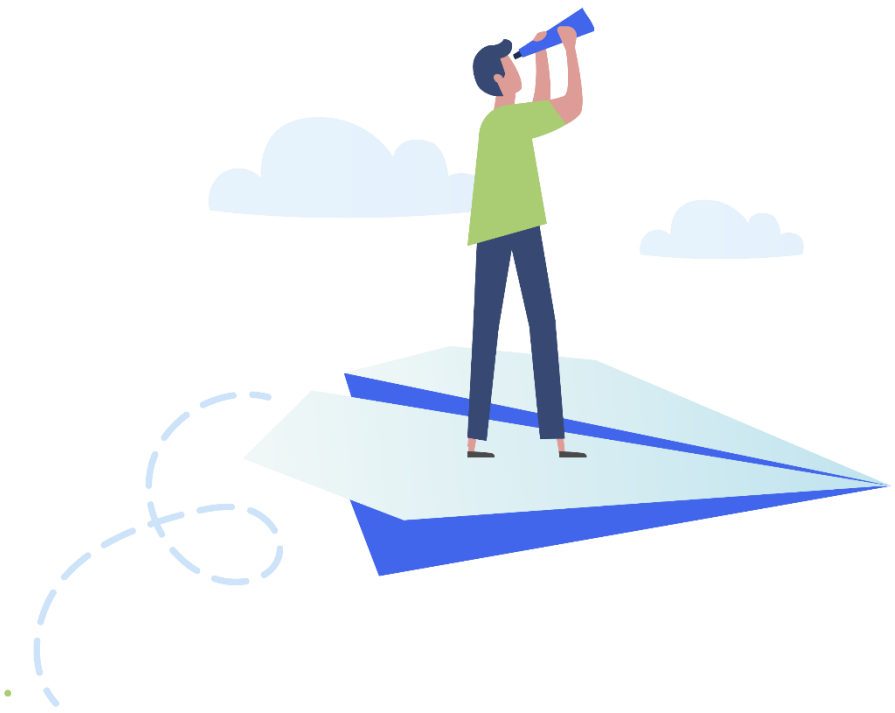
Pharmacy Services

Pharmacy Services 2.0 Release Guide

Version 1.0

05 September 2022



cegedim Healthcare Solutions

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Contents

Pharmacy Services Release 2.0 4

Dashboard 4

Flu Vaccination Service 5

Pharmacy Services Dashboard 6

Navigating the Dashboard 7

Flu Vaccination Service 8

Accessing Flu Vaccinations 8

Starting a New Flu Vaccination 9

Flu Vaccination Service - Eligibility 15

Flu Vaccination Service - Delivery 19

Viewing Flu Vaccinations 25

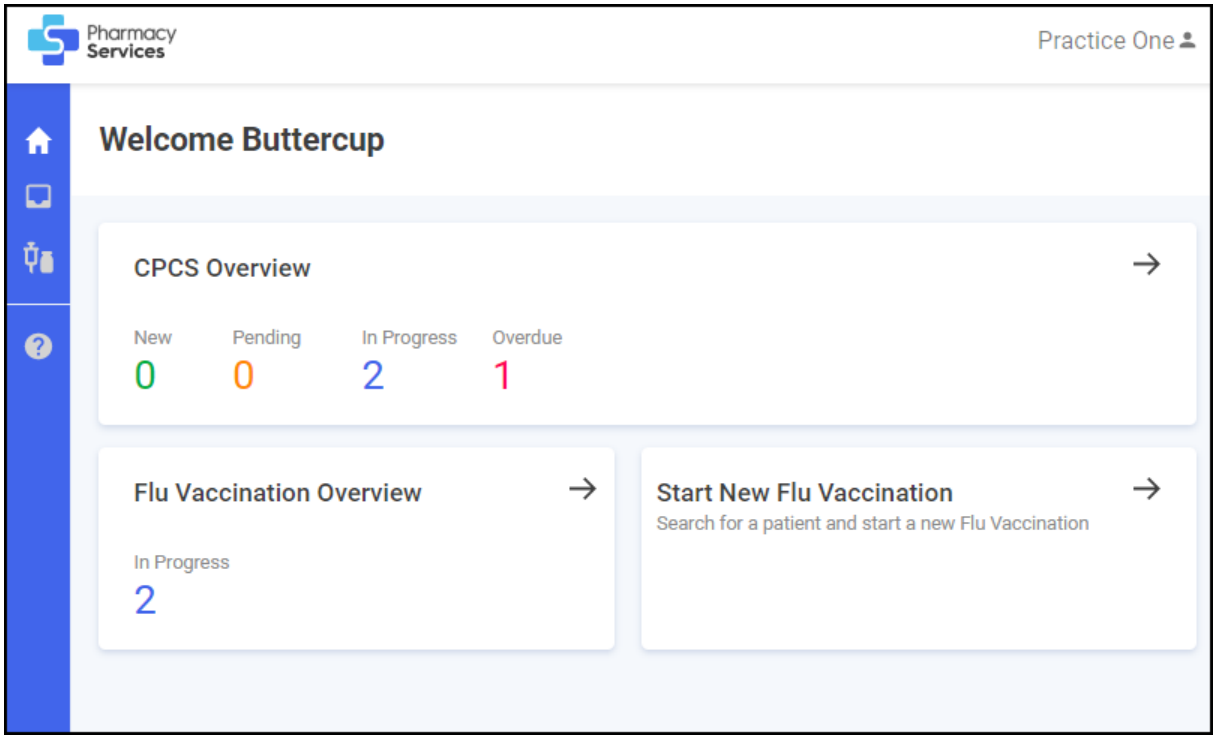
Sorting Flu Vaccinations 27

Pharmacy Services Release 2.0

Pharmacy Services 2.0 introduces the following new features and improvements:

Dashboard

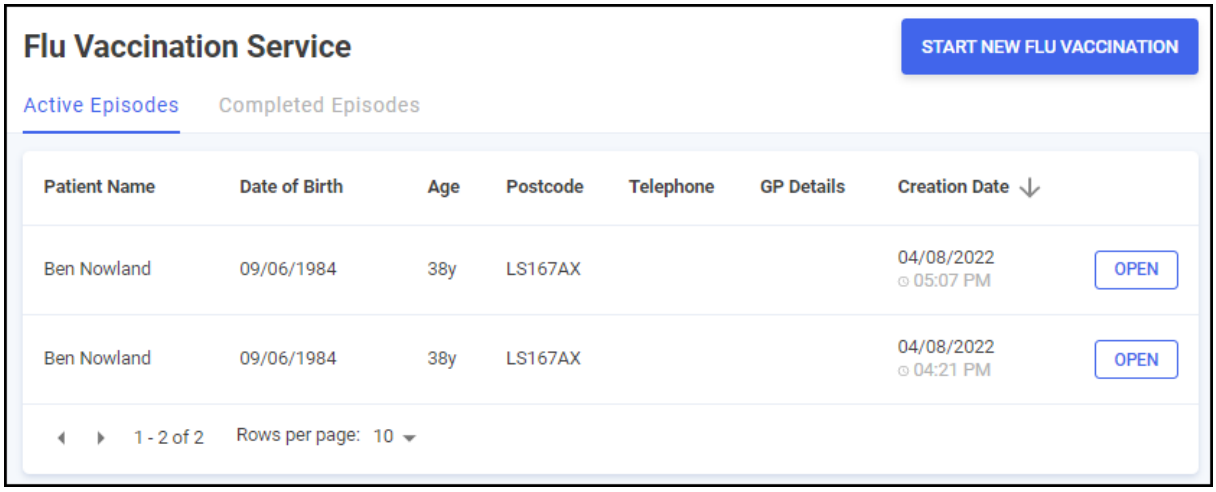
A new intelligent dashboard displays overview tiles that link directly to your existing services:



See **Pharmacy Services Dashboard** on page **6** for more details.

Flu Vaccination Service

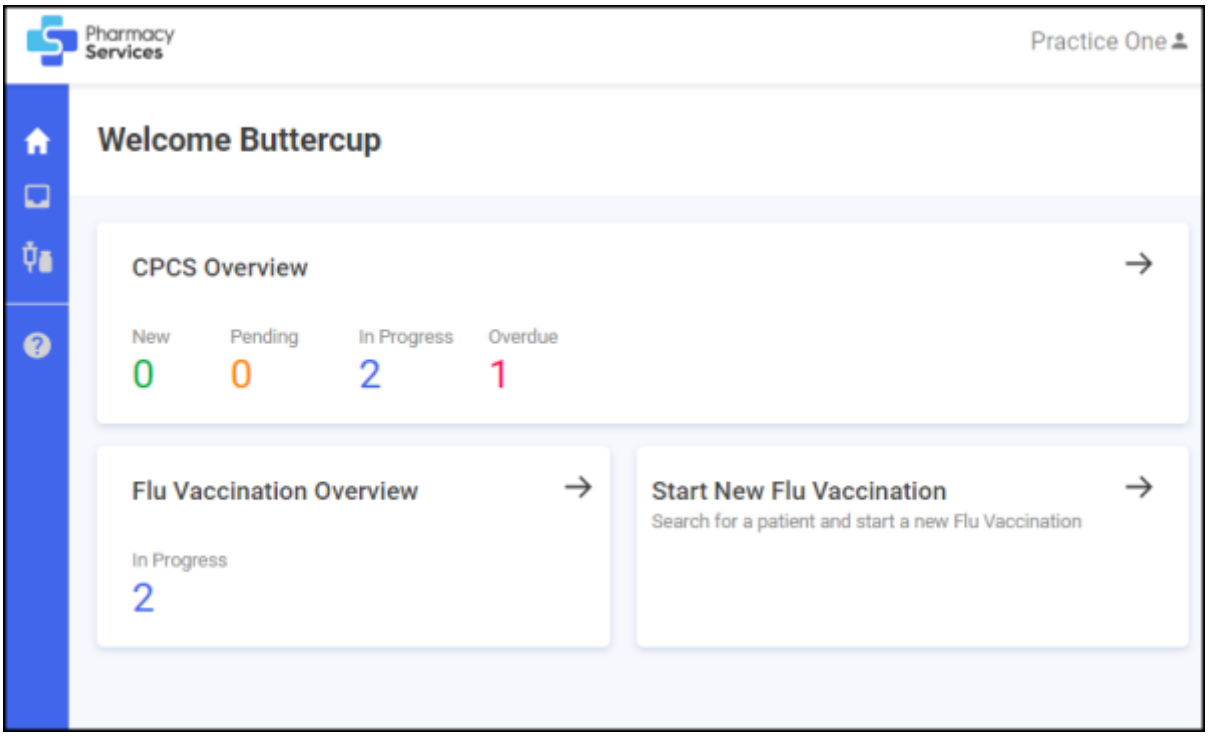
The **Flu Vaccination Service** is designed to assist you in recording the details of a **Flu Vaccination** provided by your pharmacy:



See **Flu Vaccination Service** on page **8** for more information.

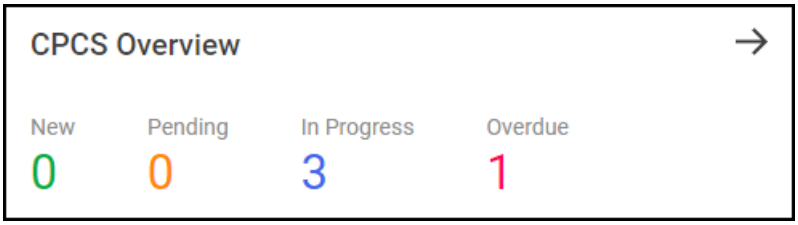
Pharmacy Services Dashboard

When you first log in to **Pharmacy Services**, the **Pharmacy Services Dashboard** displays:



The dashboard displays dynamic tiles providing an overview of your services and quick links:

CPCS Referrals



The **CPCS Overview** tile displays the number of **CPCS Referrals** with the following statuses:

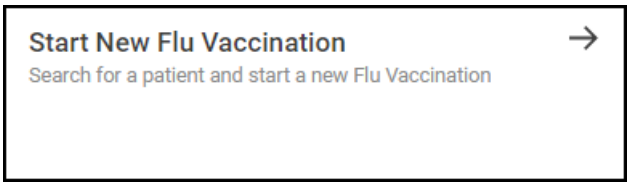
- New **New** - The referral has not been opened.
- Pending **Pending** - The referral has been opened but not started.
- In Progress **In Progress** - The referral has been started and is in progress.
- Overdue **Overdue** - The referral has been received but not started:
  - For **Urgent Medicines Supply** the referral displays as overdue if the consultation hasn't been started within 30 minutes.
  - For **Minor Illness** the referral displays as overdue if the consultation hasn't been started within 12 hours.

Select the arrow to access the **CPCS Referrals** screen.

Flu Vaccination Overview

The **Flu Vaccination Overview** tile displays the number of **Flu Vaccinations** in progress. Select the arrow to access the **Flu Vaccination Service** screen.

Start New Flu Vaccination



Select the **Start New Flu Vaccination** tile to start a new **Flu Vaccination**.

Navigating the Dashboard

You can use the dashboard to navigate to different screens within **Pharmacy Services**. You can:

- Select a tile from the dashboard to display the corresponding screen, or,
- Select the option from the **Side Navigation Bar** to display the corresponding screen. The available options are:
  - - **Dashboard**.
  - - **CPCS Referrals** screen.
  - - **Flu Vaccination Service** screen.
  - - Opens the **Pharmacy Services** Help Centre.

Flu Vaccination Service

The **Flu Vaccination** service allows you to record the details of a **Flu Vaccination** provided by your pharmacy.

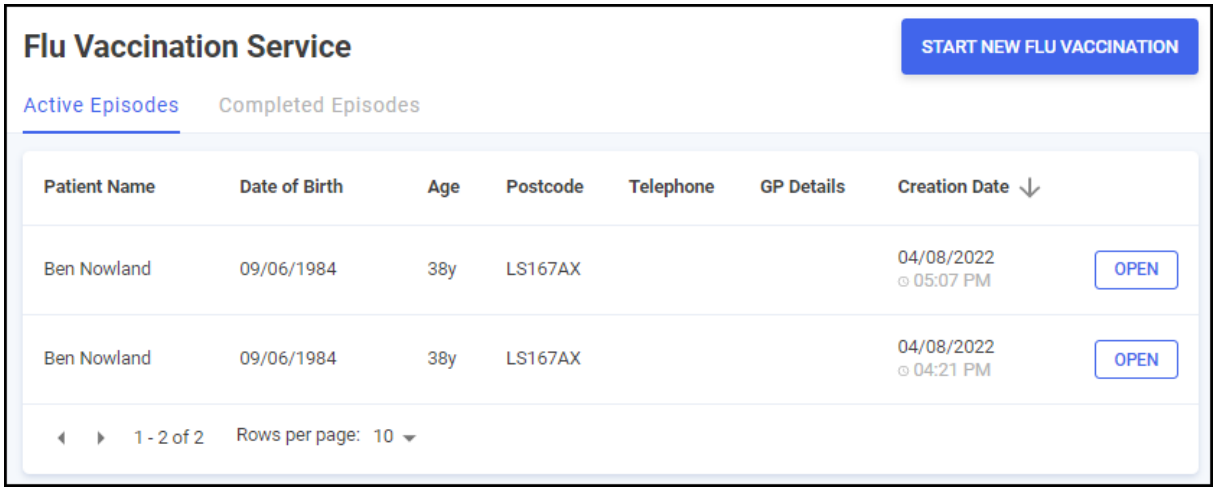
Accessing Flu Vaccinations

There are two ways you can access the **Flu Vaccination** service, either:

- From the **Pharmacy Services Side Navigation Bar** select **Flu Vaccination Service** , or,
- From the **Pharmacy Services Dashboard** select the **Flu Vaccination Overview** tile:

Training Tip - The tile also displays how many **Flu Vaccination** episodes are currently in progress.

The **Flu Vaccination Service** screen displays:



From the **Flu Vaccination Service** screen you can:

- Start a new **Flu Vaccination**.

See **Starting a New Flu Vaccination** on page **9** for more details.

- View active and completed episodes.

See **Viewing Flu Vaccinations** on page **25** for more details.

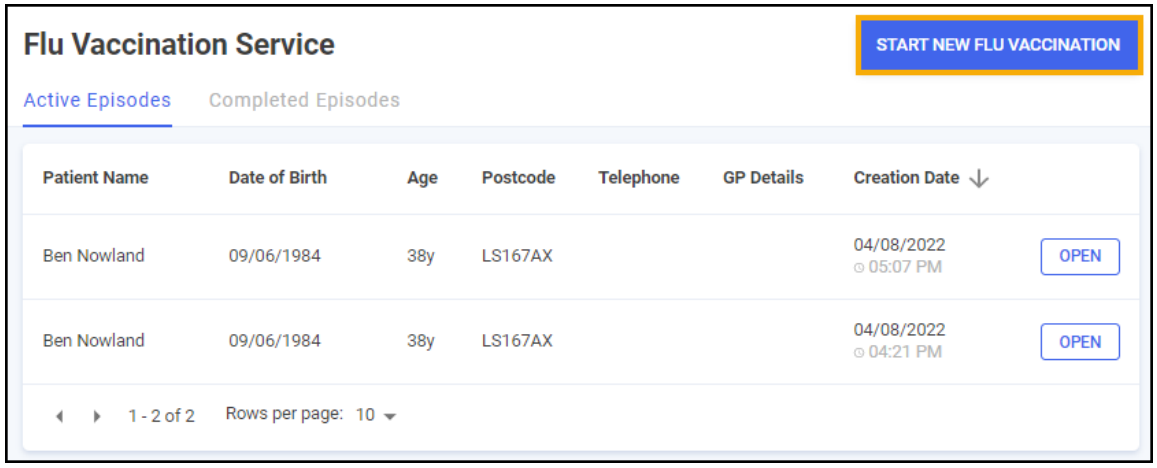
- Sort the referrals.

See **Sorting Flu Vaccinations** on page **27** for more details.

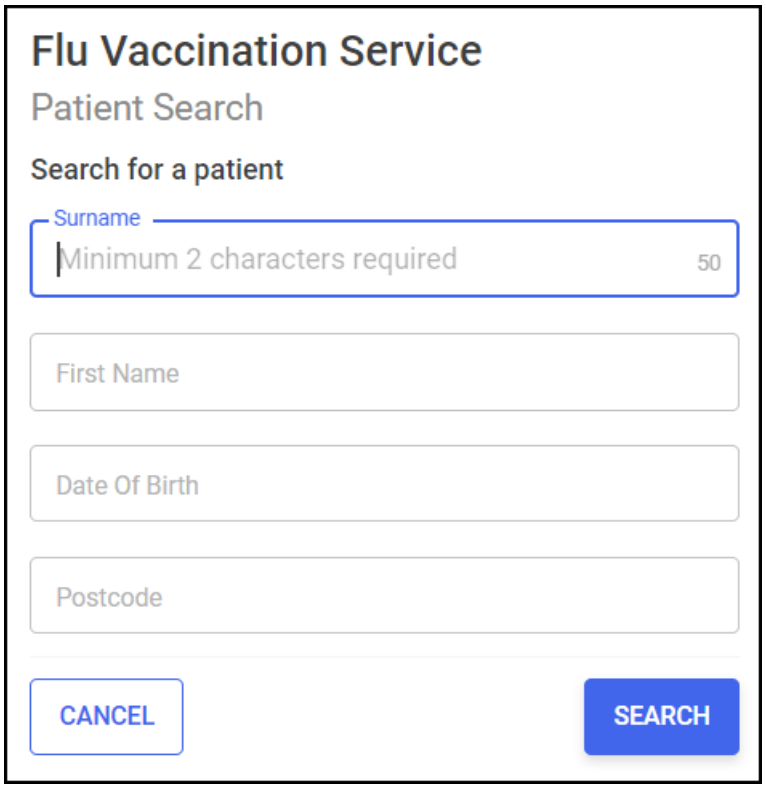
Starting a New Flu Vaccination

To start a new **Flu Vaccination Service**:

1. From the **Pharmacy Services Side Navigation Bar** select **Flu Vaccination Service** .
2. From the **Flu Vaccination Service** screen, select **START NEW FLU VACCINATION** START NEW FLU VACCINATION:

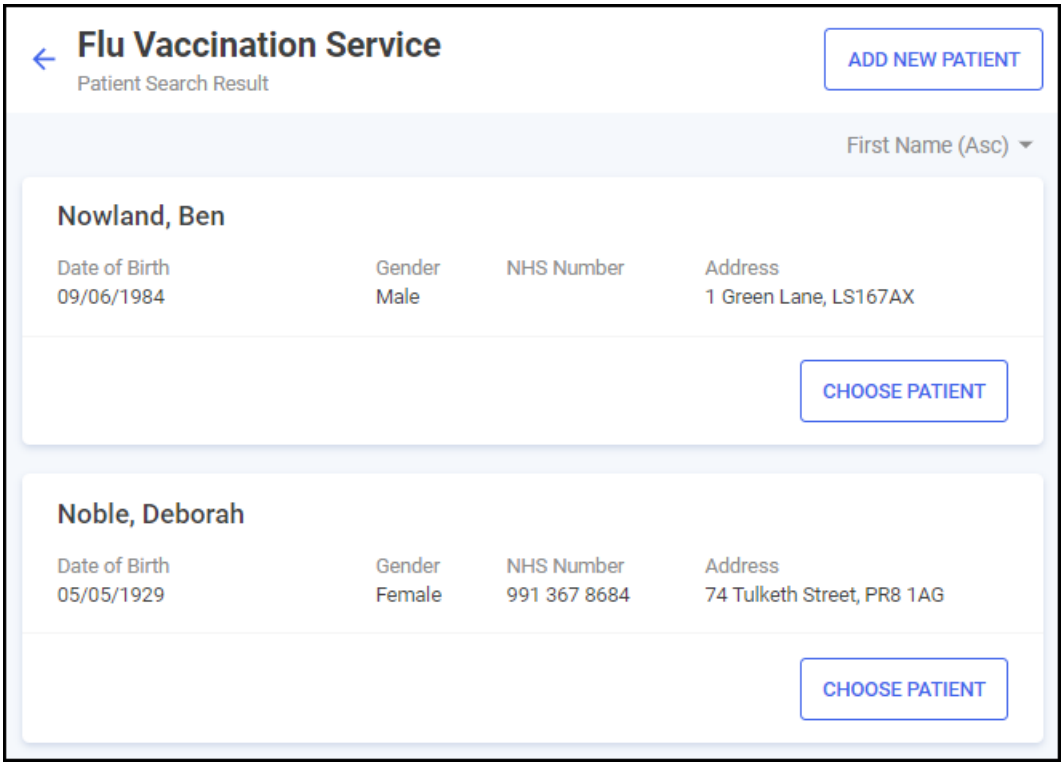


3. The **Patient Search** screen displays, complete as follows:



- **Surname** - The **Surname** section is mandatory and requires a minimum of two characters.
- **First Name**
- **Date Of Birth**
- **Postcode**

4. Select **SEARCH** SEARCH or press **Enter** on your keyboard and the **Patient Search Result** screen displays a list of patients matching your criteria:



Note - The **Patient Search** database includes patients added by your store or group of stores.

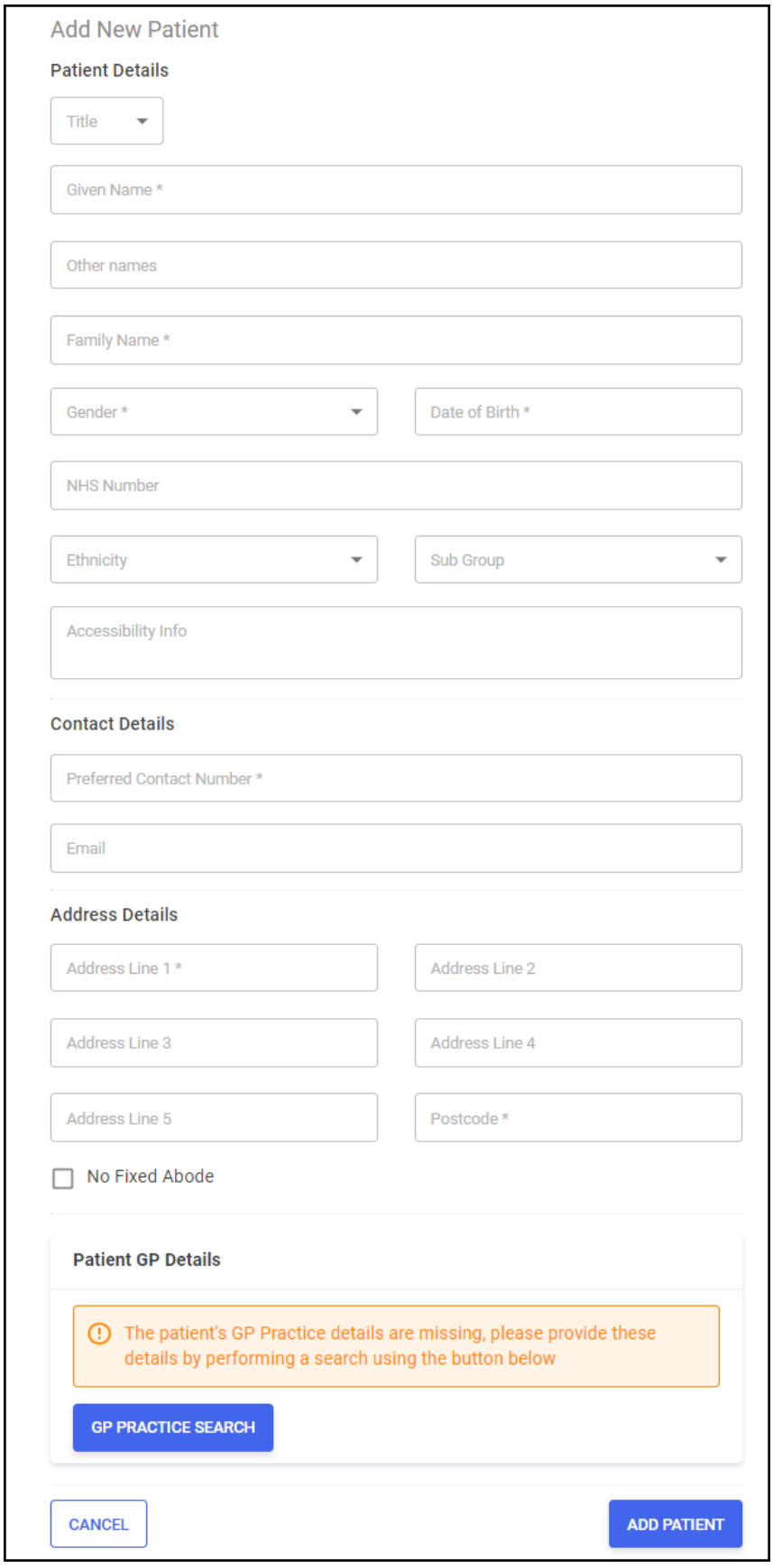
If a patient does not exist in **Pharmacy Services**, **No Patients Found** displays. Select **BACK TO SEARCH** BACK TO SEARCH to amend your search criteria and try again, or **ADD NEW PATIENT** ADD NEW PATIENT to create a new patient using the following steps:

Adding a new patient

If a patient does not exist in **Pharmacy Services**, you can create a new patient record. To add a new patient:

a. From the **Patient Search Result** screen, select **ADD NEW PATIENT** ADD NEW PATIENT.

b. The **Add New Patient** screen displays, complete as follows:



Note - Sections with an Asterisk * are mandatory.

- **Patient Details**:
  - **Title** - Select from the available list.
  - **Given Name**
  - **Other names**
  - **Family Name**
  - **Gender** - Select from the available list.
  - **Date of Birth**
  - **NHS Number**
  - **Ethnicity** - Select from the available list.
  - **Sub Group (Ethnicity)** - Select from the available list.
  - **Accessibility Info**- Enter any accessibility information as required.
- **Contact Details**
  - **Preferred Contact Number**
  - **Email**
- **Address Details**:
  - **Address Lines 1-5**
  - **Postcode**
  - **No Fixed Abode** - Select if the patient does not have an address.

    Note - **Address** and **Postcode** do not display when you select this option.
- **Patient GP Details** - Select **GP PRACTICE SEARCH** GP PRACTICE SEARCH to search for a GP practice. The **GP Practice Search** screen displays:

Enter the patient's **Practice Name**, **Address** and **Postcode** and select **SEARCH** SEARCH. Select the GP practice from the list.

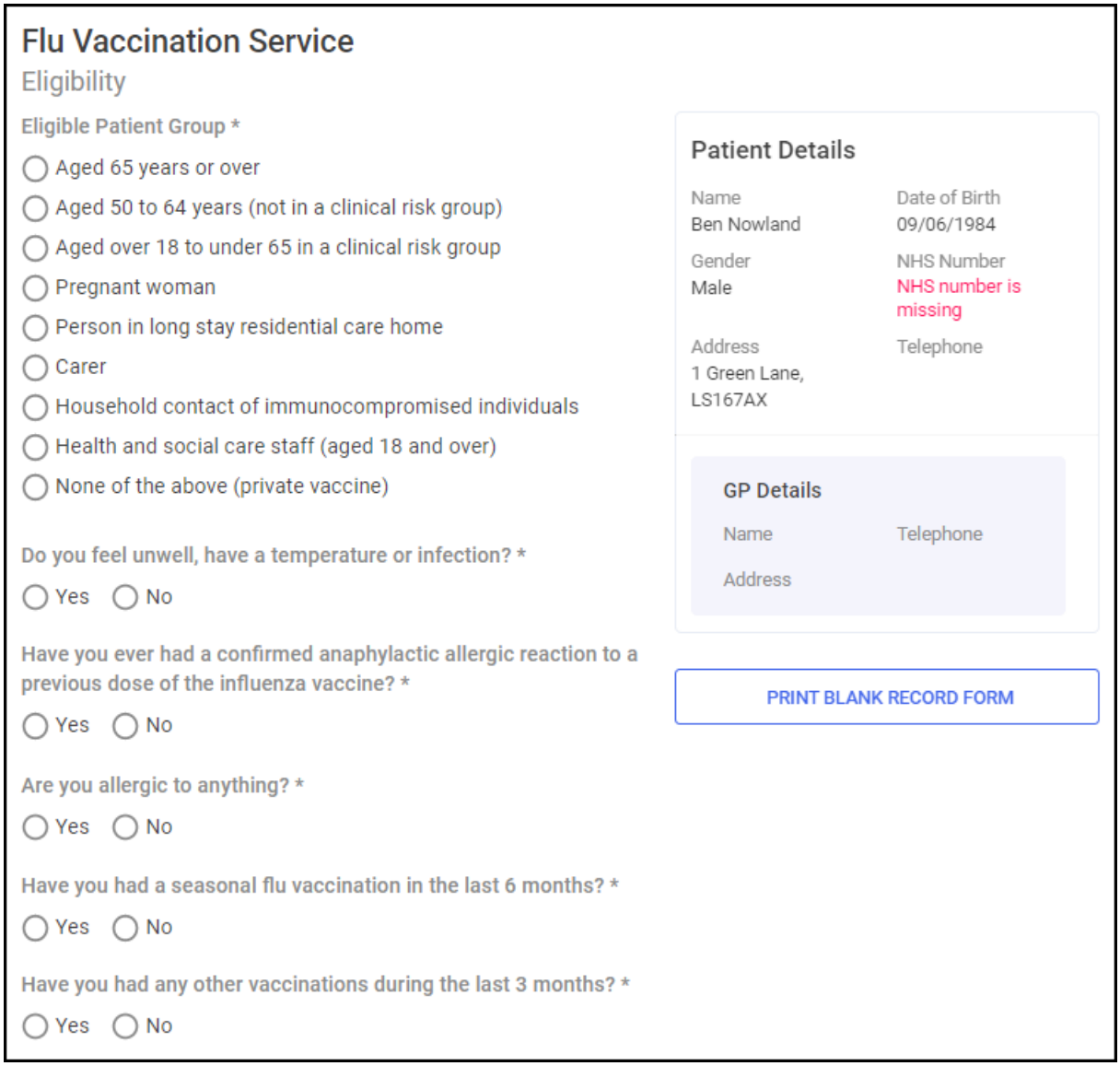
Note - You can search using multiple parameters, but you must enter at least two characters in a search parameter.

c. Select **ADD PATIENT** ADD PATIENT and the patient is added to the system.

Select **CHOOSE PATIENT** to start an episode with the required patient. The **Flu Vaccination Service - Eligibility** screen displays.

Flu Vaccination Service - Eligibility

The **Flu Vaccination Service - Eligibility** screen displays once you have chosen a patient:



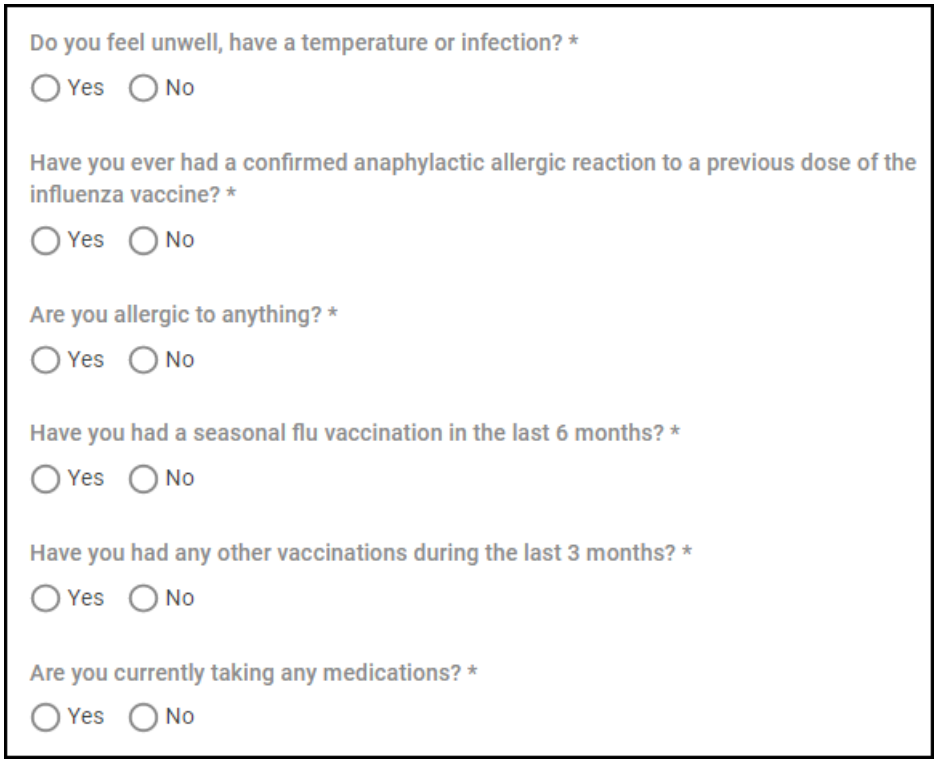
Complete the eligibility questions to check if the patient is eligible to receive the **Flu Vaccination**:

1. Select the **Eligible Patient Group** from the available list:
    - **Aged 65 years or over**
    - **Aged 50 to 64 years (not in a clinical risk group)**
    - **Aged over 18 to under 65 in a clinical risk group**
    - **Pregnant woman**
    - **Person in long stay residential care home**
    - **Carer**
    - **Household contact of immunocompromised individuals**
    - **Health and social care staff (aged 18 and over)**
    - **None of the above (private vaccine)**

