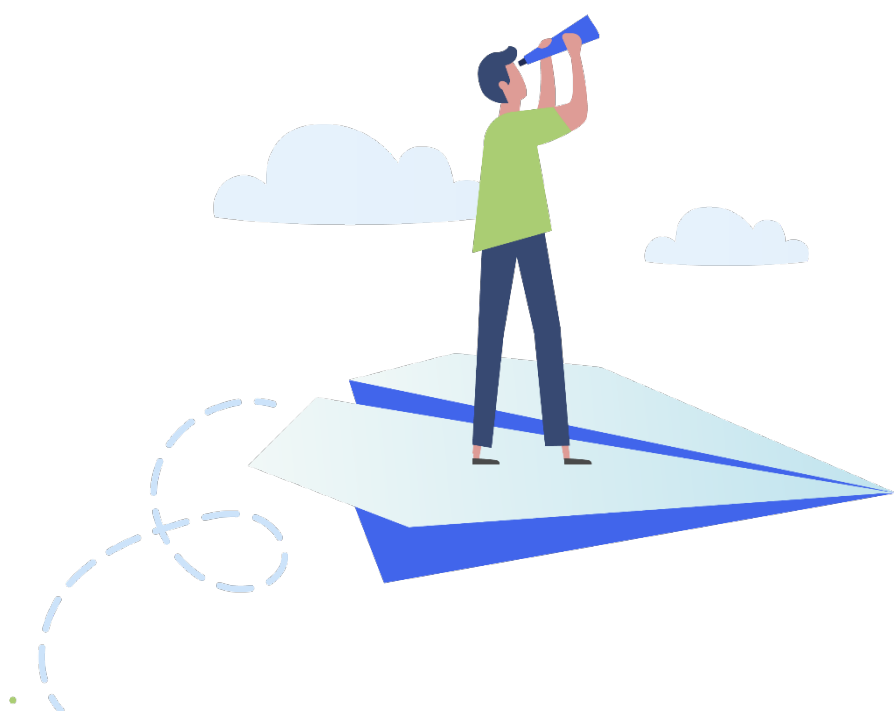




Pharmacy Services 3.0 Release Guide

Version 1.0
December 2022



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Registered name: Cegedim Rx Ltd. Registered number: 02855109

Registered name: In Practice Systems Limited. Registered number: 01788577

Registered address: The Bread Factory, 1a Broughton Street, London, SW8 3QJ

Website: <https://www.cegedimrx.co.uk>



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Pharmacy Services Release 3.0

Pharmacy Services release **3.0** contains the following new features and improvements:

New Medicine Service

i Important - New Medicine Service (NMS) is included in **Pharmacy Services 3.0** as part of a phased rollout, which means it isn't available immediately for all pharmacies. You will receive further information about this functionality when it is available to your organisation.

- A **New Medicine Service (NMS)** consultation is a free NHS scheme offered to patients who have been prescribed a new medicine to treat a long term condition for the first time. It provides an opportunity for a patient to receive help and advice about their newly prescribed medicine from their local pharmacy:

New Medicine Service

Session 1 - Engagement

Consent

Does the patient consent to receive the service and share information?

Yes No

[VIEW DATA SHARING DETAILS](#)

Consultation Details

Date & Time of Consultation

Method of Consultation

Face to face
 Telephone
 Home

Method of Entry to Service

Patient identified in the pharmacy
 Referred by GP practice
 Referral by Hospital
 Referral by Other Health Professional

Medicine to be Reviewed

Warfarin 1mg capsules
Atrial fibrillation (AF)

Patient Details

Name	Date of Birth
Ben Nowland	09/06/1984
Gender	NHS number is missing
Male	
Address	Telephone
	07786322498

GP Details

Name	Telephone
DR IRELAND & PARTNERS	
Address	
REEDHAM SURGERY, 24 THE HILLS, REEDHAM, NORWICH, NORFOLK	

➔ See **New Medicine Service** on page **6** and **Starting a New Medicine Service** on page **7** for more information.

Flu Vaccination Service

- **Service Consent** - You are now prompted to record the patient's consent prior to starting the **Flu Vaccination Service Eligibility** section. To view the **Consent for Service Delivery** details:

1. From the **Flu Vaccination Service - Eligibility** screen select **VIEW**

DATA SHARING DETAILS [VIEW DATA SHARING DETAILS](#) to display the data sharing details:

Consent for Service Delivery ×

The following sharing of information will take place:

- We will send your name, address and information about your flu vaccination to your GP Practice so they can update your health record.
- We may send this completed form to NHS England or the NHS Business Services Authority if they need to check our payments for providing this service. If they need to, this will allow them to contact you to check that we gave you a flu vaccination.
- If you have any queries about how we process your personal data or would like to exercise your rights under data protection legislation, please speak to a member of staff.

All Services

- **Patient Banner** - A Patient Demographic Service (PDS) verification status now displays on the patient banner:

Starr, Ringo (Mr.)

PDS VERIFIED

Date Of Birth	Gender	NHS Number	Address	Phone Number	GP Practice
07/07/1940(82y)	Male	999 999 9999	23 Aigburth Road, L12 9HN	07987654321	SANDRINGHAM MEDICAL CENTRE


New Medicine Service

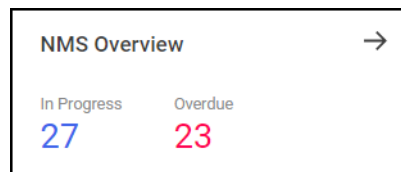
A **New Medicine Service (NMS)** consultation is a free NHS scheme offered to patients who have been prescribed a new medicine to treat a long term condition for the first time. It provides an opportunity for a patient to receive help and advice about their newly prescribed medicine from their local pharmacy.


➔ See <https://psnc.org.uk/national-pharmacy-services/advanced-services/nms/> for more information on **NMS** including a list of conditions and medications covered by the service.

Accessing NMS

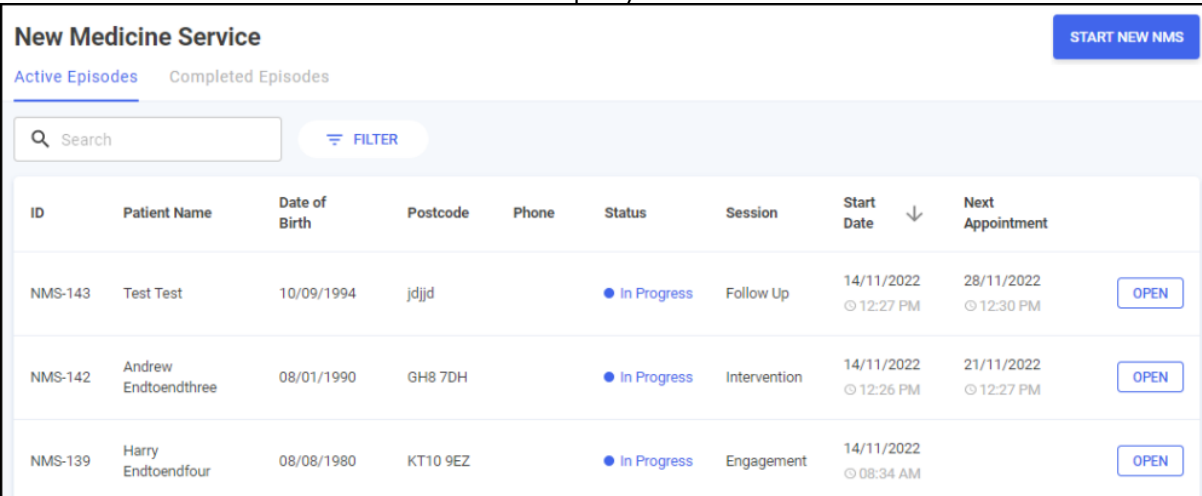
There are two ways you can access **NMS**, either:

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



 **Training Tip** - The tile also displays how many **NMS** episodes are currently in progress and overdue.

The **New Medicine Service** screen displays:



New Medicine Service									START NEW NMS
Active Episodes									Completed Episodes
ID	Patient Name	Date of Birth	Postcode	Phone	Status	Session	Start Date	Next Appointment	
NMS-143	Test Test	10/09/1994	jdjld		In Progress	Follow Up	14/11/2022 ⌚ 12:27 PM	28/11/2022 ⌚ 12:30 PM	OPEN
NMS-142	Andrew Endtoendthree	08/01/1990	GH8 7DH		In Progress	Intervention	14/11/2022 ⌚ 12:26 PM	21/11/2022 ⌚ 12:27 PM	OPEN
NMS-139	Harry Endtoendfour	08/08/1980	KT10 9EZ		In Progress	Engagement	14/11/2022 ⌚ 08:34 AM		OPEN

The **NMS** is split into the following stages:

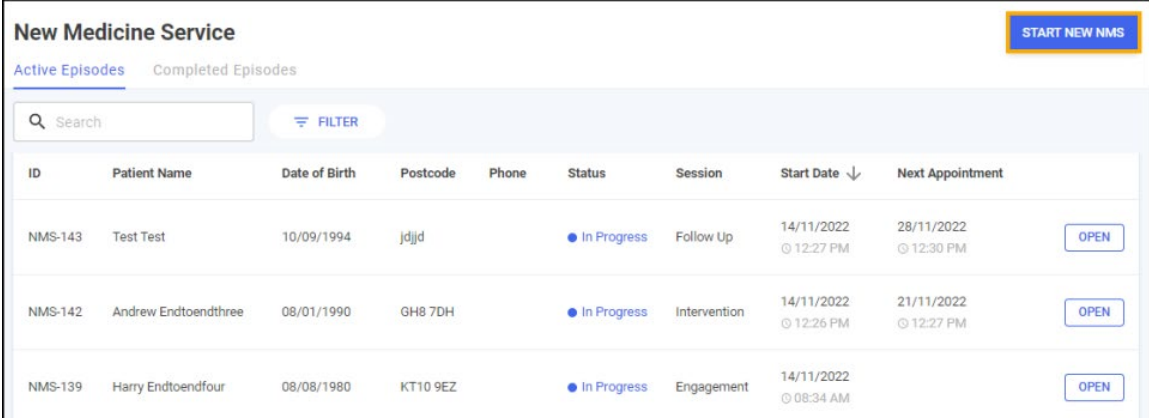
- **Session 1 - Engagement** on page 11
- **Session 2 - Intervention** on page 19
- **Session 3 - Follow Up** on page 31

Starting a New Medicine Service

To start a new **New Medicine Service (NMS)**:

1. From the **Pharmacy Services Side Navigation Bar** select **NMS** .
2. From the **New Medicine Service** screen, select **START NEW NMS**

START NEW NMS :



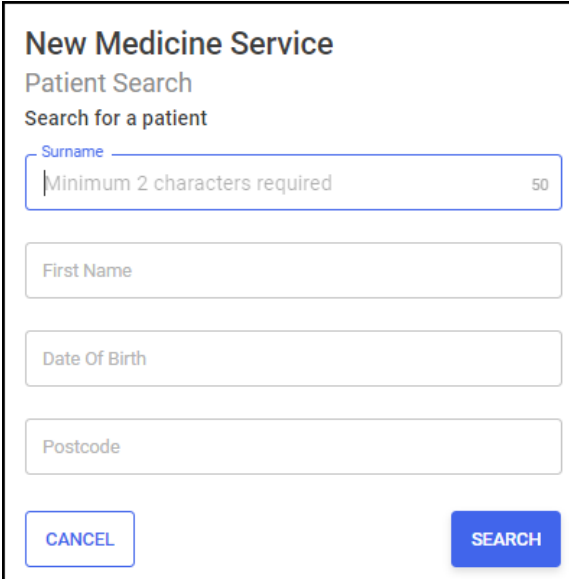
New Medicine Service **START NEW NMS**

Active Episodes Completed Episodes

Search FILTER

ID	Patient Name	Date of Birth	Postcode	Phone	Status	Session	Start Date ↓	Next Appointment	
NMS-143	Test Test	10/09/1994	jdjd		In Progress	Follow Up	14/11/2022 ⌚ 12:27 PM	28/11/2022 ⌚ 12:30 PM	OPEN
NMS-142	Andrew Endtoendthree	08/01/1990	GH8 7DH		In Progress	Intervention	14/11/2022 ⌚ 12:26 PM	21/11/2022 ⌚ 12:27 PM	OPEN
NMS-139	Harry Endtoendfour	08/08/1980	KT10 9EZ		In Progress	Engagement	14/11/2022 ⌚ 08:34 AM		OPEN

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



New Medicine Service
Patient Search
Search for a patient

Surname 50
Minimum 2 characters required

First Name

Date Of Birth

Postcode

- Surname
- First Name
- Date Of Birth
- Postcode

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

← **New Medicine Service**
ADD NEW PATIENT

Patient Search Result

First Name (Asc) ▼

Nowland, Ben


Date of Birth	Gender	NHS Number	Address
09/06/1984	Male	NOT PROVIDED	1 Green Lane, LS167AX

CHOOSE PATIENT

Nowlan, Emily

Date of Birth	Gender	NHS Number	Address
30/07/1990	Female	NOT PROVIDED	1 Greek Lane, LS167PH

CHOOSE PATIENT

 **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 select **ADD NEW PATIENT** ADD NEW PATIENT to create a new patient. See [Adding a New Patient](#) for more information.

5. Select **CHOOSE PATIENT** CHOOSE PATIENT to start the **Engagement** session of the **NMS** with the chosen patient.

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:

Add New Patient

Patient Details

Title

Given Name *

Other Names

Family Name *

Gender * Date of Birth *

Ethnicity Sub Group

Accessibility Info

Contact Details

Preferred Contact Number *

Email

Address Details


Address Line 1 * Address Line 2

Address Line 3 Address Line 4

Address Line 5 Postcode *

No Fixed Abode

Patient GP Details

 The patient's GP Practice details are missing, please provide these details by performing a search using the button below

GP PRACTICE SEARCH

CANCEL **ADD PATIENT**

 **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**
 - **Ethnicity** - Select from the available list.
 - **Sub Group** - 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**  to search for a GP practice. The **GP Practice Search** screen displays:



The screenshot shows a window titled "GP Practice Search" with a close button (X) in the top right corner. Inside the window, there are three input fields: "Practice Name" (with a placeholder "Practice Name"), "Address", and "Postcode". To the right of these fields is a blue "SEARCH" button.

Enter the patient's **Practice Name**, **Address** and **Postcode** and select **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**  and the patient is added to the system.

Session 1 - Engagement

The **Session 1 - Engagement** screen displays when you start a new **New Medicine Service (NMS)** and select a patient:

New Medicine Service

Session 1 - Engagement

Consent

Does the patient consent to receive the service and share information?

Yes No

[VIEW DATA SHARING DETAILS](#)

Patient Details

Name	Date of Birth
Ben Nowland	09/06/1984
Gender	NHS Number
Male	Not Provided
Address	Telephone
1 Green Lane, LS167AX	07786322498

GP Details

⚠ No registered GP Practice

The **Engagement** session includes the following sections, complete as appropriate:

Patient Consent

You must record the patient consents to data sharing before recording any other data.

Consent

Does the patient consent to receive the service and share information?

Yes No

[VIEW DATA SHARING DETAILS](#)

[SAVE & EXIT](#) [COMPLETE](#)

To record consent:

1. Select **VIEW DATA SHARING DETAILS** [VIEW DATA SHARING DETAILS](#) to display the data sharing details:

Consent for Service Delivery ×

Information obtained during this service can be shared with:

- NHS England (the national NHS body that manages pharmacy and other health services) to allow them to make sure the service is being provided properly by the pharmacy.
- My doctor (GP) to help them provide care for me.
- NHS England, the NHS Business Services Authority (NHSBSA) and the Secretary of State for Health to make sure the pharmacy is being correctly paid by the NHS for the service they give.

2. In the **Consent** section, select either:
 - **Yes** - To record that the patient/advocate consents to data sharing, and continue to the **Consultation Details** section, or
 - **No** - To record that the patient/advocate does not consent to data sharing, and select **CLOSE** [CLOSE](#) to close the **Patient Consent** screen. The **NMS** saves to the **Completed Episodes** tab.

Consultation Details

Complete the **Consultation Details** section as appropriate:

Consultation Details

Date & Time of Consultation

--:--
🕒

NOW

Select **NOW** to add the current date and time

Method of Consultation

Face to face

Telephone

Home



Method of Entry to Service

Patient identified in the pharmacy

Referred by GP practice

Referral by Hospital

Referral by Other Health Professional

1. Enter the date and time of the consultation:
 - **Date of Consultation** - Select  to open a calendar and select a date, or select **NOW** to add the current date and time.
 - **Time of Consultation** - Select  to enter the time of consultation, or select **NOW** to add the current date and time.
2. Select a method of consultation from the available list:
 - Face to face
 - Telephone
 - Home
3. Select a method of entry to the service:
 - Patient identified in the pharmacy
 - Referred by GP practice
 - Referral by Hospital
 - Referral by Other Health Professional - You must enter the Health Professional details in the section provided:

Method of Entry to Service

Patient identified in the pharmacy

Referred by GP practice


Referral by Hospital

Referral by Other Health Professional


Please indicate
Field cannot be blank

Medicine to be reviewed

To add medications to review to the **NMS**:

1. Select **ADD MEDICATION** . The **Add Medication** screen displays:

Dispensing History		Product Search
Up to 6 months history of products dispensed to the patient are displayed		
Prescribed medicine	Last Dispensed Date	
Ramipril 10mg/5ml Oral Solution SF	02/11/2022	
Warfarin 0.5mg (white) Tablets	31/10/2022	

 **Note** - If you use **Pharmacy Manager**, the **Dispensing History** tab displays products dispensed to the patient from the last 6 months.

2. Select a medication from the **Dispensing History** tab, or select the **Product Search** tab to search for another medication:

Dispensing History	Product Search
<input type="text" value="Search Medication"/>	

3. In **Search Medication**, enter the name and strength of the product.
For example, to search for Metformin 500mg tablets, you can enter:
 - **METF** - To display all items beginning with METF.
 - **METF 500** - To display all items beginning with METF with a strength of 500.
 - **METF 500 T** - To display all items beginning with METF with a strength of 500 in tablet form.

4. Select a medication to add it to the **NMS** for review:

Medicine to be reviewed *

Metformin 1g / Sitagliptin 50mg tablets
Diabetes (Type 2)




REMOVE EDIT

Metformin 500mg modified-release tablets
Diabetes (Type 2)

REMOVE EDIT

ADD MEDICATION



Training Tip - Select **ADD MEDICATION**  to add another medication to the list, select **REMOVE**  to remove a medication from the list or **EDIT**  to edit the medication.

