Pharmacy Intelligence Hub

Pharmacy Intelligence Hub 6.2 Release Guide

Version 1.0

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cegedim Healthcare Solutions

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Pharmacy Intelligence Hub Release 6.2

Summary of Changes

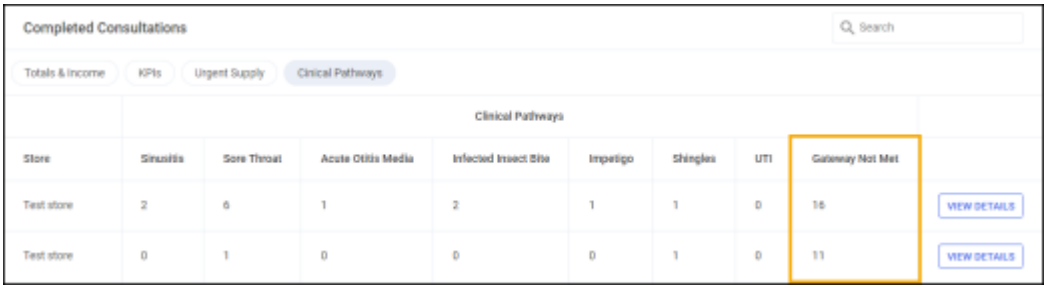
Pharmacy Intelligence Hub release **6.2** includes the following improvements:

- **Failed Gateway Criteria** - **Pharmacy Intelligence Hub** now displays more data about the number of **Pharmacy First Clinical Pathways** where the patient does not meet the gateway criteria:

  Group Performance:

  - **Pharmacy First Performance** - **Group Performance** - The amount and percentage of **Clinical Pathways** where the gateway criteria was not met is indicated.

  - **Pharmacy First Performance** - **Completed Consultations** - The **Clinical Pathways** table now includes a **Gateway Not Met** column.



See **Pharmacy First Performance** on page **7** for details.

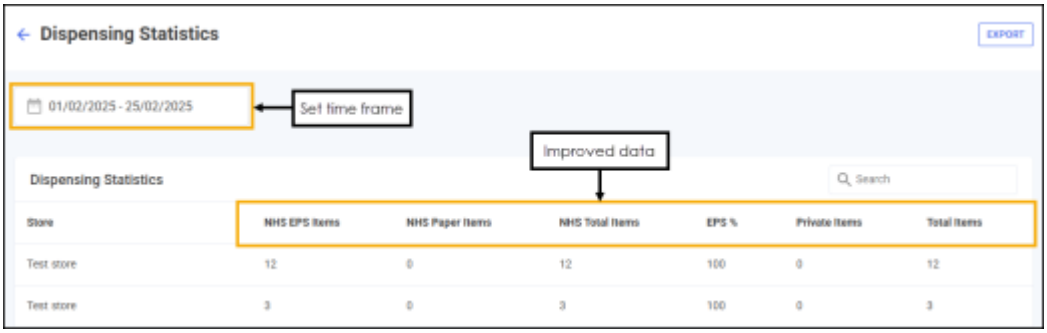
Store Performance:

- **Pharmacy First Performance - Store Summary - Store Performance** - The amount and percentage of **Clinical Pathways** where the gateway criteria was not met is indicated.

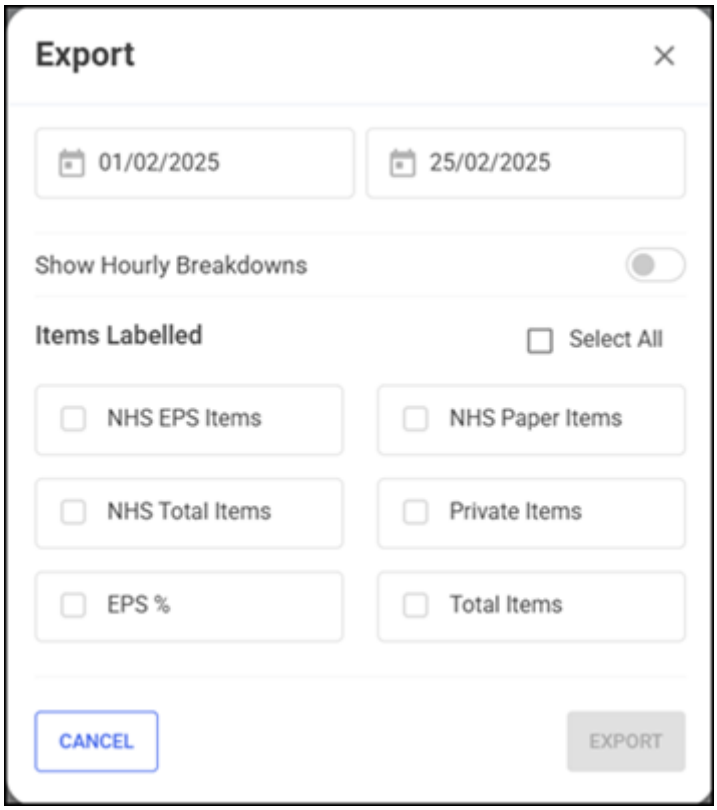
- **Pharmacy First Performance - Store Summary - Completed Consultations** - The **Completed Consultations** table now includes **Unclaimable** data where the gateway criteria was not met.

See **Pharmacy First Performance - Store Summary** on page **15** for details.

- **Dispensing Statistics**:
  - **Dispensing Statistics Table** - We have improved the data that displays on the **Dispensing Statistics** table. This also includes a date picker where you can select a pre-set time frame, for example, **This Week** or **Last Month**, or you can select a start date and end date to select a specific time frame.



  - **Dispensing Statistics Export** - The **Export** screen now provides you the option to display individual data.

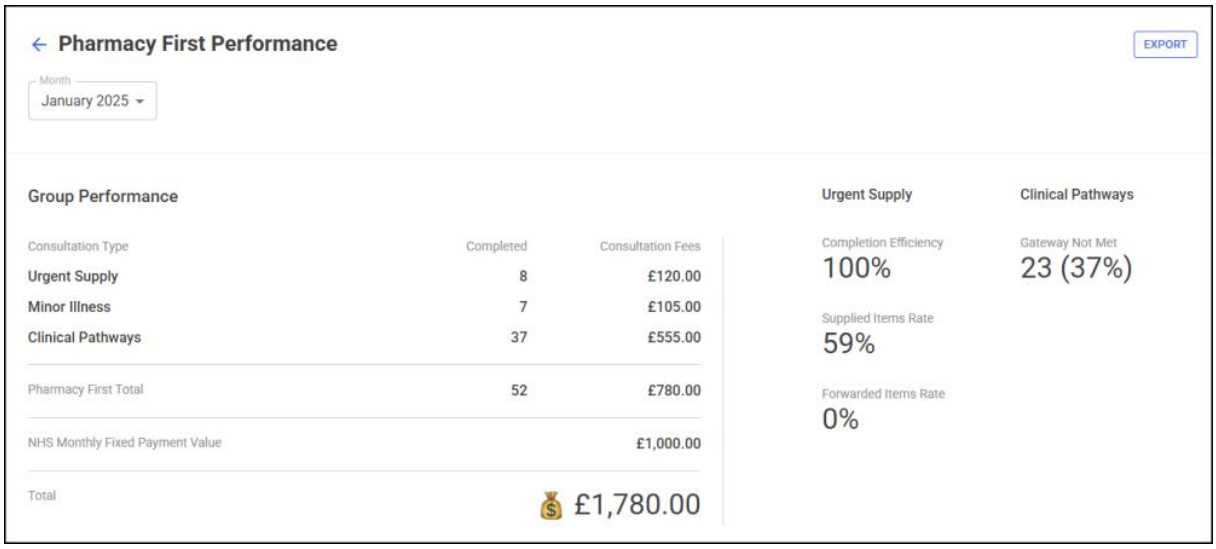


See **Dispensing Statistics** on page **21** for details.

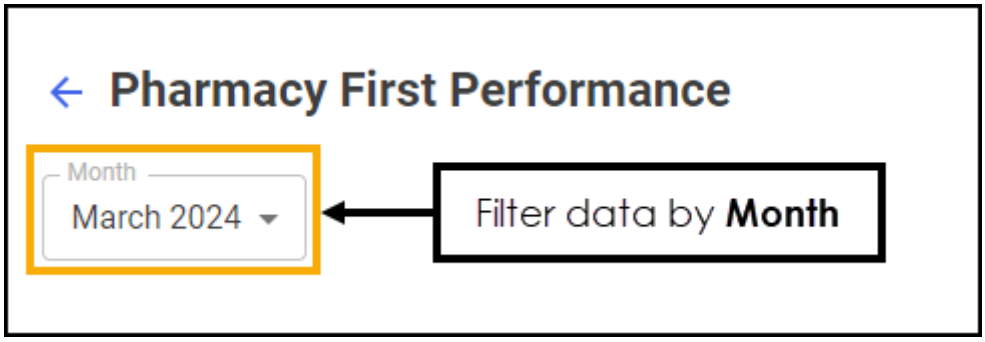
This release also includes some background fixes and improvements to **Pharmacy Intelligence Hub**.

Pharmacy First Performance

The **Pharmacy First Performance** screen provides an overview of the completed **Pharmacy First** referrals for each store for a specified month.



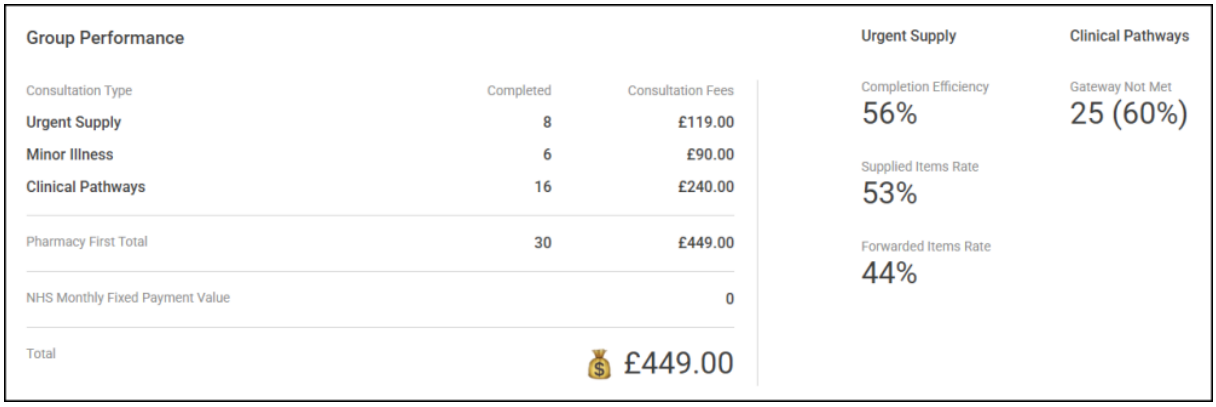
To view data for a particular month, simply select a month from the drop-down list.



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 **8** 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 **9** 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 **10** for details.

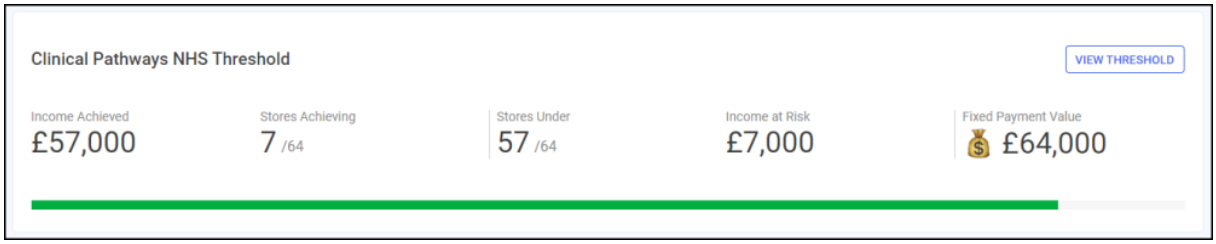
Group Performance



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

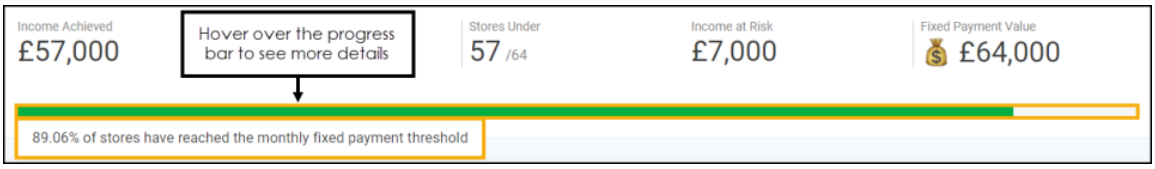
- **Group Performance**:
  - **Consultation Type** - The number completed and consultation fees for the three Pharmacy First services, **Urgent Medicines Supply**, **Minor Illness** and **Clinical Pathways**.
  - **Pharmacy First Total** - The number completed and consultation fees for all Pharmacy First 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.
- **Urgent Supply**:
  - **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 of 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**:
  - **Gateway Not Met** - This displays the amount and percentage of **Clinical Pathways** where the gateway criteria was not met.

Clinical Pathways NHS Threshold



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

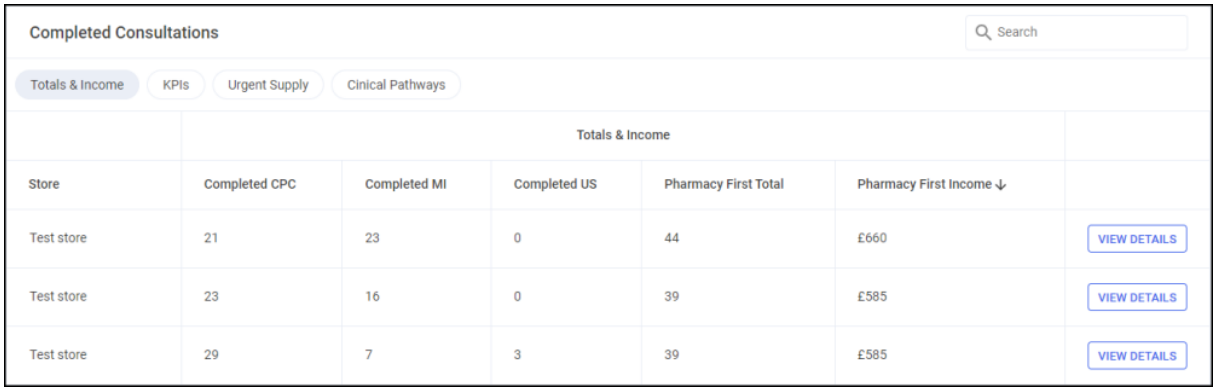
- **Income Achieved** - The total income achieved by your stores for a specified month.
- **Stores Achieving** - The number of stores that have achieved the NHS threshold for a specified month.
- **Stores Under** - The number of stores that have not achieved the NHS threshold for a specified month.
- **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.

Completed Consultations

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



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

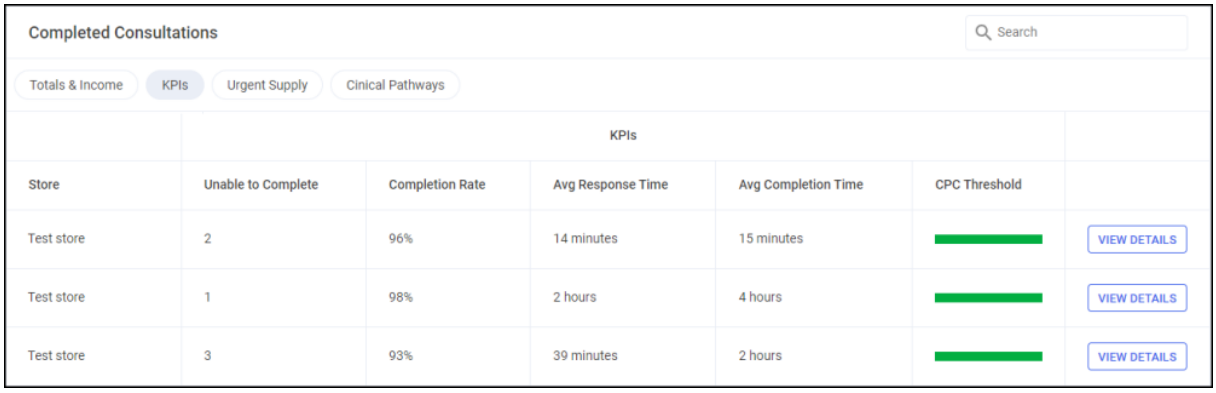
Totals & Income

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

- **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.

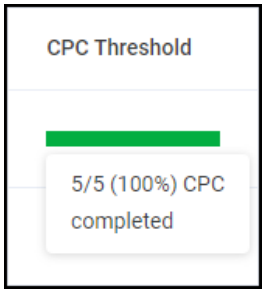
See **Pharmacy First Performance - Store Summary** on page **15** for details.

KPIs

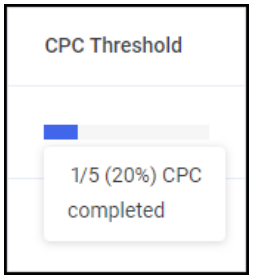


The **KPIs** table details the key performance indicators, such as completion rate, for the stores in your group:

- **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.

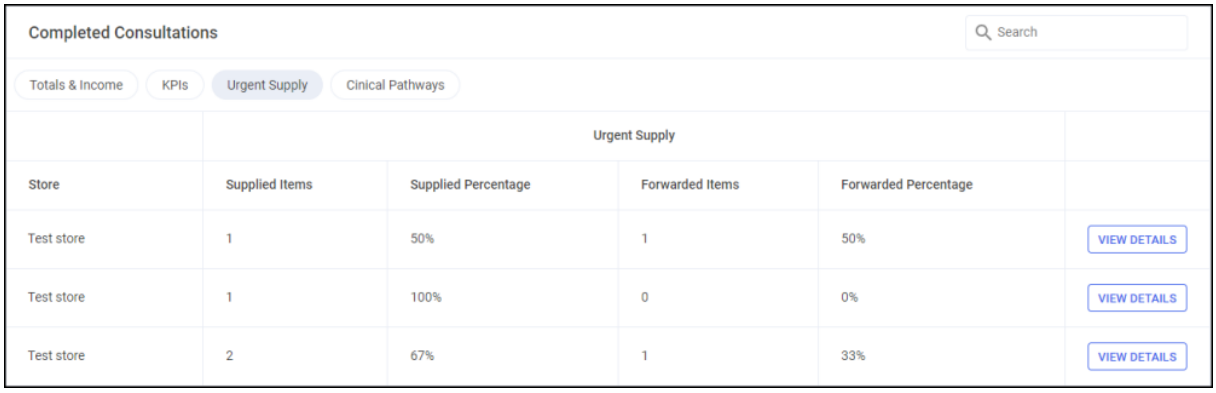


    - **Blue** - The bar displays blue if the threshold is not achieved. Hover over the bar to view the exact amount.



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

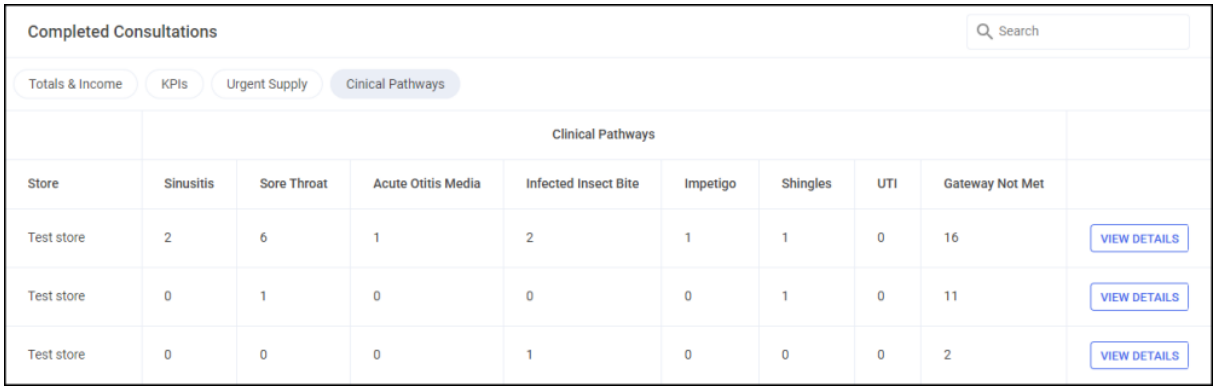
Urgent Supply



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

- **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.

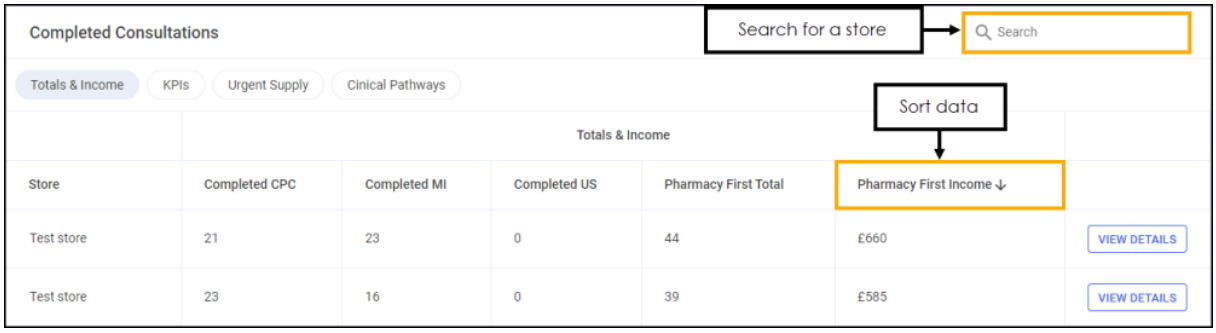
Clinical Pathways



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

- **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.
- **Gateway Not Met** - Number of **Clinical Pathways** where the gateway criteria was not met.
- **View Details** - Select 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:

- **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.

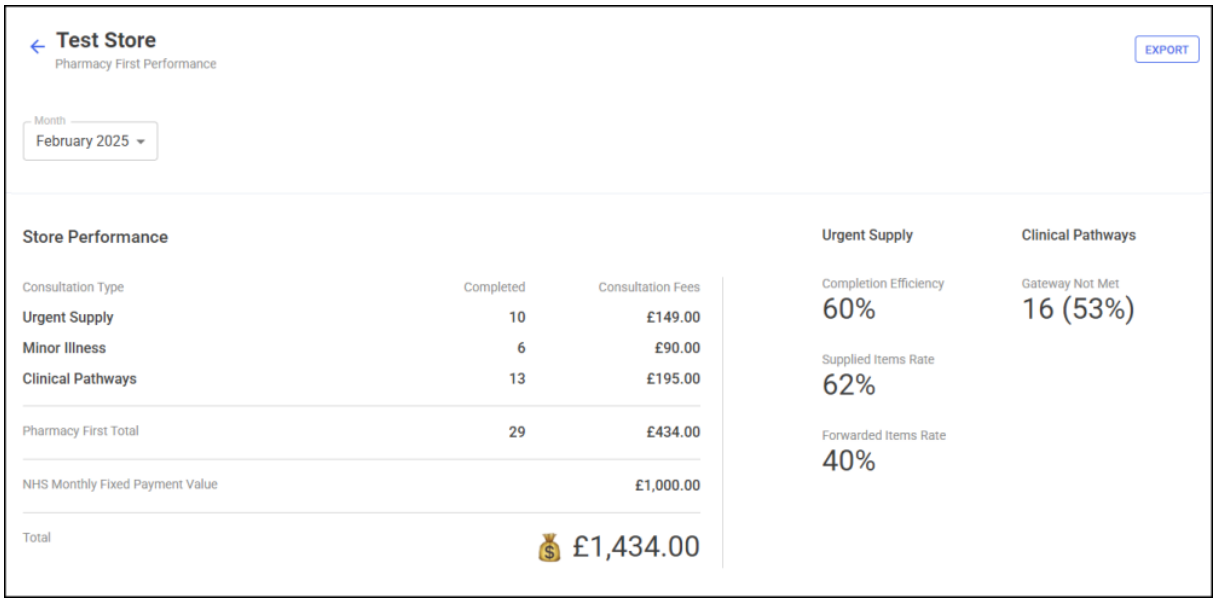
2. Select **EXPORT**

to export the CSV (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 Performance - Store Summary

The **Pharmacy First Performance** - **Store Summary** screen provides you with an overview of completed **Pharmacy First** referrals at a specific store.

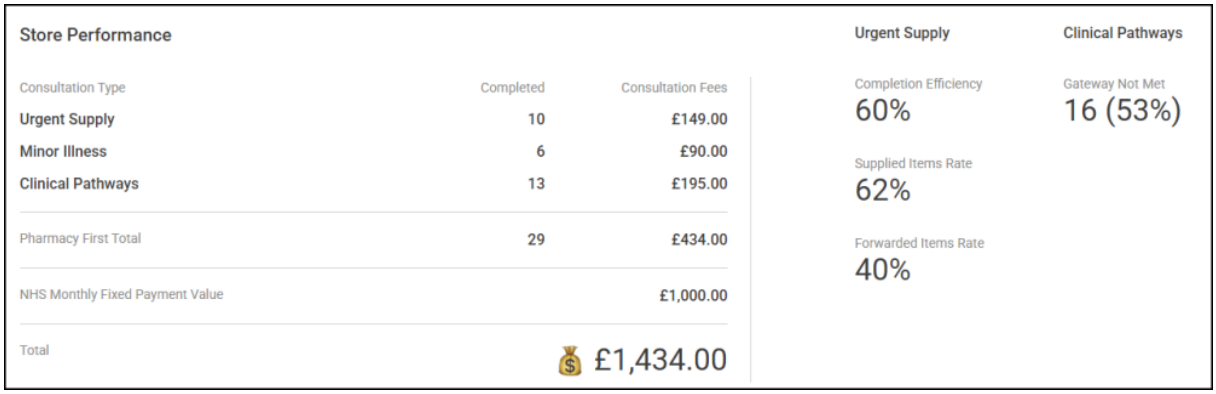


To view data for a particular month, simply select a month from the drop-down list.

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 **16** 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 **17** for details.
- **Completed Consultations** - This table displays a list of all completed consultations for a specified month. See **Completed Consultations** on page **18** for details.

Store Performance



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

- **Store Performance**:
  - **Consultation Type** - This individually displays the number completed and consultation fees for the three **Pharmacy First** services, **Urgent Medicines Supply**, **Minor Illness** and **Clinical Pathways**.
  - **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.
- **Urgent Supply**:
  - **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**:
  - **Gateway Not Met** - This displays the amount and percentage of **Clinical Pathways** where the gateway criteria was not met.

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.

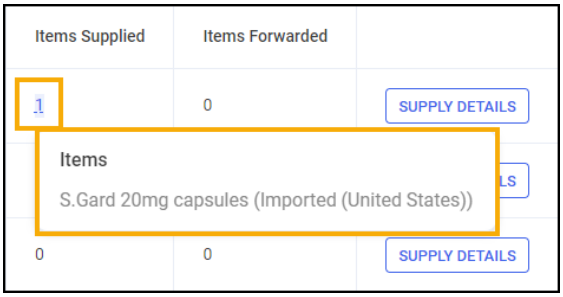
Completed Consultations

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

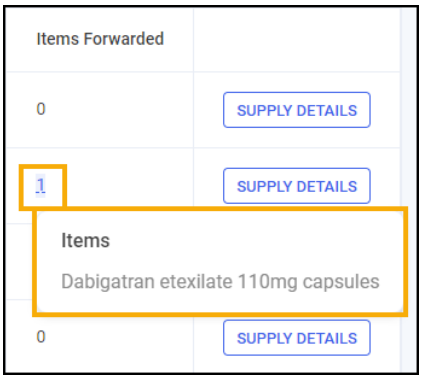
Training Tip - Use the scroll bar at the bottom of the table to view more data.

- **ID** - Displays the referral ID. This is linked to the referral in **Pharmacy Services**.
- **Service Status** - Displays the status of the referral.
- **Completion Date** - Displays the date and time the referral was completed or closed.
- **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 GP Practice.
- **Service Outcome** - Displays the outcome of the referral, for example, **Supply of a Clinical Pathways medicine**, **Signposted to another service** or **Gateway Not Met**.
- **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. Select the hyperlink to view the supplied items.



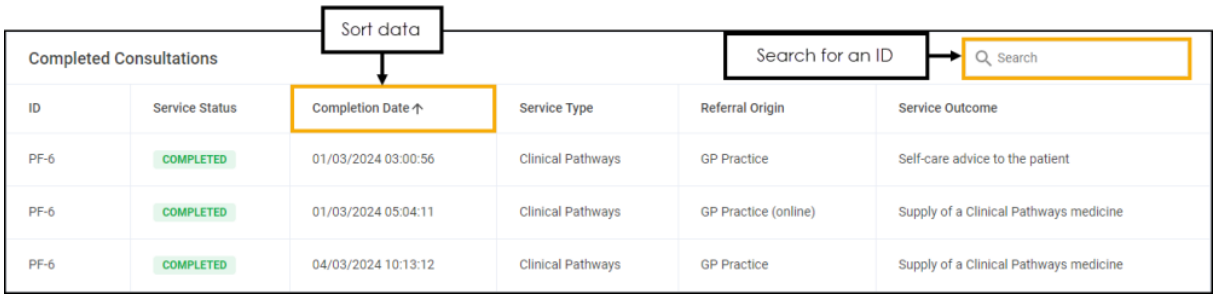
- **Items Forwarded** - Displays the number of forwarded items for this referral. Select the hyperlink to view the forwarded items.



- **Supply Details** - Select **SUPPLY DETAILS** to view a breakdown of supplied, not supplied or forwarded across your stores.

See Pharmacy First Supply in the **Pharmacy Intelligence Hub Help Centre** for details.

Searching and Sorting the Data



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

- **Search** - To search for an ID, simply start typing in **Search**

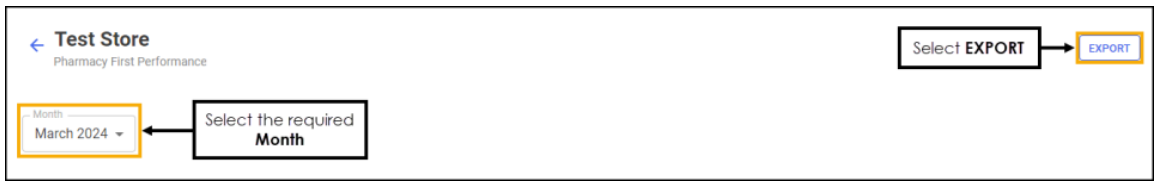
, the table updates as you type.

- **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 a store to a CSV (spreadsheet) file:

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



2. Select **EXPORT**

to export the CSV (spreadsheet) file to your local **Downloads** folder.

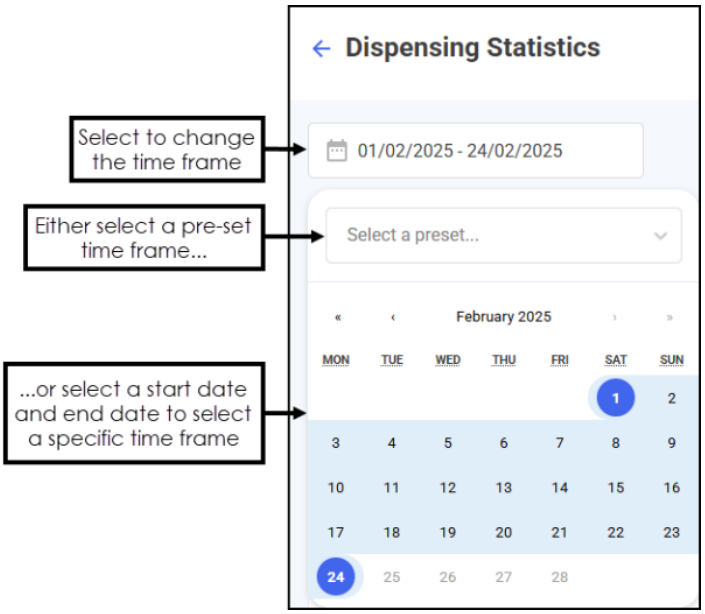
Training Tip - To view the **Downloads** folder, open **Windows File Explorer**, locate and open **Downloads**. A list of your recently downloaded files display.

Dispensing Statistics

The **Dispensing Statistics** screen displays the volume of prescription items labelled across your pharmacy group.

Time Frame

You can easily filter the data that displays on the **Dispensing Statistics** screen, simply select the date picker, you can select a pre-set time frame, for example, **This Week** or **Last Month**, or you can select a start date and end date to select a specific time frame.



Training Tip - The time frame defaults to the current month.

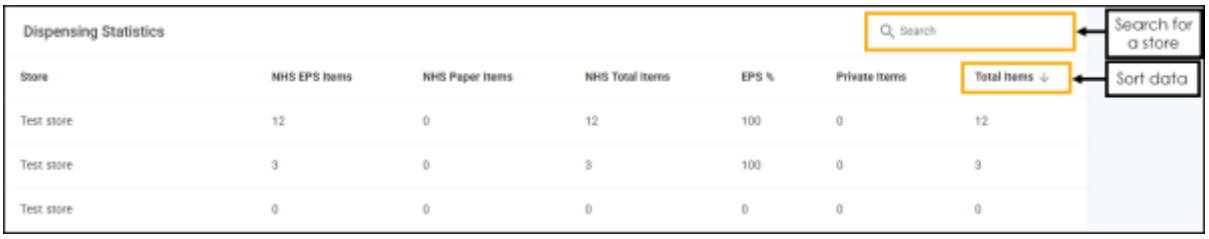
Dispensing Statistics Table

The **Dispensing Statistics** league table displays additional information relating to the dispensing statistics of pharmacies across your group, in ranked order.

The **Dispensing Statistics** table displays the following:

- **Store** - Displays the store name.
- **NHS EPS Items** - Displays the number of NHS electronic items dispensed for this store.
- **NHS Paper Items** - Displays the number of NHS paper items dispensed for this store.
- **NHS Total Items** - Displays the number of NHS items, electronic and paper, dispensed for this store.
- **EPS %** - Displays the percentage of EPS items dispensed for this store.
- **Private Items** - Displays the number of private items dispensed for this store.
- **Total Items** - Displays the total number of items dispensed for this store.

Sorting and Searching for Dispensing Statistics Data



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

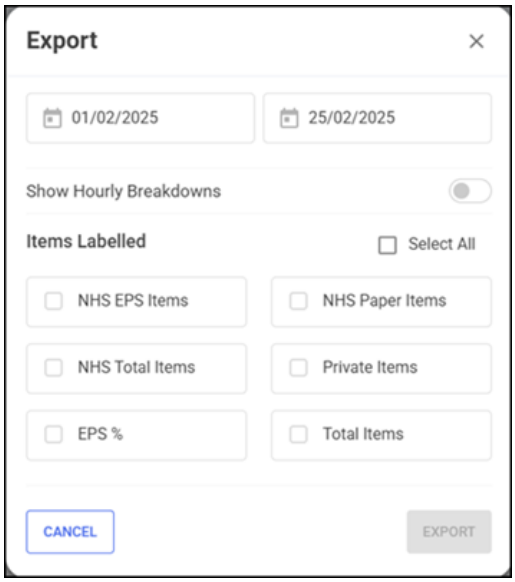
, the table updates as you type.
- **Sort Data** - Select any header to sort pharmacies by the chosen header, for example, select **Total Items** to sort pharmacies by the highest/lowest number of total items.

Exporting Data

To export **Dispensing Statistics** data within your group to a CSV (spreadsheet) file:

1. From the **Dispensing Statistics** screen, select **EXPORT** EXPORT.

2. The **Export** screen displays.



Select from the following:

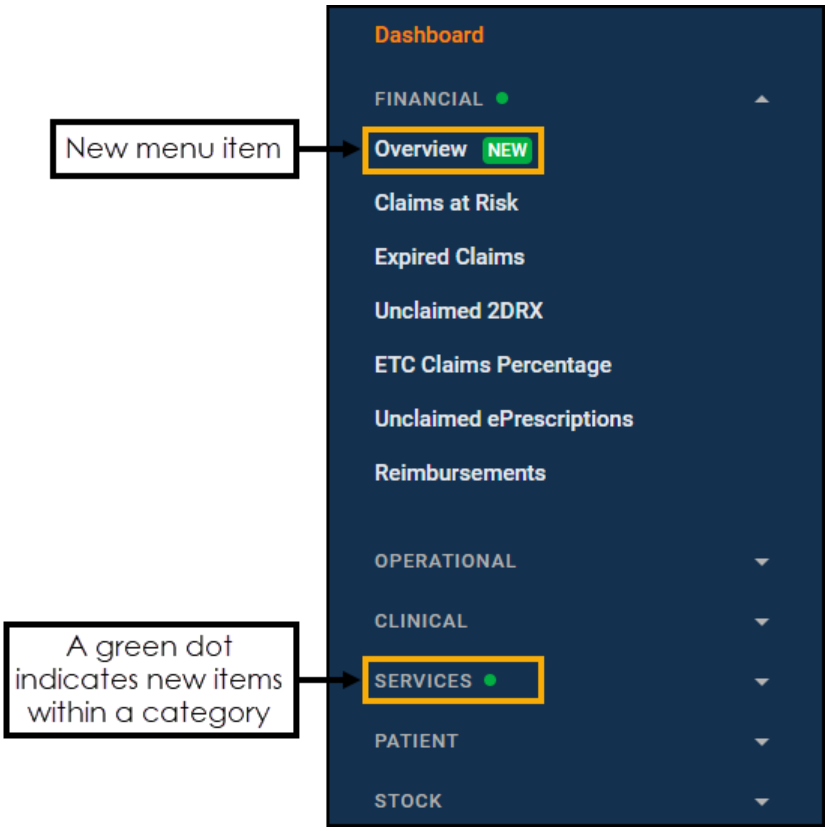
- **From / To** - Set the time frame for the export.
- **Show Hourly Breakdowns** - Toggle on to export an hourly breakdown.

Important - Selecting hourly increments over an extended time frame produces a large data output and therefore takes longer to export.

- **Items Labelled** - Select the data to export. Tick individual options or choose from **Select All** to tick all available options.

3. Select **EXPORT** 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: