

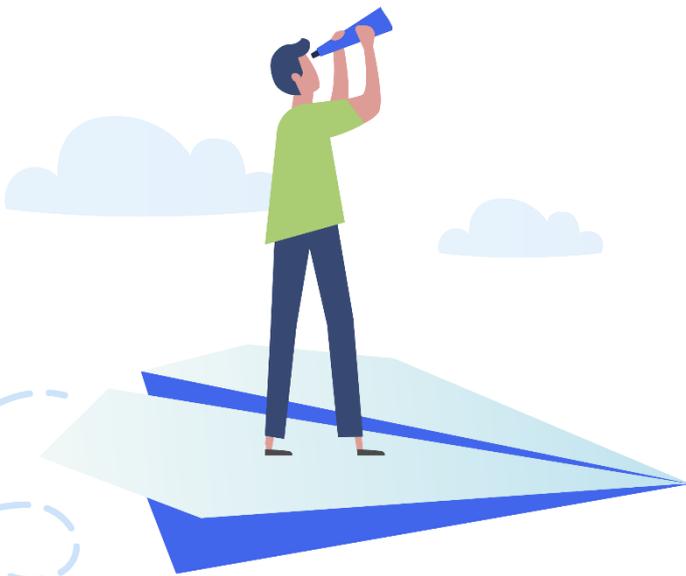


Pharmacy
Intelligence Hub

Pharmacy Intelligence Hub 5.3 Release Guide

Version 1.1

05 February 2024



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Pharmacy Intelligence Hub Release 5.3

Summary of Changes

Pharmacy Intelligence Hub release 5.3 includes the following new features and improvements:

All Countries

- **Filtering Controlled Drugs** - You can now filter the controlled drugs that display on the **Controlled Drugs Ordered vs Dispensed** and **Controlled Drugs Store Summary** screens.



See [Controlled Drugs Ordered vs Dispensed](#) and [Controlled Drugs Store Summary](#) in the **Pharmacy Intelligence Hub Help Centre** for details.

England Only

- **NMS Targets Table** - The **Completed** column now includes **NMS Percentage** data. The **NMS Percentage** column displays the real time percentage of completed NMS consultations for the selected calendar month:

NMS Targets											
All Target Progress Completed Scheduled Follow Ups At Risk 40% Target 100% Target											
Store ↑	Target Progress	Count	Completed (?)		Scheduled Follow Ups (?)				40% Target (?)		Co
			NMS Percentage ↓	Value	In Progress	Value	At Risk	Value	Count	Value	
Test store		3	15%	£75	0	£0	8	£233	8	£224	20
Test store		2	10%	£50	0	£0	2	£54	8	£224	20
Test store		1	5%	£20	0	£0	22	£588	8	£224	20



See [New Medicine Service \(NMS\) Targets](#) on page 5 for details.

- **NMS Targets Headline** - The **Headline**, when viewing completed months, now displays the completed NMS percentage, the number of completed NMS consultations and the income for your stores:

HEADLINE

Your stores achieved **12% NMS Target** completing **6 NMS** with a **value of £174** in the selected month.



See [New Medicine Service \(NMS\) Targets](#) on page 5 for details.

- **Reimbursements Prescription Data** - The **Prescription Data** table now includes manually recorded paper figures taken from **Pharmacy Manager**. The **Daily Claim Totals** screen now provides the daily figures of **Paper Items** and **Forms**.

See [Reimbursements](#) in the **Pharmacy Intelligence Hub Help Centre** and [Daily Claim Totals](#) on page **11** for details.

- **Nominated Patients** - You can now view the **3, 6** and **12 Month Trends** for all your stores on the **Nominated Patients** screen:

Nominated Patients						Search
Store ↑	Current Nominations	Change from Previous Week	3 Month Trend	6 Month Trend	12 Month Trend	
Test store	2,026	↑ 4	1.2%	1.2%	1.2%	COMPETITOR VIEW
Test store	1,802	↓ 8	-0.77%	-0.77%	-0.77%	COMPETITOR VIEW
Test store	1,981	↑ 3	2.48%	2.48%	2.48%	COMPETITOR VIEW
Test store	954	↑ 10	7.8%	7.8%	7.8%	COMPETITOR VIEW

➔ See [Nominated Patients](#) in the **Pharmacy Intelligence Hub Help Centre** for details.

New Medicine Service (NMS) Targets

The **NMS Targets** screen provides an overview of **New Medicine Service (NMS)** targets for all stores in your group. It allows you to set and achieve realistic NMS targets for each of your stores, helping you to easily track your progress through the current month:

← NMS Targets
EXPORT

Month
January 2024 ▾

HEADLINE

If your stores complete their scheduled NMS this month, you are predicted to achieve **15% NMS Target** with a value of £20,122. Your **40% NMS Target value is worth £68,432**

NMS Targets Q Search

All
Target Progress
Completed
Scheduled Follow Ups
At Risk
40% Target
100% Target

Store ↑	Target Progress	Completed (?)			Scheduled Follow Ups (?)				40% Target (?)		
		Count	NMS Percentage ↓	Value	In Progress	Value	At Risk	Value	Count	Value	Co
Test store	<div style="width: 15%; height: 10px; background: linear-gradient(to right, blue, red); position: relative; top: -5px;">▲</div>	3	15%	£75	0	£0	8	£233	8	£224	20
Test store	<div style="width: 10%; height: 10px; background: linear-gradient(to right, blue, red); position: relative; top: -5px;">▲</div>	2	10%	£50	0	£0	2	£54	8	£224	20
Test store	<div style="width: 5%; height: 10px; background: linear-gradient(to right, blue, red); position: relative; top: -5px;">▲</div>	1	5%	£20	0	£0	22	£588	8	£224	20

i Important - Cegedim Healthcare Solutions uses an automated model to predict your items claimed and bases your predicted NMS targets on that.

✎ Note - The number of completed and potential NMS services is taken from live **Pharmacy Services** data.

Time Frame

To filter the data that displays on the **NMS Targets** screen, simply select from the available list:

← NMS Targets

Month
June 2023 ▾

Select from the available list



Training Tip - The current month displays as default. Selecting a historical month displays the data as of the end of the month selected.

NMS Targets Headline

The **NMS Targets** headline provides a dynamic summary of the NMS targets for the selected month:

- If the current month is selected the headline displays the predicted target and the next band value target:

HEADLINE

If your stores complete their scheduled NMS this month, you are predicted to achieve **15% NMS Target** with a value of £20,122. Your **40% NMS Target value** is worth £68,432

In this example:

- Your stores are currently predicted to complete 15% of the NMS services available, providing a predicted value of £20,122.
- If your stores reach the 40% NMS band value target, they could generate £68,432.



Training Tip - If your stores reach the 40% target the 50% value displays and so on.



Note - The predicted income is based on an automated model to predict your items claimed for the month. The income is then based on the NMS Tariff, see [New Medicine Service \(NMS\) Band Tariff](#) in the **Pharmacy Intelligence Hub Help Centre** for details.

- If a previous (completed) month is selected the headline displays the completed NMS percentage, the number of completed NMS consultations and the income:

HEADLINE

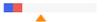
Your stores achieved **12% NMS Target** completing **6 NMS** with a value of £174 in the selected month.

In this example:

- Your stores have completed 12% of the NMS services available, completing 6 NMS consultations which provide a value of £174.

NMS Targets Table

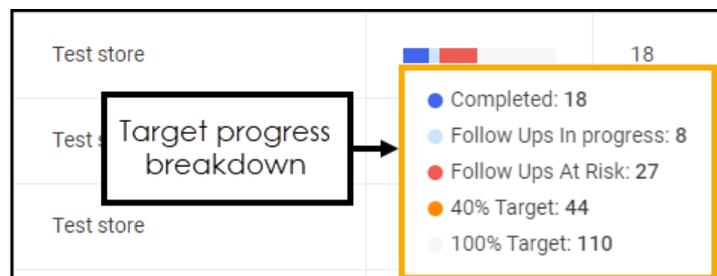
The **NMS Targets** table displays the NMS performance of each store in your group:

NMS Targets Search											
All Target Progress Completed Scheduled Follow Ups At Risk 40% Target 100% Target											
Store ↑	Target Progress	Completed (?)			Scheduled Follow Ups (?)			40% Target (?)			Co
		Count	NMS Percentage ↓	Value	In Progress	Value	At Risk	Value	Count	Value	
Test store		3	15%	£75	0	£0	8	£233	8	£224	20
Test store		2	10%	£50	0	£0	2	£54	8	£224	20
Test store		1	5%	£20	0	£0	22	£588	8	£224	20



Training Tip - Use the scroll bar at the bottom of the table to view more data.

- **Store** - Displays the store name.
- **Target Progress** - Displays the target progress as a bar. The full bar represents the 100% NMS band target and the orange marker represents the 40% target point. Hover over the bar to display a breakdown of the statistics as a tooltip:



- **Completed:**
 - **Count** - Displays the number of completed NMS consultations taken from live **Pharmacy Services** data.
 - **NMS Percentage** - Displays the real time percentage of completed NMS consultations for the selected calendar month.
 - **Value** - Displays the predicted income based on the number of completed NMS consultations.

- **Scheduled Follow Ups:**
 - **In Progress** - Displays the number of NMS consultations in the **Follow Up** stage, scheduled before the end of the selected calendar month, that are **In Progress** or **Overdue**.
 - **Value** - Displays the predicted income from the scheduled **Follow Up** consultations that are **In Progress** or **Overdue**.
 - **At Risk** - Displays the number of **At Risk** NMS consultations that are in the **Follow Up** stage with more than 19 days since the completion of the **Intervention** stage.
 - **Value** - Displays the predicted income from the scheduled **Follow Up** consultations that are **At Risk**.
- **40% Target:**
 - **Count** - Displays the number of NMS consultations required to reach the 40% NMS band target.
 - **Value** - Displays the predicted income if the stores reach the 40% target.
- **100% Target:**
 - **Count** - Displays the number of NMS consultations required to reach the 100% NMS band target.
 - **Value** - Displays the predicted income if the stores reach the 100% target.

 **Note** - The predicted income is based on an automated model to predict your items claimed for the month. The income is then based on the NMS Tariff, see [New Medicine Service \(NMS\) Band Tariff](#) in the **Pharmacy Intelligence Hub Help Centre** for details.

Select from **All**, **Target Progress**, **Completed**, **Potential**, **At Risk**, **40% Target** and **100% Target** to filter the data that displays:

NMS Targets											
All Target Progress Completed Scheduled Follow Ups At Risk 40% Target 100% Target											Search
Store ↑	Target Progress	Completed (?)			Scheduled Follow Ups (?)			40% Target (?)			Co
		Count	NMS Percentage ↓	Value	In Progress	Value	At Risk	Value	Count	Value	
Test store		3	15%	£75	0	£0	8	£233	8	£224	20

100% Target Reached

Should a store reach the 100% NMS band target based on the predicted items claimed, the **Completed Count** displays in green and the two **Scheduled Follow Ups - Value** amounts display in red. This is to highlight that they have reached the 100% NMS band target and so they are not paid for any more NMS consultations that they carry out:

NMS Targets										
All Target Progress Completed Scheduled Follow Ups At Risk 40% Target 100% Target										
Store ↑	Target Progress	Completed ?			Scheduled Follow Ups ?			40% Target ?		
		Count	NMS Percentage ↓	Value	In Progress	Value	At Risk	Value	Count	Value
Test store		10	100%	£280	1	£0	1	£0	4	£112

Searching, Sorting and Exporting NMS Targets Data

← NMS Targets Export data → EXPORT

Month: January 2024

HEADLINE
If your stores complete their scheduled NMS this month, you are predicted to achieve **15% NMS Target** with a value of **£20,122**. Your **40% NMS Target value** is worth **£68,432**

NMS Targets Search for a store → Search

All Target Progress Completed Scheduled 40% Target 100% Target

Sort data ↓

Store ↑	Target Progress	Count	Completed ?			Scheduled Follow Ups ?			40% Target ?		
			NMS Percentage ↓	Value	In Progress	Value	At Risk	Value	Count	Value	Co
Test store		3	15%	£75	0	£0	8	£233	8	£224	20

- **Search** - To search for an individual store, simply enter the store name in **Search** , the table updates as you type.
- **Sorting Data** - Select any header to sort your pharmacies by the chosen column, for example, select **Count** under **Completed** to sort pharmacies by the number of completed NMS consultations. You can sort ascending or descending as required.
- **Exporting Data** - To export the **NMS Targets** data to a CSV file, simply select **EXPORT** to export the CSV file to your local **Downloads** folder.



Training Tip - To view the **Downloads** folder, open **Windows File Explorer** and then locate and select **Downloads**. A list of your recently downloaded files display.

Daily Claim Totals

The **Daily Claim Totals** screen displays a daily breakdown of the number of forms and items claimed by one of your stores for the selected month:

← Daily Claim Totals
Test
EXPORT

Month
January 2024

HEADLINE

This store has **claimed 2 EPS items** and recorded **454 Paper items as claimed** in Pharmacy Manager. **Totalling 456 Claimed items** for the selected month.

All EPS Data Paper Data Totals

Date ↓	EPS Data		Paper Data		Totals	
	Total EPS Items	Total EPS Forms	Total Paper Items	Total Paper Forms	Total Items	Total Forms
23/01/2024	0	0	264	66	264	66

 **Note** - The data shown here is taken from the store's data recorded in **Pharmacy Manager Reimbursements**. See [Reimbursements](#) in the **Pharmacy Manager Help Centre** for details.

Time Frame

To filter the data that displays, simply select **Month** and select the month required from the available list:

← Daily Claim Totals
Test
EXPORT

Month
January 2024

Filter claims data by Month

HEADLINE

This store has **claimed 2 EPS items** and recorded **454 Paper items as claimed** in Pharmacy Manager. **Totalling 456 Claimed items** for the selected month.

Daily Claim Totals Table

The **Daily Claim Totals** table displays the following:

All EPS Data Recorded Paper Data Totals						
	EPS Data		Recorded Paper Data		Totals	
Date ↓	Total EPS Items	Total EPS Forms	Total Paper Items	Total Paper Forms	Total Items	Total Forms
23/01/2024	0	0	264	66	264	66

- **Date** - The date of the selected month.
- **EPS Data:**
 - **Total EPS Items** - The number of EPS items claimed on the date shown.
 - **Total EPS Forms** - The number of EPS forms claimed on the date shown.
- **Recorded Paper Data:**
 - **Total Paper Items** - The number of paper items recorded as claimed in **Pharmacy Manager** on the date shown.
 - **Total Paper Forms** - The number of paper forms recorded as claimed in **Pharmacy Manager** on the date shown.
- **Totals:**
 - **Total Items** - The total number of paper and EPS items claimed on the date shown.
 - **Total Forms** - The total number of paper and EPS forms claimed on the date shown.

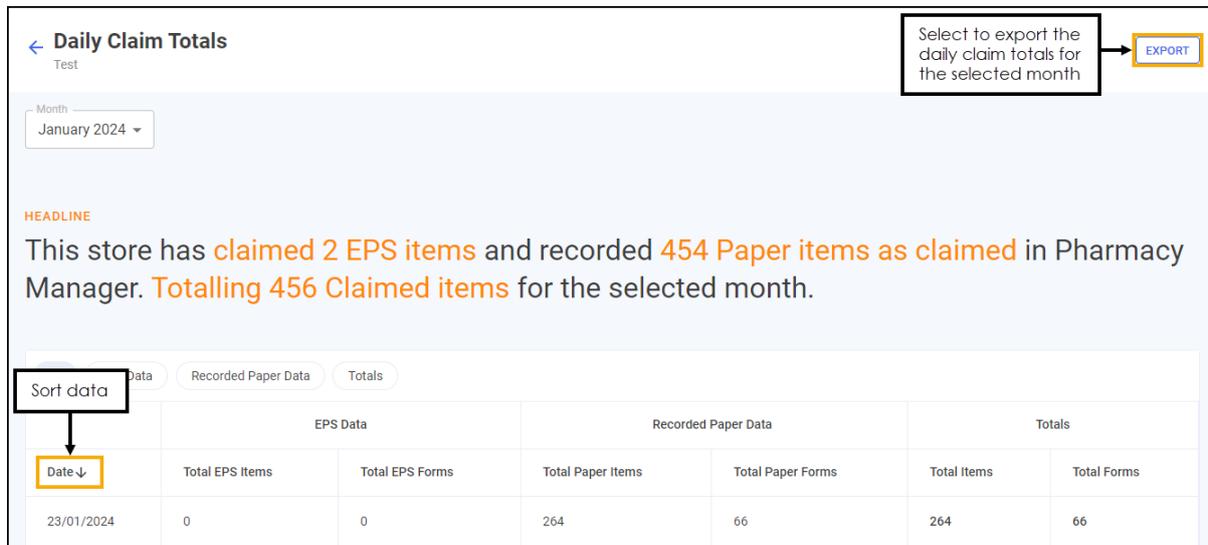
Select from **All**, **EPS Data**, **Recorded Paper Data** and **Totals** to filter the data that displays:

All EPS Data Recorded Paper Data Totals						
	EPS Data		Recorded Paper Data		Totals	
Date ↓	Total EPS Items	Total EPS Forms	Total Paper Items	Total Paper Forms	Total Items	Total Forms
23/01/2024	0	0	264	66	264	66

Select to filter the data shown

Sorting and Exporting Daily Claims Data

You can sort and export the **Daily Claim Totals** data that displays:



← **Daily Claim Totals**
Test

Month
January 2024 ▾

HEADLINE

This store has **claimed 2 EPS items** and recorded **454 Paper items as claimed** in Pharmacy Manager. **Totalling 456 Claimed items** for the selected month.

Data Recorded Paper Data Totals

	EPS Data		Recorded Paper Data		Totals	
Date ↓	Total EPS Items	Total EPS Forms	Total Paper Items	Total Paper Forms	Total Items	Total Forms
23/01/2024	0	0	264	66	264	66

- **Sorting Data** - Select any header to sort the data by the chosen column, for example, select **Total EPS Items** under **EPS Data** to sort by number of claimed EPS items. You can sort ascending or descending as required.
- **Exporting Data** - To export the **Daily Claim Totals** data for the selected month, select **EXPORT**  to export the CSV file to your local **Downloads** folder.



Training Tip - To view the **Downloads** folder, open **Windows File Explorer** and then locate and select **Downloads**. A list of your recently downloaded files display.

Hints and Tips

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