Healthy Living Advice (Optional)

Indicate if any of the following advice was given to the patient:

Healthy Living Advice

Please indicate if any of the following advice was given to the patient (Optional)

Alcohol

Diet & Nutrition

Smoking

Physical Activity

Weight Management

Sexual Health

Other

Additional Comments (Optional)

1. Select from the list:

- **Alcohol**
- **Diet & Nutrition**
- **Smoking**
- **Physical Activity**
- **Weight Management**
- **Sexual Health**
- **Other** - You must indicate the type of advice given in the section provided:

Other

Please indicate


Field cannot be blank


Additional Comments (Optional)

Choose Date & Time for Intervention

Set a date and time for the **Intervention** session with the patient or advocate, and enter the details as appropriate:



Choose Date & Time for Intervention

 DD/MM/YYYY

--:-- 

IN 7 DAYS

1. Enter a date and time for the **Intervention** session:

- **Date of Intervention** - Select  to open a calendar and select a date, or select **IN 7 DAYS** to add the current time 7 days from now.
- **Time of Intervention** - Select  to enter the time of consultation, or select **IN 7 DAYS** to add the current time 7 days from now.

Patient Contact Details (Optional)

To enter contact details for the patient or advocate:

Patient Contact Details

Contact Phone Number (Optional)

1. Enter a contact phone number for the patient if required.

Delivered By

This section automatically populates with the logged in user details. Update the details manually if required:

Delivered By


First Name


Last Name

GPHC

SAVE & EXIT


COMPLETE

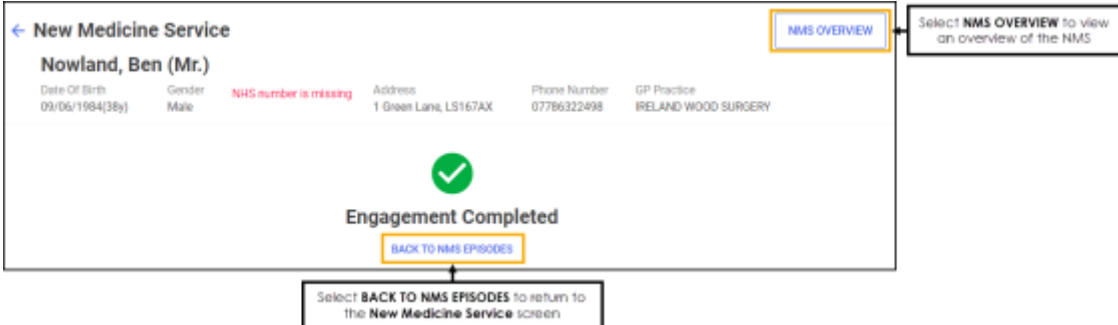
 **Note** - The GPHC number is optional for the **Engagement** session.

 **Training Tip** - Select **SAVE & EXIT**  to save the session and return to the **NMS Overview** screen without completing the session.

Completing the Engagement Session

To complete the **Engagement** session:

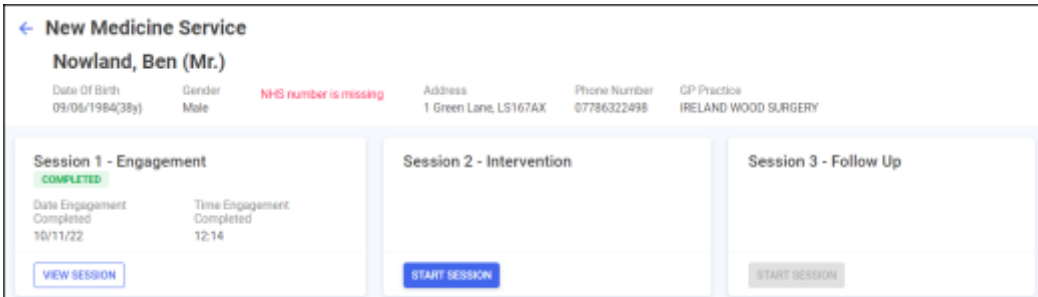
- From the **Delivered By** screen, select **COMPLETE**  to complete the **Engagement** session. The **Engagement Completed** screen displays:





The screenshot shows the 'New Medicine Service' screen for 'Nowland, Ben (Mr.)'. It displays patient details: Date of Birth (09/06/1984), Gender (Male), NHS number (missing), Address (1 Green Lane, LS167AX), Phone Number (07786322498), and GP Practice (IRELAND WOOD SURGERY). A green checkmark and the text 'Engagement Completed' are centered. Below this are two buttons: 'BACK TO NMS EPISODES' and 'NMS OVERVIEW'. Callouts indicate: 'Select BACK TO NMS EPISODES to return to the New Medicine Service screen' and 'Select NMS OVERVIEW to view an overview of the NMS'.

Select either:

- BACK TO NMS EPISODES** - To return to the **New Medicine Service** screen, or
- NMS OVERVIEW** - To view a summary of the **NMS**:




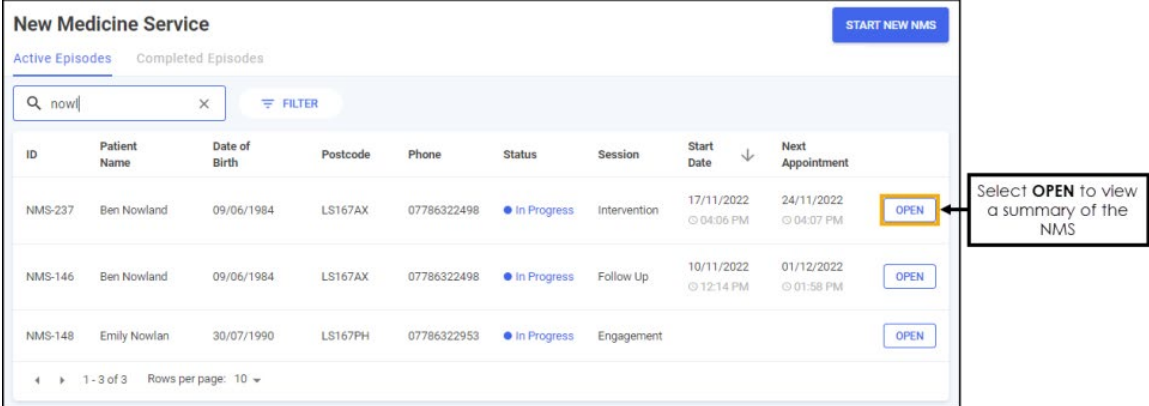
The screenshot shows the 'New Medicine Service' screen for 'Nowland, Ben (Mr.)' with the same patient details as above. Below the details are three session cards: 'Session 1 - Engagement' (marked 'COMPLETED'), 'Session 2 - Intervention', and 'Session 3 - Follow Up'. Each card has a 'VIEW SESSION' button. Session 2 and 3 also have 'START SESSION' buttons.

From here you can select **VIEW SESSION**  to view a session's details or select **START SESSION**  to start the next session.

Session 2 - Intervention

To start the **Intervention** session:

- From the **New Medicine Service** screen find the required episode and select **OPEN** :



New Medicine Service START NEW NMS

Active Episodes Completed Episodes

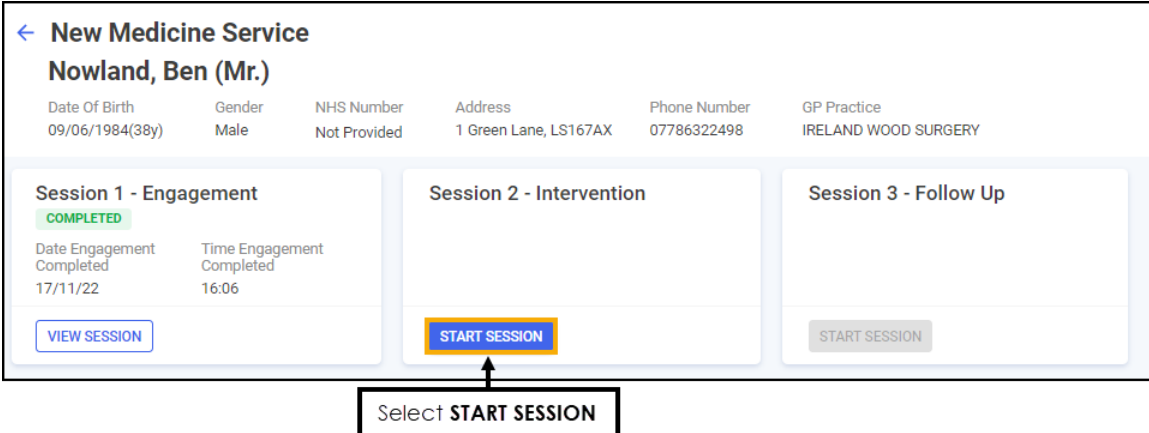
Q now| FILTER

ID	Patient Name	Date of Birth	Postcode	Phone	Status	Session	Start Date	Next Appointment	
NMS-237	Ben Nowland	09/06/1984	LS167AX	07786322498	In Progress	Intervention	17/11/2022 04:06 PM	24/11/2022 04:07 PM	OPEN
NMS-146	Ben Nowland	09/06/1984	LS167AX	07786322498	In Progress	Follow Up	10/11/2022 12:14 PM	01/12/2022 01:58 PM	OPEN
NMS-148	Emily Nowlan	30/07/1990	LS167PH	07786322953	In Progress	Engagement			OPEN

1 - 3 of 3 Rows per page: 10

 See [Searching for, Sorting or Filtering NMS Episodes](#) on page 43 for more details.

- From the summary screen, select **START SESSION** :



New Medicine Service
Nowland, Ben (Mr.)

Date Of Birth: 09/06/1984(38y) | Gender: Male | NHS Number: Not Provided | Address: 1 Green Lane, LS167AX | Phone Number: 07786322498 | GP Practice: IRELAND WOOD SURGERY

Session 1 - Engagement
COMPLETED

Date Engagement Completed: 17/11/22
Time Engagement Completed: 16:06

VIEW SESSION

Session 2 - Intervention

START SESSION

Session 3 - Follow Up

START SESSION

Select **START SESSION**

 **Training Tip** - Select **VIEW SESSION**  to view the details recorded during the **Engagement** session.

The **Session 2 - Intervention** screen displays:

New Medicine Service

Session 2 - Intervention

Intervention Delivered

Yes No

Consultation Details

Date & Time of Intervention

Method of Consultation

Face to face
 Telephone
 Home

Medicines to be Reviewed

Metformin 1g / Sitagliptin 50mg tablets
 Diabetes (Type 2)

Patient Details

Name	Date of Birth
Ben Nowland	09/06/1984
Gender	NHS Number
Male	Not Provided
Address	Telephone
1 Green Lane, LS167AX	07786322498

GP Details

! No registered GP Practice

The **Intervention** session includes the following sections, complete as appropriate:

Intervention Delivered

You must record if the **Intervention** session was delivered before recording any other data.

Select either:

- **Yes** - To record that the **Intervention** session was delivered, and continue to the **Consultation Details** section, or
- **No** - To record that the **Intervention** session was not delivered, and select a reason from the available list:

Session 2 - Intervention

Intervention Delivered

Yes No

Reason for not completing

Prescriber has stopped medication
 Patient has withdrawn consent for information sharing
 Patient has withdrawn consent to receive the service
 Patient could not be contacted
 Other

- **Prescriber has stopped medication**
- **Patient has withdrawn consent for information sharing**
- **Patient has withdrawn consent to receive the service**
- **Patient could not be contacted**
- **Other** - You must indicate the reason why the session was not delivered:

Other

CLOSE & SAVE

Select **CLOSE & SAVE** to close the **Intervention Delivered** screen. The **NMS** saves to the **Completed Episodes** tab.

Consultation Details

Complete the **Consultation Details** section as appropriate:

Consultation Details

Date & Time of Intervention

📅

⌚

NOW

Select **NOW** to add the current date and time

Method of Consultation

Face to face
 Telephone
 Home

1. Enter the date and time of the consultation:

- **Date of Consultation** - Select 📅 to open a calendar and select a date, or select **NOW** to add the current date and time.
- **Time of Consultation** - Select ⌚ to enter the time of consultation, or select **NOW** to add the current date and time.

2. Select a method of consultation from the available list:

- Face to face
- Telephone
- Home

Medicines to be Reviewed

To review a medication added to the **NMS**:

1. Select **Review** on the medication required:

Medicines to be Reviewed

Warfarin 1mg capsules
Atrial fibrillation (AF)

Metformin 1g tablets
Diabetes (Type 2)

2. The **Review medicine n of n** screen displays:

Review medicine 1 of 1
×

Warfarin 1mg capsules

Is the patient using medicine as prescribed?

Yes No

Issues reported by patient (Optional)

- Needs more information about the medicine
- Side effects
- Negative feelings about medicine
- Uncertain on whether the medicine is working
- Forgets to take medicine
- Difficulty using the medicine due to its pharmaceutical form / formulation
- Other

Outcome of discussions with patient

Information provided (Optional)

- Interactions with other medicines
- Why am I using the medicine / what is it for
- How to use the medicine
- Correct dose of the medicine
- Effects of the medicine on the body / how it works
- Why should I take the medicine
- Timing of the dose
- Interpretation of side effect information

Advice provided (Optional)

- Reminder strategies to support use of medicine
- Change to timing of doses to support adherence
- How to manage or minimise side effects

Agreed patient actions (Optional)

- Carry on using medicine as prescribed
- Use medicine as agreed during the intervention
- Submit Yellow Card report to MHRA
- Other action

Agreed pharmacist actions (Optional)

- Reminder chart / MAR chart
- Submit Yellow Card report to MHRA
- Referred back to the prescriber
- Other action

Additional Notes

CANCEL
ADD REVIEW

Complete the medication review as appropriate:

Is the patient using medicine as prescribed?

Select either:

- **Yes** - To record that the patient is using the medicine as prescribed, and continue to the **Issues reported by patient (Optional)** section, or
- **No** - To record that the patient is not using the medicine as prescribed, and select a reason why from the available list:

Warfarin 1mg capsules

Is the patient using medicine as prescribed?

Yes No

Patient reports not using the medicine as prescribed

Patient has not started using the medicine

Prescriber has stopped new medicine

Patient is not using the medicine in line with the directions of the prescriber

Patient reports missing a dose in the past 7 days

- **Patient has not started using the medicine**
- **Prescriber has stopped new medicine**
- **Patient is not using the medicine in line with the directions of the prescriber**
- **Patient reports missing a dose in the past 7 days**

If required continue to the **Issues reported by patient (Optional)** section.

Issues reported by patient (Optional)

If required, record any issues reported by the patient:

Issues reported by patient (Optional)

- Needs more information about the medicine
- Side effects
- Negative feelings about medicine
- Uncertain on whether the medicine is working
- Forgets to take medicine
- Difficulty using the medicine due to its pharmaceutical form / formulation
- Other

- **Needs more information about the medicine**
- **Side effects**
- **Negative feelings about medicine**
- **Uncertain on whether the medicine is working**
- **Forgets to take medicine**
- **Difficulty using the medicine due to its pharmaceutical form / formulation**
- **Other** - You must indicate the issue reported:

Other

Please indicate

Outcome of discussions with patient

If required, record any outcomes of discussion with the patient:

<p>Outcome of discussions with patient</p> <p>Information provided (Optional)</p> <p><input type="checkbox"/> Interactions with other medicines</p> <p><input type="checkbox"/> Why am I using the medicine / what is it for</p> <p><input type="checkbox"/> How to use the medicine</p> <p><input type="checkbox"/> Correct dose of the medicine</p> <p><input type="checkbox"/> Effects of the medicine on the body / how it works</p> <p><input type="checkbox"/> Why should I take the medicine</p> <p><input type="checkbox"/> Timing of the dose</p> <p><input type="checkbox"/> Interpretation of side effect information</p> <p>Advice provided (Optional)</p> <p><input type="checkbox"/> Reminder strategies to support use of medicine</p> <p><input type="checkbox"/> Change to timing of doses to support adherence</p> <p><input type="checkbox"/> How to manage or minimise side effects</p> <p>Agreed patient actions (Optional)</p> <p><input type="checkbox"/> Carry on using medicine as prescribed</p> <p><input type="checkbox"/> Use medicine as agreed during the intervention</p> <p><input type="checkbox"/> Submit Yellow Card report to MHRA</p> <p><input type="checkbox"/> Other action</p> <p>Agreed pharmacist actions (Optional)</p> <p><input type="checkbox"/> Reminder chart / MAR chart</p> <p><input type="checkbox"/> Submit Yellow Card report to MHRA</p> <p><input type="checkbox"/> Referred back to the prescriber</p> <p><input type="checkbox"/> Other action</p>

- **Information provided (Optional)**
 - **Interactions with other medicines**
 - **Why am I using the medicine / what is it for**
 - **How to use the medicine**
 - **Correct dose of the medicine**
 - **Effects of the medicine on the body / how it works**
 - **Why should I take the medicine**
 - **Timing of the dose**
 - **Interpretation of side effect information**
- **Advice provided (Optional)**
 - **Reminder strategies to support use of medicine**
 - **Change to timing of doses to support adherence**
 - **How to manage or minimise side effects**

- **Agreed patient actions (Optional)**
 - Carry on using medicine as prescribed
 - Use medicine as agreed during the intervention
 - Submit Yellow Card report to MHRA
 - **Other action** - You must describe the other action:

Other


- **Agreed pharmacist actions (Optional)**
 - Reminder chart / MAR chart
 - Submit Yellow Card report to MHRA
 - **Referred back to the prescriber** - Select from the available list of reasons to refer back to the prescriber:
 - Drug interaction(s)
 - Potential side effect(s) / adverse drug reaction preventing use of medicine
 - Patient reports not using medicine any more
 - Patient reports never having started using medicine
 - Patient reports difficulty using the medicine: Issue with device
 - Patient reports difficulty using the medicine: Issue with formulation
 - Patient reports lack of efficacy
 - Patient reports problem with dosage regimen
 - Patient reports unresolved concern about the use of the medicine
 - **Other action** - You must describe the other action:

Other

- **Other action** - You must describe the other action:

Other

In the **Additional Notes** section, enter any additional text as required.

3. Select **ADD REVIEW**  to add the review and return to **Medicines to be Reviewed**. Complete other medication reviews as required.

Healthy Living Advice (Optional)

Indicate if any of the following advice was given to the patient:

Healthy Living Advice

Please indicate if any of the following advice was given to the patient (Optional)

Alcohol

Diet & Nutrition

Smoking

Physical Activity

Weight Management

Sexual Health

Other

Additional Comments (Optional)

1. Select from the list:

- **Alcohol**
- **Diet & Nutrition**
- **Smoking**
- **Physical Activity**
- **Weight Management**
- **Sexual Health**
- **Other** - You must indicate the type of advice given in the section provided:

Other

Please indicate

Field cannot be blank

Additional Comments (Optional)

2. In the **Additional Notes** section, enter any additional text as required.

Choose Date & Time for Follow Up

Set a date and time for the **Follow Up** session with the patient or advocate, and enter the details as appropriate:



Choose Date & Time for Follow Up

 DD/MM/YYYY

--:-- 

IN 14 DAYS

1. Enter a date and time for the **Follow Up** session:

- **Date of Follow Up** - Select  to open a calendar and select a date, or select **IN 14 DAYS** to add the current time 14 days from now.
- **Time of Follow Up** - Select  to enter the time of consultation, or select **IN 14 DAYS** to add the current time 14 days from now.

Delivered By

This section automatically populates with the logged in user details. Update the details manually if required:

Delivered By

First Name

Last Name

GPHC

SAVE & EXIT


COMPLETE

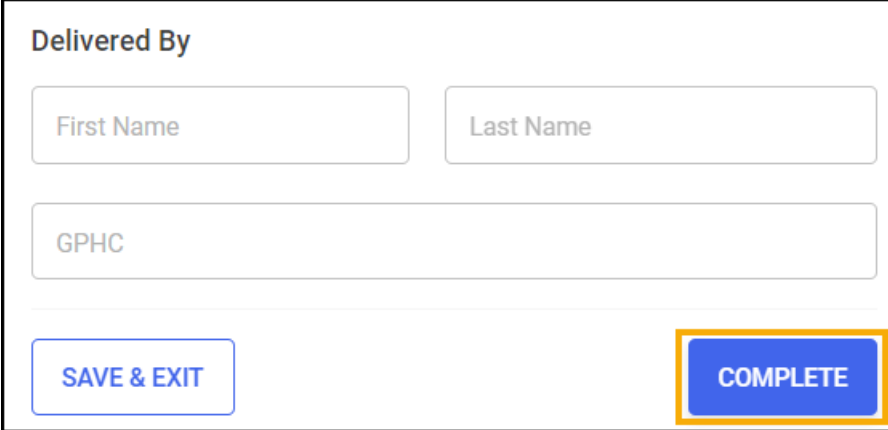
 **Note** - The GPHC number is required for the **Intervention** session.

 **Training Tip** - Select **SAVE & EXIT** SAVE & EXIT to save the session and return to the **NMS Overview** screen without completing the session.

Completing the Intervention Session

To complete the **Intervention** session:

1. From the **Delivered By** screen, select **COMPLETE**  to complete the **Intervention** session:



Delivered By

First Name

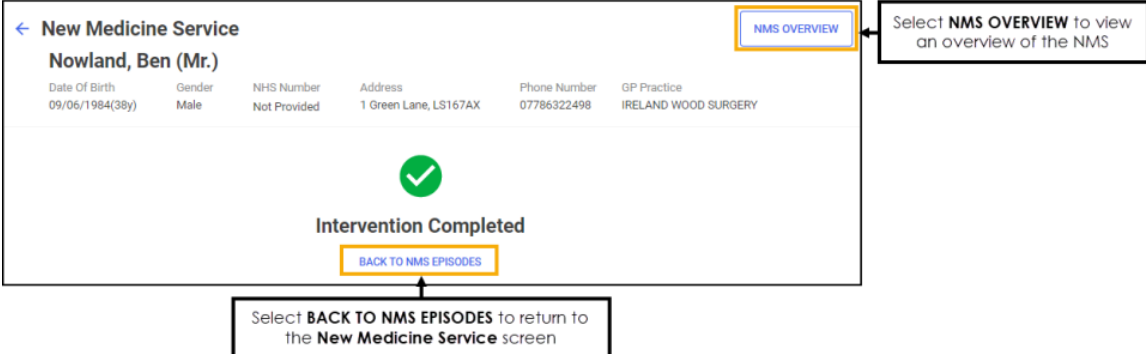
Last Name

GPHC

SAVE & EXIT

COMPLETE

2. The **Intervention Completed** screen displays:



← New Medicine Service

Nowland, Ben (Mr.)

Date Of Birth	Gender	NHS Number	Address	Phone Number	GP Practice
09/06/1984(38y)	Male	Not Provided	1 Green Lane, LS167AX	07786322498	IRELAND WOOD SURGERY

Intervention Completed

BACK TO NMS EPISODES

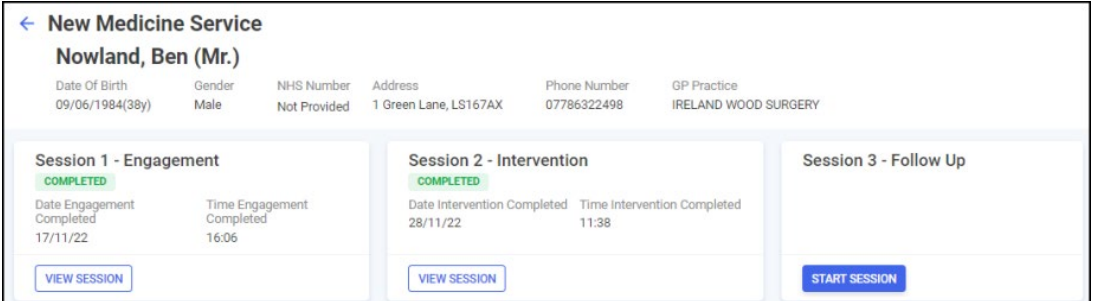
NMS OVERVIEW

Select **NMS OVERVIEW** to view an overview of the NMS

Select **BACK TO NMS EPISODES** to return to the **New Medicine Service** screen

From the **Intervention Completed** screen, select either:

- **BACK TO NMS EPISODES** - To return to the **New Medicine Service** screen, or
- **NMS OVERVIEW** - To view a summary of the **NMS**:



← New Medicine Service

Nowland, Ben (Mr.)


Date Of Birth	Gender	NHS Number	Address	Phone Number	GP Practice
09/06/1984(38y)	Male	Not Provided	1 Green Lane, LS167AX	07786322498	IRELAND WOOD SURGERY

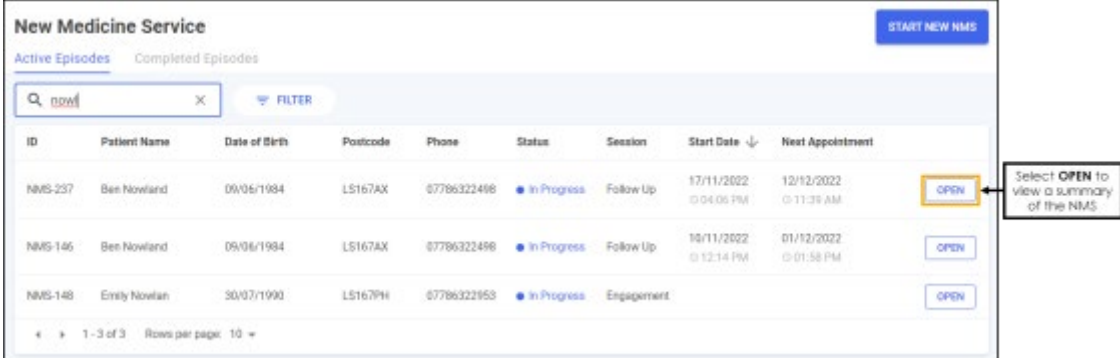
Session 1 - Engagement	Session 2 - Intervention	Session 3 - Follow Up
COMPLETED	COMPLETED	
Date Engagement Completed	Date Intervention Completed	
17/11/22	28/11/22	
Time Engagement Completed	Time Intervention Completed	
16:06	11:38	
VIEW SESSION	VIEW SESSION	START SESSION

From here you can select **VIEW SESSION**  to view a session's details or select **START SESSION**  to start the next session.

Session 3 - Follow Up

To start the **Follow Up** session:

1. From the **New Medicine Service** screen find the required episode and select **OPEN** :



New Medicine Service START NEW NMS

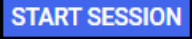
Active Episodes Completed Episodes

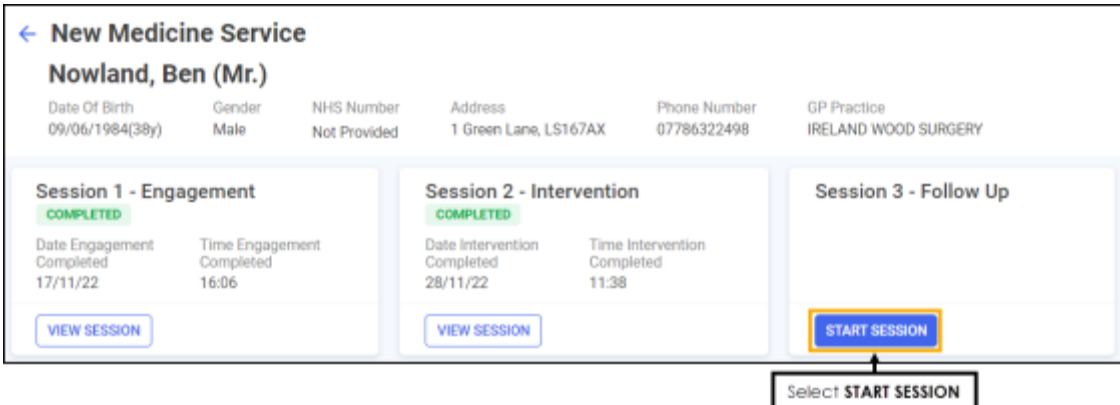
Search: FILTER

ID	Patient Name	Date of Birth	Postcode	Phone	Status	Session	Start Date	Next Appointment	
NMS-237	Ben Nowland	09/06/1984	LS167AX	07786322498	In Progress	Follow Up	17/11/2022 0:04:05 PM	12/12/2022 0:11:39 AM	OPEN
NMS-146	Ben Nowland	09/06/1984	LS167AX	07786322498	In Progress	Follow Up	18/11/2022 0:12:14 PM	01/12/2022 0:01:58 PM	OPEN
NMS-148	Emily Nowlan	30/07/1990	LS167PH	07786322953	In Progress	Engagement			OPEN

1 - 3 of 3 Rows per page: 10

Select **OPEN** to view a summary of the NMS

2. A summary of the **NMS** displays, select **START SESSION** :





New Medicine Service

Nowland, Ben (Mr.)

Date Of Birth: 09/06/1984(38y) | Gender: Male | NHS Number: Not Provided | Address: 1 Green Lane, LS167AX | Phone Number: 07786322498 | GP Practice: IRELAND WOOD SURGERY

Session 1 - Engagement	Session 2 - Intervention	Session 3 - Follow Up
COMPLETED	COMPLETED	
Date Engagement Completed: 17/11/22	Date Intervention Completed: 28/11/22	
Time Engagement Completed: 16:06	Time Intervention Completed: 11:38	
VIEW SESSION	VIEW SESSION	START SESSION

Select **START SESSION**

 **Training Tip** - Select **VIEW SESSION**  to view a previous session's details.

3. The **Session 3 - Follow Up** screen displays:

New Medicine Service

Session 3 - Follow Up

Follow Up Delivered

Yes No

Consultation Details

Date & Time of Follow Up

Method of Consultation

Face to face

Telephone

Home

Medicines to be Reviewed

Warfarin 1mg capsules
Atrial fibrillation (AF)

Patient Details

Name	Date of Birth
Ben Nowland	09/06/1984
Gender	NHS Number
Male	Not Provided
Address	Telephone
1 Green Lane, LS167AX	07786322498

GP Details

Name	Telephone
IRELAND WOOD SURGERY	0113 2303470
Address	
THE NEW CROFT SURGERY, BROADGATE LANE, LEEDS, WEST YORKSHIRE, LS18 4SE	

The **Follow Up** session includes the following sections, complete as appropriate:

Follow Up Delivered

You must record if the **Follow Up** session was delivered before recording any other data.

Select either:

- **Yes** - To record that the **Follow Up** session was delivered, and continue to the **Consultation Details** section, or
- **No** - To record that the **Follow Up** session was not delivered, and select a reason why the session was not completed from the available list:

Session 3 - Follow Up

Follow Up Delivered

Yes No

Reason for not completing

Prescriber has stopped medication

Patient has withdrawn consent for information sharing

Patient has withdrawn consent to receive the service

Patient could not be contacted

Other

SAVE & EXIT
COMPLETE

- **Prescriber has stopped medication**
- **Patient has withdrawn consent for information sharing**
- **Patient has withdrawn consent to receive the service**
- **Patient could not be contacted**
- **Other** - You must indicate the reason why the session was not delivered:

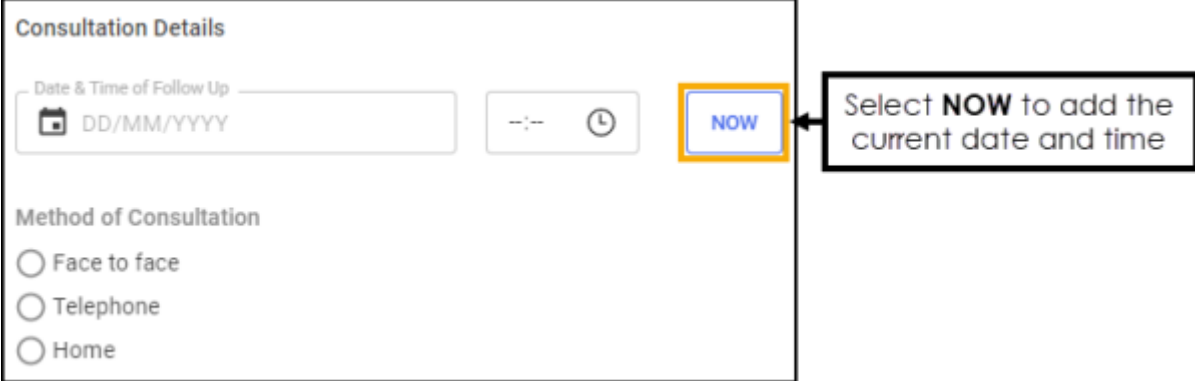
Other

Please indicate

Select **COMPLETE** COMPLETE to close the **Follow Up Delivered** screen. The **NMS** saves to the **Completed Episodes** tab.

Consultation Details

Complete the **Consultation Details** section as appropriate:



Consultation Details

Date & Time of Follow Up

DD/MM/YYYY

--:--

NOW

Select **NOW** to add the current date and time





Method of Consultation

Face to face

Telephone

Home

1. Enter the date and time of the consultation:

- **Date of Consultation** - Select  to open a calendar and select a date, or select **NOW**  to add the current date and time.
- **Time of Consultation** - Select  to enter the time of consultation, or select **NOW**  to add the current date and time.

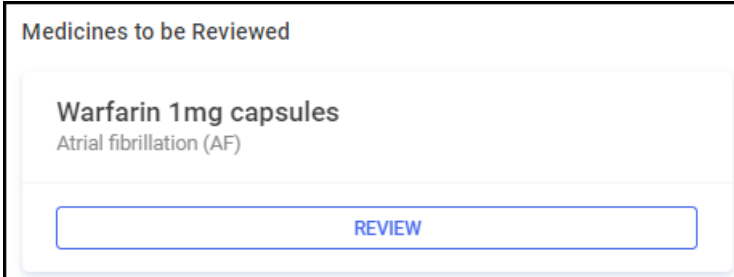
2. Select a method of consultation from the available list:

- **Face to face**
- **Telephone**
- **Home**

Medicines to be Reviewed

To review a medication added to the **NMS**:

1. Select **Review**  on the medication required:



Medicines to be Reviewed

Warfarin 1mg capsules
Atrial fibrillation (AF)

REVIEW

The **Review medicine n of n** screen displays:

Review medicine 1 of 1 ✕

Warfarin 1mg capsules

Intervention Review

Conformance
Patient is using medicine as prescribed

Issues Reported
Uncertain on whether the medicine is working

Agreed Pharmacist Actions
Reminder chart / MAR chart

Is the patient using medicine as prescribed?
 Yes No

Issues reported by patient (Optional)

- Needs more information about the medicine
- Side effects
- Negative feelings about medicine
- Uncertain on whether the medicine is working
- Forgets to take medicine
- Difficulty using the medicine due to its pharmaceutical form / formulation
- Other

Outcome of discussions with patient

Information provided (Optional)

- Interactions with other medicines
- Why am I using the medicine / what is it for
- How to use the medicine
- Correct dose of the medicine
- Effects of the medicine on the body / how it works
- Why should I take the medicine
- Timing of the dose
- Interpretation of side effect information

Advice provided (Optional)

- Reminder strategies to support use of medicine
- Change to timing of doses to support adherence
- How to manage or minimise side effects

Agreed patient actions (Optional)

- Carry on using medicine as prescribed
- Use medicine as agreed during the intervention
- Submit Yellow Card report to MHRA
- Other action

Agreed pharmacist actions (Optional)

- Reminder chart / MAR chart
- Submit Yellow Card report to MHRA
- Referred back to the prescriber
- Other action

Additional Notes

CANCEL
ADD REVIEW

 **Training Tip** - The **Intervention Review** summary displays at the top of the screen.

Complete the medication review as appropriate:

Is the patient using medicine as prescribed?

Select either:

- **Yes** - To record that the patient is using the medicine as prescribed, and continue to the **Issues reported by patient (Optional)** section, or
- **No** - To record that the patient is not using the medicine as prescribed, and select a reason why from the available list:

Warfarin 1mg capsules

Intervention Review

Conformance
Patient is using medicine as prescribed

Issues Reported
Uncertain on whether the medicine is working

Agreed Pharmacist Actions
Reminder chart / MAR chart

Is the patient using medicine as prescribed?

Yes No

Patient reports not using the medicine as prescribed

Patient has not started using the medicine

Prescriber has stopped new medicine

Patient is not using the medicine in line with the directions of the prescriber

Patient reports missing a dose in the past 7 days

- **Patient has not started using the medicine**
- **Prescriber has stopped new medicine**
- **Patient is not using the medicine in line with the directions of the prescriber**
- **Patient reports missing a dose in the past 7 days**

If required continue to the **Issues reported by patient (Optional)** section.

Issues reported by patient (Optional)

If required, record any issues reported by the patient:

Issues reported by patient (Optional)

- Needs more information about the medicine
- Side effects
- Negative feelings about medicine
- Uncertain on whether the medicine is working
- Forgets to take medicine
- Difficulty using the medicine due to its pharmaceutical form / formulation
- Other

- **Needs more information about the medicine**
- **Side effects**
- **Negative feelings about medicine**
- **Uncertain on whether the medicine is working**
- **Forgets to take medicine**
- **Difficulty using the medicine due to its pharmaceutical form / formulation**
- **Other** - You must indicate the issue reported:

Other

Please indicate

Outcome of discussions with patient

If required, record any outcomes of discussion with the patient:

<p>Outcome of discussions with patient</p> <p>Information provided (Optional)</p> <p><input type="checkbox"/> Interactions with other medicines</p> <p><input type="checkbox"/> Why am I using the medicine / what is it for</p> <p><input type="checkbox"/> How to use the medicine</p> <p><input type="checkbox"/> Correct dose of the medicine</p> <p><input type="checkbox"/> Effects of the medicine on the body / how it works</p> <p><input type="checkbox"/> Why should I take the medicine</p> <p><input type="checkbox"/> Timing of the dose</p> <p><input type="checkbox"/> Interpretation of side effect information</p> <p>Advice provided (Optional)</p> <p><input type="checkbox"/> Reminder strategies to support use of medicine</p> <p><input type="checkbox"/> Change to timing of doses to support adherence</p> <p><input type="checkbox"/> How to manage or minimise side effects</p> <p>Agreed patient actions (Optional)</p> <p><input type="checkbox"/> Carry on using medicine as prescribed</p> <p><input type="checkbox"/> Use medicine as agreed during the intervention</p> <p><input type="checkbox"/> Submit Yellow Card report to MHRA</p> <p><input type="checkbox"/> Other action</p> <p>Agreed pharmacist actions (Optional)</p> <p><input type="checkbox"/> Reminder chart / MAR chart</p> <p><input type="checkbox"/> Submit Yellow Card report to MHRA</p> <p><input type="checkbox"/> Referred back to the prescriber</p> <p><input type="checkbox"/> Other action</p>

- **Information provided (Optional)**
 - **Interactions with other medicines**
 - **Why am I using the medicine / what is it for**
 - **How to use the medicine**
 - **Correct dose of the medicine**
 - **Effects of the medicine on the body / how it works**
 - **Why should I take the medicine**
 - **Timing of the dose**
 - **Interpretation of side effect information**
- **Advice provided (Optional)**
 - **Reminder strategies to support use of medicine**
 - **Change to timing of doses to support adherence**
 - **How to manage or minimise side effects**

- **Agreed patient actions (Optional)**
 - Carry on using medicine as prescribed
 - Use medicine as agreed during the intervention
 - Submit Yellow Card report to MHRA
 - **Other action** - You must describe the other action:

Other action

- **Agreed pharmacist actions (Optional)**
 - Reminder chart / MAR chart
 - Submit Yellow Card report to MHRA
 - **Referred back to the prescriber** - Select from the available list of reasons to refer back to the prescriber:
 - Drug interaction(s)
 - Potential side effect(s) / adverse drug reaction preventing use of medicine
 - Patient reports not using medicine any more
 - Patient reports never having started using medicine
 - Patient reports difficulty using the medicine: Issue with device
 - Patient reports difficulty using the medicine: Issue with formulation
 - Patient reports lack of efficacy
 - Patient reports problem with dosage regimen
 - Patient reports unresolved concern about the use of the medicine
 - **Other action** - You must describe the other action:

Other action

- **Other action** - You must describe the other action:

Other action

In the **Additional Notes** section, enter any additional text as required.

Healthy Living Advice (Optional)

Indicate if any of the following advice was given to the patient:

Healthy Living Advice

Please indicate if any of the following advice was given to the patient (Optional)

Alcohol

Diet & Nutrition

Smoking

Physical Activity

Weight Management

Sexual Health

Other

Additional Comments (Optional)

Select from the list:

- **Alcohol**
- **Diet & Nutrition**
- **Smoking**
- **Physical Activity**
- **Weight Management**
- **Sexual Health**
- **Other** - You must indicate the type of advice given in the section provided:

Other

Please indicate

Field cannot be blank

Additional Comments (Optional)

Delivered By


This section automatically populates with the logged in user details. Update the details manually if required:

Delivered By

First Name Last Name

GPHC

 **Note** - The GPHC number is required for the **Follow Up** session.

 **Training Tip** - Select **SAVE & EXIT** to save the session and return to the **NMS Overview** screen without completing the session.

Completing the Follow Up Session

To complete the **Follow Up** session:

1. From the **Delivered By** screen, select **COMPLETE**

Delivered By

First Name Last Name

GPHC

- A message displays asking if you are sure you want to complete the patient's **NMS** episode:

Complete confirmation ✕

Are you sure you want to complete this patient's NMS episode? You will be unable to edit or add to the episode once completed

CANCEL
COMPLETE EPISODE


Select **COMPLETE EPISODE** COMPLETE EPISODE to complete the **Follow Up** session.

- The **Follow Up Completed** screen displays and the **NMS** saves to the **Completed Episodes** tab:

← New Medicine Service
NMS OVERVIEW

Nowland, Ben (Mr.)

Date Of Birth	Gender	NHS Number	Address	Phone Number	GP Practice
09/06/1984(38y)	Male	Not Provided	1 Green Lane, LS167AX	07786322498	IRELAND WOOD SURGERY



Follow Up Completed

BACK TO NMS EPISODES

Select **BACK TO NMS EPISODES** to return to the **New Medicine Service** screen

Select **NMS OVERVIEW** to view a summary of the NMS

From the **Follow Up Completed** screen, select either:

- **BACK TO NMS EPISODES** - To return to the **New Medicine Service** screen, or
- **NMS OVERVIEW** - To view a summary of the **NMS**:

← New Medicine Service

Nowland, Ben (Mr.)

Date Of Birth	Gender	NHS Number	Address	Phone Number	GP Practice
09/06/1984(38y)	Male	Not Provided	1 Green Lane, LS167AX	07786322498	IRELAND WOOD SURGERY

<p>Session 1 - Engagement</p> <p style="color: green; font-weight: bold;">COMPLETED</p> <table style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <tr> <td style="width: 50%;">Date Engagement Completed</td> <td style="width: 50%;">Time Engagement Completed</td> </tr> <tr> <td>17/11/22</td> <td>16:06</td> </tr> </table> <p style="text-align: center; margin-top: 5px;">VIEW SESSION</p>	Date Engagement Completed	Time Engagement Completed	17/11/22	16:06	<p>Session 2 - Intervention</p> <p style="color: green; font-weight: bold;">COMPLETED</p> <table style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <tr> <td style="width: 50%;">Date Intervention Completed</td> <td style="width: 50%;">Time Intervention Completed</td> </tr> <tr> <td>28/11/22</td> <td>11:38</td> </tr> </table> <p style="text-align: center; margin-top: 5px;">VIEW SESSION</p>	Date Intervention Completed	Time Intervention Completed	28/11/22	11:38	<p>Session 3 - Follow Up</p> <p style="color: green; font-weight: bold;">COMPLETED : DELIVERED</p> <table style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <tr> <td style="width: 50%;">Date Follow Up Completed</td> <td style="width: 50%;">Time Follow Up Completed</td> </tr> <tr> <td>28/11/22</td> <td>16:02</td> </tr> </table> <p style="text-align: center; margin-top: 5px;">VIEW SESSION</p>	Date Follow Up Completed	Time Follow Up Completed	28/11/22	16:02
Date Engagement Completed	Time Engagement Completed													
17/11/22	16:06													
Date Intervention Completed	Time Intervention Completed													
28/11/22	11:38													
Date Follow Up Completed	Time Follow Up Completed													
28/11/22	16:02													

From here you can select **VIEW SESSION** VIEW SESSION to view details from a previous session.

42

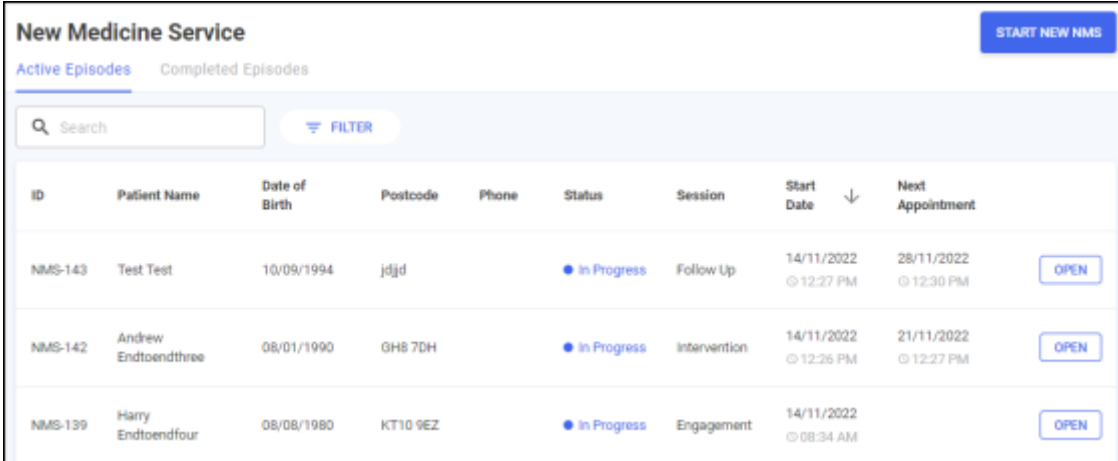
Searching for, Sorting or Filtering NMS Episodes

Searching for Active and Completed New Medicine Services (NMS) Episodes

To search the **NMS** episodes:

1. From the **Pharmacy Services Side Navigation Bar** select **NMS** .

The **New Medicine Service** screen displays:



ID	Patient Name	Date of Birth	Postcode	Phone	Status	Session	Start Date	Next Appointment
NMS-143	Test Test	10/09/1994	jdjd		In Progress	Follow Up	14/11/2022 ⌚ 12:27 PM	28/11/2022 ⌚ 12:30 PM
NMS-142	Andrew Endtoendthree	08/01/1990	GHS 7DH		In Progress	Intervention	14/11/2022 ⌚ 12:26 PM	21/11/2022 ⌚ 12:27 PM
NMS-139	Harry Endtoendfour	08/08/1980	KT10 9EZ		In Progress	Engagement	14/11/2022 ⌚ 08:34 AM	

2. Enter the patient's name into **Search**, the patient list automatically updates as you start typing.

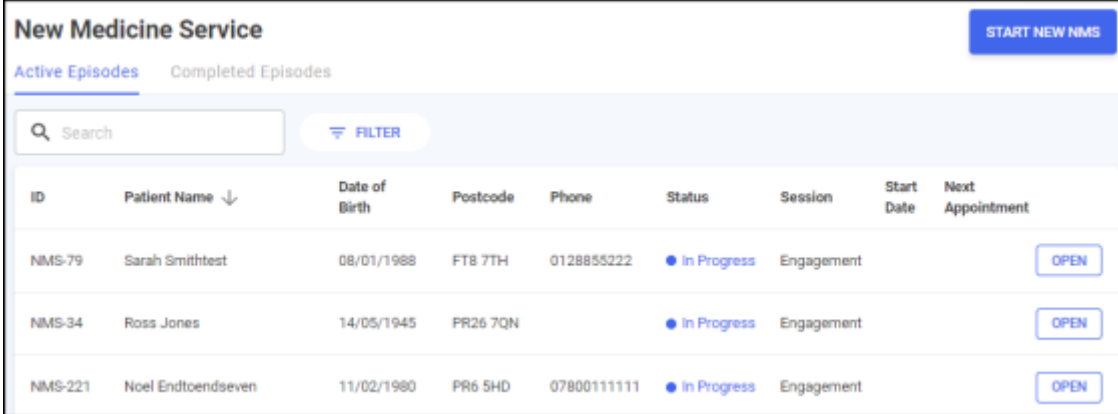
Select  to clear the search filter.

Sorting Active and Completed NMS Episodes

To sort **NMS** episodes:

1. From the **Pharmacy Services Side Navigation Bar** select **NMS** .

The **New Medicine Service** screen displays:



The screenshot shows the 'New Medicine Service' interface. At the top right is a 'START NEW NMS' button. Below the title are tabs for 'Active Episodes' (selected) and 'Completed Episodes'. A search bar and a 'FILTER' button are present. The main content is a table with columns: ID, Patient Name (with a dropdown arrow), Date of Birth, Postcode, Phone, Status, Session, Start Date, and Next Appointment. Three rows of data are shown, each with an 'OPEN' button.

ID	Patient Name ↓	Date of Birth	Postcode	Phone	Status	Session	Start Date	Next Appointment
NMS-79	Sarah Smithtest	08/01/1988	FT8 7TH	0128855222	In Progress	Engagement		
NMS-34	Ross Jones	14/05/1945	PR26 7QN		In Progress	Engagement		
NMS-221	Noel Endtoendseven	11/02/1980	PR6 5HD	07800111111	In Progress	Engagement		

2. Select a column header to sort the data either:

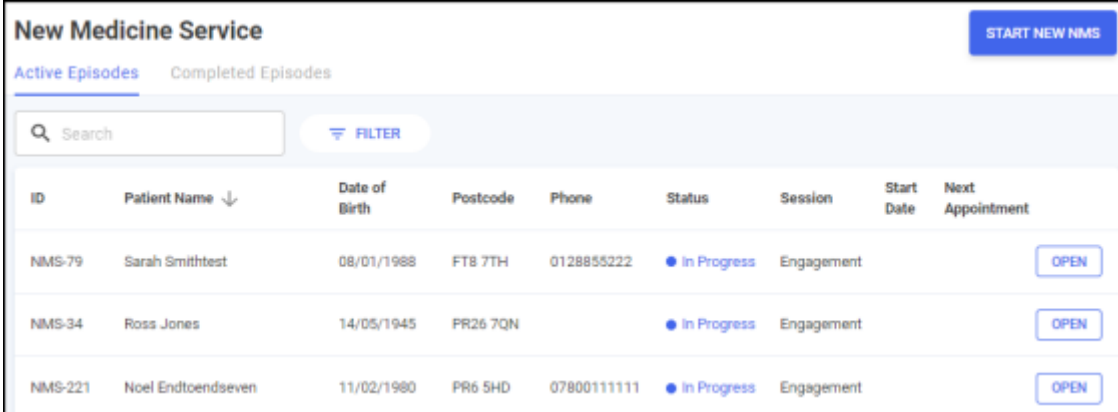
- **Patient Name ↑** Oldest to Newest / A-Z or
- **Patient Name ↓** Newest to Oldest / Z-A.

Filtering Active and Completed NMS Episodes


You can select which **NMS** episodes display on the **New Medicine Service** screen by applying a range of filters. To filter **NMS** episodes:

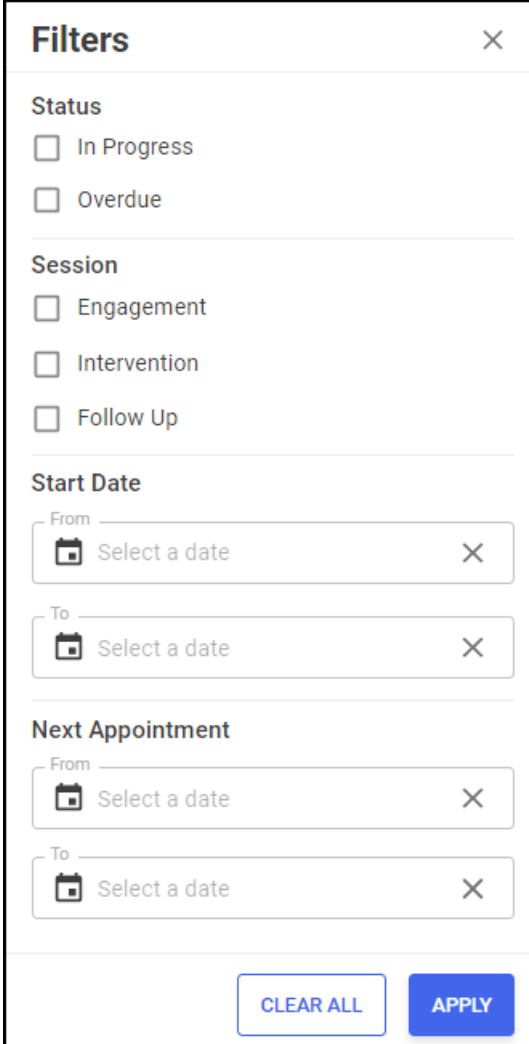
1. From the **Pharmacy Services Side Navigation Bar** select **NMS** .

The **New Medicine Service** screen displays:



ID	Patient Name ↓	Date of Birth	Postcode	Phone	Status	Session	Start Date	Next Appointment
NMS-79	Sarah Smithtest	08/01/1988	FT8 7TH	0128855222	In Progress	Engagement		OPEN
NMS-34	Ross Jones	14/05/1945	PR26 7QN		In Progress	Engagement		OPEN
NMS-221	Noel Endtoendseven	11/02/1980	PR6 5HD	07800111111	In Progress	Engagement		OPEN

2. Select **Filter**  and the **Filters** screen displays on the right hand side of the screen:



Filters

Status

In Progress

Overdue

Session

Engagement

Intervention

Follow Up

Start Date

From

To

Next Appointment

From

To

[CLEAR ALL](#) [APPLY](#)

From here you can filter the data as follows:

- **Status** - Filter by episode status:
 - **In Progress**
 - **Overdue**
- **Session** - Filter by a session type:
 - **Engagement**
 - **Intervention**
 - **Follow Up**
- **Start Date** - Select in either **From** or **To** to open a calendar and add a start date range:

Start Date

From

November 2022

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			


- **Next Appointment** - Select in either **From** or **To** to open a calendar and add a next appointment date range:

Next Appointment

From

November 2022

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

3. Select **APPLY** . The active filters display and the **NMS** episode list updates:


New Medicine Service START NEW NMS

Active Episodes Completed Episodes

FILTER

Status: In Progress
Session: Engagement
Start Date From: 01/10/22
Active filters

ID	Patient Name	Date of Birth	Postcode	Phone	Status	Session	Start Date ↓	Next Appointment
NMS-163	Neal Newendfour	11/10/1990	BT6 7VB		● In Progress	Engagement	20/11/2022 <small>⌚ 02:22 PM</small>	OPEN
NMS-139	Harry Endtoendfour	08/08/1980	KT10 9EZ		● In Progress	Engagement	14/11/2022 <small>⌚ 08:34 AM</small>	OPEN
NMS-103	Test Test	10/09/1994	jdjd		● In Progress	Engagement	06/10/2022 <small>⌚ 03:32 PM</small>	OPEN

Select  to clear the filters individually.

 **Training Tip** - Select **CLEAR ALL**  on the **Filters** screen to clear all the selected filters.
