Pharmacy Intelligence Hub Release 5.1

Summary of Changes

Pharmacy Intelligence Hub release **5.1** includes the following new feature:
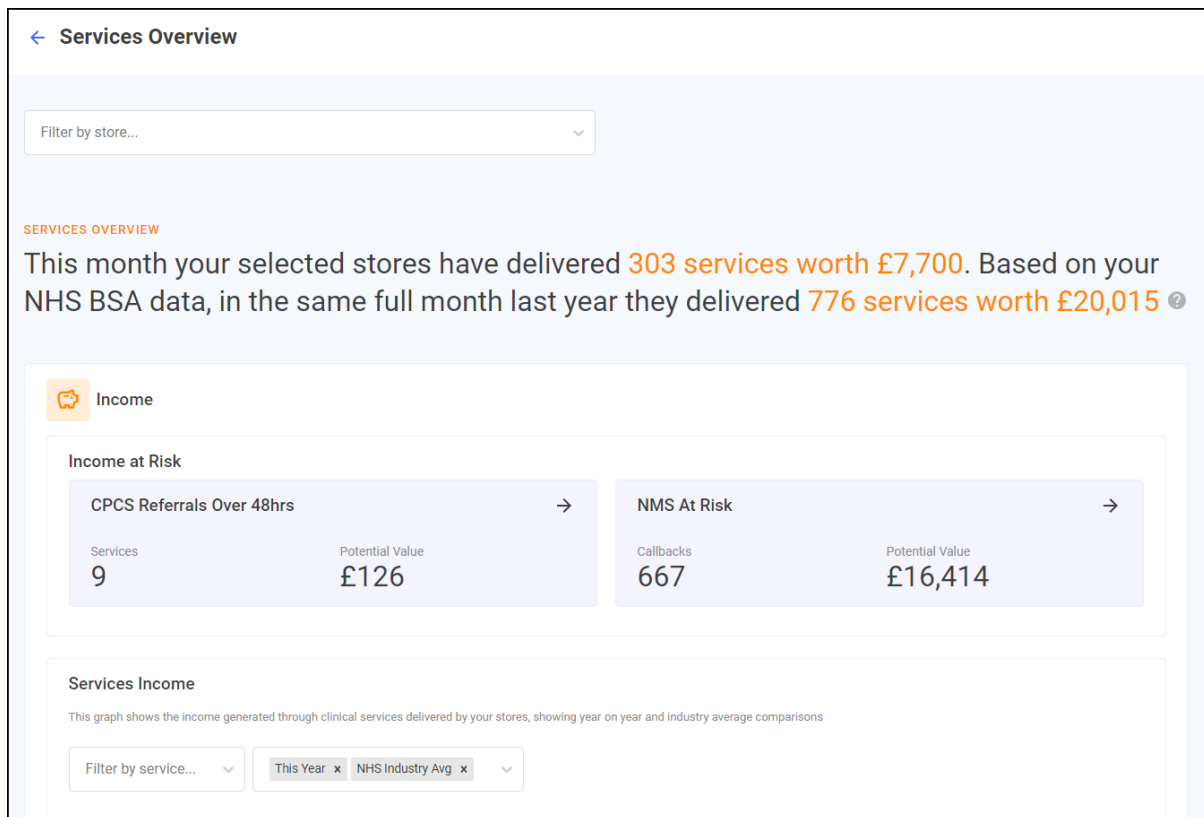
England Only

- **Services Overview** - We have updated and improved the **Services Overview** screen providing you with a quick overview of your important statistics.

  See **Services Overview** on page **2** for details.

Services Overview

The **Services Overview** screen displays an easy to follow overview of all services in your **Pharmacy Intelligence Hub**:

Filtering the Services Overview Screen

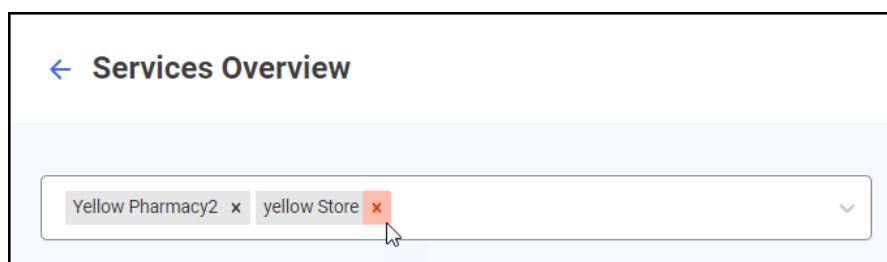To filter the stores data that displays on the **Services Overview** screen simply select the required stores from **Filter by store**:

To view data for multiple stores, select the individual stores required, the stores display at the top of the dropdown:

Select to remove the store from the filter.

Headline

The **Services Overview** headline provides a real time summary of the number of services delivered and income from the current month and the values for the same month last year:

SERVICES OVERVIEW

This month your selected stores have delivered 303 services worth £7,700. Based on your NHS BSA data, in the same full month last year they delivered 776 services worth £20,015 ⓘ

Navigating the Services Overview Screen

The **Services Overview** screen includes the following information:

Income

Income at Risk

The **Income at Risk** section covers services where there is income at risk:

CPCS Referrals Over 48hrs

CPCS Referrals Over 48hrs displays the number of referrals that are still **Active**, 48hrs after creation date, and their potential value:

CPCS Referrals Over 48hrs	→
Services	Potential Value
6	£84

Select the arrow → to open the **CPCS - Active** screen.

NMS At Risk

NMS At Risk displays the number, and potential value, of NMS consultations that are in the Follow Up stage with more than 19 days since the completion of the Intervention stage:
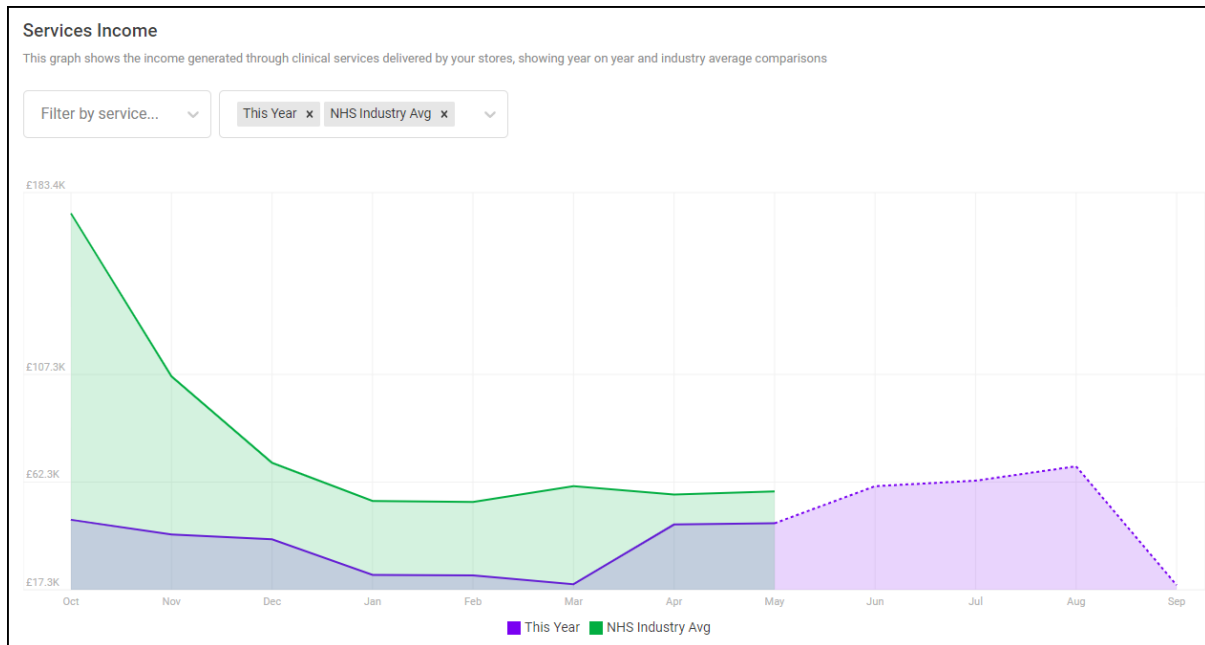
NMS At Risk	→
Callbacks	Potential Value
80	£2,153

Select the arrow → to open the **New Medicine Service (NMS) Active** screen.

Services Income

The **Services Income** graph displays the income generated through clinical services delivered by your stores, showing year on year and industry average comparisons:

✏️ **Note** - The default view displays all service data with **This Year** and **NHS Industry Avg** income data selected.

Cegedim Healthcare Solutions uses the income data published by the **NHS Business Services Authority (BSA)**, where available. Where data is unavailable from **NHS BSA**, **Pharmacy Services** data is used to provide a real-time view of your income.
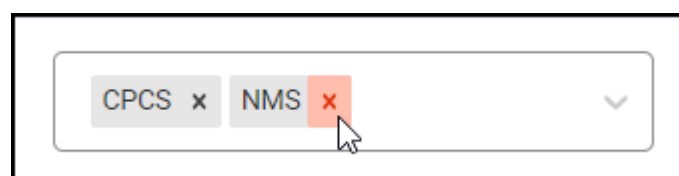
Filter the services and data that display by selecting from **Filter by service** and **Filter data**:


Select ❌ to remove the service from the filter:

Select a point on the graph to display the income data for the selected month:

Select a point on the graph to display the data for the selected month

£183.4K

£62.3K

£17.3K

Oct   Nov   Dec   Jan   Feb   Mar

Nov

This Year : £40,374

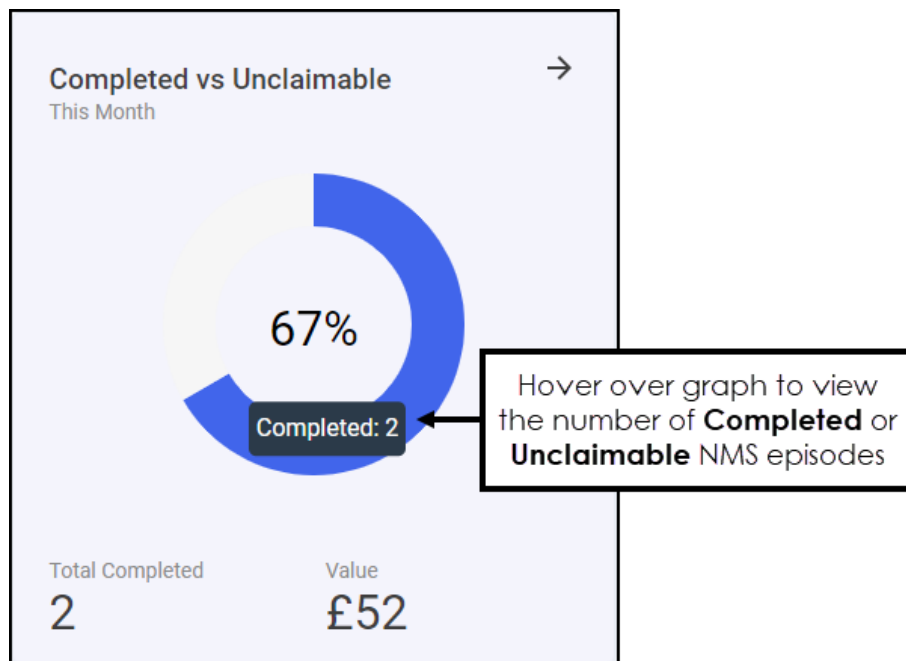NHS Industry Avg : £106,534

This Year   N
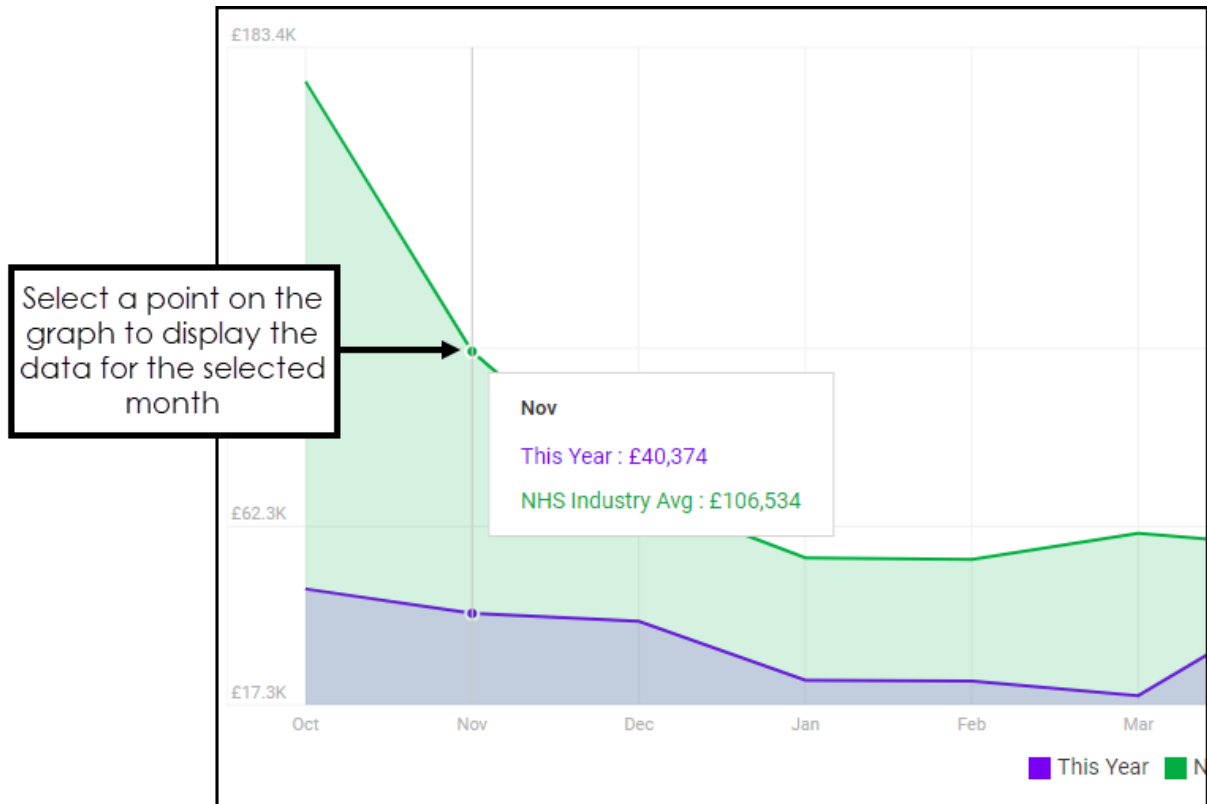
New Medicine Service

The **NMS** section displays the following:

Completed vs Unclaimable
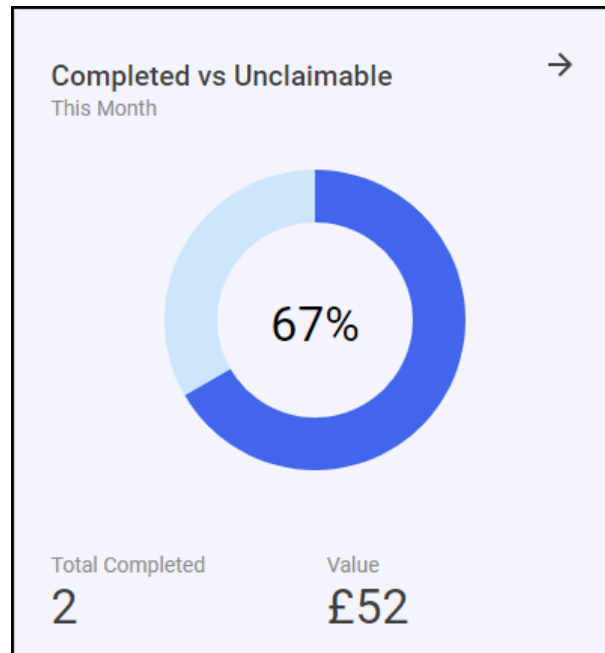
The **Completed vs Unclaimable** tile displays the number and value of completed NMS episodes with a graph displaying the number of **Completed** and the number of **Unclaimable** NMS episodes. Hover over the graph to display the quantities:

Select the arrow ➔ to open the **New Medicine Service (NMS) Completed** screen.

NMS Active

NMS Active displays a summary of the number and potential income for the active New Medicine Service (NMS) referrals across your group:

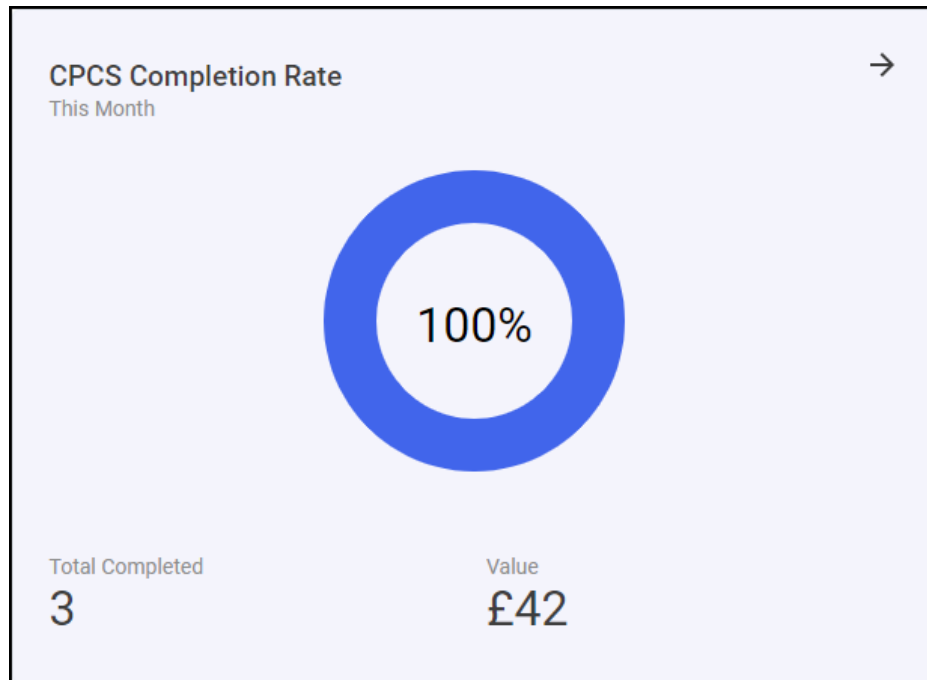| NMS Active		→
Status	**Total Services**	**Potential Income**
Intervention	0	0
Follow Up	1	£35
Overdue	0	0
At Risk	80	£2,153

Total Services	Value
81	£2,188

➡️ Select the arrow 🔲→ to open the **New Medicine Service (NMS) Active** screen.
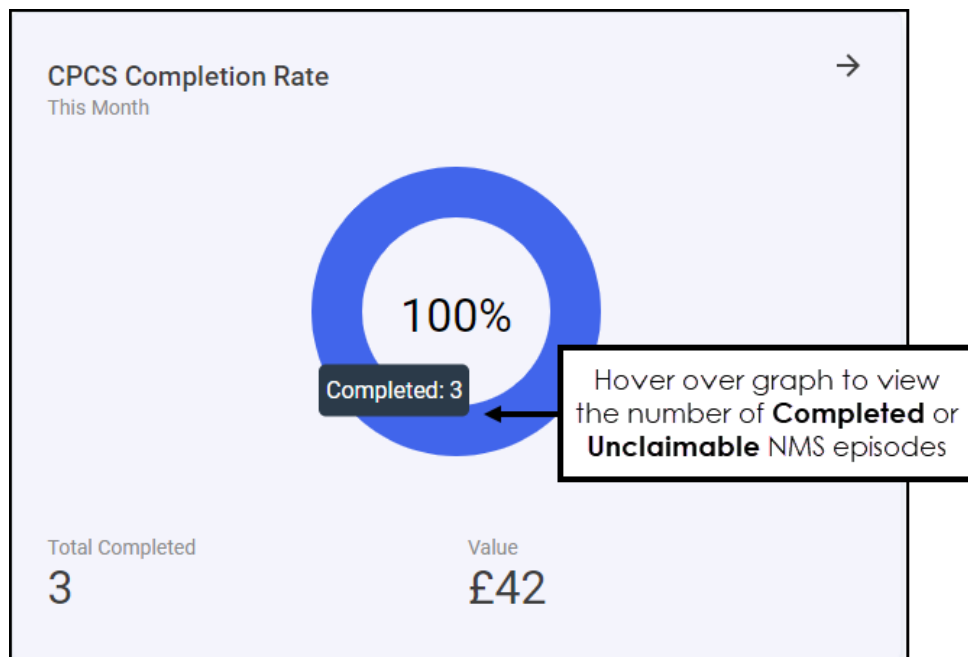
CPCS

The **CPCS** section displays the following:

CPCS Completion Rate

The **CPCS Completion Rate** tile displays the number and value of completed CPCS referrals with a graph displaying the number of **Completed** and the number of **Unclaimable** CPCS referrals. Hover over the graph to display the quantities:

Select the arrow → to open the **CPCS - Completed** screen.

Active CPCS

Active CPCS displays the number, and potential value, of active Community Pharmacist Consultation Service (CPCS) referrals across your group:

Active CPCS	→
Total Services	**Value**
6	£84

Select the arrow → to open the **CPCS - Active** screen.
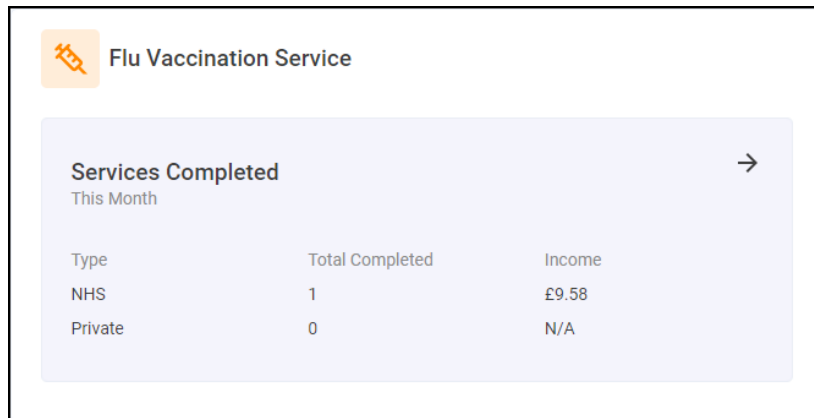
CPCS Acknowledgement Time

The **CPCS Acknowledgement Time** tile displays a monthly average of the response time between a CPCS referral arriving at the store and it being opened:

CPCS Acknowledgement Time	→
Montly Average	
5 hours	

Select the arrow → to open the **CPCS - Completed** screen.

Flu Vaccination Service

The **Flu Vaccination Service** section displays the following:

The **Services Complete** tile displays a summary of completed NHS and private flu vaccinations and their income across all stores in your group in the current month.

> Select the arrow → to open the **Flu Vaccinations Completed** screen.

Hints and Tips

Don't forget, your new items are highlighted on your **Side Navigation Bar** as follows: