



Pharmacy Intelligence Hub

Pharmacy Intelligence Hub 5.6 Release Guide

Version 1.0

10 July 2024



Copyright © 2024 Cegedim Healthcare Solutions

All Rights Reserved

Cegedim Healthcare Solutions is the trading name of Cegedim Rx Ltd and In Practice Systems Limited.

No part of this document may be photocopied, reproduced, stored in a retrieval system or transmitted in any form or by any means, whether electronic, mechanical, or otherwise, without the prior written permission of Cegedim Healthcare Solutions.

No warranty of accuracy is given concerning the contents of the information contained in this publication. To the extent permitted by law, no liability (including liability to any person by reason of negligence) will be accepted by Cegedim Healthcare Solutions, its subsidiaries or employees for any direct or indirect loss or damage caused by omissions from or inaccuracies in this document.

Cegedim Healthcare Solutions reserves the right to change without notice the contents of this publication and the software to which it relates.

Product and company names herein may be the trademarks of their respective owners.

Registered name: Cegedim Rx Ltd. Registered number: 02855109
Registered address: Building 2, Buckshaw Station Approach, Buckshaw Village, Chorley, PR7 7NR

Registered name: In Practice Systems Limited. Registered number: 01788577
Registered address: Studio F5 Battersea Studios 1, 82 Silverthorne Road, London SW8 3HE

Website: <https://www.cegedim-healthcare.co.uk/>



Contents

Pharmacy Intelligence Hub Release 5.6	4
Summary of Changes.....	4
Pharmacy First Performance.....	6
Group Performance.....	7
Clinical Pathways NHS Threshold	8
Completed Consultations.....	9
Searching and Sorting the Data	13
Exporting Pharmacy First Performance Data.....	13
Pharmacy First Supply	14
Pharmacy First Supply Table	15
Exporting Pharmacy First Supply Data	16
Hints and Tips.....	17

Pharmacy Intelligence Hub Release 5.6

Summary of Changes

Pharmacy Intelligence Hub release 5.6 includes the following new features and improvements:

England Only

- **Pharmacy First Performance** - The **Completed Consultations** table now includes a tab for **Clinical Pathways**. This displays a breakdown of the seven common conditions treated as part of the **Clinical Pathways** service across your stores:

Completed Consultations								Q Search
Clinical Pathways								
Store	Sinusitis	Sore Throat	Acute Otitis Media	Infected Insect Bite	Impetigo	Shingles	UTI	
Test store	0	1	0	1	0	1	0	VIEW DETAILS
Test store	0	0	0	1	0	0	0	VIEW DETAILS
Test store	0	0	0	2	0	1	0	VIEW DETAILS



See [Pharmacy First Performance](#) on page 6 for details.

- **Pharmacy First - Store Summary** - We have improved the **Referral Origin** column in both Pharmacy First **Active** and Pharmacy First **Performance** screens:
 - Self Referred referrals are now defined as **Walk in - Self Referred** or **Walk in - Sign Posted**:

Active Consultations								Q Search
ID	Creation Date/Time	Service Type ↑	Referral Origin	Pharmacist	Response time	Elapsed time	Status	
PF-	06/06/2024 09:49:27	Clinical Pathways	Walk in - Self Referred		N/A	26 days	IN PROGRESS	
PF-	06/06/2024 08:47:44	Clinical Pathways	Walk in - Signposted		N/A	26 days	IN PROGRESS	

- GP Practice referrals now display the referring GP practice's details, for example **GP Practice. Patient's Surgery**:

Active Consultations								Q Search	×
ID	Creation Date/Time	Service Type	Referral Origin	Pharmacist	Response time	Elapsed time	Status		
PF-	24/05/2024 16:11:05	MI/CPC	GP Practice. Patient's Surgery		1 minute	1 month	OVERDUE		



See [Pharmacy First Active - Store Summary](#) and [Pharmacy First Performance - Store Summary](#) in the **Pharmacy Intelligence Hub Help Centre** for details.

- Pharmacy First Supply** - We have introduced a **Pharmacy First Supply** report displaying a group view of all medication supplied, not supplied or forwarded items during **Pharmacy First** referrals:

← Pharmacy First Supply EXPORT

Month: July 2024

Supply Details Search

Store Name	ID	Service Type	Referral Origin	Supply Status	Supply Type	Pharmacist	Condition Treated
Test Store	PF-	Urgent Medicines Supply	Urgent Treatment Centre	SUPPLIED	N/A	Sales User	N/A
Test Store	PF-	Urgent Medicines Supply	Walk in Centre	NOT SUPPLIED	N/A	Sales User	N/A
Test Store	PF-	Urgent Medicines Supply	Emergency Department	FORWARDED	N/A	Sales User	N/A
Test Store	PF-	Minor Illness	Walk in Centre	SUPPLIED	MAS	Sales User	Animal bite wound
Test Store	PF-	Clinical Pathways	NHS 111 Service	SUPPLIED	PGD	Sales User	Sore throat

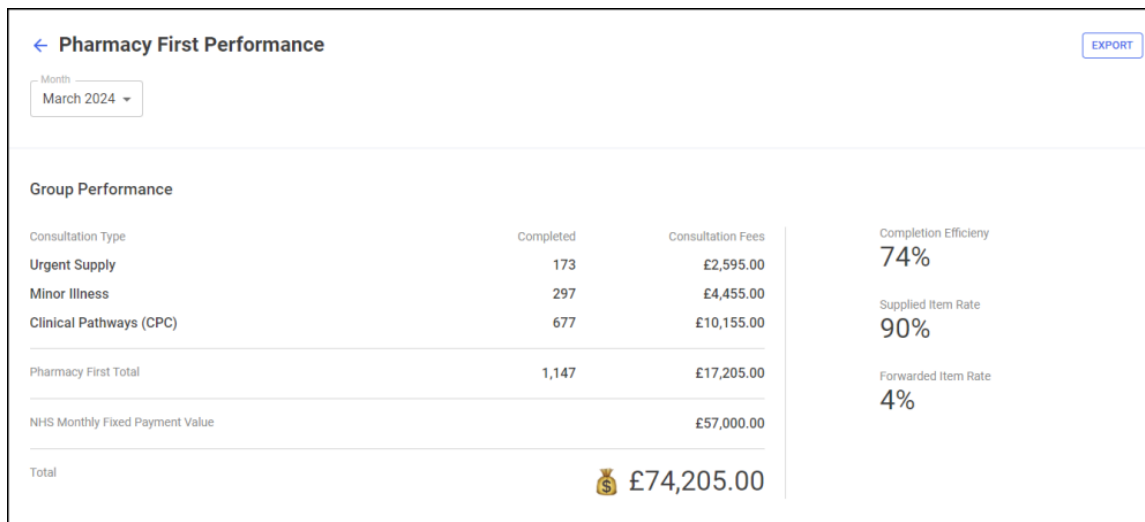
1 - 5 of 5 Rows Per Page: 10

➔ See **Pharmacy First Supply** on page 14 for details.



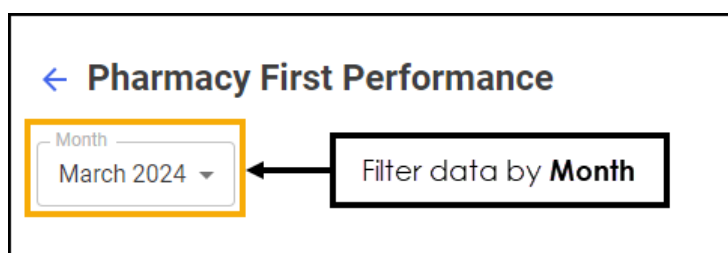
Pharmacy First Performance

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 drop-down list:



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

- **Group Performance** - Displays a breakdown of services and key statistics for a specified month. See [Group Performance](#) on page 7 for details.
- **Clinical Pathways NHS Threshold** - 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** - 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.

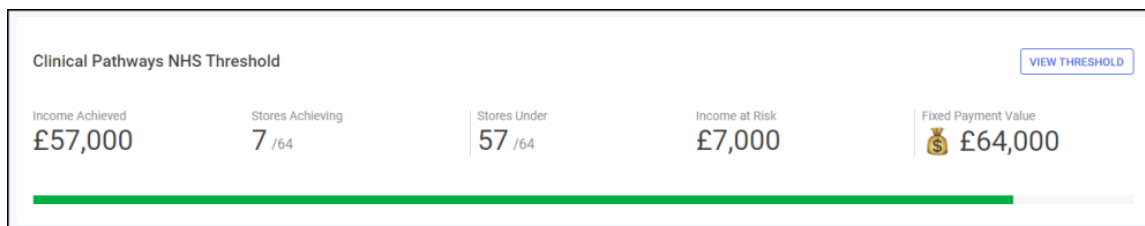
Group Performance

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:

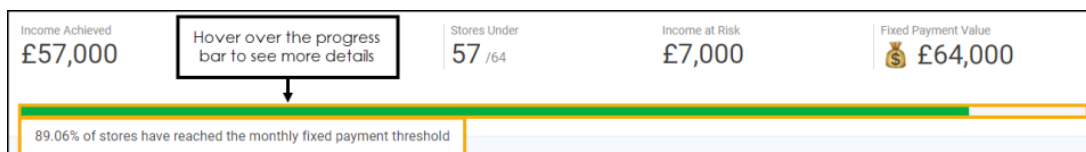
- **Consultation Type** - The number completed and consultation fees for the three **Pharmacy First** services, **Urgent Medicines Supply**, **Minor Illness** and **Clinical Pathway Consultations (CPC)**.
- **Pharmacy First Total** - The number completed and consultation fees for all **Pharmacy First** services combined.
- **NHS Monthly Fixed Payment Value** - 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** - 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						Q 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
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						Q 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
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.

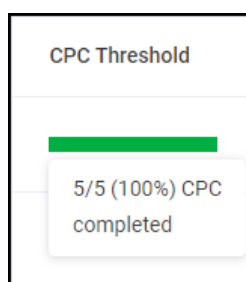
View Details - Select to drill down to an individual store level to view a breakdown of the **Pharmacy First** referrals.

KPIs

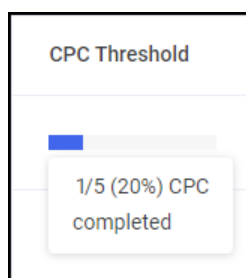
The **KPIs** table details the key performance indicators, such as completion rate, for the stores in your group:

Completed Consultations						Search
Totals & Income						KPIs
Urgent Supply						Clinical Pathways
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 an individual store to view a breakdown of the **Pharmacy First** referrals.

Urgent Supply

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

Completed Consultations					Search
Totals & Income KPIs Urgent Supply Clinical Pathways					
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 a store to view a breakdown of the **Pharmacy First** referrals.

Clinical Pathways

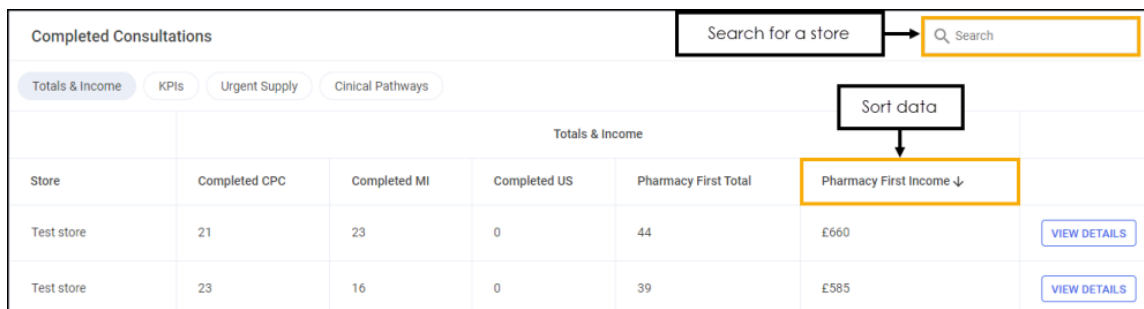
The **Clinical Pathways** table details a breakdown of the seven common conditions treated as part of the **Clinical Pathways** service:

Completed Consultations								Search
Totals & Income KPIs Urgent Supply Clinical Pathways								
Clinical Pathways								
Store	Sinusitis	Sore Throat	Acute Otitis Media	Infected Insect Bite	Impetigo	Shingles	UTI	
Test store	0	1	0	1	0	1	0	VIEW DETAILS
Test store	0	0	0	1	0	0	0	VIEW DETAILS
Test store	0	0	0	2	0	1	0	VIEW DETAILS

- **Store** - Displays the store name.
- **Sinusitis** - Number of items supplied under the **Sinusitis** clinical pathway.
- **Sore Throat** - Number of items supplied under the **Sore Throat** clinical pathway.
- **Acute Otitis Media** - Number of items supplied under the **Acute Otitis Media** clinical pathway.
- **Infected Insect Bite** - Number of items supplied under the **Infected Insect Bite** clinical pathway.
- **Impetigo** - Number of items supplied under the **Impetigo** clinical pathway.
- **Shingles** - Number of items supplied under the **Shingles** clinical pathway.
- **UTI** - Number of items supplied under the **Uncomplicated urinary tract infections (UTIs) in women** clinical pathway.
- **View Details** - Select a store to view a breakdown of the **Pharmacy First** referrals.

Searching and Sorting the Data

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



The screenshot shows a table titled 'Completed Consultations' with tabs for 'Totals & Income', 'KPIs', 'Urgent Supply', and 'Clinical Pathways'. A search bar at the top right is labeled 'Search for a store'. A 'Sort data' button is positioned above the table. The table columns are: Store, Completed CPC, Completed MI, Completed US, Pharmacy First Total, Pharmacy First Income (with a downward arrow), and a 'VIEW DETAILS' button. Two rows of 'Test store' data are shown.

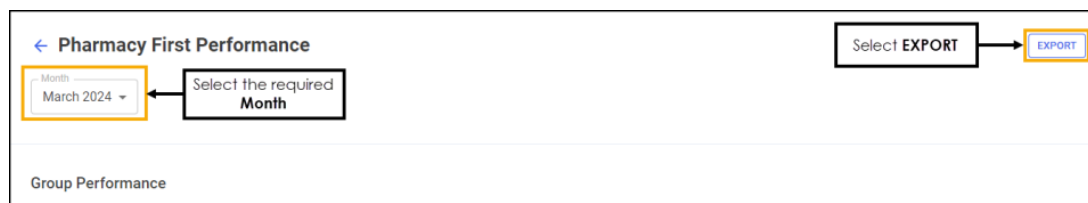
Store	Completed CPC	Completed MI	Completed US	Pharmacy First Total	Pharmacy First Income ↓	VIEW DETAILS
Test store	21	23	0	44	£660	VIEW DETAILS
Test store	23	16	0	39	£585	VIEW DETAILS

- Search** - To search for an individual store, simply enter a store name in the **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:

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



The screenshot shows the 'Pharmacy First Performance' screen. A dropdown menu for 'Month' is set to 'March 2024'. A 'Select EXPORT' button is highlighted, which leads to an 'EXPORT' button. The text 'Group Performance' is visible below the dropdown.

- Select **EXPORT** to export the CSV (spreadsheet) 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 Supply

Pharmacy First Supply displays a group level view of all medication supplied, not supplied or forwarded as part of **Pharmacy First** consultations across your stores:

← Pharmacy First Supply EXPORT

Month
July 2024 ▾

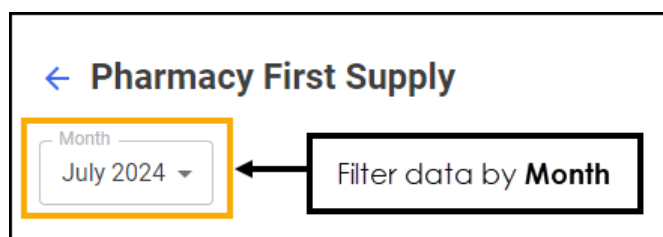
Supply Details Q Search							
Store Name	ID	Service Type	Referral Origin	Supply Status	Supply Type	Pharmacist	Condition Treated
Test Store	PF-	Urgent Medicines Supply	Urgent Treatment Centre	SUPPLIED	N/A	Sales User	N/A
Test Store	PF-	Urgent Medicines Supply	Walk in Centre	NOT SUPPLIED	N/A	Sales User	N/A
Test Store	PF-	Urgent Medicines Supply	Emergency Department	FORWARDED	N/A	Sales User	N/A
Test Store	PF-	Minor Illness	Walk in Centre	SUPPLIED	MAS	Sales User	Animal bite wound
Test Store	PF-	Clinical Pathways	NHS 111 Service	SUPPLIED	PGD	Sales User	Sore throat

1 - 5 of 5 Rows Per Page: 10 ▾

To access the **Pharmacy First Supply** screen, either:

- Select **Pharmacy First Supply** from the **Side Navigation Bar**, or
- Select **SUPPLY DETAILS** SUPPLY DETAILS when viewing a stores' completed consultations.

To view data for a particular month, simply select a month from the drop-down list:



Pharmacy First Supply Table

The **Supply Details** table displays the following:

Supply Details Q Search							
Store Name	ID	Service Type	Referral Origin	Supply Status	Supply Type	Pharmacist	Condition Treated
Test Store	PF-	Urgent Medicines Supply	Urgent Treatment Centre	SUPPLIED	N/A	Sales User	N/A
Test Store	PF-	Urgent Medicines Supply	Walk in Centre	NOT SUPPLIED	N/A	Sales User	N/A
Test Store	PF-	Urgent Medicines Supply	Emergency Department	FORWARDED	N/A	Sales User	N/A


- **Store Name** - Displays the store name.
- **ID** - Displays the referral ID. This is linked to the referral in **Pharmacy Services**.
- **Service Type** - Displays the referral service, **Clinical Pathways**, **Minor Illness** or **Urgent Supply**.
- **Referral Origin** - Displays the origin of the referral, for example, NHS 111 or Walk in Centre.
- **Supply Status** - Displays whether the medication was **SUPPLIED**, **NOT SUPPLIED** (Urgent Supply only) or **FORWARDED** (Urgent Supply only).
- **Supply Type** (Minor Illness and Clinical Pathways only) - Displays the type of supply where available:
 - **OTC** - Over the counter medication
 - **MAS** (Minor Illness only) - Minor Ailments Service
 - **PGD** - Patient Group Direction
 - **Clinical Protocol** (Clinical Pathways only) - Clinical protocol
- **Pharmacist** - The name of the pharmacist who carried out the referral.
- **Condition Treated** - The patient's condition where available. For clinical pathways this is the gateway criteria taken from **Pharmacy Services**.
- **Item No** - Displays n/x where n is the item number and x is the total number of items, for example 1/3 details the first item supplied out of three.
- **Medication** - The name of the medication item supplied, forwarded or not supplied.
- **Quantity** - The quantity of medication supplied, forwarded or not supplied.
- **Days Supplied** - The number of days supplied, forwarded or not supplied.

Exporting Pharmacy First Supply Data

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

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



2. Select **EXPORT**  to export the CSV (spreadsheet) 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:

