

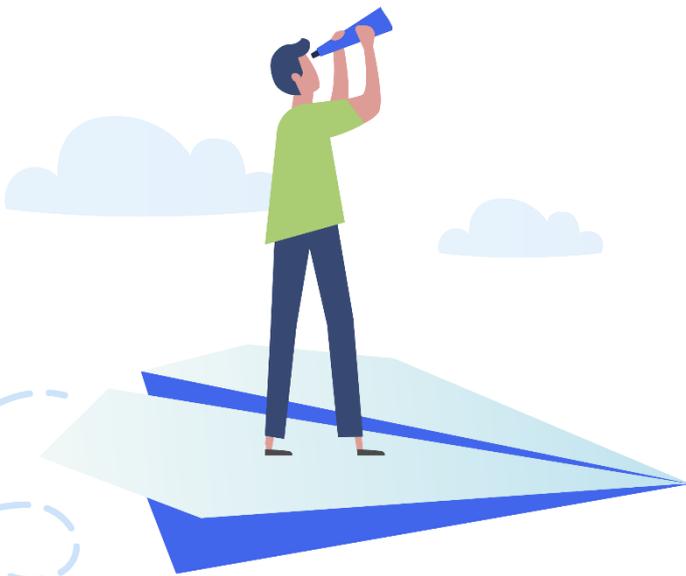


Pharmacy
Intelligence Hub

Pharmacy Intelligence Hub 5.5 Release Guide

Version 1.0

29 April 2024



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Pharmacy Intelligence Hub Release 5.5

Summary of Changes

Pharmacy Intelligence Hub release **5.5** includes the following new features and improvements:

England Only

- Pharmacy First Performance** - We have improved the **Pharmacy First Completed** screen and have renamed it to **Pharmacy First Performance**. This screen provides a quick and easy view to monitor the completed **Pharmacy First (Formerly CPCS)** referrals, including Clinical Pathway Consultations (CPC), across your stores:

← Pharmacy First Performance
EXPORT

Month
March 2024 ▼

Group Performance

Consultation Type	Completed	Consultation Fees
Urgent Supply	173	£2,595.00
Minor Illness	297	£4,455.00
Clinical Pathways (CPC)	677	£10,155.00
Pharmacy First Total		1,147
NHS Monthly Fixed Payment Value		£17,205.00
Total		£74,205.00

Completion Efficiency
74%

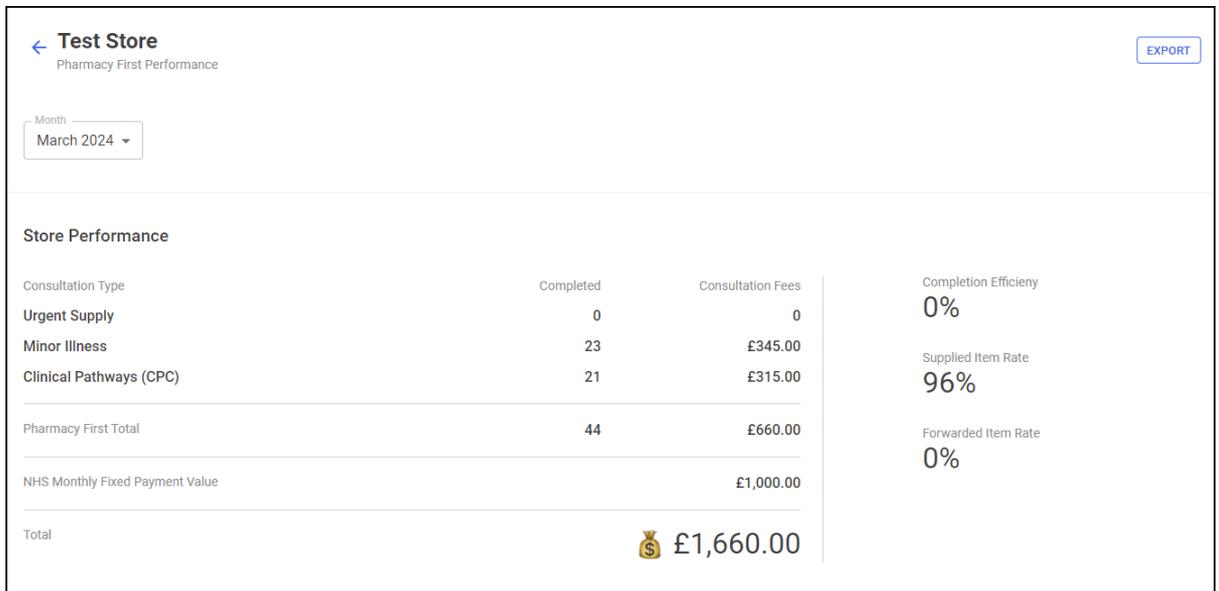
Supplied Item Rate
90%

Forwarded Item Rate
4%



See **Pharmacy First Performance** on page 6 for details.

- Pharmacy First Performance - Store Summary** - The updated **Pharmacy First Performance - Store Summary** screen provides you with an overview of completed **Pharmacy First (Formerly CPCS)** referrals within a specific store:



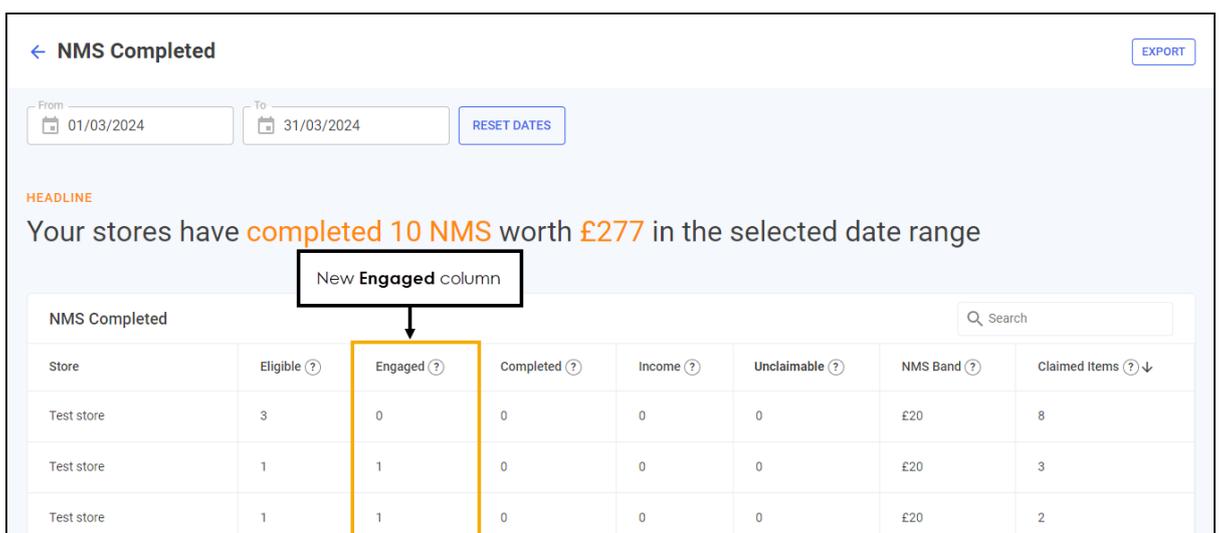
Consultation Type	Completed	Consultation Fees
Urgent Supply	0	0
Minor Illness	23	£345.00
Clinical Pathways (CPC)	21	£315.00
Pharmacy First Total	44	£660.00
NHS Monthly Fixed Payment Value		£1,000.00
Total		£1,660.00

Summary Metrics:

- Completion Efficiency: 0%
- Supplied Item Rate: 96%
- Forwarded Item Rate: 0%

➔ See **Pharmacy First Performance - Store Summary** on page **13** for details.

- NMS Completed** - The **NMS Completed** table is updated to include an **Engaged** column. This column displays the number of New Medicine Service (NMS) engagements completed in **Pharmacy Services** for the set date range:

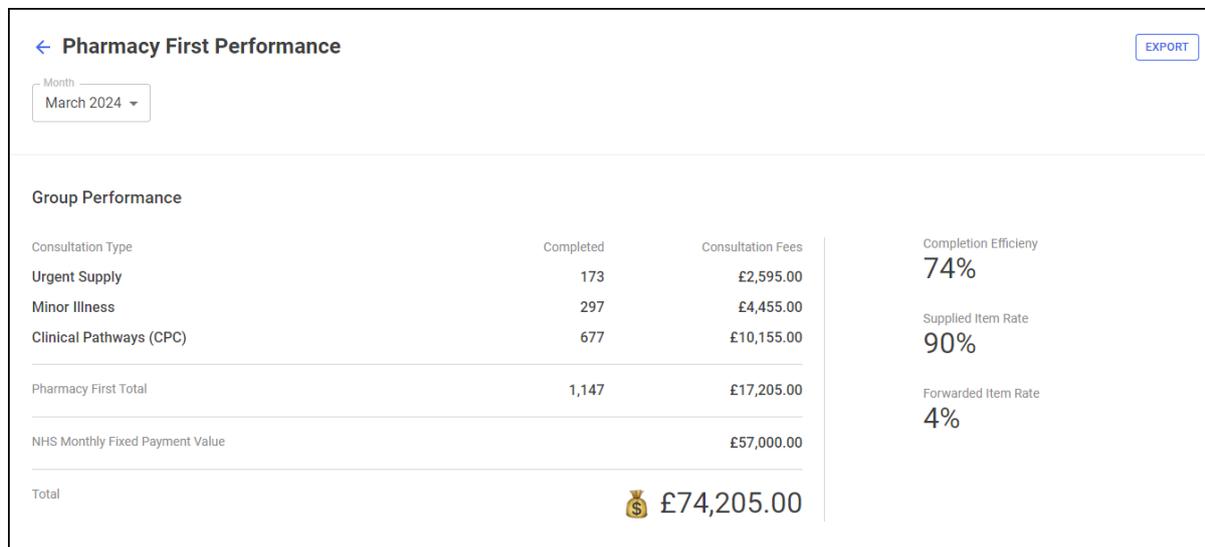


➔ See **New Medicine Service (NMS) Completed** on page **18** for details.

Store	Eligible (?)	Engaged (?)	Completed (?)	Income (?)	Unclaimable (?)	NMS Band (?)	Claimed Items (?) ↓
Test store	3	0	0	0	0	£20	8
Test store	1	1	0	0	0	£20	3
Test store	1	1	0	0	0	£20	2

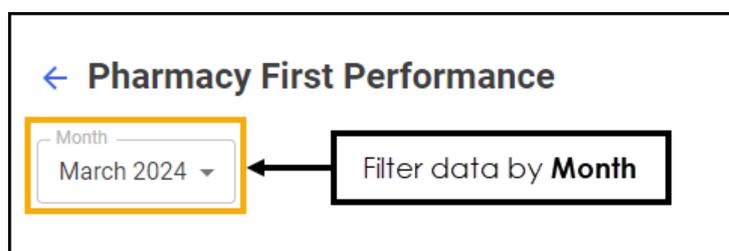
Pharmacy First Performance

The **Pharmacy First Performance** screen provides an overview of the completed **Pharmacy First (Formerly CPCS)** referrals for each store for a specified month:



← Pharmacy First Performance			EXPORT
Month: March 2024			
Group Performance			
Consultation Type	Completed	Consultation Fees	Completion Efficiency
Urgent Supply	173	£2,595.00	74%
Minor Illness	297	£4,455.00	Supplied Item Rate
Clinical Pathways (CPC)	677	£10,155.00	90%
Pharmacy First Total	1,147	£17,205.00	Forwarded Item Rate
NHS Monthly Fixed Payment Value		£57,000.00	4%
Total		💰 £74,205.00	

To view data for a particular month, simply select a month from the available list:



The **Pharmacy First Performance** screen is split into three sections:

- **Group Performance** - This section displays a breakdown of services and key statistics for a specified month. See [Group Performance](#) on page 7 for details.
- **Clinical Pathways NHS Threshold** - This section displays an overview of whether your stores are achieving the required number of consultations to secure the fixed payment for a specified month. See [Clinical Pathways NHS Threshold](#) on page 8 for details.
- **Completed Consultations** - This table displays an overview of your stores for a specified month, this is split into **Totals & Income**, **KPIs** and **Supplied Details**. See [Completed Consultations](#) on page 9 for details.

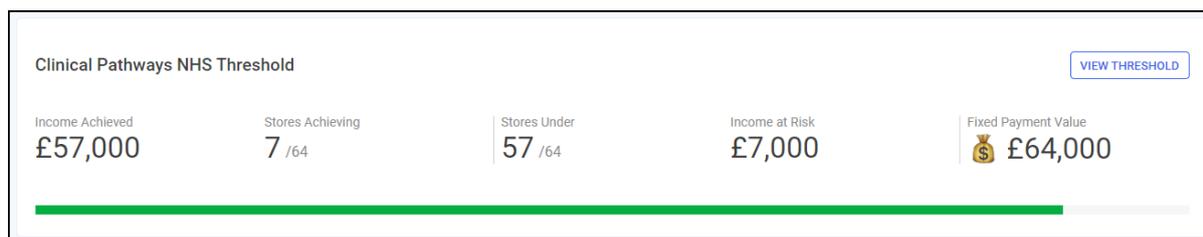
Group Performance

Group Performance			
Consultation Type	Completed	Consultation Fees	Completion Efficiency
Urgent Supply	173	£2,595.00	74%
Minor Illness	297	£4,455.00	Supplied Item Rate
Clinical Pathways (CPC)	677	£10,155.00	90%
Pharmacy First Total	1,147	£17,205.00	Forwarded Item Rate
NHS Monthly Fixed Payment Value		£57,000.00	4%
Total		 £74,205.00	

The **Group Performance** section displays the following:

- **Consultation Type** - This individually displays the number completed and consultation fees for the three **Pharmacy First** services, **Urgent Medicines Supply**, **Minor Illness** and **Clinical Pathway Consultations (CPC)**.
- **Pharmacy First Total** - This displays the number completed and consultation fees for all **Pharmacy First** services combined.
- **NHS Monthly Fixed Payment Value** - This displays the expected fixed payment value based on the number of stores achieving the threshold. This is explained more in the **Clinical Pathways NHS Threshold** section of the screen.
- **Total** - This displays the expected income based on consultation fees and fixed payments for your stores in the selected month.
- **Completion Efficiency** - The **Completion Efficiency** percentage is the number of complete referrals, divided by the total of complete and unable to complete referrals across all stores in your group.
- **Supplied Item Rate** - The **Supplied Item Rate** percentage is the total supplied items divided by the total of supplied and not supplied items across all stores in your group.
- **Forwarded Item Rate** - The **Forwarded Item Rate** percentage is the number of forwarded items divided by the total number of urgent items that could be supplied across all stores in your group.

Clinical Pathways NHS Threshold



The **Clinical Pathways NHS Threshold** section displays the following:

- **Income Achieved** - The total income achieved by your stores for a specified month.
- **Stores Achieving** - The number of stores that have achieved the NHS threshold for a specified month.
- **Stores Under** - The number of stores that have not achieved the NHS threshold for a specified month.
- **Income at Risk** - The total income at risk due to stores not achieving the NHS threshold for a specified month.
- **Fixed Payment Value** - The total potential income for a specified month.
- **Progress bar** - The green bar displays the percentage progress of all stores in your group, hover to see more details:



- **View Threshold** - Select **View Threshold** [VIEW THRESHOLD](#) to show a breakdown of the number of consultations required to secure the fixed payment, the **Clinical Pathway NHS Threshold** screen displays:

Clinical Pathways NHS Threshold		×
Minimum number of consultations* required to be delivered during the month to secure the fixed payment (£1,000 per pharmacy)		
January 2024		1
February 2024		1
March 2024		5
April 2024		5
May 2024		10

Completed Consultations

The **Completed Consultations** table displays an overview of the completed **Pharmacy First** referrals of each store in your group in ranked order:

Completed Consultations						Search
Totals & Income KPIs Urgent Supply						
Totals & Income						
Store	Completed CPC	Completed MI	Completed US	Pharmacy First Total	Pharmacy First Income ↓	
Test store	21	23	0	44	£660	VIEW DETAILS
Test store	23	16	0	39	£585	VIEW DETAILS
Test store	29	7	3	39	£585	VIEW DETAILS

The **Completed Pharmacy First** table is split into three tabs:

Totals & Income

The **Totals & Income** table details the performance across all services for the stores in your group:

Completed Consultations						Search
Totals & Income KPIs Urgent Supply						
Totals & Income						
Store	Completed CPC	Completed MI	Completed US	Pharmacy First Total	Pharmacy First Income ↓	
Test store	21	23	0	44	£660	VIEW DETAILS
Test store	23	16	0	39	£585	VIEW DETAILS
Test store	29	7	3	39	£585	VIEW DETAILS

- **Store** - Displays the store name.
- **Completed CPC** - Displays the number of completed **Clinical Pathway Consultations (CPC)** for a specified month.
- **Completed MI** - Displays the number of completed **Minor Illness** consultations for a specified month.
- **Completed US** - Displays the number of completed **Urgent Supply** consultations for a specified month.
- **Pharmacy First Total** - Displays the number of completed **Pharmacy First** consultations for a specified month.
- **Pharmacy First Income** - Displays the expected income for completed **Pharmacy First** consultations for a specified month.
- **View Details** - Select to drill down to an individual store level to view a breakdown of the **Pharmacy First** referrals.



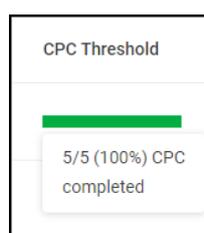
See [Pharmacy First Performance - Store Summary](#) on page **13** for details.

KPIs

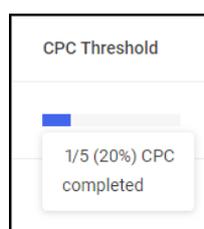
The **KPIs** table details the key performance indicators, such as completion rate, for the stores in your group:

Completed Consultations						Search
Totals & Income KPIs Urgent Supply						
KPIs						
Store	Unable to Complete	Completion Rate	Avg Response Time	Avg Completion Time	CPC Threshold	
Test store	2	96%	14 minutes	15 minutes	<div style="width: 100%; height: 10px; background-color: green;"></div>	VIEW DETAILS
Test store	1	98%	2 hours	4 hours	<div style="width: 100%; height: 10px; background-color: green;"></div>	VIEW DETAILS
Test store	3	93%	39 minutes	2 hours	<div style="width: 100%; height: 10px; background-color: green;"></div>	VIEW DETAILS

- **Store** - Displays the store name.
- **Unable to Complete** - Displays the number of **Pharmacy First** referrals that were unable to be completed in the specified month.
- **Completion Rate** - Displays the completion rate of the **Pharmacy First** referrals in the specified month. This equates to the completed referrals versus the total number of referrals.
- **Avg Response Time** - Displays the average response time, this is the time between a referral arriving at the store and it being opened.
- **CPC Threshold** - Displays the progress of the store in relation to the Clinical Pathways NHS Threshold:
 - **Green** - The bar displays green if the threshold is achieved. Hover over the bar to view the exact amount:



- **Blue** - The bar displays blue if the threshold is not achieved. Hover over the bar to view the exact amount:



- **View Details** - Select to drill down to an individual store level to view a breakdown of the **Pharmacy First** referrals.



See [Pharmacy First Performance - Store Summary](#) on page **13** for details.

Urgent Supply

The **Urgent Supply** table details more information on the supplied or forwarded items service:

Completed Consultations					Search
Urgent Supply					
Store	Supplied Items	Supplied Percentage	Forwarded Items	Forwarded Percentage	
Test store	1	50%	1	50%	VIEW DETAILS
Test store	1	100%	0	0%	VIEW DETAILS
Test store	2	67%	1	33%	VIEW DETAILS

- **Store** - Displays the store name.
- **Supplied Items** - Displays the number of supplied items for a specified month.
- **Supplied Percentage** - Displays the supply rate for a specified month.
- **Forwarded Items** - Displays the number of Urgent Supply items forwarded to another store.
- **Forwarded Percentage** - Displays the forwarded rate for Urgent Supply for a specified month.
- **View Details** - Select to drill down to a store level to view a breakdown of the **Pharmacy First** referrals.



See [Pharmacy First Performance - Store Summary](#) on page 13 for details.

Searching and Sorting the Data

You can search and sort the data in the tables by the following:

Completed Consultations						Search for a store	Search
Totals & Income							
Store	Completed CPC	Completed MI	Completed US	Pharmacy First Total	Pharmacy First Income ↓		
Test store	21	23	0	44	£660	VIEW DETAILS	
Test store	23	16	0	39	£585	VIEW DETAILS	

- **Search** - To search for an individual store, simply enter a store name in **Search** , the table updates as you type.
- **Sort Data** - To sort the order of the data select a column heading, for example, select **Pharmacy First Income** to sort your stores by the expected income from all **Pharmacy First** referrals.

Exporting Pharmacy First Performance Data

To export performance data for all stores within your group to a CSV (spreadsheet) file:

1. From the **Pharmacy First Performance** screen, select a month to export data:



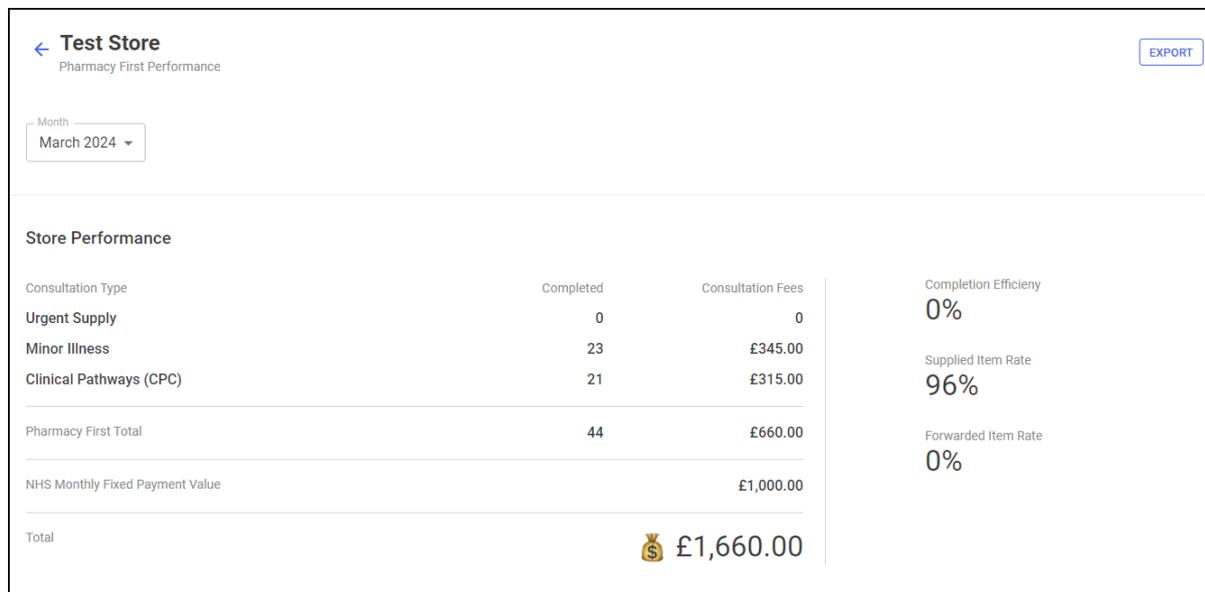
2. Select **EXPORT**  to export the CSV file to your local **Downloads** folder.



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

Pharmacy First Performance - Store Summary

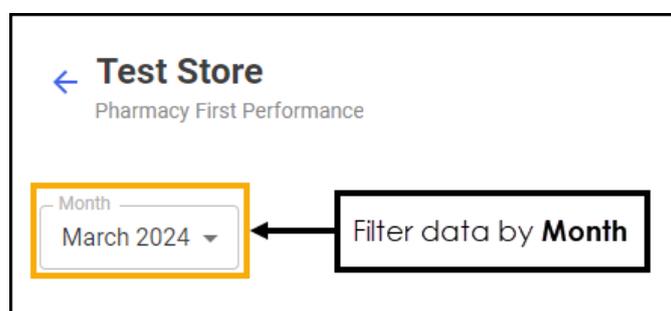
The **Pharmacy First Performance - Store Summary** screen provides you with an overview of completed **Pharmacy First (Formerly CPCS)** referrals within a specific store:



The screenshot shows the 'Test Store' Pharmacy First Performance summary for March 2024. It includes a table for 'Store Performance' and key statistics.

Consultation Type	Completed	Consultation Fees	Completion Efficiency
Urgent Supply	0	0	0%
Minor Illness	23	£345.00	Supplied Item Rate 96%
Clinical Pathways (CPC)	21	£315.00	Forwarded Item Rate 0%
Pharmacy First Total	44	£660.00	
NHS Monthly Fixed Payment Value		£1,000.00	
Total		£1,660.00	

To view data for a particular month, simply select a month from the available list:



The **Pharmacy First Performance - Store Summary** screen is split into three sections:

- **Store Performance** - This section displays a breakdown of services and key statistics for a specified month. See [Store Performance](#) on page 14 for details.
- **Clinical Pathways NHS Threshold** - This section displays an overview of whether the store has achieved the required number of consultations to secure the fixed payment for a specified month. See [Clinical Pathways NHS Threshold](#) on page 15 for details.
- **Completed Consultations** - This table displays a list of all completed consultations for a specified month. See [Completed Consultations](#) on page 16 for details.

Store Performance

Store Performance			
Consultation Type	Completed	Consultation Fees	Completion Efficiency
Urgent Supply	0	0	0%
Minor Illness	23	£345.00	Supplied Item Rate
Clinical Pathways (CPC)	21	£315.00	96%
Pharmacy First Total	44	£660.00	Forwarded Item Rate
NHS Monthly Fixed Payment Value		£1,000.00	0%
Total		 £1,660.00	

The **Store Performance** section displays the following:

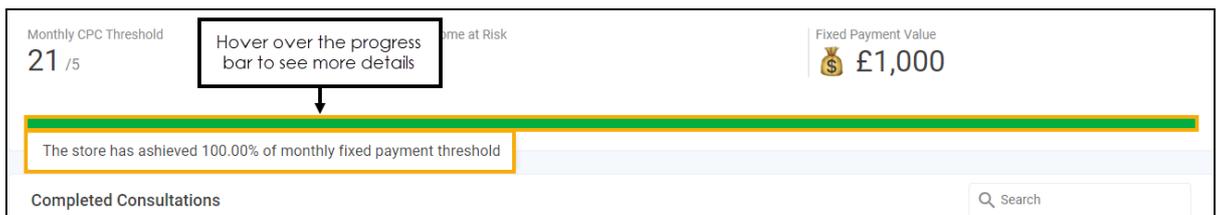
- **Consultation Type** - This individually displays the number completed and consultation fees for the three **Pharmacy First** services, **Urgent Medicines Supply**, **Minor Illness** and **Clinical Pathway Consultations (CPC)**.
- **Pharmacy First Total** - This displays the number completed and consultation fees for all **Pharmacy First** services combined.
- **NHS Monthly Fixed Payment Value** - This displays the expected fixed payment value.
- **Total** - This displays the expected income based on consultation fees and fixed payment in the selected month.
- **Completion Efficiency** - The **Completion Efficiency** percentage is the number of complete referrals, divided by the total of complete and unable to complete referrals.
- **Supplied Item Rate** - The **Supplied Item Rate** percentage is the total supplied items divided by the total of supplied and not supplied items.
- **Forwarded Item Rate** - The **Forwarded Item Rate** percentage is the number of forwarded items divided by the total number of urgent items that could be supplied.

Clinical Pathways NHS Threshold



The **Clinical Pathways NHS Threshold** section displays the following:

- **Monthly CPC Threshold** - The number of consultations completed against the number required achieve the NHS threshold for a specified month.
- **Income at Risk** - The total income at risk due to the store not achieving the NHS threshold for a specified month.
- **Fixed Payment Value** - The total potential income for a specified month.
- **Progress bar** - The green bar displays the percentage progress for this store, hover to see more details:



- **View Threshold** - Select **View Threshold** [VIEW THRESHOLD](#) to show a breakdown of the number of consultations required to secure the fixed payment, the **Clinical Pathway NHS Threshold** screen displays:

Clinical Pathways NHS Threshold		✕
Minimum number of consultations* required to be delivered during the month to secure the fixed payment (£1,000 per pharmacy)		
January 2024		1
February 2024		1
March 2024		5
April 2024		5
May 2024		10

Completed Consultations

The **Completed Consultations** table displays a list of all completed consultations for a specified month:

Completed Consultations 🔍 Search					
ID	Service Status	Completion Date	Service Type	Referral Origin	Service Outcome
PF-6	COMPLETED	01/03/2024 05:04:11	Clinical Pathways	GP Practice (online)	Supply of a Clinical Pathways medicine
PF-6	COMPLETED	01/03/2024 03:00:56	Clinical Pathways	GP Practice	Self-care advice to the patient
PF-6	COMPLETED	04/03/2024 10:13:12	Clinical Pathways	GP Practice	Supply of a Clinical Pathways medicine
PF-6	COMPLETED	04/03/2024 06:13:09	Clinical Pathways	GP Practice	Supply of a Clinical Pathways medicine



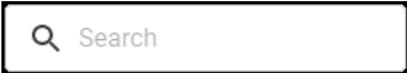
Training Tip - Use the scroll bar at the bottom of the table to view more data.

- **ID** - Displays the ID of the referral. This is linked to the referral in **Pharmacy Services**.
- **Service Status** - Displays the status of the referral.
- **Completion Date** - Displays the date the referral was completed or closed.
- **Service Type** - Displays the referral service, **Clinical Pathways**, **Minor Illness** or **Urgent Supply**.
- **Referral Origin** - Displays the source of the referral, for example, NHS 111 or GP Practice.
- **Service Outcome** - Displays the outcome of the referral, for example, **Supply of a Clinical Pathways medicine** or **Signposted to another service**.
- **Patient Outcome** - Clinical Pathway consultations only. Displays the patient outcome for this referral, for example, **Managed in-store**, **Referred** or **Signposted**.
- **Pharmacist** - The name of the pharmacist who carried out the referral.
- **Time to Acknowledge** - Displays the time taken between the referral arriving at the store and it being opened. If the referral is overdue or new **Not yet started** displays.
- **Time to Complete** - Displays the time taken to complete the referral.
- **Items Supplied** - Displays the number of supplied items for this referral.
- **Items Forwarded** - Displays the number of forwarded items for this referral.

Searching and Sorting the Data

You can search and sort the data in the table by the following:

Completed Consultations		Sort data	Search for an ID			
ID	Service Status	Completion Date ↑	Service Type	Referral Origin	Q Search	
PF-6	COMPLETED	01/03/2024 03:00:56	Clinical Pathways	GP Practice	Self-care advice to the patient	
PF-6	COMPLETED	01/03/2024 05:04:11	Clinical Pathways	GP Practice (online)	Supply of a Clinical Pathways medicine	
PF-6	COMPLETED	04/03/2024 10:13:12	Clinical Pathways	GP Practice	Supply of a Clinical Pathways medicine	

- Search** - To search for an ID, simply start typing in **Search**
, the table updates as you type.
- Sort Data** - To sort the order of the data select a column heading, for example, select **Completion Date** to sort the data by the date the consultation was completed.

Exporting Pharmacy First Performance Data

To export performance data for this store to a CSV (spreadsheet) file:

- From the **Pharmacy First Performance - Store Summary** screen, select a month to export data:



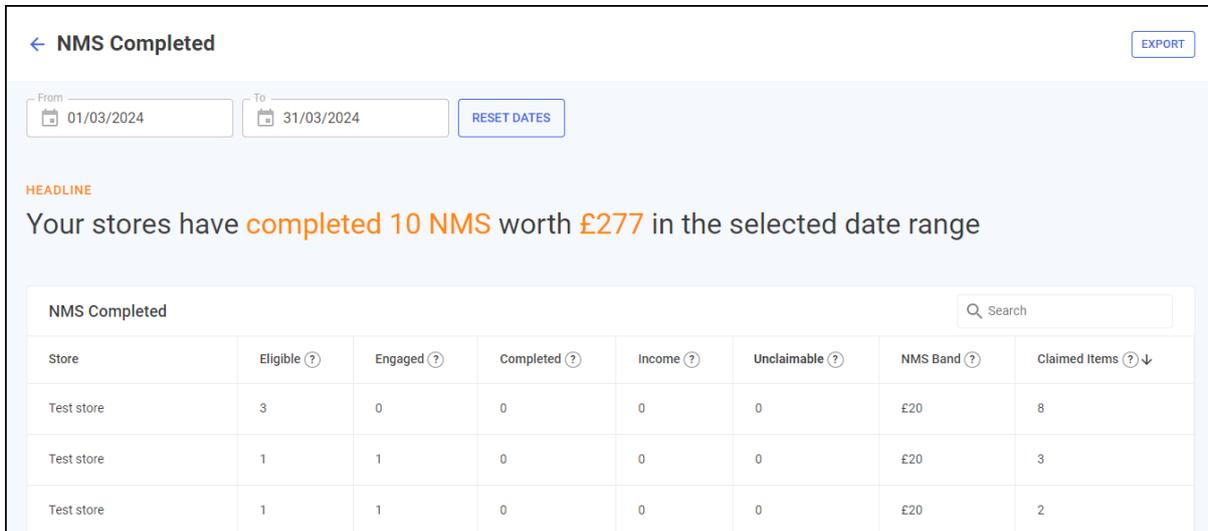
- Select **EXPORT**  to export the CSV file to your local **Downloads** folder.



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

New Medicine Service (NMS) Completed

The **NMS Completed** screen provides an overview of completed **New Medicine Service (NMS)** consultations across all stores in your group:



< NMS Completed EXPORT

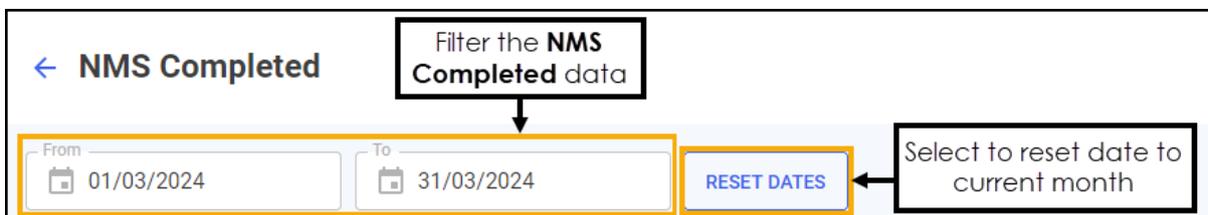
From To RESET DATES

HEADLINE
Your stores have **completed 10 NMS** worth **£277** in the selected date range

NMS Completed Q Search							
Store	Eligible [?]	Engaged [?]	Completed [?]	Income [?]	Unclaimable [?]	NMS Band [?]	Claimed Items [?] ↓
Test store	3	0	0	0	0	£20	8
Test store	1	1	0	0	0	£20	3
Test store	1	1	0	0	0	£20	2

Time Frame

To filter the data that displays on the **NMS Completed** screen, simply enter the time frame required in **From** and **To**. To reset the dates to the current month, select **RESET DATES** RESET DATES:



< NMS Completed

Filter the **NMS Completed** data

From To RESET DATES

Select to reset date to current month

Overview

The **NMS Completed** headline provides a real time summary of the number of NMS consultations completed over the selected date range:



HEADLINE
Your stores have **completed 10 NMS** worth **£277** in the selected date range

NMS Completed Table

The **NMS Completed** table displays number of **NMS** consultations of each store in your group in ranked order:

NMS Completed 🔍 Search							
Store	Eligible [?] ↓	Engaged [?]	Completed [?]	Income [?]	Unclaimable [?]	NMS Band [?]	Claimed Items [?] ↓
Test store	3	0	0	0	0	£20	8
Test store	1	1	0	0	0	£20	3
Test store	1	1	0	0	0	£20	2

- **Eligible** - Displays the total number of declined, deferred and consented NMS episodes identified by dispensing activity in **Pharmacy Manager** at the store.
- **Engaged** - Displays the number of NMS engagements completed at the store.
- **Completed** - Displays the number of completed NMS interventions at the store.
- **Income** - Displays the NMS income, which is calculated by multiplying the total number of **Completed** NMS episodes by the **NMS Band** for the selected date range.
- **Unclaimable** - Displays the number of NMS episodes that are closed and cannot be claimed for at the store.
- **NMS Band** - Displays the NMS band tariff based on the number of **Claimed Items** and **Completed** NMS episodes for the selected date range.



See [New Medicine Service \(NMS\) Band Tariff](#) in the **Pharmacy Intelligence Hub Help Centre** for more details.

- **Claimed Items** - Displays the current total of items claimed in **Pharmacy Manager** at the store.

Searching, Sorting and Exporting NMS Data

← NMS Completed Export data → **EXPORT**

From To [RESET DATES](#)

HEADLINE
Your stores have **completed 10 NMS** worth **£277** in the selected date range

Search for a store

NMS Completed							
Store	Eligible (?) ↓	Engaged (?)	Completed (?)	Income (?)	Unclaimable (?)	NMS Band (?)	Claimed Items (?) ↓
Test store	3	0	0	0	0	£20	8
Test store	1	1	0	0	0	£20	3
Test store	1	1	0	0	0	£20	2

- Search** - To search for an individual store, simply enter the store name in **Search** , the table updates as you type.
- Sorting Data** - To sort the order of the data select a column heading, for example, select **Completed** to sort your stores by the number of NMS consultations completed. You can sort ascending or descending as required.
- Exporting Data** - To export the **NMS Completed** data to a CSV (spreadsheet) file, simply select **EXPORT** **EXPORT** to export the CSV file to your local **Downloads** folder.



Training Tip - To view the **Downloads** folder, open **Windows File Explorer**, locate and open **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:

