Service on page 16](#) for details on setting a patients nominated pharmacy.

If required, it is possible to download nominated prescriptions from the **NHS Spine** on the **Prescriptions - New** screen:


- From the **Prescriptions - New** screen, select **DOWNLOAD** .



- The **Nominated Prescription Download** screen displays.



Nominated prescriptions download from the **NHS Spine**.

 **Training Tip** - You can close the window and the download continues in the background.

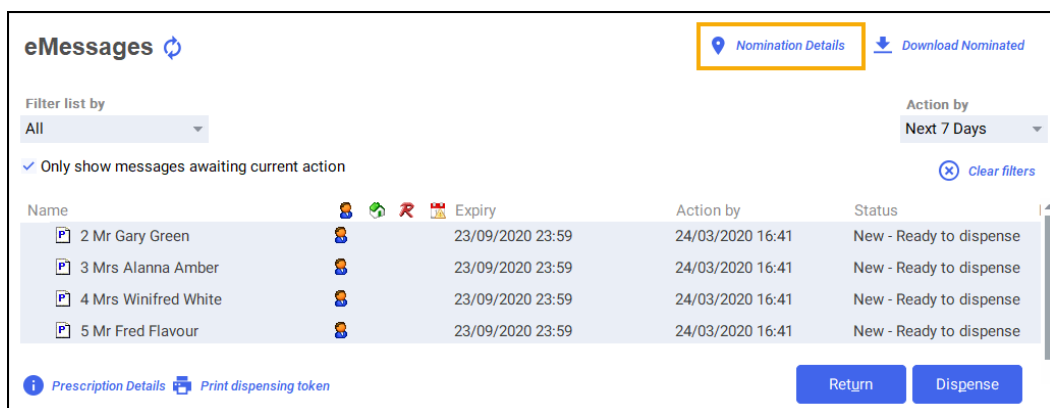
 See [Scanning Prescriptions \(Wales\) on page 12](#) for details on manually requesting a single prescription.

Tracing a Patient on the Personal Demographics Service

A patient may request that your pharmacy is the nominated recipient of their prescriptions. In order to record this nomination, you first need to trace the patient record on the Personal Demographics Service (PDS).

To do this:

1. Access the **Patient Nomination Wizard** either:
 - From the **eMessages** screen, press **F3** on your keyboard, or
 - From the **eMessages** screen select **Nomination Details**

The screenshot shows the 'eMessages' screen with a 'Nomination Details' button highlighted in orange. Below the button, there is a table of nominations with columns for Name, Expiry, Action by, and Status. The table contains four rows of patient data.

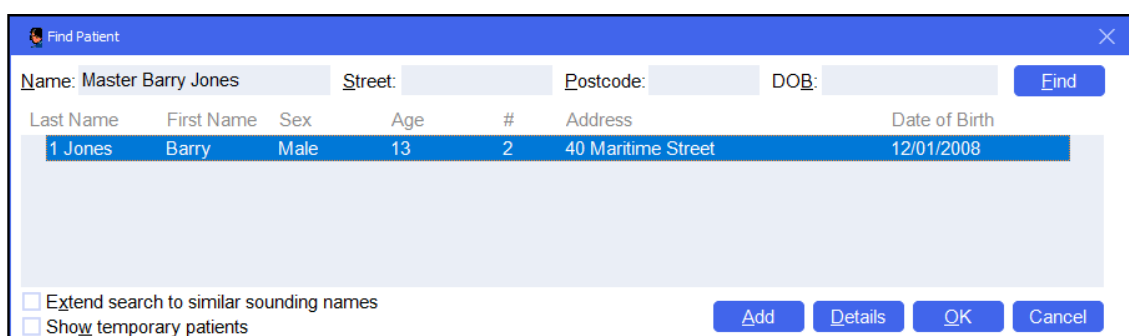
Name	Expiry	Action by	Status
2 Mr Gary Green	23/09/2020 23:59	24/03/2020 16:41	New - Ready to dispense
3 Mrs Alanna Amber	23/09/2020 23:59	24/03/2020 16:41	New - Ready to dispense
4 Mrs Winifred White	23/09/2020 23:59	24/03/2020 16:41	New - Ready to dispense
5 Mr Fred Flavour	23/09/2020 23:59	24/03/2020 16:41	New - Ready to dispense

2. The **Patient Nomination Wizard - Find Patient** screen displays.




Enter the name of the patient and press **Enter** on your keyboard to search for the patient record in **Pharmacy Manager**.

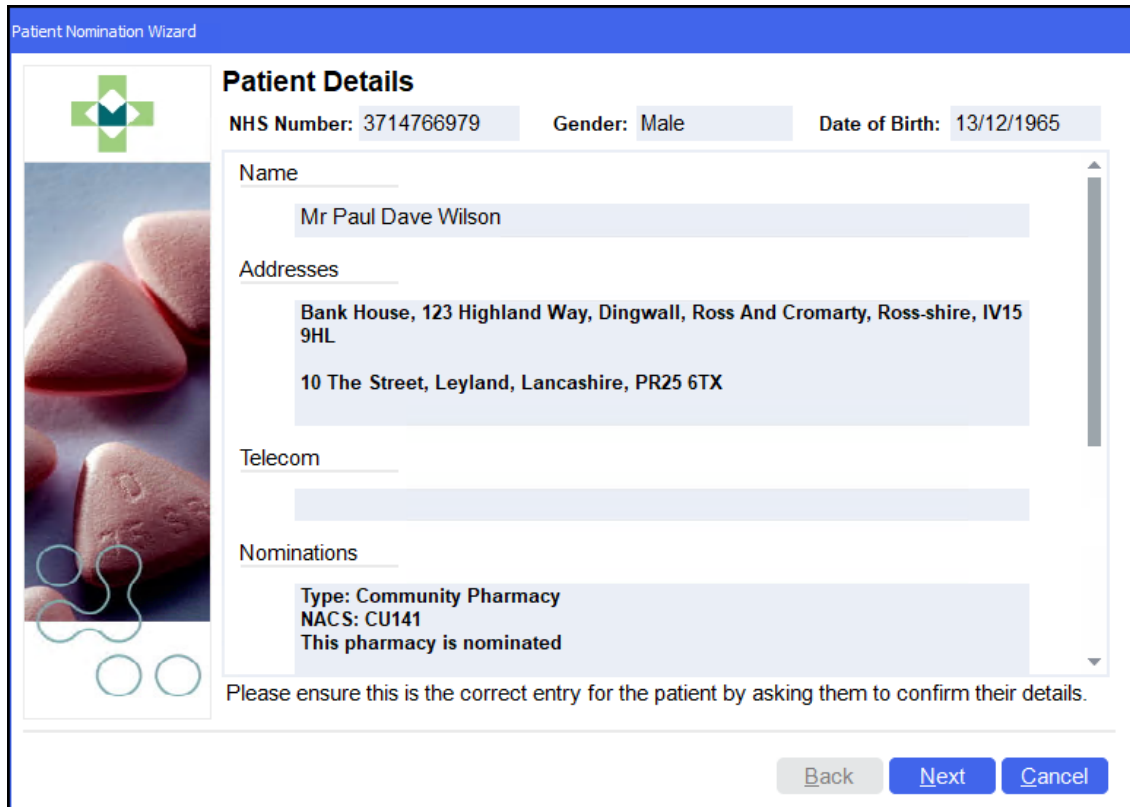
3. The **Find Patient** screen displays, select the patient from the list or if the patient can not be found, a local patient record can be created, see [Adding a New Patient](#) in the **Pharmacy Manager Help Centre** for details.



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

Select **OK**  and the patient's details display on the **Patient Nomination Wizard - Find Patient** screen.

4. Select **Find electronic record** [Find electronic record](#) to search for the patient on the PDS.
5. The **Patient Nomination Wizard - Patient Details** screen displays, confirm the details with the patient and then select **Next** [Next](#).



Patent Nomination Wizard

Patient Details

NHS Number: 3714766979 Gender: Male Date of Birth: 13/12/1965

Name
Mr Paul Dave Wilson

Addresses
Bank House, 123 Highland Way, Dingwall, Ross And Cromarty, Ross-shire, IV15 9HL
10 The Street, Leyland, Lancashire, PR25 6TX

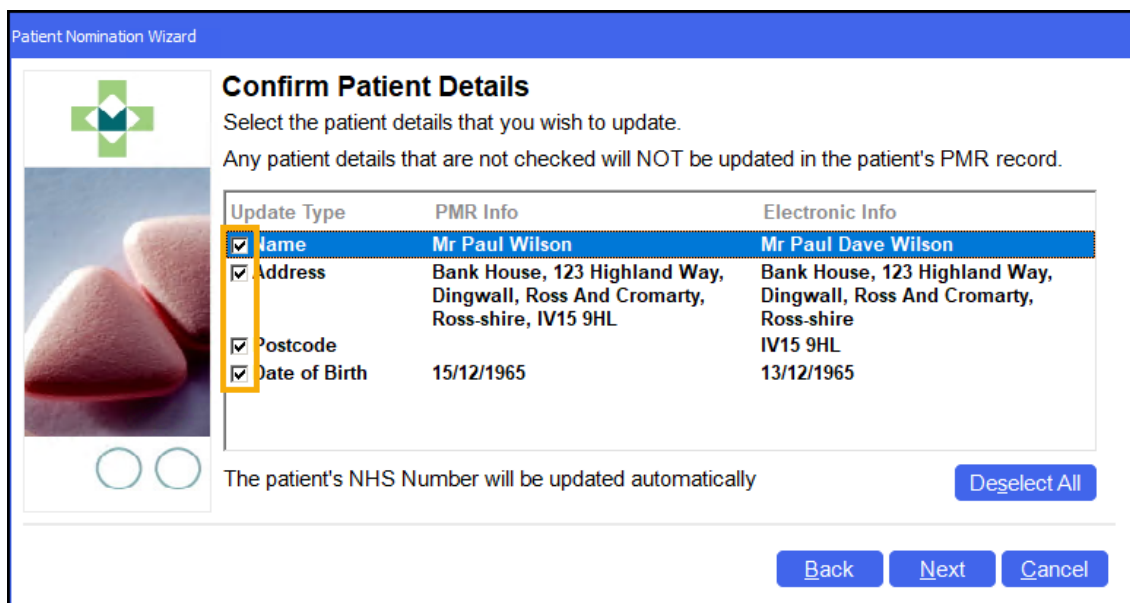
Telecom

Nominations
Type: Community Pharmacy
NACS: CU141
This pharmacy is nominated

Please ensure this is the correct entry for the patient by asking them to confirm their details.

[Back](#) [Next](#) [Cancel](#)

6. The **Patient Nomination Wizard - Confirm Patient Details** screen displays.



Confirm Patient Details
Select the patient details that you wish to update.
Any patient details that are not checked will NOT be updated in the patient's PMR record.


Update Type	PMR Info	Electronic Info
<input checked="" type="checkbox"/> Name	Mr Paul Wilson	Mr Paul Dave Wilson
<input checked="" type="checkbox"/> Address	Bank House, 123 Highland Way, Dingwall, Ross And Cromarty, Ross-shire, IV15 9HL	Bank House, 123 Highland Way, Dingwall, Ross And Cromarty, Ross-shire
<input checked="" type="checkbox"/> Postcode	IV15 9HL	IV15 9HL
<input checked="" type="checkbox"/> Date of Birth	15/12/1965	13/12/1965

The patient's NHS Number will be updated automatically

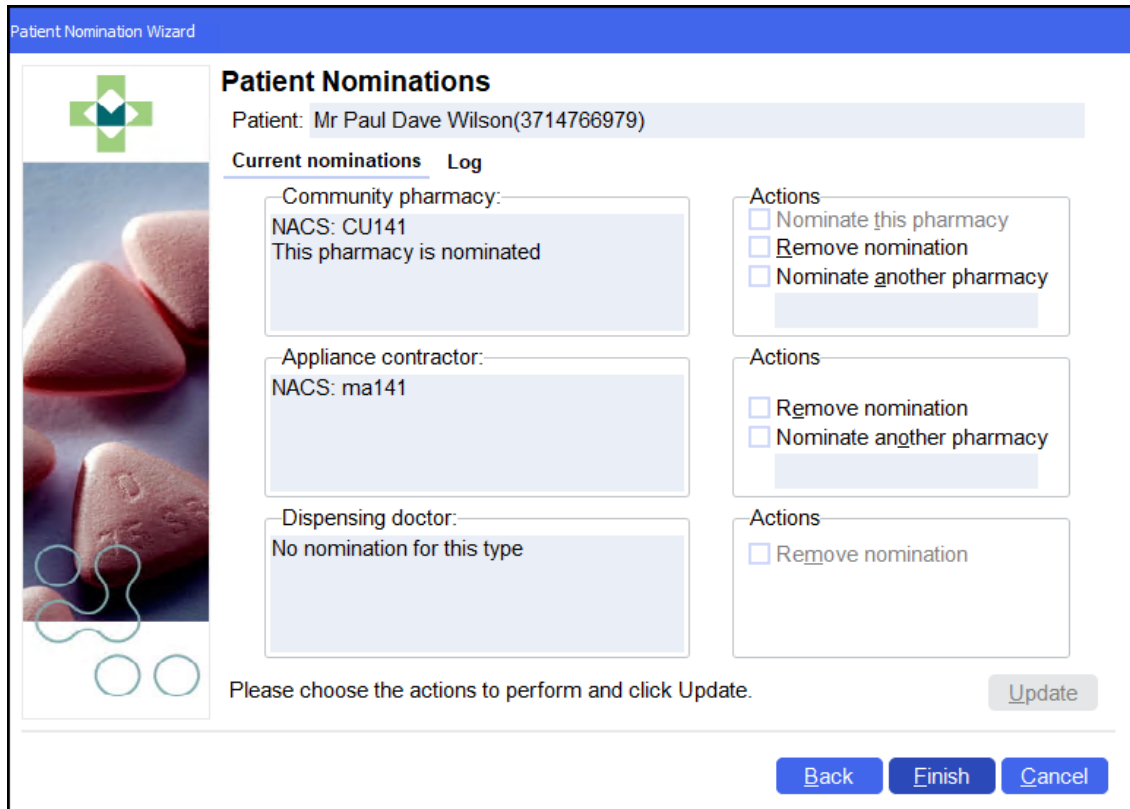
[Deselect All](#)

[Back](#) [Next](#) [Cancel](#)

Select the tick boxes to update the information from the electronic patient record to the local record in **Pharmacy Manager**.

 **Note** - You cannot update the PDS with your patient's local record, you can only receive updates into your local record from the PDS.

7. Select **Next**  and the **Patient Nomination Wizard - Patient Nominations** screen displays. From here you can edit the patient's nominations.



Patient Nomination Wizard

Patient Nominations

Patient: Mr Paul Dave Wilson(3714766979)

Current nominations Log

Community pharmacy: NACS: CU141
This pharmacy is nominated

Appliance contractor: NACS: ma141

Dispensing doctor: No nomination for this type

Actions

- Nominate this pharmacy
- Remove nomination
- Nominate another pharmacy

Actions

- Remove nomination
- Nominate another pharmacy

Actions

- Remove nomination


Please choose the actions to perform and click Update.

8. Select **Finish** .

PDS Record Not Found


If no patient match is found, **Pharmacy Manager** suggests a further search without using the first name and postcode as search criteria.



Use first name and **Use postcode** are unticked, check the search criteria and select **Find electronic record**  again.

When a patient not found situation persists, a further alert displays indicating that some of the mandatory data may be recorded incorrectly in **Pharmacy Manager**. Potential issues can arise where a patient has provided an alternate first name, for example, Tony instead of Anthony.

If a search based on mandatory criteria only (**Gender, Surname, Date of birth**) returns multiple matches, including the patient who you are searching for, but no match is returned when you add one of the optional fields, then the optional field is incorrect.

 **Note** - If the patient confirms that the PDS is incorrect, you can only refer them back to their GP where a correction can be made.

Matching Patients (Wales)

Some prescriptions display as **Partial Match** or **Not Matched**, you can dispense an unmatched prescription in the usual way.

To match a prescription to a patient from the **Prescriptions - New** screen:

1. To the right of the unmatched prescription, select **ACTIONS** and then **View Prescription Details**.

<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check		
<input type="checkbox"/>	SHAZAD ANTHONY GILFILLAN Matched	Acute		23/01/2023 ⌚ 14:13:21	17/07/2023 ⌚ 23:59:59		Requires Check	<div style="border: 1px solid black; padding: 2px;"> ACTIONS </div> <div style="border: 1px solid black; padding: 2px;"> View Prescription Details </div>	DISPENSE
<input type="checkbox"/>	JEAN GILES Not Matched	Acute		23/01/2023 ⌚ 14:13:12	12/07/2023 ⌚ 23:59:59		Require	Clinically Check	DISPENSE
<input type="checkbox"/>	CRESCENZO LAURENCE GILL Not Matched	Acute		23/01/2023 ⌚ 14:12:54	22/07/2023 ⌚ 23:59:59		Require	Delete View Patient Record	DISPENSE

2. The **eMessage Details** screen displays, select the **Find Local Patient** tab.

eMessage Details
⌵ ⌵

MR LEIGH LATTER NHS:
25 LILAC AVENUE 9446366909
GARDEN VILLAGE DoB: 02/11/1988
HULL Age: 32
HU8 8PU Sex: Male

Item 1
Cefradine 250mg capsules
20 capsule
As Directed

DM+D: 323944009

Item 2
Cetirizine 10mg tablets
30 tablet
As Directed

DM+D: 320818006

Item 3
Furosemide 20mg tablets
250 tablet
As Directed

eMessage Record
Data
Additional Details

Find Local Patient

Name: Mr Leigh Latter Find

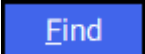

Street: Postcode:


Name	NHS No.	DOB	Sex

Include first initial matches
 Include temporary patients
 Include similar sounding names

Select
New Patient

OK
Cancel
Apply

3. Use the search criteria and select **Find**  to find a patient that is already registered at the pharmacy or select **New Patient**  to create a new patient.
-

 See [Finding an Existing Patient](#) in the **Pharmacy Manager Help Centre** for details on searching for an existing local patient, or for details on adding a new patient, see [Adding a New Patient](#).

4. Select **OK** .

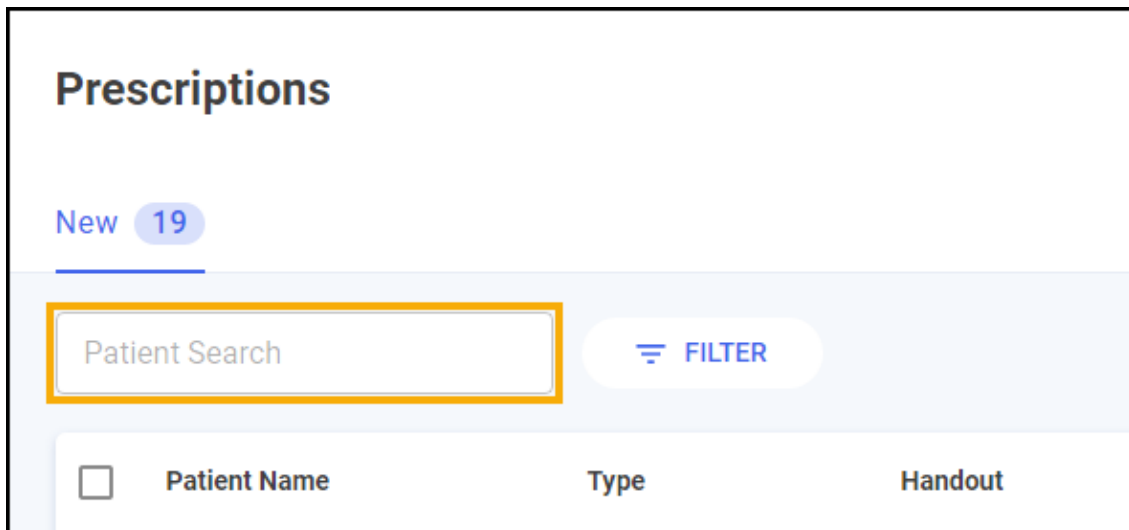
Searching for, Sorting and Filtering New Prescriptions (Wales)

To help manage your workload you can search for a patient's prescription or filter the prescriptions, for example, to display only Delivery prescriptions or prescriptions that are due to expire.

Searching for a Patient's Prescription

To search for a prescription:

1. From the **Prescriptions - New** screen, in **Patient Search** enter a name.



The screenshot shows the 'Prescriptions' interface. At the top, there is a 'New' tab with a badge showing '19'. Below this is a search bar labeled 'Patient Search' which is highlighted with a yellow border. To the right of the search bar is a 'FILTER' button with a funnel icon. Below the search bar, there is a table with columns for 'Patient Name', 'Type', and 'Handout'. A checkbox is visible to the left of the 'Patient Name' column header.

You can search for a patient using the following criteria:

- Surname only, for example **Turner**.
- Partial First Name and Surname with a space, for example **Pa Turner**.



Training Tip - Partial searches must be the first letters of the name, for example Pa for Paul.

- Partial First Name and partial Surname with a space, for example **Pa Turn**.
- Partial First Name, partial Middle Name and partial Surname with a space, for example **Pa Gr Turn**.
- Initials with space, for example **P T** or **P G T**.
- Full name with spaces, for example **Paul Graham Turner**.

 **Note** - Users can also search for a patient by their NHS number.

2. The patient list automatically updates when you start typing. Select **Close**

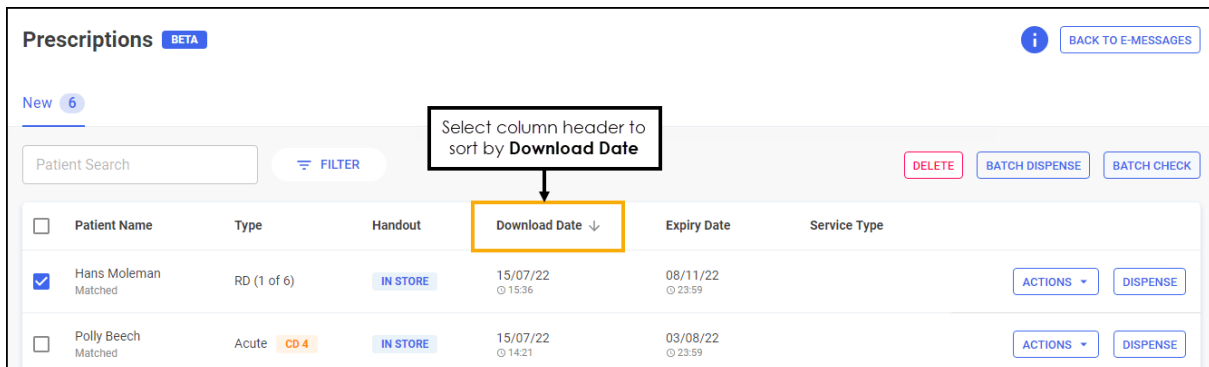
 to clear the search.

Sorting Prescriptions

Prescriptions sort by newest first by default, to manually sort the prescriptions

then simply select the column header to sort ascending  or

descending .



Prescriptions BETA BACK TO E-MESSAGES

New 6

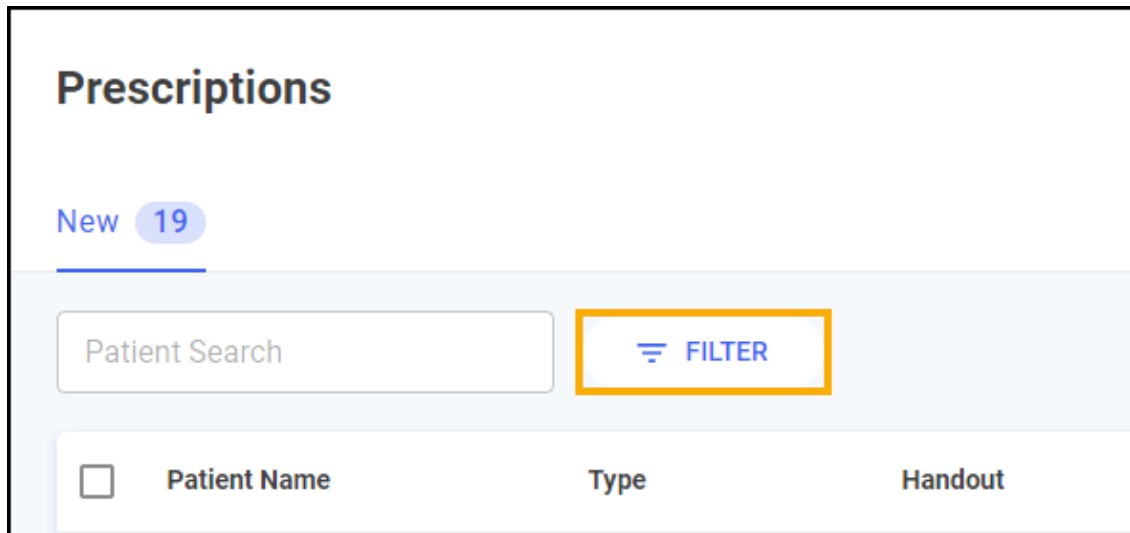
Patient Search FILTER DELETE BATCH DISPENSE BATCH CHECK

<input type="checkbox"/>	Patient Name	Type	Handout	Download Date ↓	Expiry Date	Service Type
<input checked="" type="checkbox"/>	Hans Moleman Matched	RD (1 of 6)	IN STORE	15/07/22 ⌚ 15:36	08/11/22 ⌚ 23:59	ACTIONS DISPENSE
<input type="checkbox"/>	Polly Beech Matched	Acute CD 4	IN STORE	15/07/22 ⌚ 14:21	03/08/22 ⌚ 23:59	ACTIONS DISPENSE

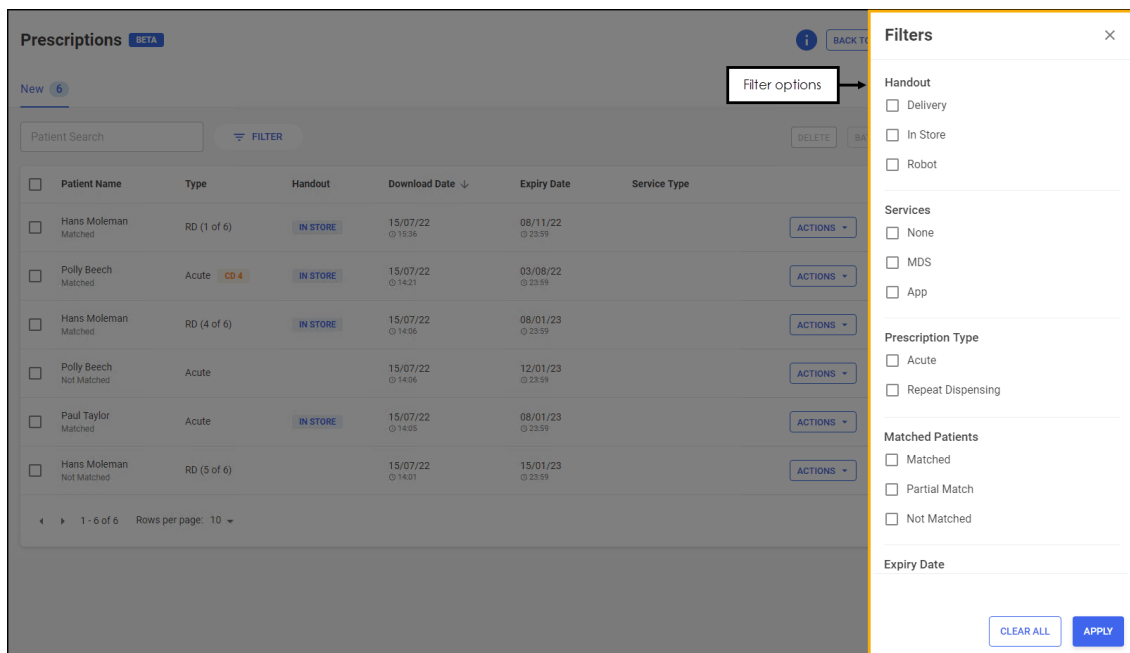
Filtering Prescriptions

To filter the prescriptions:

- From the **Prescriptions - New** screen, select **FILTER** .





- The filter options display on the right hand side of the screen.



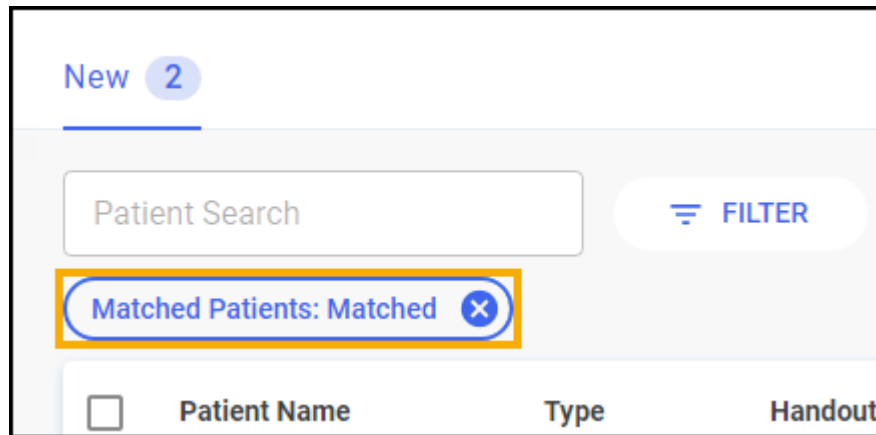
- **Handout:**
 - **Delivery**
 - **In Store**
 - **Robot**
- **Services:**
 - **None**
 - **MDS**
 - **App**
- **Prescription Type:**
 - **Acute**
 - **Repeat Dispensing**
- **Matched Patients:**
 - **Matched**
 - **Partial Match**
 - **Not Matched**
- **Clinical Check:**
 - **Requires Check** - Prescriptions that have not been clinically checked yet.
 - **Checked** - Prescriptions that have been manually clinically checked.
 - **Auto Checked** - Prescriptions that have been automatically clinically checked.
- **Expiry Date** - Set the **From** and/or **To** dates.
- **Download Date** - Set the **From** and/or **To** dates.



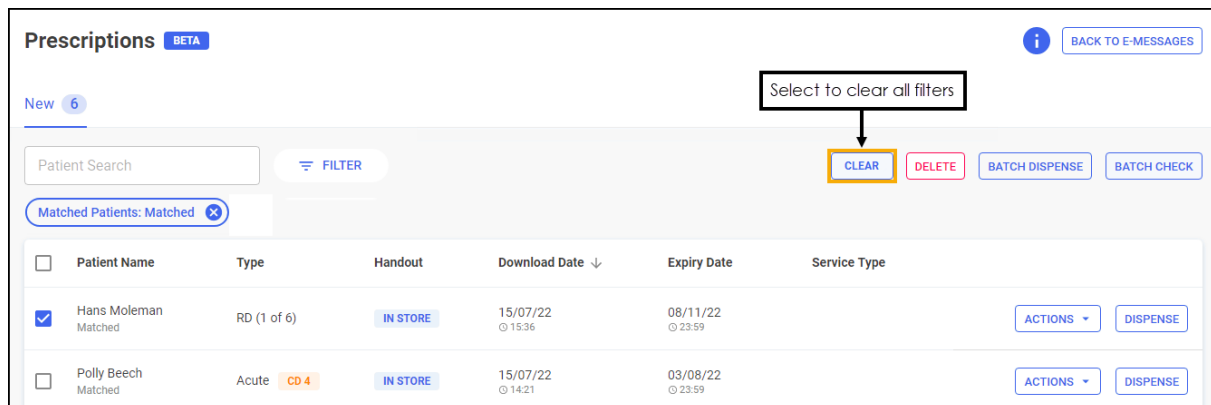
Note - You can select multiple filters.

3. Select **APPLY**  to set the filters or **CLEAR ALL**  to clear the filters and display all prescriptions.

The filter criteria displays below **Patient Search**, select the filter criteria to remove it.



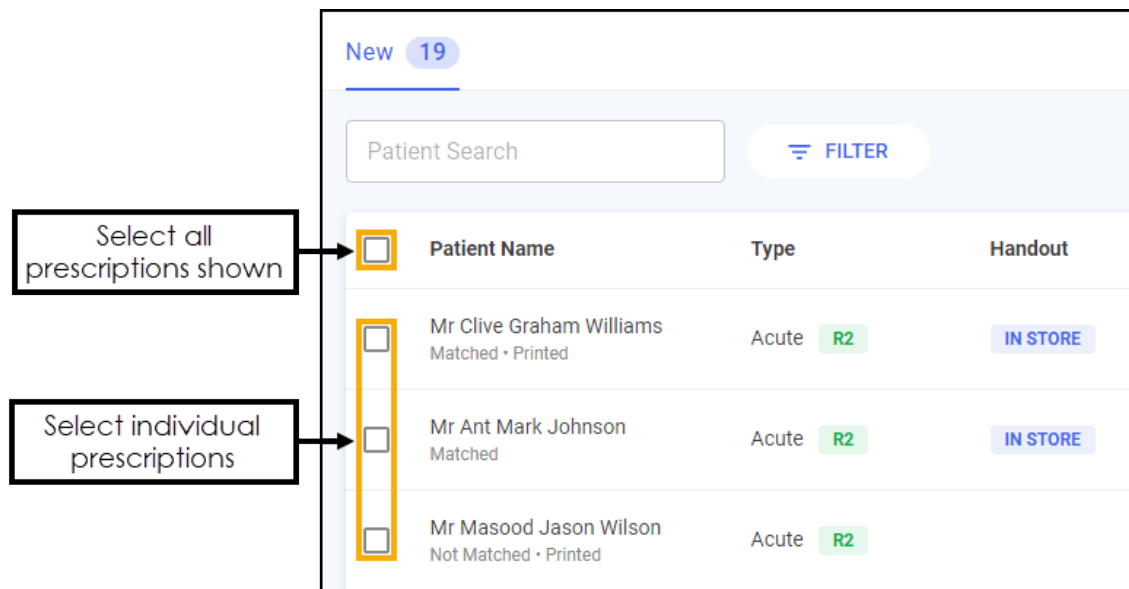
To clear all set filters, simply select **CLEAR**.



Printing Dispensing Tokens (Wales)

To print dispensing tokens from the **Prescriptions - New** screen:

1. Select the prescription(s) to dispense, either select individually or select the column to select all.



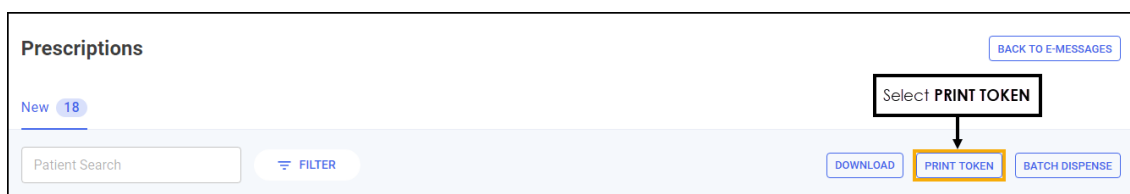
The screenshot shows the 'New 19' screen with a table of prescriptions. Annotations indicate how to select items:

- A box labeled 'Select all prescriptions shown' points to the top-left checkbox in the table header.
- A box labeled 'Select individual prescriptions' points to the checkboxes in the first three rows of the table.

<input type="checkbox"/>	Patient Name	Type	Handout
<input type="checkbox"/>	Mr Clive Graham Williams Matched • Printed	Acute R2	IN STORE
<input type="checkbox"/>	Mr Ant Mark Johnson Matched	Acute R2	IN STORE
<input type="checkbox"/>	Mr Masood Jason Wilson Not Matched • Printed	Acute R2	


➔ You can search, sort and filter the prescriptions, see [Searching for, Sorting and Filtering New Prescriptions \(Wales\)](#) on page 24.

2. Select **PRINT TOKEN** 



The screenshot shows the 'Prescriptions' screen with the 'PRINT TOKEN' button highlighted. A callout box labeled 'Select PRINT TOKEN' points to the button.

Buttons visible: BACK TO E-MESSAGES, DOWNLOAD, **PRINT TOKEN**, BATCH DISPENSE.

 **Note** - You only print dispensing tokens for EPS R2 prescription types.

After printing the dispensing token, **Printed** displays underneath the patient's name.

New 18		
Patient Search		
FILTER		
<input type="checkbox"/>	Patient Name	Type
<input type="checkbox"/>	Mr Clive Graham Williams Matched Printed	Acute R2

Dispensing New EPS Prescriptions (Wales)

Prescriptions can be dispensed either individually or as a prescription grouping from the **Prescriptions - New** screen:

Selecting an Individual Prescription to Dispense

To dispense an individual prescription:

1. Identify the prescription to dispense.



Note - R2 R2 in the **Type** column indicates an EPS prescription.



You can search, sort and filter the prescriptions, see [Searching for, Sorting and Filtering New Prescriptions \(Wales\)](#) on page 24 for details.

2. Select **DISPENSE** DISPENSE to the right of the prescription.

<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check		Select DISPENSE
<input type="checkbox"/>	SHAZAD ANTHONY GILFILLAN Matched	Acute		23/01/2023 ⌚ 14:13:21	17/07/2023 ⌚ 23:59:59		● Checked	ACTIONS ▾	DISPENSE
<input type="checkbox"/>	JEAN GILES Matched	Acute		23/01/2023 ⌚ 14:13:12	12/07/2023 ⌚ 23:59:59		● Checked	ACTIONS ▾	DISPENSE




Training Tip - You do not need to select the prescription to dispense individually.

3. The **Dispensary** screen displays, dispense as normal, see [Dispensing Prescription\(s\)](#) on page 34 for details.



Note - If enabled, **Fast Labelling** automatically populates the following information: **Patient**, **Prescriber**, **Written As**, **Quantity** and **Directions**. See [Fast Labelling](#) in the **Pharmacy Manager Help Centre** for details.

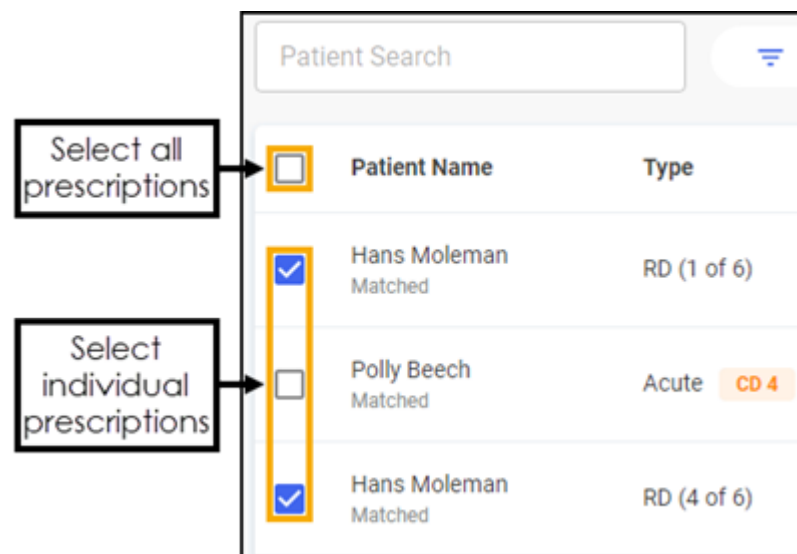
 **Note** - If the prescriptions have been clinically checked upfront, the warnings are pre-confirmed on the **Dispensary** screen. However if anything is changed during the dispensing process, such as selecting a different item with a different dm+d code, an additional warning may display that needs to be confirmed before continuing.

Selecting a Group of Prescriptions to Dispense

To group dispense prescriptions:

 **Note** - You can only group dispense prescriptions for patients who are either fully or partially matched to the same patient record.

1. Select the prescriptions to dispense, either individually or choose the column to select all.



 You can search, sort and filter the prescriptions, see [Searching for, Sorting and Filtering New Prescriptions \(Wales\)](#) on page 24 for details.

2. Select **BATCH DISPENSE** .

Prescriptions BETA

BACK TO E-MESSAGES

Select BATCH DISPENSE


DELETED BATCH DISPENSE BATCH CHECK


New 6

Patient Search FILTER

<input type="checkbox"/>	Patient Name	Type	Handout	Download Date ↓	Expiry Date	Service Type	Clinical Check
<input checked="" type="checkbox"/>	Hans Moleman Matched	RD (1 of 6)	IN STORE	15/07/22 ⌚ 15:36	08/11/22 ⌚ 23:59		● Checked ACTIONS DISPENSE
<input type="checkbox"/>	Polly Beech Matched	Acute CD 4	IN STORE	15/07/22 ⌚ 14:21	03/08/22 ⌚ 23:59		● Checked ACTIONS DISPENSE
<input checked="" type="checkbox"/>	Hans Moleman Matched	RD (4 of 6)	IN STORE	15/07/22 ⌚ 14:06	08/01/23 ⌚ 23:59		● Checked ACTIONS DISPENSE

3. The **Dispensary** screen displays, see [Dispensing Prescription\(s\) on the next page](#).

 **Note** - If enabled, **Fast Labelling** automatically populates the following information: **Patient, Prescriber, Written As, Quantity** and **Directions**. See [Fast Labelling](#) in the **Pharmacy Manager Help Centre** for details.

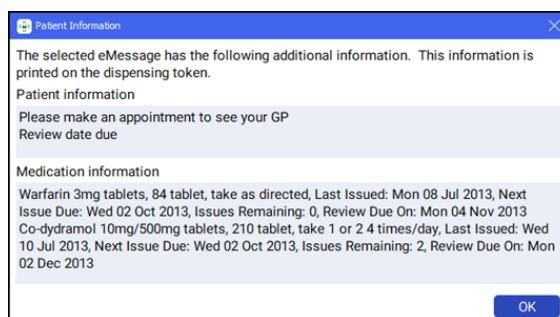
 **Note** - If the prescriptions have been clinically checked upfront, the warnings are pre-confirmed on the **Dispensary** screen. However if anything is changed during the dispensing process, such as selecting a different item with a different dm+d code, an additional warning may display that needs to be confirmed before continuing.

Dispensing Prescription(s)

From the **Dispensary** screen:

1. The **Patient Information** screen displays, showing any notes added by the

GP. Select **OK**  to proceed.



Patient Information

The selected eMessage has the following additional information. This information is printed on the dispensing token.

Patient information

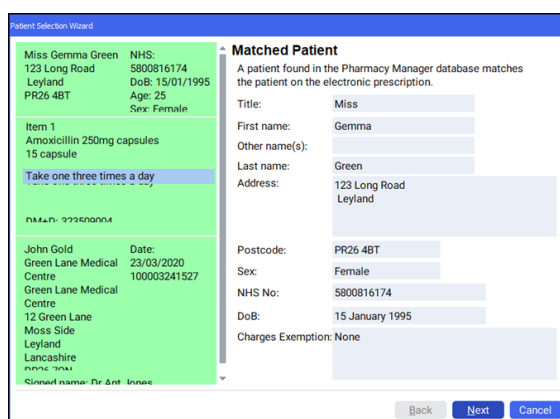
Please make an appointment to see your GP
Review date due

Medication information

Warfarin 3mg tablets, 84 tablet, take as directed, Last Issued: Mon 08 Jul 2013, Next Issue Due: Wed 02 Oct 2013, Issues Remaining: 0, Review Due On: Mon 04 Nov 2013
Co-dydramol 10mg/500mg tablets, 210 tablet, take 1 or 2 4 times/day, Last Issued: Wed 10 Jul 2013, Next Issue Due: Wed 02 Oct 2013, Issues Remaining: 2, Review Due On: Mon 02 Dec 2013

OK

2. The **Patient Selection Wizard** confirms that the patient matches an existing **Pharmacy Manager** patient.



Patient Selection Wizard

Miss Gemma Green 123 Long Road Leyland PR26 4BT	NHS: 5800816174 DoB: 15/01/1995 Age: 25 Sex: Female
--	---

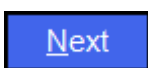
Item 1
Amoxicillin 250mg capsules
15 capsule
Take one three times a day

Matched Patient

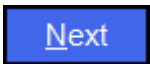
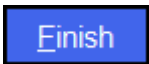
A patient found in the Pharmacy Manager database matches the patient on the electronic prescription.

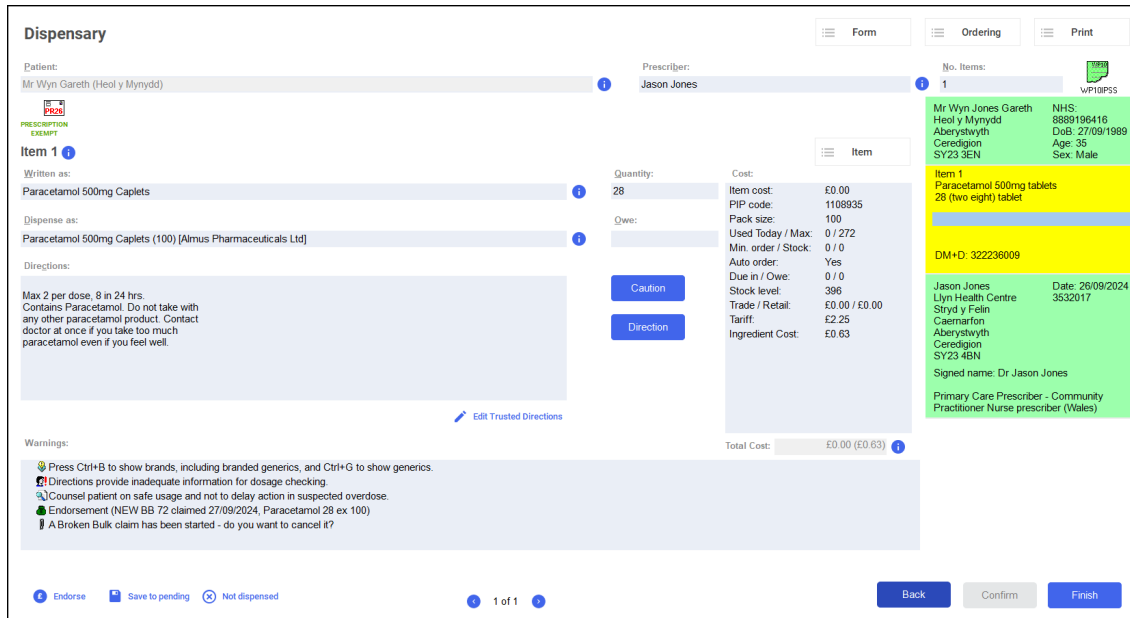
Title: Miss
First name: Gemma
Other name(s):
Last name: Green
Address: 123 Long Road
Leyland
Postcode: PR26 4BT
Sex: Female
NHS No.: 5800816174
DoB: 15 January 1995
Charges Exemption: None

Back **Next** **Cancel**

Select **Next** . If no patient is found, you can easily add them at


this stage, simply select **New Patient** .

3. Select **Next**  and then select **Finish** . The **Dispensary** screen displays with the patient, prescriber and number of items automatically populate from the electronic prescription.



The screenshot shows the 'Dispensary' interface with the following details:

- Patient:** Mr Wyn Gareth (Heol y Mynydd)
- Prescriber:** Jason Jones
- No. Items:** 1
- Item 1:** Paracetamol 500mg Caplets (100) [Almus Pharmaceuticals Ltd]
- Quantity:** 28
- Cost:** £0.00 (Total Cost: £0.00)
- Directions:** Max 2 per dose, 8 in 24 hrs. Contains Paracetamol. Do not take with any other paracetamol product. Contact doctor at once if you take too much paracetamol even if you feel well.
- Warnings:** Press Ctrl+B to show brands, including branded generics, and Ctrl+G to show generics. Directions provide inadequate information for dosage checking. Counsel patient on safe usage and not to delay action in suspected overdose. Endorsement (NEW BB 72 claimed 27/09/2024, Paracetamol 28 ex 100). A Broken Bulk claim has been started - do you want to cancel it?
- Buttons:** Endorse, Save to pending, Not dispensed, Back, Confirm, Finish.

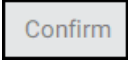

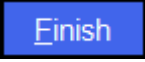
 **Note** - If enabled, **Fast Labelling** automatically populates the following information: **Patient, Prescriber, Written As, Quantity** and **Directions**. See [Fast Labelling](#) in the **Pharmacy Manager Help Centre** for details.

4. Complete as follows to dispense an item:

- **Written as** - Select **Enter** to search for the prescribed item. **Written as** populates with the item details, for example, Amoxicillin 250mg capsules.
- **Dispense as** - Automatically populates with the dispensed item, for example, Amoxicillin 250mg Capsules 21 AAH Generics Scheme.
- **Quantity** - Automatically populates, check to ensure it is correct.
- **Directions** - Enter the directions provided on the prescription, for example, enter 'One to be taken Daily' or enter the appropriate dosage code, for 'One to be taken Daily' enter '1 d'.





Training Tip - Note the space after the 1 and the d.


- **Warnings** - If **Warnings** display, you must select **Confirm** .
 - **Owe** - Enter the quantity owed if appropriate.
5. If the prescription contains multiple items, select **Finish Item**  and repeat the process outlined in **Step 4**.
6. Select **Finish**  and the item and bag labels print.
7. If you have selected a group of prescriptions to dispense, the next prescription displays.

Endorsing an Electronic Prescription

To ensure that your pharmacy is reimbursed correctly, **Pharmacy Manager** records endorsements onto electronic prescriptions to confirm the exact items that have been dispensed to a patient.

 **Training Tip** - You can set the **Endorsing** screen to automatically display once you complete a prescription, see [Setting Up User Details](#) in the **Pharmacy Manager Help Centre** for details.

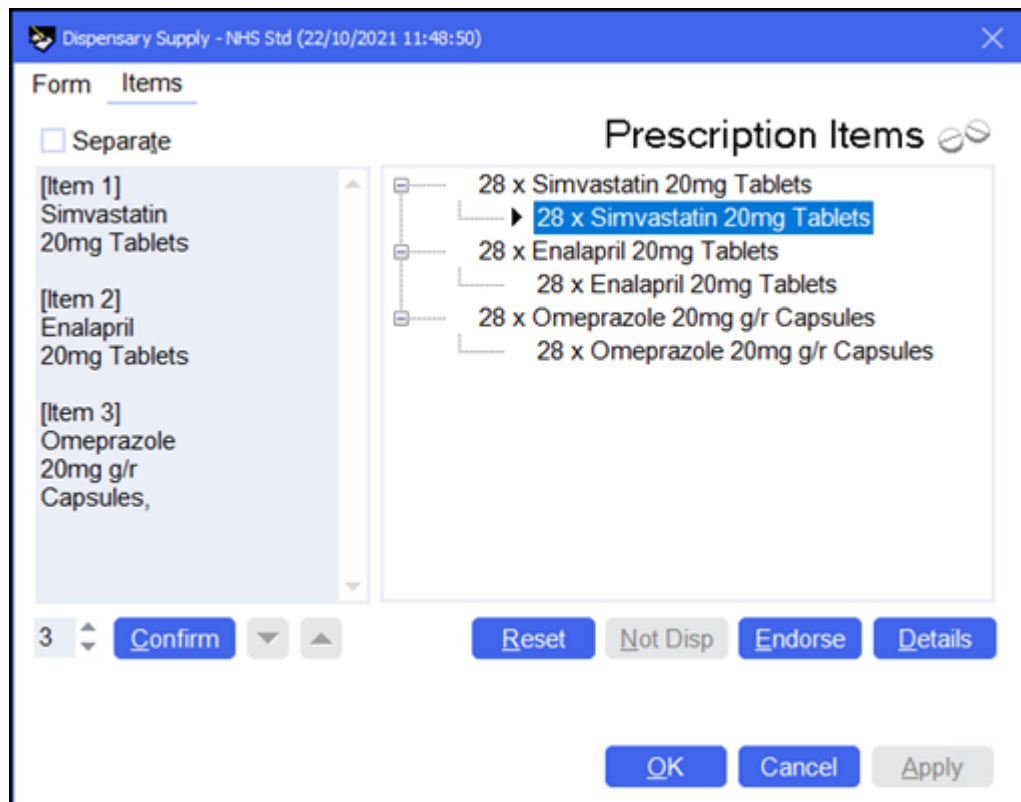
 See [Endorsement Guidance for Oral Liquid Methadone](#) in the **Pharmacy Manager Help Centre** for details on Package Dose fees.

 See [Dispensing Special Items](#) in the **Pharmacy Manager Help Centre** for details on dispensing and endorsing special items.


 See [Serious Shortage Protocol \(SSP\)](#) in the **Pharmacy Manager Help Centre** for details on Serious Shortage Protocol (SSP) endorsements.

 See [Waste Reduction Endorsement for Electronic Prescriptions on page 60](#) for details on Waste Reduction endorsements in Wales.

1. Once a prescription is complete, providing you have set the **Endorsement printing** option to **Always** in **User Details**, the **Dispensary Supply** screen displays.



2. To apply additional endorsements:
 - a. Highlight the item on the right hand pane and select **Endorse**.

 **Note** - You must select the second item line otherwise the **Endorse** option is not available.

- b. The **Optional Endorsements** screen displays, tick the appropriate additional endorsements and enter any information required.
 - c. Select **OK**.

3. Select **Confirm** .

Confirming Collection

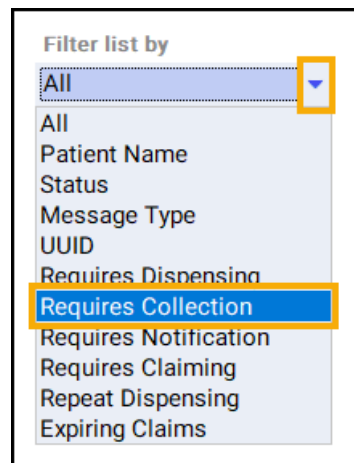
Once a prescription has been dispensed and handed to the patient, it should be marked as 'collected' within **Pharmacy Manager**. Marking a prescription as collected automatically sends a **Dispense Notification** to the **NHS Spine**.

To mark a prescription as collected:

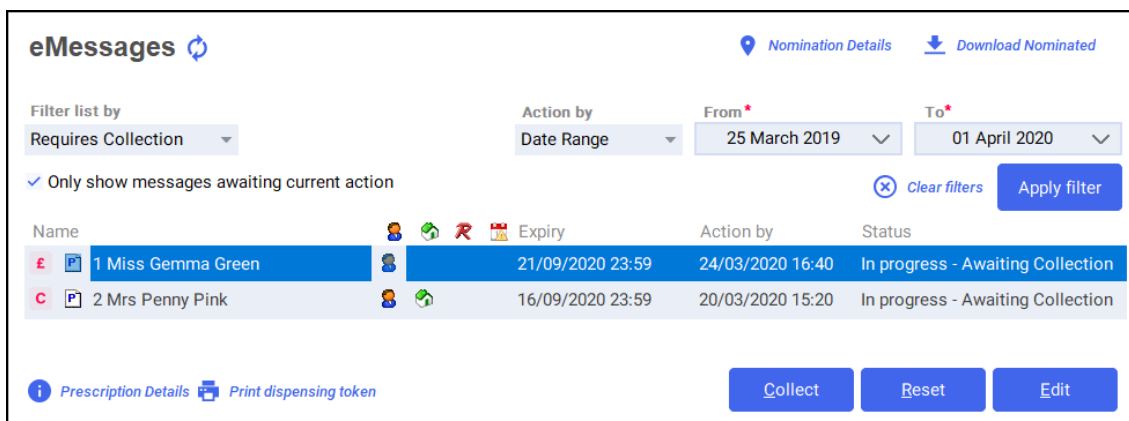
1. From the **Pharmacy Manager Side Navigation Bar** select **eMessages** .


The **eMessages** screen displays.

2. From **Filter list by**, select the **Requires Collection** filter.



3. Highlight the required prescription and select **Collect** .



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


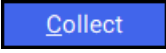
Filter list by: Requires Collection

Action by: Date Range From: 25 March 2019 To: 01 April 2020


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

Name	Expiry	Action by	Status
1 Miss Gemma Green	21/09/2020 23:59	24/03/2020 16:40	In progress - Awaiting Collection
2 Mrs Penny Pink	16/09/2020 23:59	20/03/2020 15:20	In progress - Awaiting Collection

[Prescription Details](#) [Print dispensing token](#) [Collect](#) [Reset](#) [Edit](#)

 **Training Tip** - To mark multiple prescriptions as collected, press and hold **Ctrl** on your keyboard, highlight each prescription and select **Collect** .

4. The prescription is marked as *collected* and a dispensing notification is sent to the **NHS Spine**.
5. The status of the prescription changes to **Ready to Claim**.

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

Filter list by: Requires Collection Action by: Date Range From*: 25 March 2019 To*: 01 April 2020

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

Name	Expiry	Action by	Status
1 Miss Gemma Green	21/09/2020 23:59	24/03/2020 16:40	Ready to claim
2 Mrs Penny Pink	16/09/2020 23:59	20/03/2020 15:20	In progress - Awaiting Collection


[Prescription Details](#) [Print dispensing token](#) [Collect](#) [Reset](#) [Edit](#)

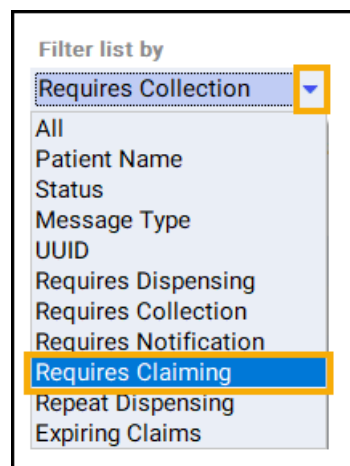
Claiming Prescriptions

Each prescription dispensed to a patient must be sent for remuneration and reimbursement.

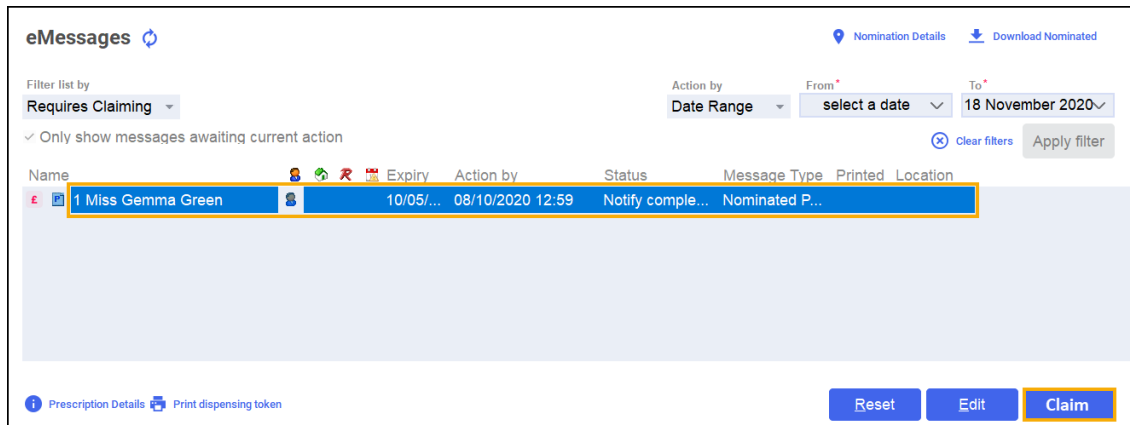



Training Tip - We recommend that you submit prescription claims on a regular basis to avoid missing out on payment, you could use the **Pharmacy Manager Calendar** to remind you.



1. From the **Pharmacy Manager Side Navigation Bar** select **eMessages** .
The **eMessages** screen displays.
2. From **Filter list by**, select the **Requires Claiming** filter.





3. Highlight the required prescription and select **Claim** .








eMessages 







Nomination Details  Download Nominated 



Filter list by **Requires Claiming** 

Only show messages awaiting current action 


Action by **Date Range**  From* **select a date**  To* **18 November 2020** 

 Clear filters  Apply filter

Name				Expiry	Action by	Status	Message Type	Printed	Location
Miss Gemma Green				10/05/...	08/10/2020 12:59	Notify comple...	Nominated P...		

 Prescription Details  Print dispensing token

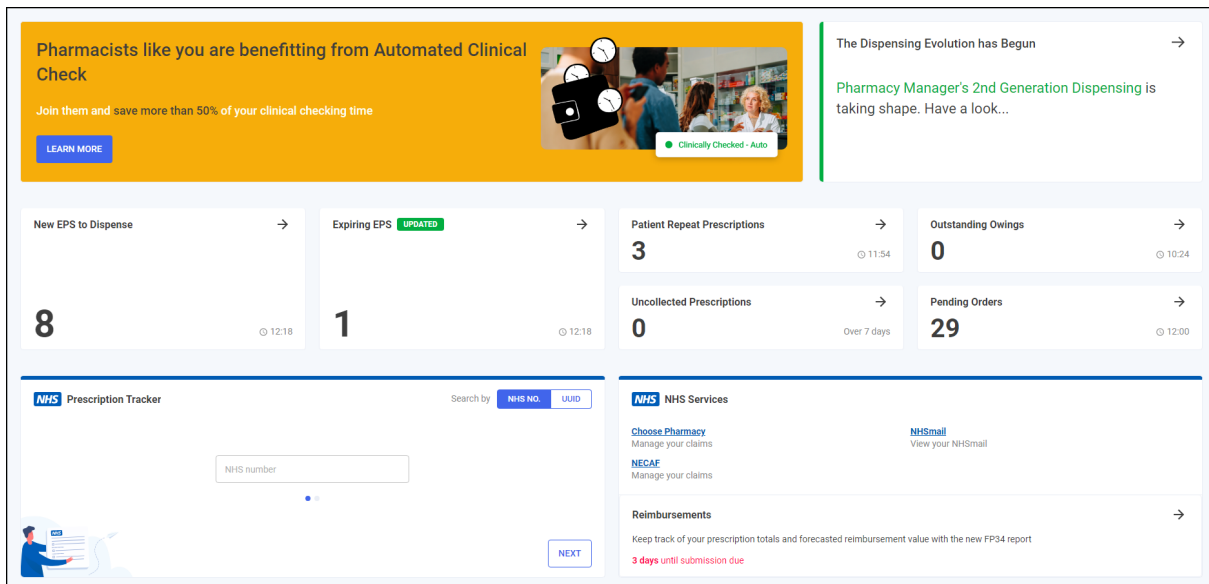
Reset **Edit** **Claim**

 **Training Tip** - To claim for multiple prescriptions, press and hold **Ctrl** on your keyboard, highlight multiple prescriptions and select **Claim**.

4. The claimed prescription(s) clear from the screen.

Navigating the Pharmacy Manager Dashboard (Wales - EPS enabled)

When you log into **Pharmacy Manager**, the **Pharmacy Manager Intelligent Dashboard** displays.

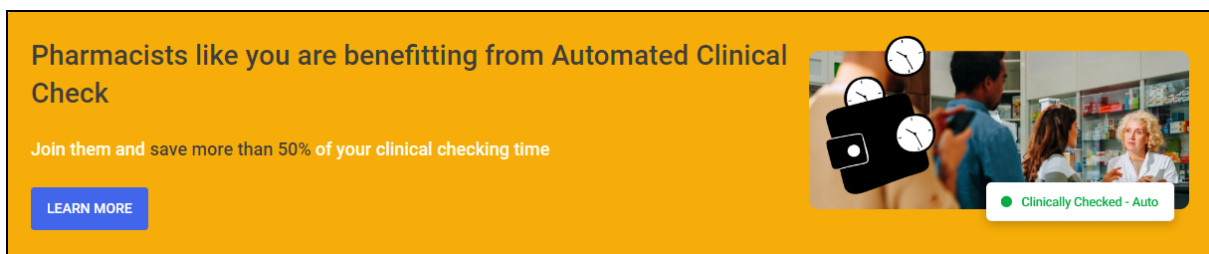


The screenshot shows the Pharmacy Manager Intelligent Dashboard with the following components:

- Top Banner:** A yellow banner titled "Pharmacists like you are benefitting from Automated Clinical Check" with a sub-headline "Join them and save more than 50% of your clinical checking time" and a "LEARN MORE" button. It includes an image of a pharmacist and a "Clinically Checked - Auto" badge.
- Right Sidebar:** A green sidebar titled "The Dispensing Evolution has Begun" with a sub-headline "Pharmacy Manager's 2nd Generation Dispensing is taking shape. Have a look..." and a right-pointing arrow.
- Workload Metrics:** A row of four white tiles:
 - New EPS to Dispense:** 8 (last updated 12:18)
 - Expiring EPS:** 1 (last updated 12:18, with a green "UPDATED" badge)
 - Patient Repeat Prescriptions:** 3 (last updated 11:54)
 - Outstanding Owings:** 0 (last updated 10:24)
- Additional Metrics:** A row of two white tiles:
 - Uncollected Prescriptions:** 0 (last updated Over 7 days)
 - Pending Orders:** 29 (last updated 12:00)
- Search and Services:** A section with a search bar for "NHS number" and a "NEXT" button. Below it are links for "NHS Prescription Tracker", "NHS Services", "Choose Pharmacy", "NECAF", and "Reimbursements".

The dashboard displays dynamic tiles, giving you a real time overview of your pharmacy workload. The dashboard consists of the following tiles:

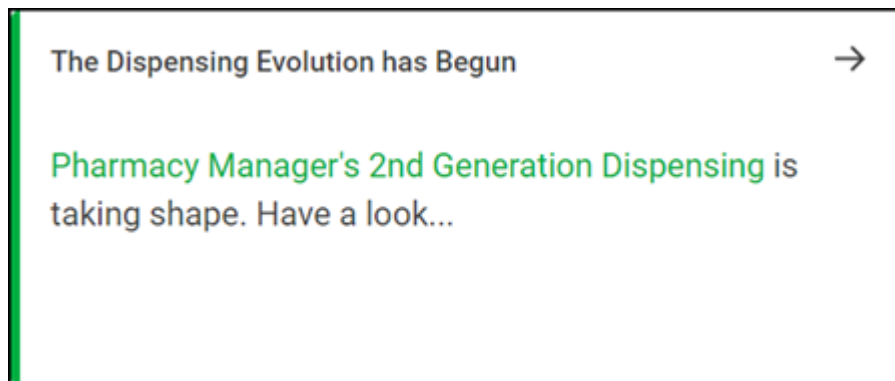
Pharmacists like you are benefitting from Automated Clinical Check



This is a close-up of the yellow banner mentioned in the dashboard overview. It features the text: "Pharmacists like you are benefitting from Automated Clinical Check" and "Join them and save more than 50% of your clinical checking time". There is a "LEARN MORE" button and an image of a pharmacist with a "Clinically Checked - Auto" badge.

Are you seeing the time savings from the latest dispensing features? See [Dispensing Best Practice](#) for more information on setting up **Pharmacy Manager** and our recommended dispensing process.

The Dispensing Evolution has Begun



We have introduced a **Prescriptions** screen for users only to view and manage their prescriptions in **Pharmacy Manager**. Select the file to display the **Prescriptions** screen, see [Dispensing in Wales](#) for details.

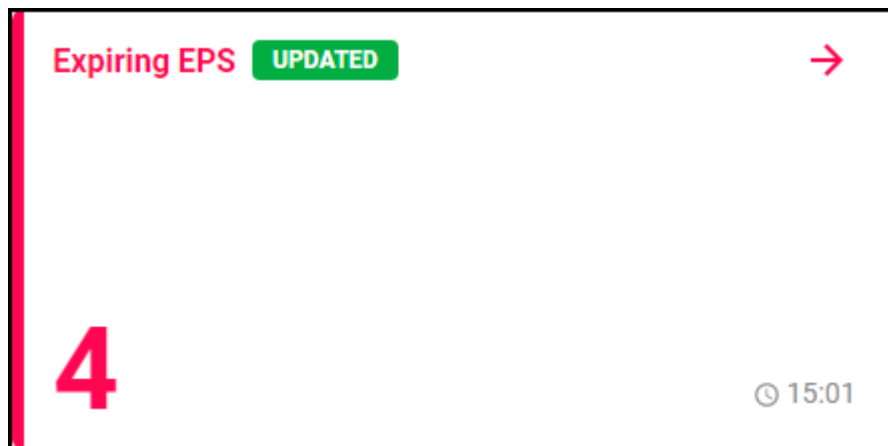
New EPS to Dispense



The **New EPS to Dispense** tile displays how many Electronic Prescription Service (EPS) items are awaiting dispensing.

Select the tile to display the **eMessages** screen with the **Requires Dispensing** filter applied.

Expiring EPS

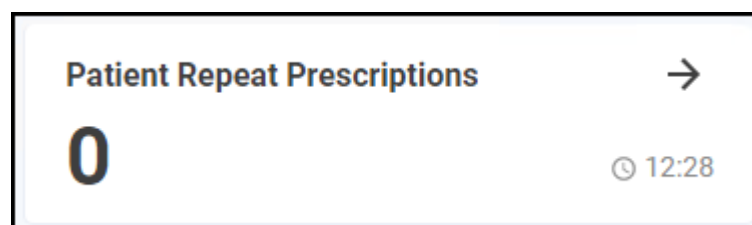


The **Expiring EPS** tile displays the number of EPS prescriptions due to expire.

- The tile displays in **Red** if you have prescriptions due to expire within the next seven days.
- The tile displays in **Amber** if you have prescriptions due to expire within the next 8 to 21 days.

Select the tile to display the **eMessages** screen with the **Expiring EPS** filter applied.

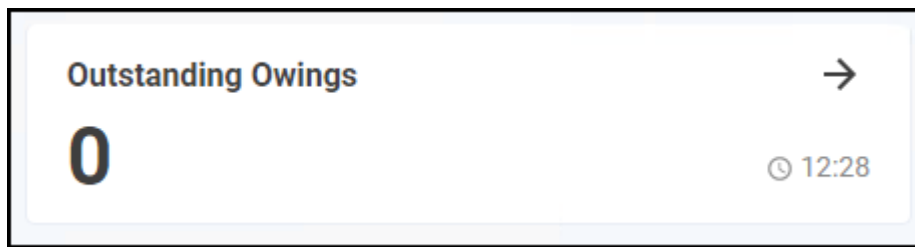
Patient Repeat Prescriptions



The **Patient Repeat Prescriptions** tile displays the number of patients with repeat prescriptions due to be dispensed over the next seven days.

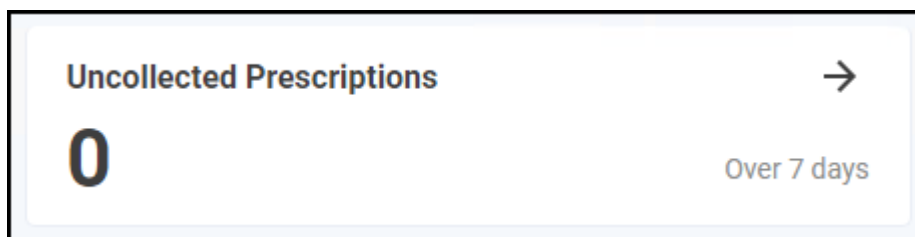
Select the tile to display the **Repeats** screen.

Outstanding Owings



The **Owings** tile displays the number of items owing, select the tile to display the **Owings** screen.

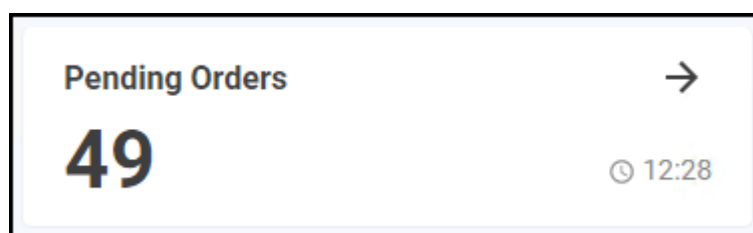
Uncollected Prescriptions



The **Uncollected prescriptions** tile displays the number of dispensed EPS prescriptions which have been ready for collection for more than seven days.

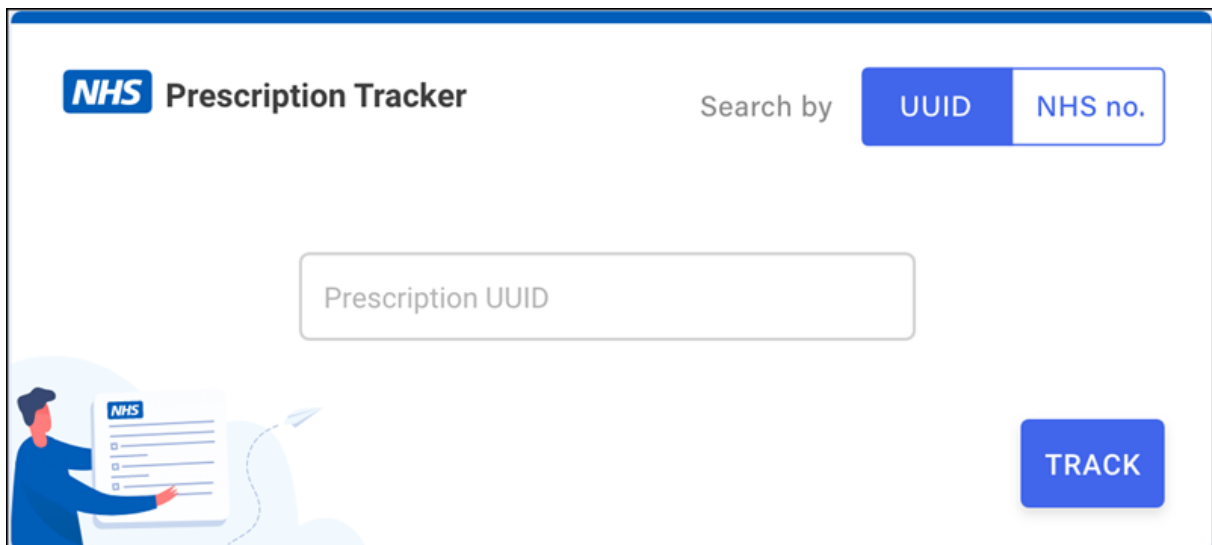
Select the tile to display the **eMessages** screen with the **Requires Collection** filter applied.

Pending Orders



The **Pending Orders** tile displays the number of items on outstanding orders, select the tile to display the **Ordering** screen.

NHS Prescription Tracker

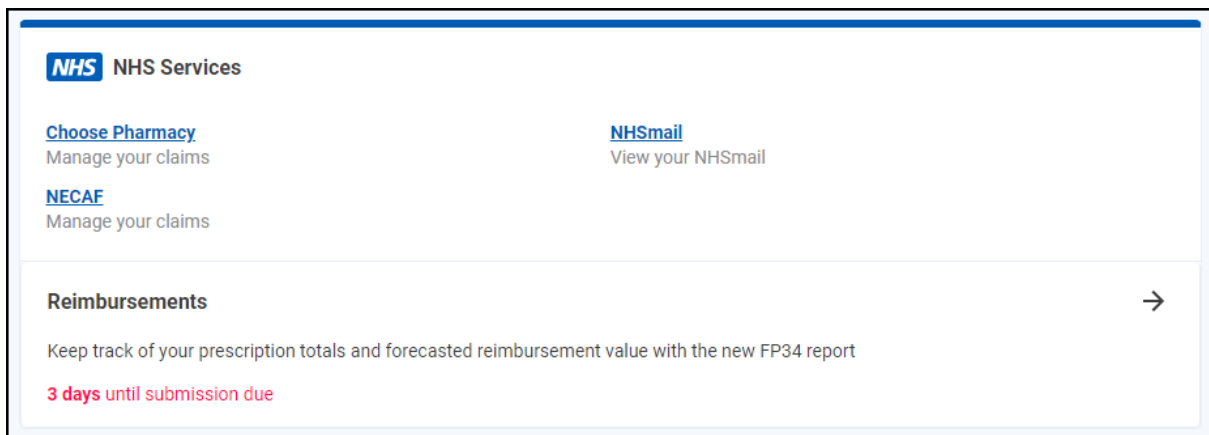


The screenshot shows the NHS Prescription Tracker interface. At the top left, there is the NHS logo followed by the text 'Prescription Tracker'. To the right, there is a 'Search by' section with two buttons: 'UUID' (which is highlighted in blue) and 'NHS no.'. Below this is a large text input field containing the placeholder text 'Prescription UUID'. In the bottom left corner, there is an illustration of a person in a blue uniform pointing at a document with the NHS logo. In the bottom right corner, there is a blue button labeled 'TRACK'.

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

-
- ➔ See [NHS Prescription Tracker - England and Wales Only on page 55](#) for details.
-

NHS Services



NHS NHS Services

[Choose Pharmacy](#)
Manage your claims

[NHSmail](#)
View your NHSmail

[NECAF](#)
Manage your claims

Reimbursements →

Keep track of your prescription totals and forecasted reimbursement value with the new FP34 report

3 days until submission due

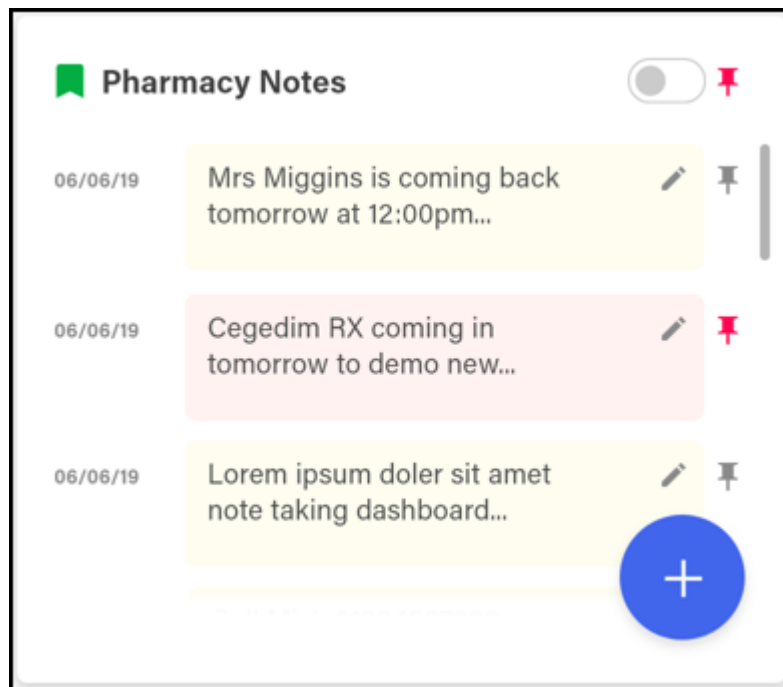
The **NHS Services** file allows you to access a variety of NHS services:

- **Choose Pharmacy** - Select to access **Choose Pharmacy**.
- **NHSmail** - Select to access your NHS mail log in.
- **NECAF** - Select to access the National Electronic Claim and Audit Forms (NECAF).

Select **Reimbursements** to view the **Reimbursements** module.

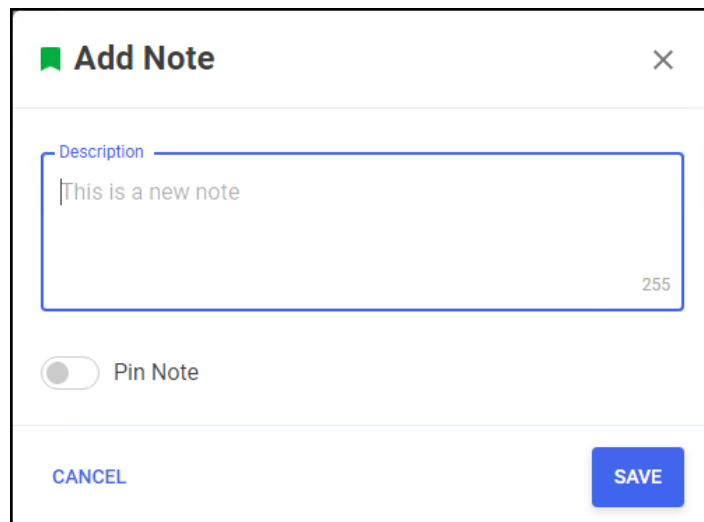
-
- ➔ See [Reimbursements](#) in the **Pharmacy Manager Help Centre** for details.
-

Pharmacy Notes




The **Pharmacy Notes** file enables all staff members to add, edit or delete a note on the dashboard. Any staff member with **Pharmacy Manager** access can:

- **Add** - Select **Add** , the **Add Note** screen displays:

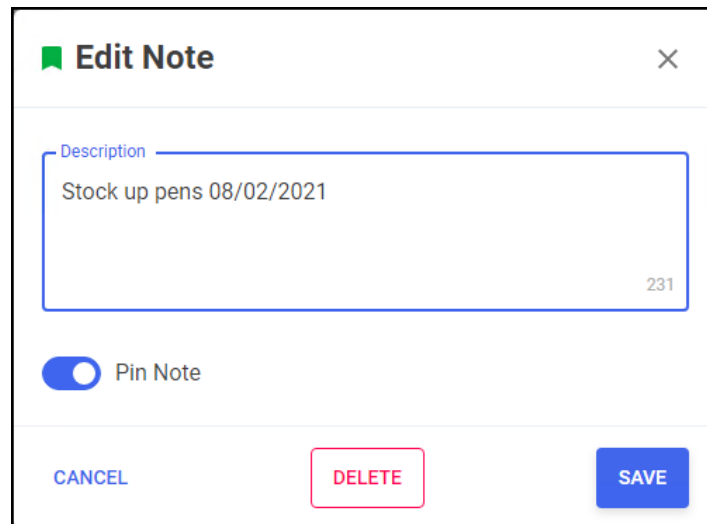


The screenshot shows the 'Add Note' screen. At the top, there is a green bookmark icon, the title 'Add Note', and a close icon (X). Below this is a text input field with the placeholder text 'This is a new note' and a character count '255'. Below the input field is a 'Pin Note' toggle switch, which is currently turned off. At the bottom, there are two buttons: 'CANCEL' and 'SAVE'.

Enter your note, select **Pin Note**  **Pin Note** to pin the note to the list, if required, and then select **SAVE** .



- **View Pinned Pharmacy Notes Only** - Select the **Pin** toggle  to view pinned notes only.


- **Edit or Delete** - Select **Edit**  to display the **Edit Note** screen:



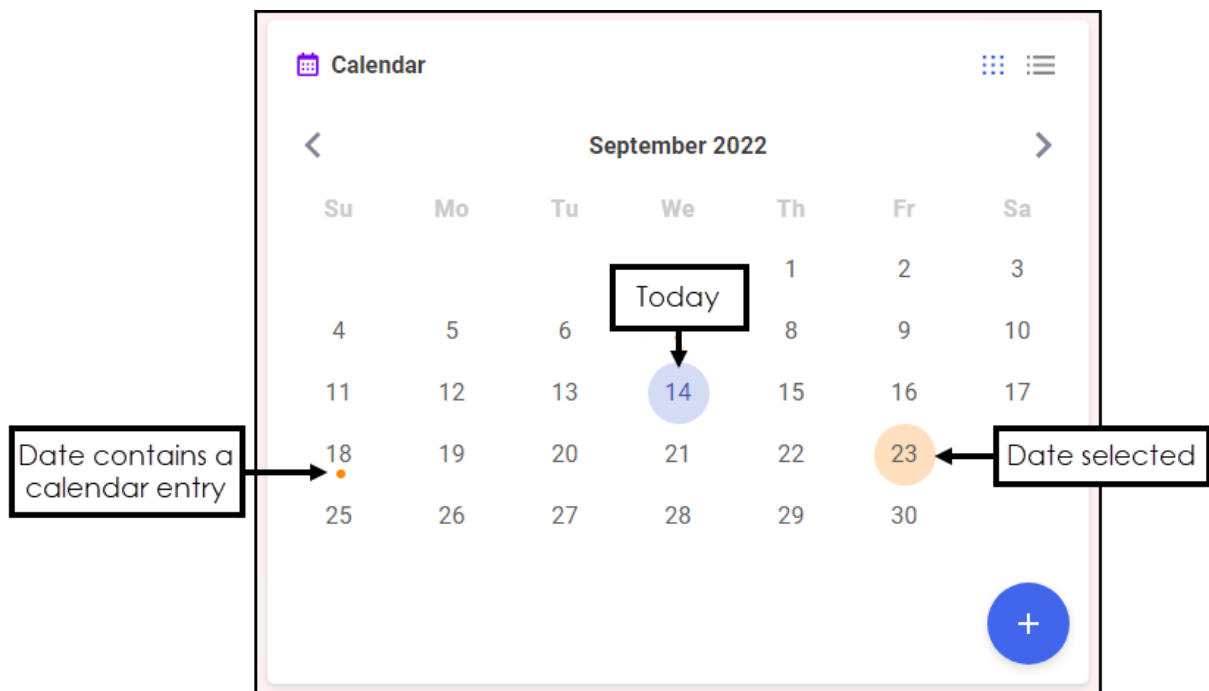
The screenshot shows the 'Edit Note' screen. At the top, there is a title bar with a green square icon, the text 'Edit Note', and a close button (X). Below the title bar is a text input field with the label 'Description' and the text 'Stock up pens 08/02/2021'. A character count '231' is visible in the bottom right corner of the input field. Below the input field is a toggle switch labeled 'Pin Note', which is currently turned on. At the bottom of the screen, there are three buttons: 'CANCEL' (blue text), 'DELETE' (red text on a white background), and 'SAVE' (white text on a blue background).

Either:







- Edit the **Note** as required and select **SAVE** , or,
- Select **DELETE**  to delete the note.


 **Note - Pharmacy Notes** can be seen by all **Pharmacy Manager** users.

Calendar

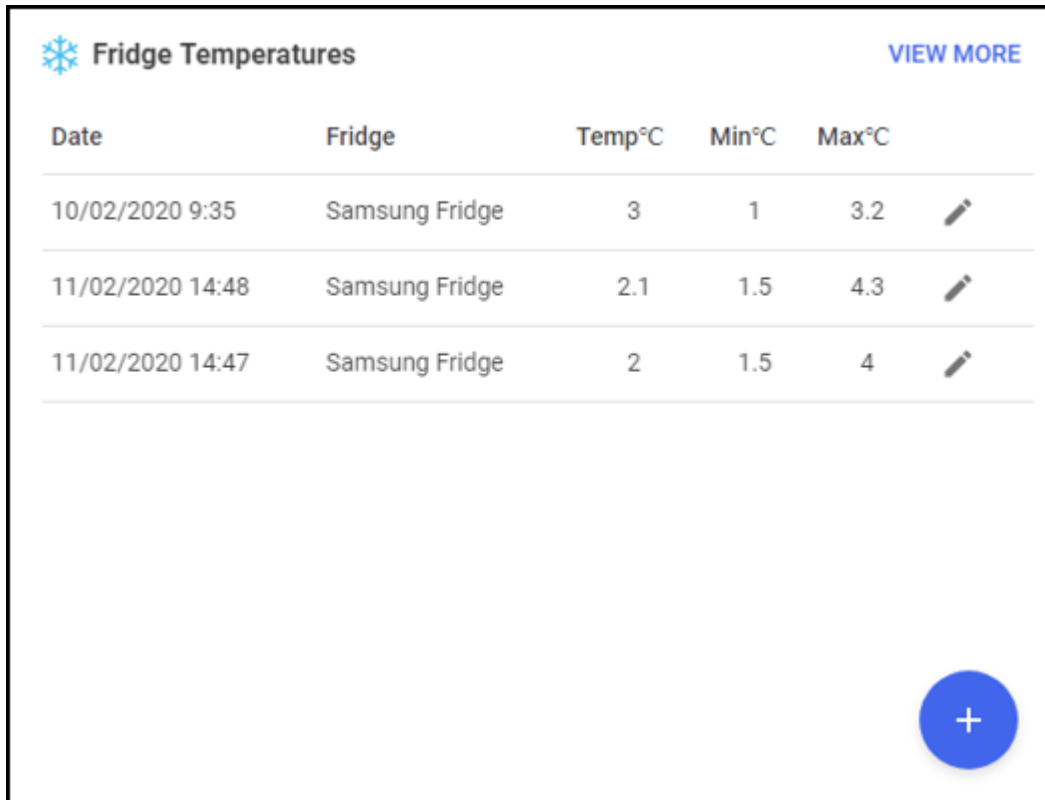





The **Calendar** tile provides you with a pharmacy wide diary. This can be used for appointments and reminders, any member of staff with **Pharmacy Manager** access can:

- **Add** - Highlight a date, select **Add** , complete the details as required and select **SAVE** .
- **View** - Select the date required and select **Options** , any appointments and reminders for that day display. Select the item required to view the details.
- **Edit - View** an item and then select **EDIT**  and update as required.
- **Delete** - To delete a calendar entry, **View** it, select **EDIT**  and then select **DELETE** .

 **Note - Calendar** items can be seen by all **Pharmacy Manager** users.

Fridge Temperatures




Date	Fridge	Temp°C	Min°C	Max°C	
10/02/2020 9:35	Samsung Fridge	3	1	3.2	
11/02/2020 14:48	Samsung Fridge	2.1	1.5	4.3	
11/02/2020 14:47	Samsung Fridge	2	1.5	4	

The **Fridge Temperatures** tile displays:

- **Temp°C** - The current temperature for any fridges selected.
- **Min°C** - The minimum temperature of any fridges selected on a given day.
- **Max°C** - The maximum temperature of any fridges selected on a given day.

Useful Links

 **Useful Links** EDIT


[Drug Tariff](#)


[EMC](#)

[Gov.uk \(Medicines & Healthcare\)](#)

[Pharmacy Services](#)

[CPE](#)



 **Useful Links** EDIT

[Shortage Reporter](#)


[Community Pharmacy Website](#)


[EMC](#)

[Instalment Dispensing](#)

[Endorsing Guide](#)

[CPS](#)



 **Useful Links** EDIT

[Community Pharmacy Wales](#)


[Drug Tariff](#)

[EMC](#)

[MHRA](#)

[NWIS - Secure File Share](#)

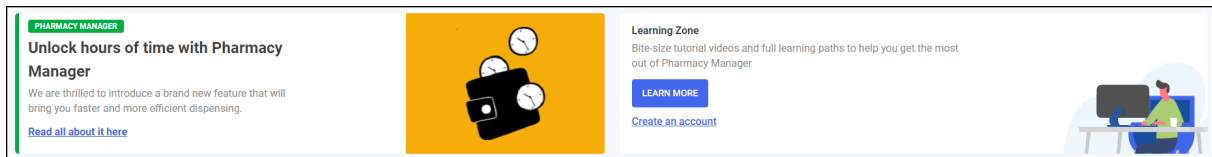
[Patient Information Leaflets \(Welsh Translation\)](#)



The **Useful Links** file, managed by your pharmacy, displays links to websites you use. You can add, edit, delete and re-order links as required.

Pharmacy Manager Tile

The tiles at the bottom of the **Dashboard** offer the following information.



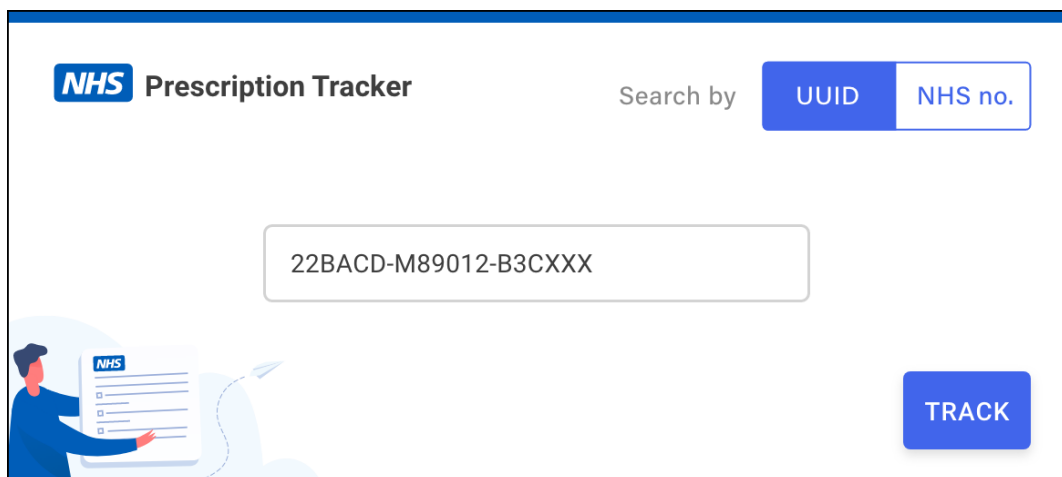
- **Pharmacy Manager** - View information direct from the **Pharmacy Manager** software team.

NHS Prescription Tracker - England and Wales Only

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

Searching using the Universally Unique Identifier (UUID)

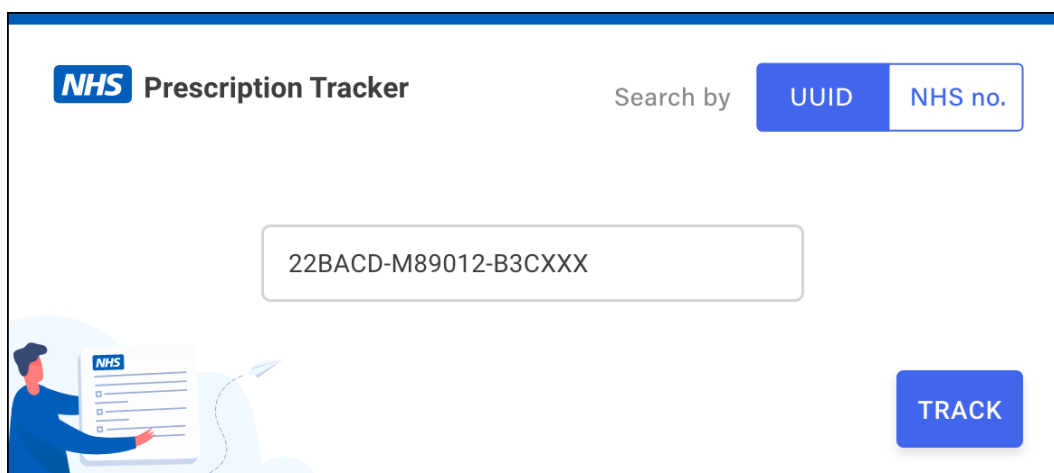
1. To search using the prescription UUID, from **Search by** select **UUID**.



The screenshot shows the NHS Prescription Tracker search interface. At the top left is the NHS logo and the text 'Prescription Tracker'. To the right, under 'Search by', there are two buttons: 'UUID' (which is selected and highlighted in blue) and 'NHS no.'. Below this is a search input field containing the text '22BACD-M89012-B3CXXX'. In the bottom right corner, there is a blue button labeled 'TRACK'. An illustration of a person looking at a document is visible in the bottom left corner.

2. Enter the prescription **UUID**.

3. Select **Track** .



This screenshot is identical to the one above, showing the NHS Prescription Tracker search interface with the 'TRACK' button highlighted.

- The **Prescription Tracker** screen displays.
- The **Prescription Status** displays as outlined below.


[BACK TO DASHBOARD](#)

NHS Prescription Tracker

Prescription Information **CLAIMED** ← The Prescription Status displays

<p>PRESCRIPTION ID 22BACD-M89012-B3CXXX (R2)</p> <p>PRESCRIPTION TYPE Primary Care Prescriber - Medical Prescriber (0101)</p> <p>PRESCRIPTION TREATMENT TYPE Repeat Dispensing - Issue 2 Days Supply - 28</p>	<p>DATE/TIME SIGNED 20/04/2020 12:37:23</p> <p>PRESCRIBER ORGANISATION Vision Medical Centre (V12345)</p> <p>PRESCRIBER CONTACT 01382 489873</p>
<p>PATIENT NHS NUMBER 123 456 7890</p>	<p>NOMINATED DISPENSER Cegedim Pharmacy (C12345)</p>
<p>DISPENSER ORGANISATION Cegedim Pharmacy (C12345)</p> <p>DISPENSER CONTACT 01772 689873</p> <p>LAST DISPENSE DATE 20/04/2020</p>	<p>PRESCRIPTION STATUS Claimed → The Prescription Status displays</p> <p>APPLIED CANCELLATIONS None</p> <p>PENDING CANCELLATIONS None</p>

Can't find what you're looking for? Access the NHS Prescription Tracker web service [HERE](#)



Searching using NHS no


- To search using the NHS number, from **Search by** select **NHS no.**

NHS Prescription Tracker

Search by **UUID** **NHS no.**

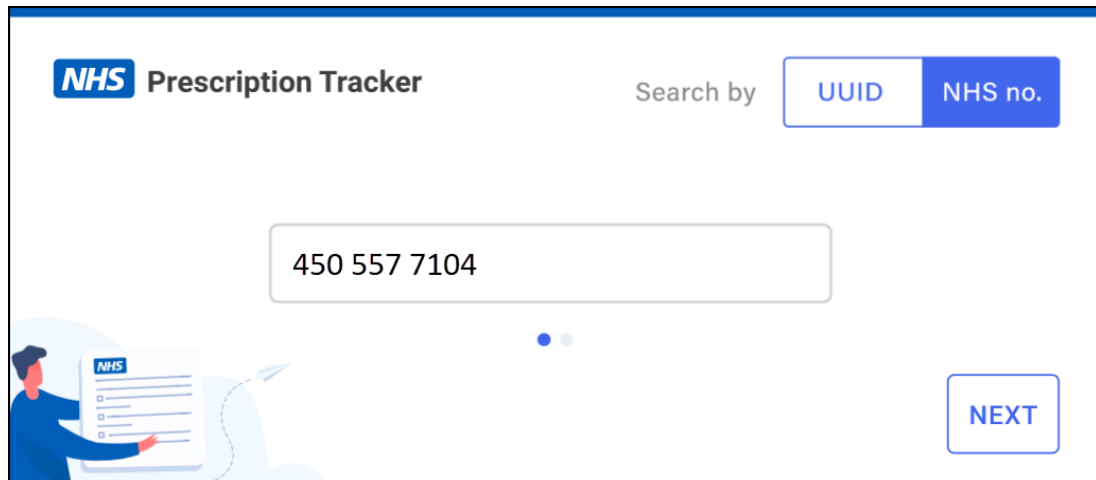
22BACD-M89012-B3CXXX

TRACK



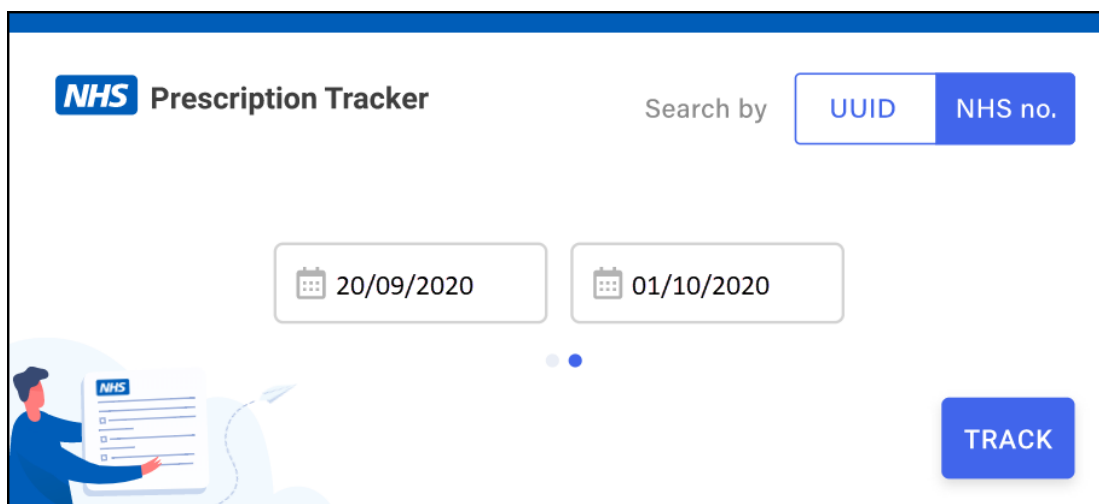
- Enter the patient's **NHS number**.

3. Select **Next** **NEXT**.



4. Enter the required date range.

5. Select **Track** **TRACK**.



6. The **Prescription Tracker** results screen displays. Use the available filters if required.
7. Select the required prescription from the results.

[BACK TO DASHBOARD](#)

NHS Prescription Tracker

Search by UUID

Prescription UUID

Search by NHS Number

NHS Number Date from Date to

Filter Results: Prescription Status Prescription Type

Prescription UUID	Issue Date	Status	Type
2E0C63-B86007-005BFX (R2)	24/09/20	To Be Dispensed	Repeat Dispensing Issue 2
214AD6-B86007-005D5L (R2)	08/10/20	To Be Dispensed	Repeat Dispensing Issue 1
3F4E0E-B86007-005D1B (R2)	24/09/20	To Be Dispensed	Repeat Prescribing Issue 1
0861B6-B86007-005D7M (R2)	24/09/20	To Be Dispensed	Acute Issue 1
B00BD7D5-D816-BDDE-E050-D20AE3A2287F6 (R1)	24/09/20	To Be Dispensed	Acute Issue 1


8. The **Prescription Status** displays as outlined below.

[BACK TO DASHBOARD](#)

NHS Prescription Tracker


Prescription Information CLAIMED ← **The Prescription Status displays**

<p><small>PRESCRIPTION ID</small> 22BACD-M89012-B3CXXX (R2)</p> <p><small>PRESCRIPTION TYPE</small> Primary Care Prescriber - Medical Prescriber (0101)</p> <p><small>PRESCRIPTION TREATMENT TYPE</small> Repeat Dispensing - Issue 2 Days Supply - 28</p>	<p><small>DATE/TIME SIGNED</small> 20/04/2020 12:37:23</p> <p><small>PRESCRIBER ORGANISATION</small> Vision Medical Centre (V12345)</p> <p><small>PRESCRIBER CONTACT</small> 01382 489873</p>
<p><small>PATIENT NHS NUMBER</small> 123 456 7890</p>	<p><small>NOMINATED DISPENSER</small> Cegedim Pharmacy (C12345)</p>
<p><small>DISPENSER ORGANISATION</small> Cegedim Pharmacy (C12345)</p> <p><small>DISPENSER CONTACT</small> 01772 689873</p> <p><small>LAST DISPENSE DATE</small> 20/04/2020</p>	<p>The Prescription Status displays → Claimed</p> <p><small>PRESCRIPTION STATUS</small> Claimed</p> <p><small>APPLIED CANCELLATIONS</small> None</p> <p><small>PENDING CANCELLATIONS</small> None</p>



Can't find what you're looking for? Access the NHS Prescription Tracker web service [HERE](#)

Waste Reduction Endorsement for Electronic Prescriptions

 **Note** - Waste Reduction is not available for Repeat Dispense (eRD) prescriptions.

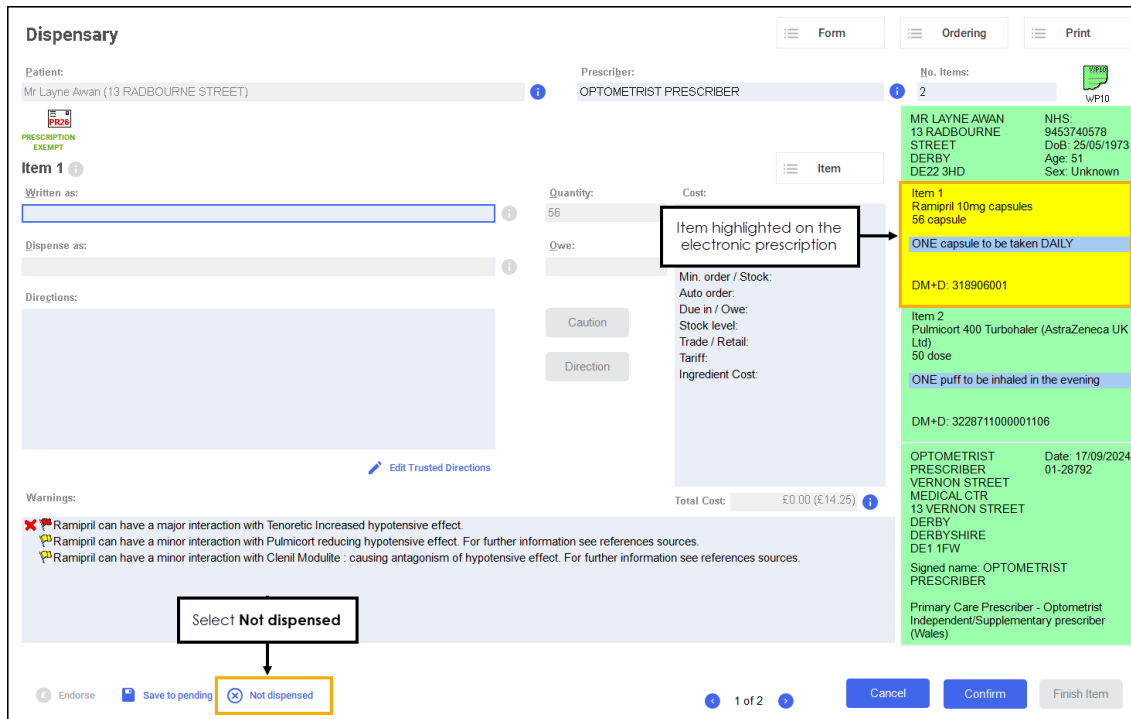
The Waste Reduction Service, which is unique to Wales, aims to reduce prescribing waste and over-ordering of repeat medication by utilising community pharmacists and their support staff to ascertain directly from patients whether or not each item presented for dispensing is actually required.

The Waste Reduction service and its associated endorsement code should not be applied to:

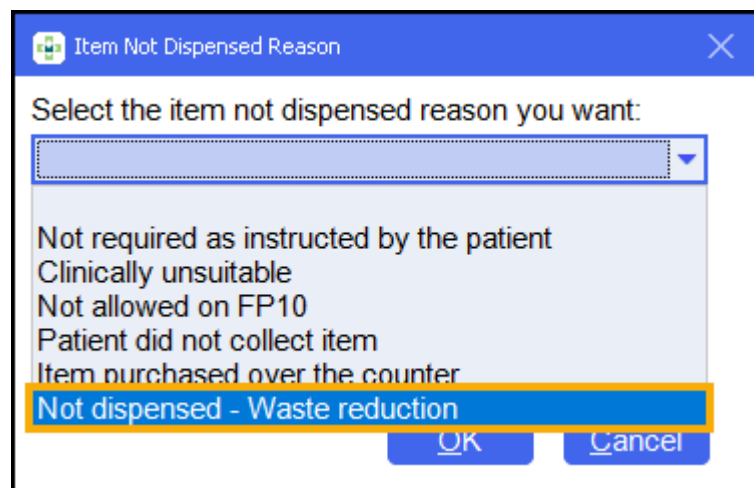
- Repeat Dispense (eRD) prescriptions.
- Patients utilising the community pharmacy's Managed Repeat service unless the patient explicitly confirms each item required within the seven days preceding the prescription request being sent to the GP surgery.
- Patients prescribed medication for the treatment of substance misuse, excluding medication prescribed for smoking cessation.
- Where a patient, their representative or their GP has identified an item as not required prior to a pharmacy intervention being initiated.
- Where a pharmacist has decided not to dispense an item as a result of a clinical prescription intervention.
- Where it is apparent that a prescription contains one or more items which have been duplicated in error by the prescriber.

To apply a Waste Reduction endorsement to an item on a prescription:

1. With the prescription open on the **Dispensary** screen and the prescription item highlighted on the electronic prescription, select **Not dispensed**.



2. The **Item Not Dispensed Reason** screen displays, select **Not dispensed - Waste reduction** from the available list.



The prescription displays as **NOT DISPENSED (PHARMACIST/PATIENT) - NOT DISPENSED - WASTE REDUCTION**.

3. Select **Finish Item** .

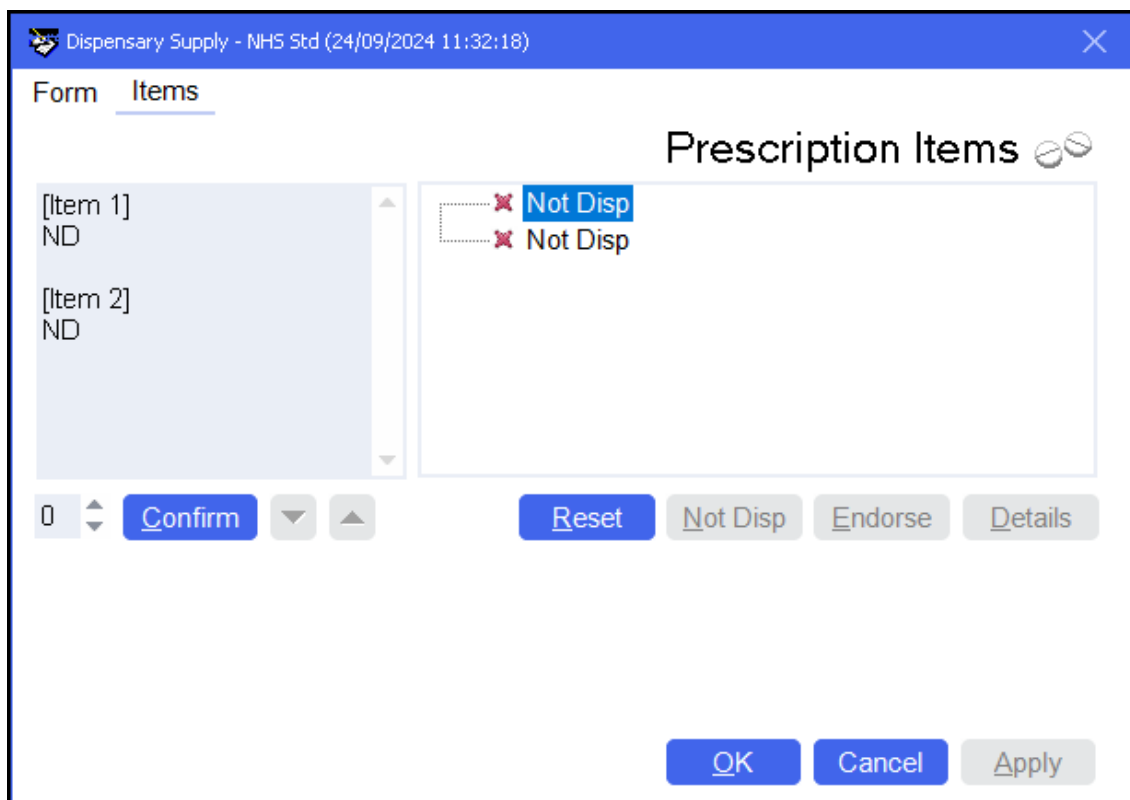
- Continue with any other items on the prescription and then select **Finish**

Finish



Note - If all items on the prescription are marked as not dispensed, you must claim for the Waste Reduction item within 30 days. This is how long a 'not dispensed' prescription is available for on the **NHS Spine** before it is archived.

- The **Dispensary Supply** screen displays after completing a prescription, providing that you have set the endorsing screen to automatically display once the prescription is completed.



The items display as **Not Disp**.

- Select **Confirm**


- Notify and claim the prescription as normal.

Cross Border Dispensing in Wales

Once Electronic Prescription Service (EPS) is activated at your Welsh pharmacy you can also dispense English EPS prescriptions.

 **Note** - When you are dispensing a Welsh EPS prescription in a Welsh pharmacy you are not prompted to provide exemption details.

Dispensing English EPS Prescriptions in Wales

 **Note** - Item level exemptions such as Contraceptives and Free Supply, are processed automatically by **Pharmacy Manager** and no longer require you to select an exemption. Any known patient level exemption must still be set, for example, **Not exempt** or **Medical Exemption Certificate**.

English EPS prescriptions dispensed in Wales follow the English exemption logic in **Pharmacy Manager** with the addition of the Welsh entitlement card.

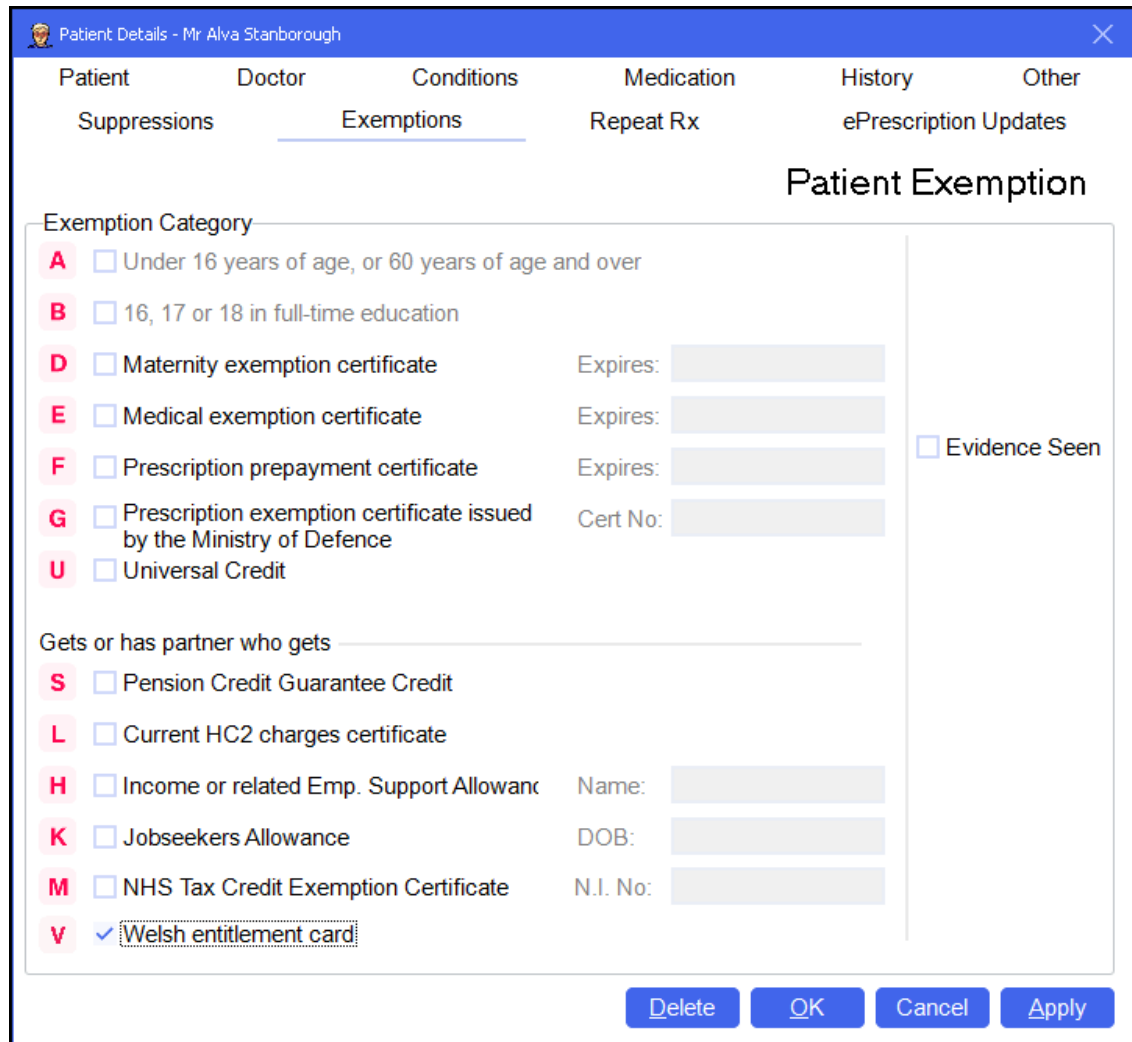
Prescriptions are identified by the form type:

- **FP10** - English prescribers
- **WP10** - Welsh prescribers

When a patient lives in Wales but are registered with a GP in England, they are issued with an entitlement card. This allows prescriptions issued in England to be dispensed at a pharmacy in Wales for free.

The Welsh entitlement card exemption can be applied either:

- **At a patient level** - Add the exemption in **Patient Details - Exemptions**, see [Patient Details - Exemptions](#) in the **Pharmacy Manager Help Centre** for details.



Patient Details - Mr Alva Stanborough

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

Patient Exemption

Exemption Category

A Under 16 years of age, or 60 years of age and over

B 16, 17 or 18 in full-time education

D Maternity exemption certificate Expires:

E Medical exemption certificate Expires:

F Prescription prepayment certificate Expires:

G Prescription exemption certificate issued by the Ministry of Defence Cert No:

U Universal Credit

Gets or has partner who gets

S Pension Credit Guarantee Credit

L Current HC2 charges certificate

H Income or related Emp. Support Allowance Name:

K Jobseekers Allowance DOB:

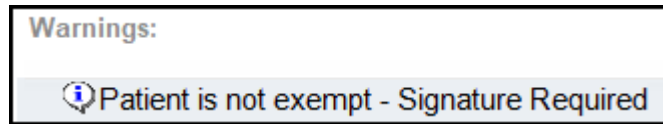
M NHS Tax Credit Exemption Certificate N.I. No:

V **Welsh entitlement card**

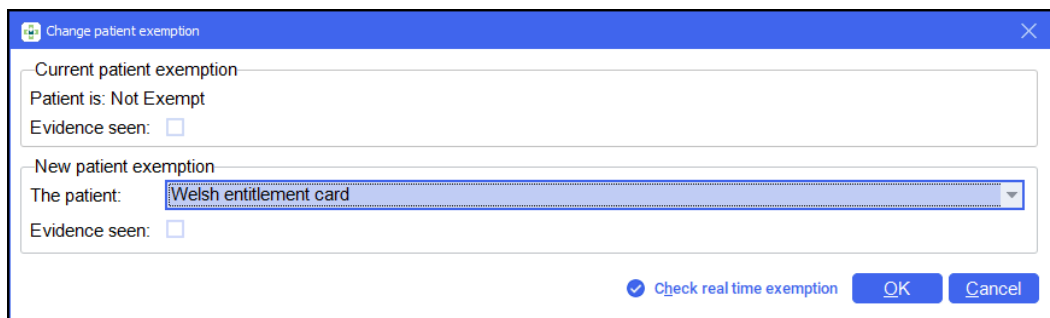
Evidence Seen

- **At the point of dispense** - To change the exemption at point of dispense:

1. From the **Dispensary** screen, during dispense, double click the warning '*Patient is not exempt - Signature Required*'.



2. The **Change patient exemption** screen displays, select **Welsh entitlement card** from the available list.

A screenshot of a software dialog box titled "Change patient exemption" with a blue header bar and a close button (X) in the top right corner. The dialog is divided into two sections. The first section, "Current patient exemption", shows "Patient is: Not Exempt" and "Evidence seen: ". The second section, "New patient exemption", shows "The patient:" followed by a dropdown menu currently displaying "Welsh entitlement card", and "Evidence seen: ". At the bottom right of the dialog, there is a checked checkbox labeled "Check real time exemption" and two buttons: "OK" and "Cancel".

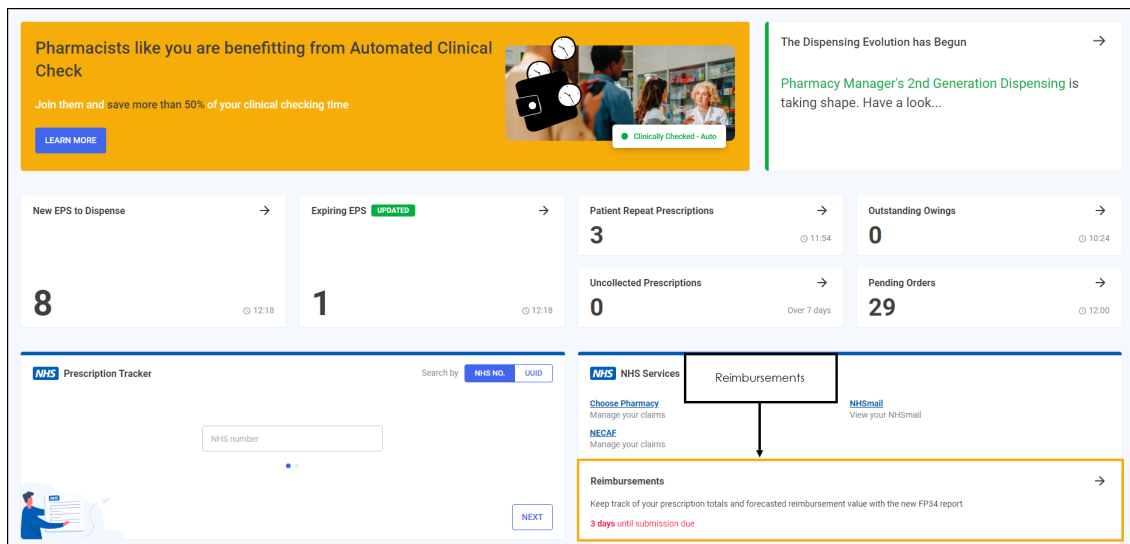
3. Select **OK**  and the prescription exemption updates.

Recording your Prescription Figures (Wales only)

After Electronic Prescription Service (EPS) dispensing is configured at your pharmacy, your EPS figures automatically record in **Pharmacy Manager**. Your paper figures, including any 2DRx prescriptions, must still be recorded, in our **Reimbursements** module.


To record your paper prescription figures:

1. On the **Pharmacy Manager Dashboard**, from the **NHS Services** tile select the **Reimbursements** section.



The screenshot shows the Pharmacy Manager Dashboard with the following components:

- Top Banner:** "Pharmacists like you are benefitting from Automated Clinical Check" with a "LEARN MORE" button and an image of a pharmacist.
- Metrics Grid:**
 - New EPS to Dispense: 8 (last updated 12:18)
 - Expiring EPS: 1 (last updated 12:18)
 - Patient Repeat Prescriptions: 3 (last updated 11:54)
 - Outstanding Owings: 0 (last updated 10:24)
 - Uncollected Prescriptions: 0 (last updated Over 7 days)
 - Pending Orders: 29 (last updated 12:00)
- NHS Prescription Tracker:** Search by NHS NO. or UKID, with an input field for NHS number and a "NEXT" button.
- NHS Services:** Includes "Choose Pharmacy" and "NECAF" options.
- Reimbursements:** A highlighted section with a red warning: "3 days until submission due".

 **Note** - The countdown until submission turns red five days before submission is due.

The **Reimbursements** screen displays.

← Reimbursements
[Manage Your Service \(MYS\)](#)

Overview Record Figures
Month: July 2021 [VIEW FP34 REPORT](#)

Total

Total Forms	Total Items
2,929	7,044

EPS *Includes the EPS 5 day window

Type	Exempt	Paid	Old Rate
Forms	2,584	105	0
Items	6,391	123	0
Total Forms		Total Items	
2,689		6,514	

Paper


Type	Exempt	Paid	Old Rate
Forms	212	28	0
Items	458	72	0
Total Forms		Total Items	
240		530	

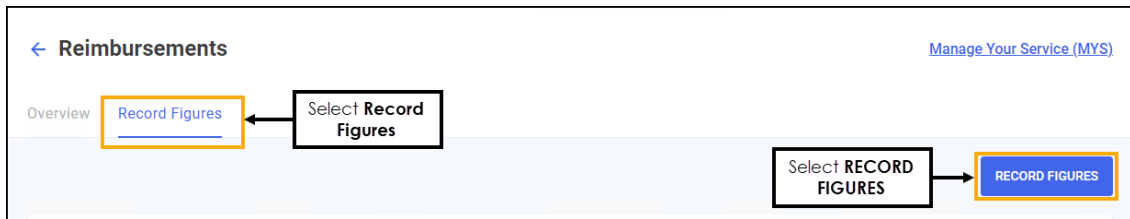
Activities & Refunds

Type	Qty
NMS	35
AUR (Home)	0
AUR (Premises)	0
FP57	1 (£9.35)

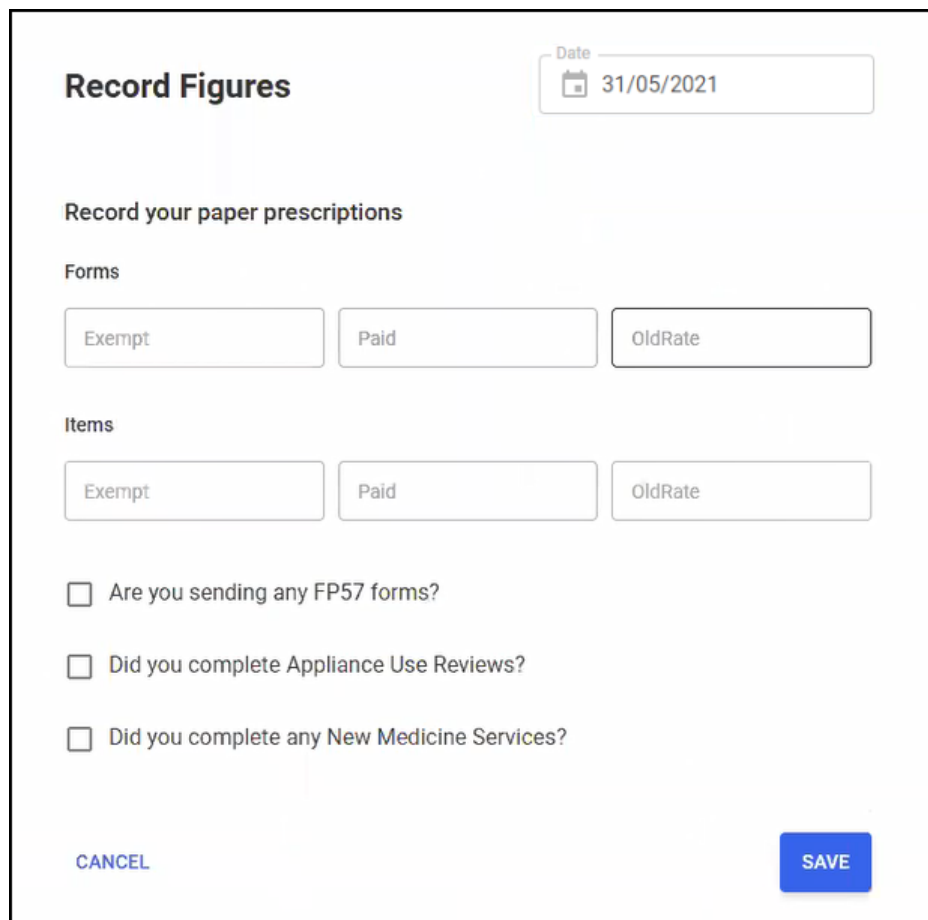
[EPS Items & Forms](#) [Paper Items & Forms](#) [Activities & Refunds](#)

Date of Entry ↓	Forms Exempt	Forms Paid	Forms Old Rate	Forms Total	Items Exempt	Items Paid	Items Old Rate	Items Total
03/06/24	1	0	0	1	1	0	0	1
02/06/24	0	0	0	0	0	0	0	0
01/06/24	0	0	0	0	0	0	0	0

2. From the **Reimbursements** screen, select the **Record Figures** tab and then select **RECORD FIGURES** .




The **Record Figures** screen displays.



The 'Record Figures' screen displays the following elements:



- Title:** Record Figures
- Date:** 31/05/2021
- Section:** Record your paper prescriptions
- Forms:** Exempt, Paid, OldRate
- Items:** Exempt, Paid, OldRate
- Checkboxes:**
 - Are you sending any FP57 forms?
 - Did you complete Appliance Use Reviews?
 - Did you complete any New Medicine Services?
- Buttons:** CANCEL, SAVE

3. The date defaults to today's date, change if required.

 **Note** - After the fifth day of the month, you can only record figures for the current month.

4. Record your paper prescriptions figures:

- **Forms** - Enter the number of Exempt, Paid and Old Rate forms.
- **Items** - Enter the number of Exempt, Paid and Old Rate items.
- **Are you sending any FP57 forms?** - Not required for Wales EPS.
- **Did you complete Appliance Use Reviews?** - Not required for Wales EPS.
- **Did you complete any New Medicine Services?** - Not required for Wales EPS.

5. Select **SAVE**  to save and exit the **Record Figures** screen, or select **CANCEL**  to leave without saving any changes.

The **Record Figures** table updates with the new figures.

FAQs

Electronic Prescription Service Wales

How do I unlock prescriptions?

If the overnight download occurs when a smartcard was not in use, the prescriptions display as **Locked** on the **eMessages** screen. To unlock prescriptions, ensure your smartcard is entered, highlight the prescriptions and select **Unlock**.