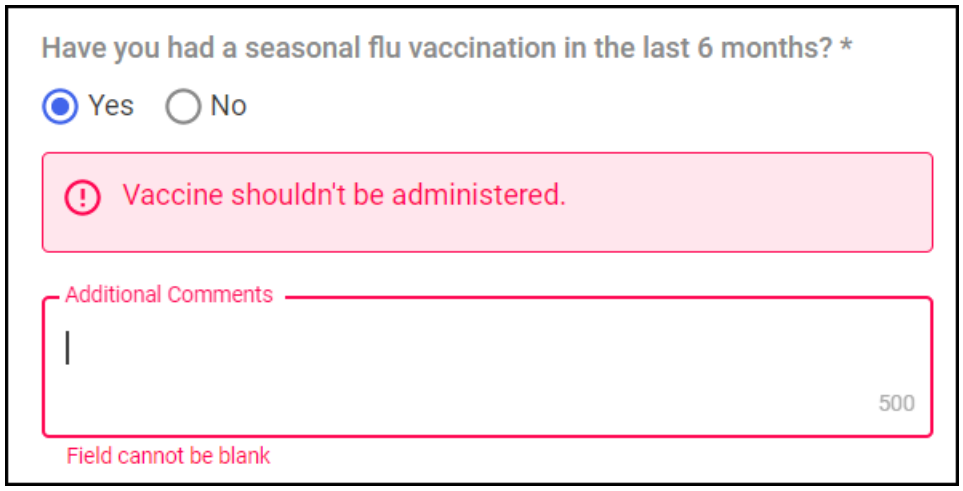
    Selecting **Aged over 18 and under 65 in a clinical risk group** requires you to select a **Clinical Risk Group** from the available list:

    - **Chronic respiratory disease**
    - **Chronic heart disease**
    - **Chronic kidney disease**
    - **Chronic liver disease**
    - **Chronic neurological disease**
    - **Learning disability**
    - **Diabetes**
    - **Asplenia/Splenic dysfunction**
    - **Immunosuppression**
    - **Morbidly obese**

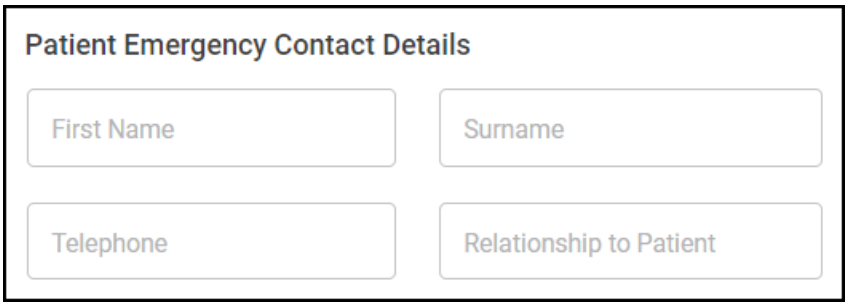
2. Tick the appropriate response to each question and add any additional information when prompted:



If the patient responses indicate the vaccine should not be administered, a warning message displays, enter any additional comments as required:

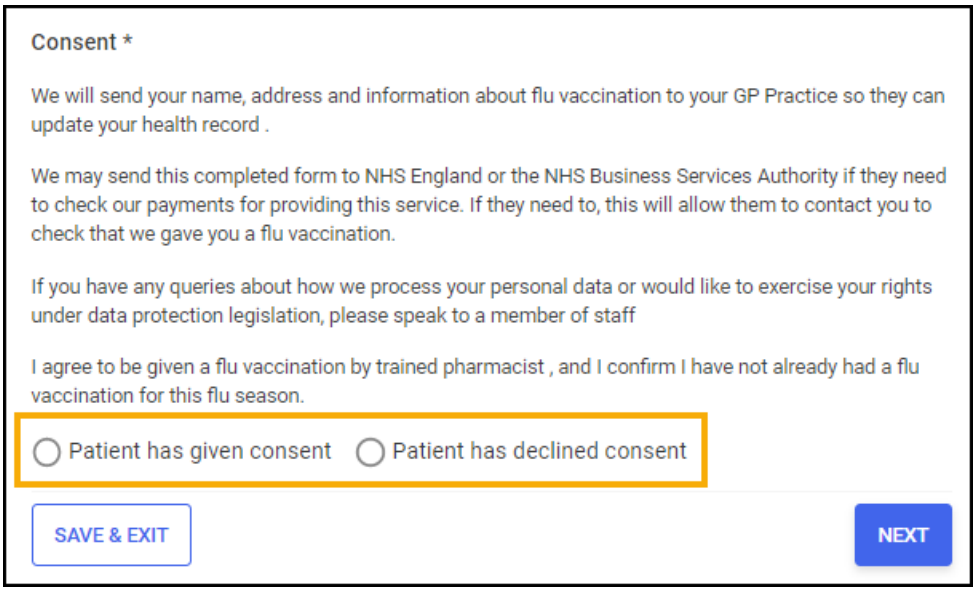


3. Enter the **Patient Emergency Contact Details** if required:



Note - This section is not mandatory.

4. Read the **Consent** information to the patient and then tick the appropriate response:



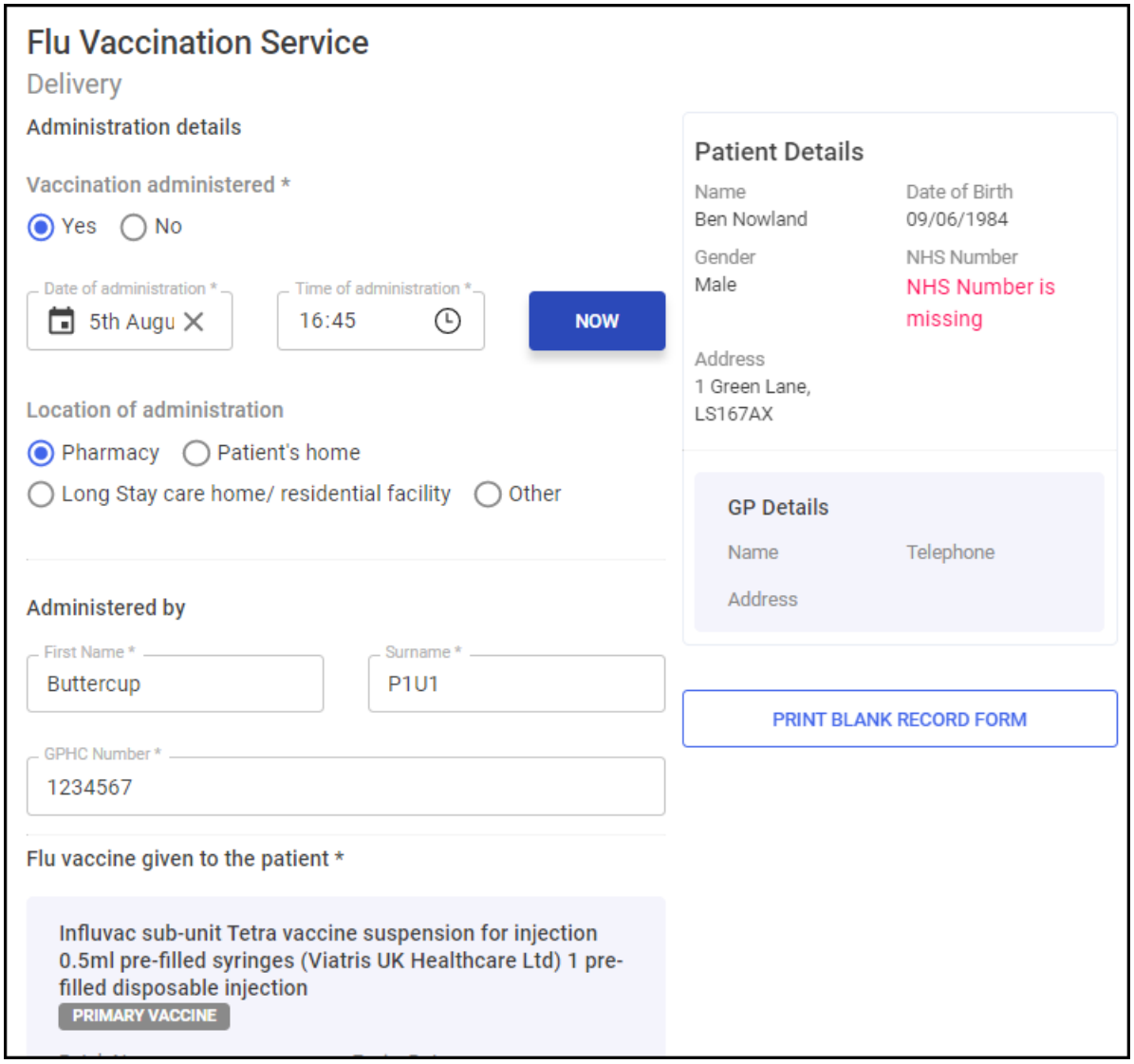
- **Patient has given consent** - The patient consents to receiving the service and data sharing.
- **Patient has declined consent** - The patient does not consent to receiving the service and data sharing.

5. Now select either:

- **CLOSE** CLOSE (only available if the patient does not provide consent) to close the episode and exit to the **Flu Vaccination Service** screen. The episode displays on the **Completed** tab.
- **SAVE & EXIT** SAVE & EXIT to save the episode and exit to the **Flu Vaccination Service** screen. The episode is not completed and can be updated at a later date.
- **NEXT** NEXT to move on to the **Flu Vaccination Service - Delivery** screen.

Flu Vaccination Service - Delivery

The **Flu Vaccination Service - Delivery** screen displays once you have checked the patients eligibility:



Complete as required:

Vaccination Administered

1. Complete the administration details regarding the delivery of the **Flu Vaccination**.

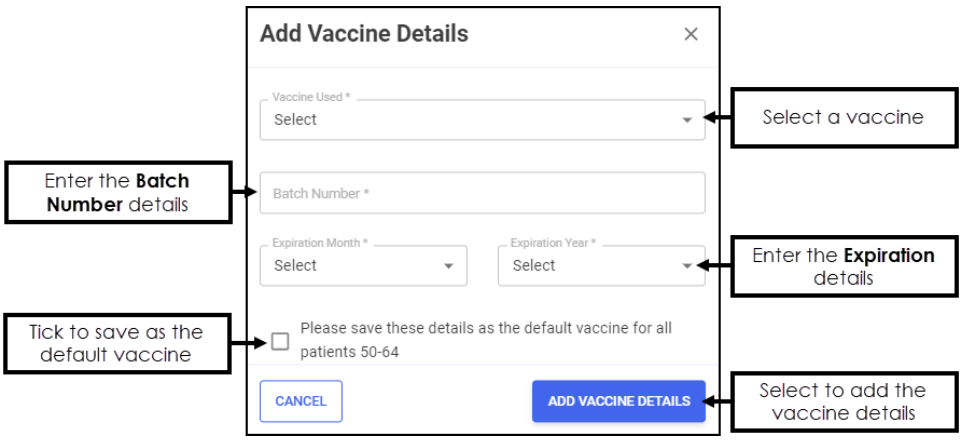
> **Note** - Sections with an Asterisk ***** are mandatory.

- **Vaccination Administered** – Select **Yes**.
- **Date and Time of administration** – Enter the necessary details.

> **Training Tip** - Select **NOW** NOW to update the details to the current date and time.

- **Location of administration** – Select the appropriate option, Pharmacy is set as the default.
- **Administered by** – This section automatically populates with the logged in user details. Update the details manually if required.
- **Flu vaccine given to the patient** – A default vaccine may have been added for an **Eligible Patient Group**, if not, use the following steps to add a vaccine:

a. Select **ADD VACCINE** ADD VACCINE. The **Add Vaccine Details** screen displays:



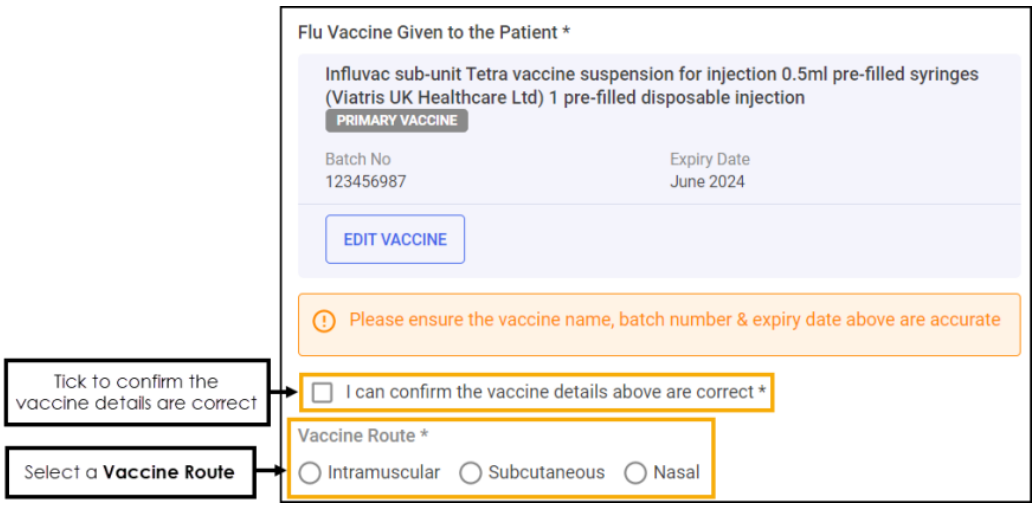
b. Complete the vaccine details as appropriate:

- **Vaccine Used** - Select a vaccine from the available list.
- **Batch Number** - Enter the necessary details.
- **Expiration Month/Year** - Enter the necessary details.
- **Please save these details as the default vaccine for all patients...** - Place a tick here to save the vaccine details as the default for all patients of the same **Eligible Patient Group**.

> **Note** - Select **EDIT VACCINE** [EDIT VACCINE] to edit a default vaccine previously added for an **Eligible Patient Group**.

c. Select **ADD VACCINE DETAILS** [ADD VACCINE DETAILS] to add the vaccine.

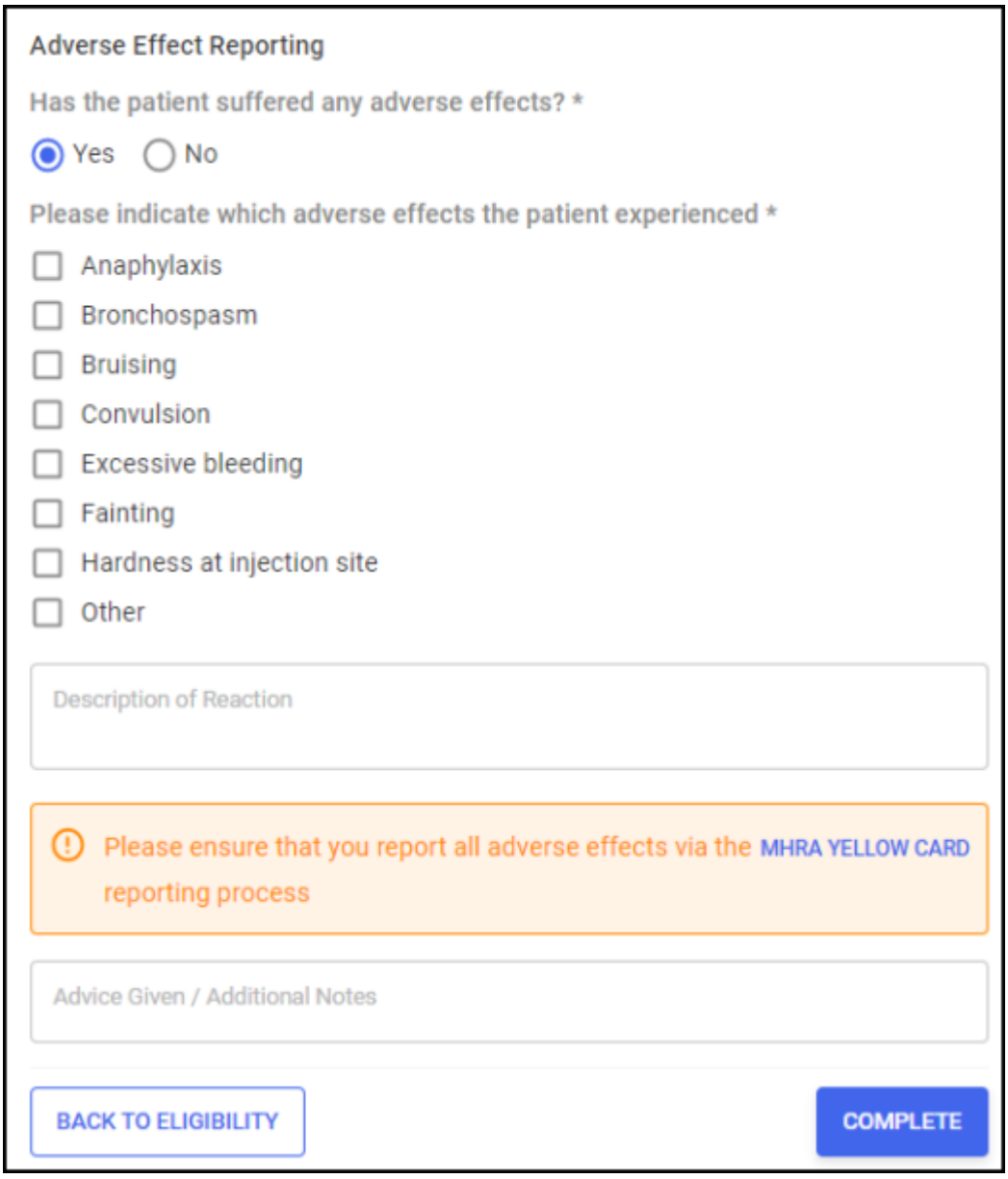
d. Select **I can confirm the vaccine details above are correct** to confirm the vaccine details are correct:



e. Select a **Vaccine Route** and a **Site of Administration** as appropriate:

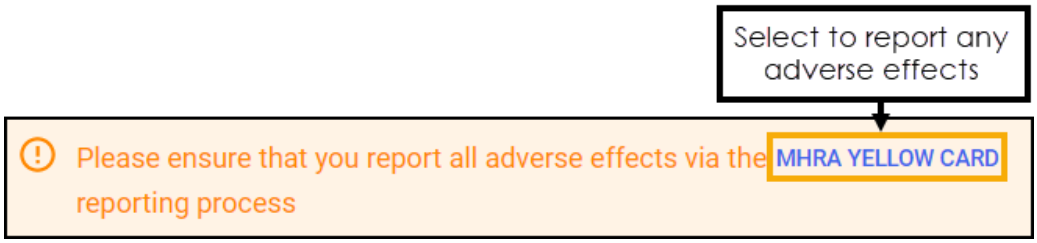
- **Intramuscular** - Select the **Site of Administration**:
  - **Left arm**
  - **Right arm**
  - **Other** - Enter the necessary details.
- **Subcutaneous** - Select the **Site of Administration**:
  - **Left arm**
  - **Right arm**
  - **Other** - Enter the necessary details.
- **Nasal**

- **Adverse Effect Reporting** – Complete as appropriate:



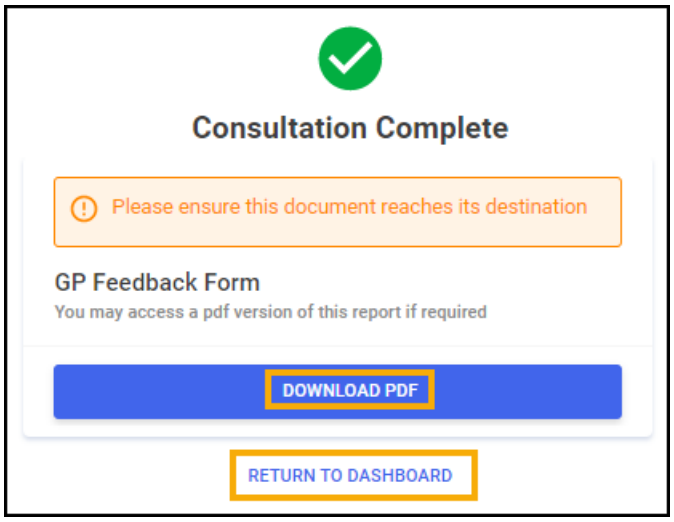
  - **No** - In the **Advice Given / Additional Notes** section, enter any additional text if required.
  - **Yes** - Select from the following and enter any additional information:
    - **Anaphylaxis**
    - **Bronchospasm**
    - **Bruising**
    - **Convulsion**
    - **Excessive bleeding**
    - **Fainting**
    - **Hardness at injection site**
    - **Other**

In the **Description of Reaction** section, enter a description of the reaction and report any adverse effects using the link to the MHRA YELLOW CARD website:



In the **Advice Given / Additional Notes** section, enter any additional text if required.

2. Select **COMPLETE** COMPLETE, the **Consultation Complete** screen displays:



3. Select **DOWNLOAD PDF** DOWNLOAD PDF to download the GP Feedback Form, or **RETURN TO DASHBOARD** RETURN TO DASHBOARD. The episode completes and displays on the **Completed Episodes** tab.

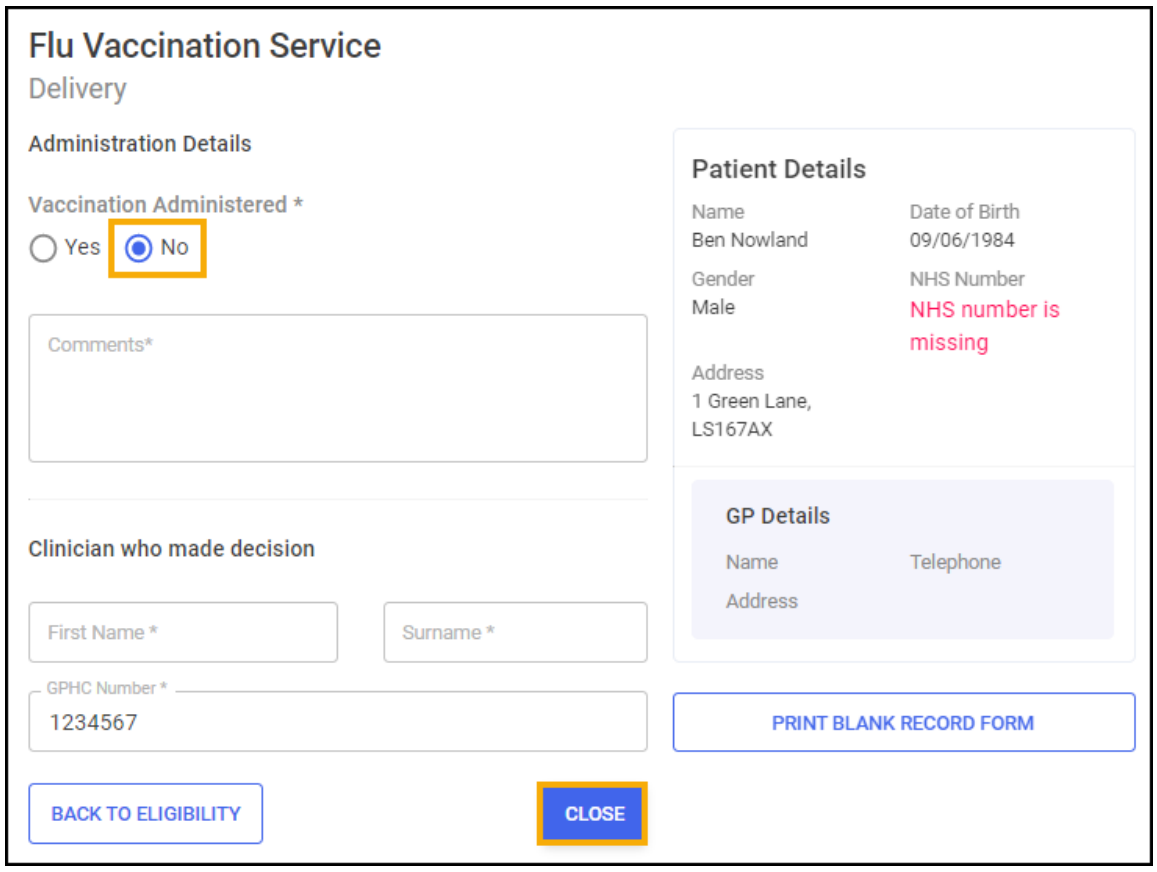
Note - The GP Feedback Form includes the details of the **Flu Vaccination** and must be sent securely to the patient's correct registered GP practice, for example by nhs.net email.

Vaccination Not Administered

An episode should still be completed if the vaccination was not administered to the patient:

Note - Sections with an Asterisk ***** are mandatory.

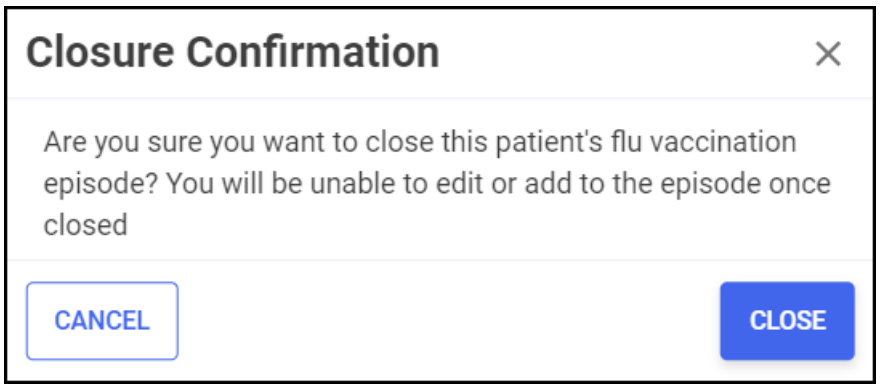
1. Complete the administration details regarding the **Flu Vaccination**:



- **Vaccination Administered** - Select **No**.
- **Comments** - Enter any comments if appropriate.
- **Clinician who made decision** - This section automatically populates with the logged in user details. Update the details manually if required.

2. Select **CLOSE**

, a **Closure Confirmation** message displays:



3. Select **CLOSE** CLOSE to close the episode or **Cancel** CANCEL to return to the administration screen.

> **Note** - Closed episodes display on the **Completed Episodes** tab.

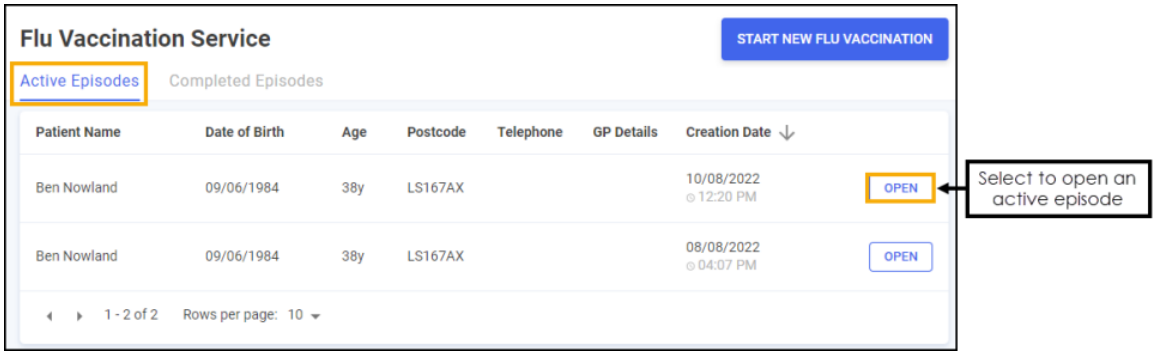
Viewing Flu Vaccinations

To view active and completed **Flu Vaccinations**:

Active Episodes

The **Active Episodes** tab displays your **Flu Vaccination** episodes in progress. To view your active episodes in **Pharmacy Services**:

1. From the **Pharmacy Services Side Navigation Bar** select **Flu Vaccination Service** . The **Active Episodes** tab displays by default and lists any episodes in progress:

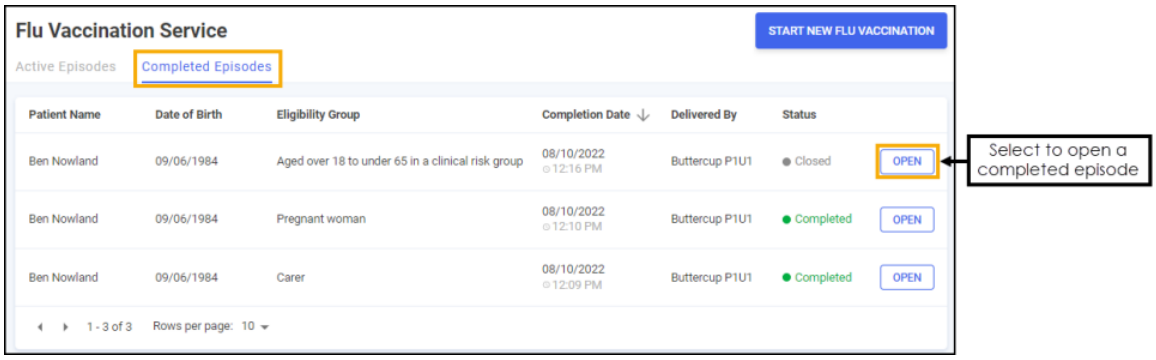


2. Select **OPEN** OPEN to open an episode. The episode opens on the screen where it was last saved.

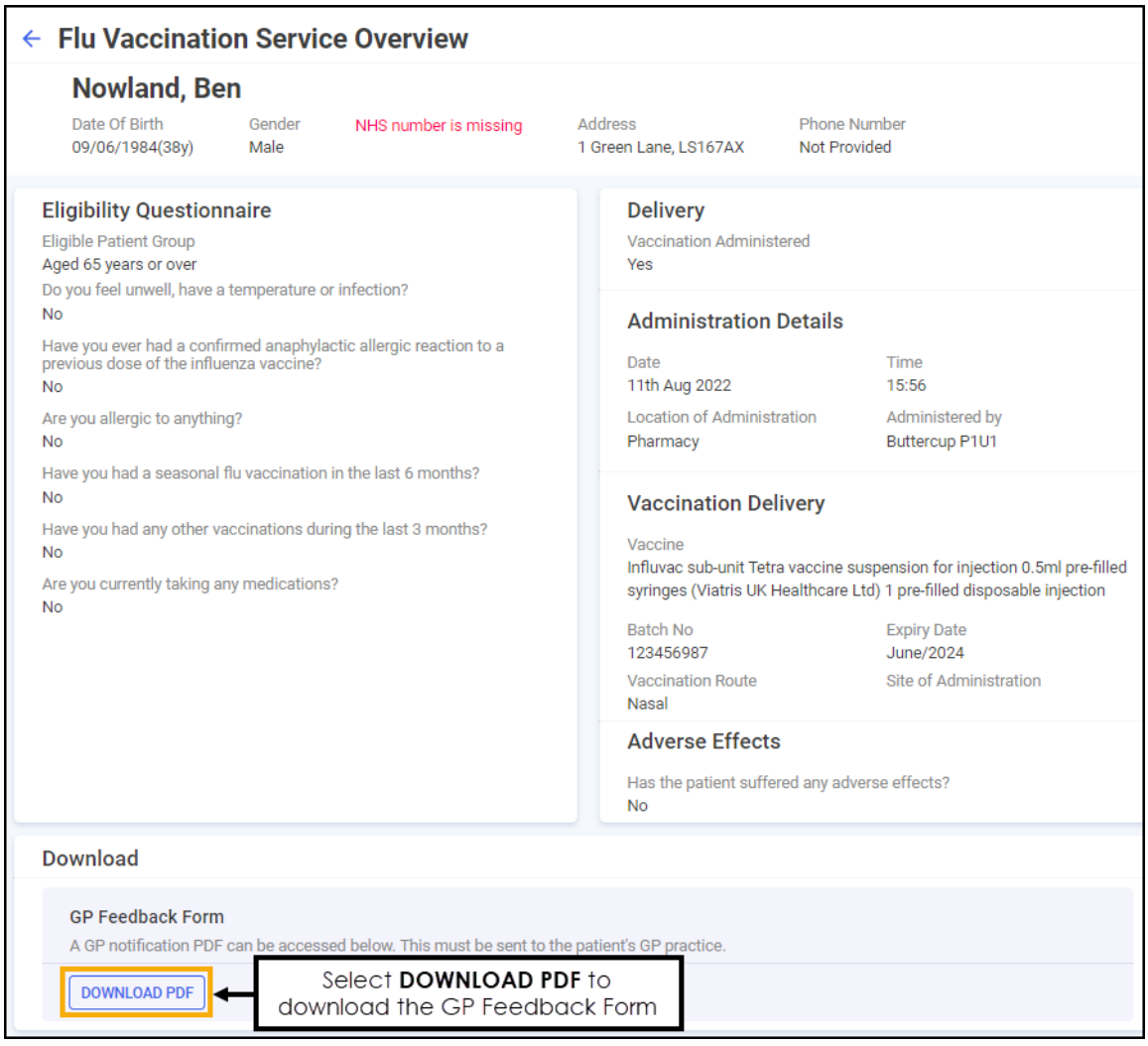
Completed Episodes

The **Completed Episodes** tab displays your closed and completed **Flu Vaccination** episodes. To view your closed and completed episodes in **Pharmacy Services**:

1. From the **Pharmacy Services Side Navigation Bar** select **Flu Vaccination Service** . Select the **Completed Episodes** tab. A list of closed and completed episodes displays:



2. Select **OPEN** next to the required episode.
3. The **Flu Vaccination Service Overview** screen displays:



Note - Episodes in the **Completed Episodes** tab are read only and cannot be edited.

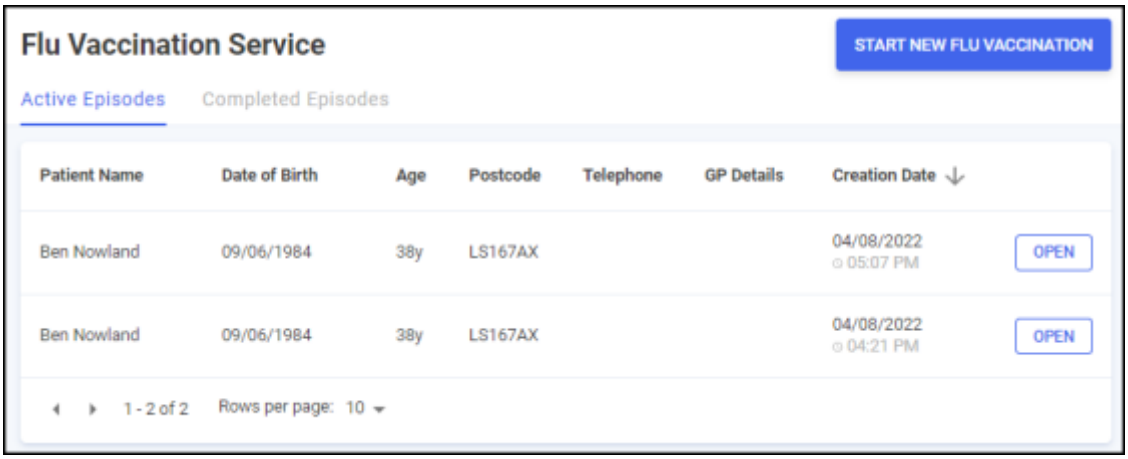
The **Overview** screen displays the patient's details and a summary of the **Flu Vaccination** in the following sections:

- **Eligibility Questionnaire** - Details from the **Flu Vaccination Service - Eligibility** screen.
- **Delivery** - Details from the **Flu Vaccination Service – Delivery** screen.
- **Download** - Select **DOWNLOAD PDF** DOWNLOAD PDF to download the **GP Feedback Form**.

Sorting Flu Vaccinations

To sort Active or Completed **Flu Vaccination** episodes:

1. From the **Pharmacy Services Side Navigation Bar** select **Flu Vaccination Service** . The **Flu Vaccination Service** screen displays:



2. Select a column header to sort the data either:
   - Creation Date Oldest to Newest / A-Z, or,
   - Creation Date Newest to Oldest / Z-A.