

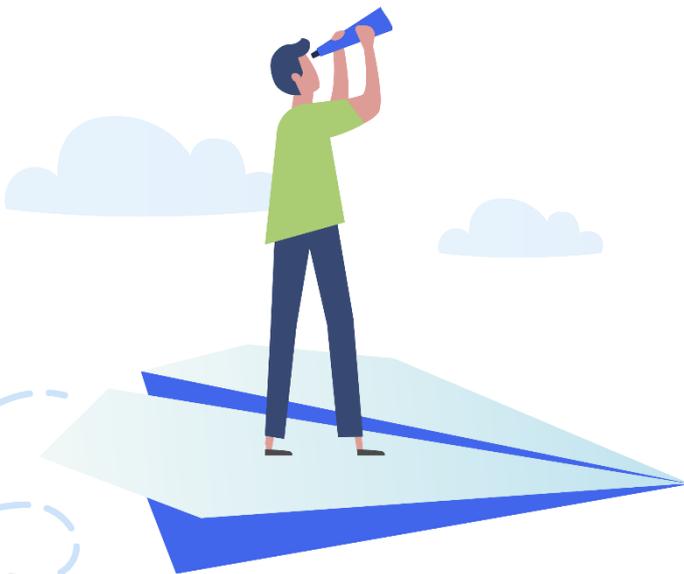


Pharmacy
Intelligence Hub

Pharmacy Intelligence Hub 6.2 Release Guide

Version 1.0

27 February 2025



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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.

Group Performance			Urgent Supply	Clinical Pathways
Consultation Type	Completed	Consultation Fees	Completion Efficiency	Gateway Not Met
Urgent Supply	8	£119.00	56%	25 (60%)
Minor illness	6	£90.00	Supplied Items Rate	
Clinical Pathways	16	£240.00	53%	
Pharmacy First Total	30	£449.00	Forwarded Items Rate	
NHS Monthly Fixed Payment Value		0	44%	

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

Completed Consultations									
Clinical Pathways									
Store	Sinusitis	Sore Throat	Acute Otitis Media	Infected Insect Bite	Impetigo	Shingles	UTI	Gateway Not Met	
Test store	2	6	1	2	1	1	0	16	VIEW DETAILS
Test store	0	1	0	0	0	1	0	11	VIEW DETAILS



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.

Store Performance			Urgent Supply	Clinical Pathways
Consultation Type	Completed	Consultation Fees	Completion Efficiency	Gateway Not Met
Urgent Supply	10	£149.00	60%	16 (53%)
Minor illness	6	£90.00	Supplied Items Rate	
Clinical Pathways	13	£195.00	62%	
Pharmacy First Total	29	£434.00	Forwarded Items Rate	
NHS Monthly Fixed Payment Value		£1,000.00	40%	
Total		£1,434.00		

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

Completed Consultations							12894	X
ID	Service Status	Completion Date	Service Type	Referral Origin	Service Outcome	Patient Outcome		
PF-	UNCLAIMABLE	07/02/2025 09:58:22	Clinical Pathways	Walk in - Self Referred	Gateway Not Met	Patient age outside of e		SUPPLY DETAILS

 See [Pharmacy First Performance - Store Summary](#) on page 15 for details.

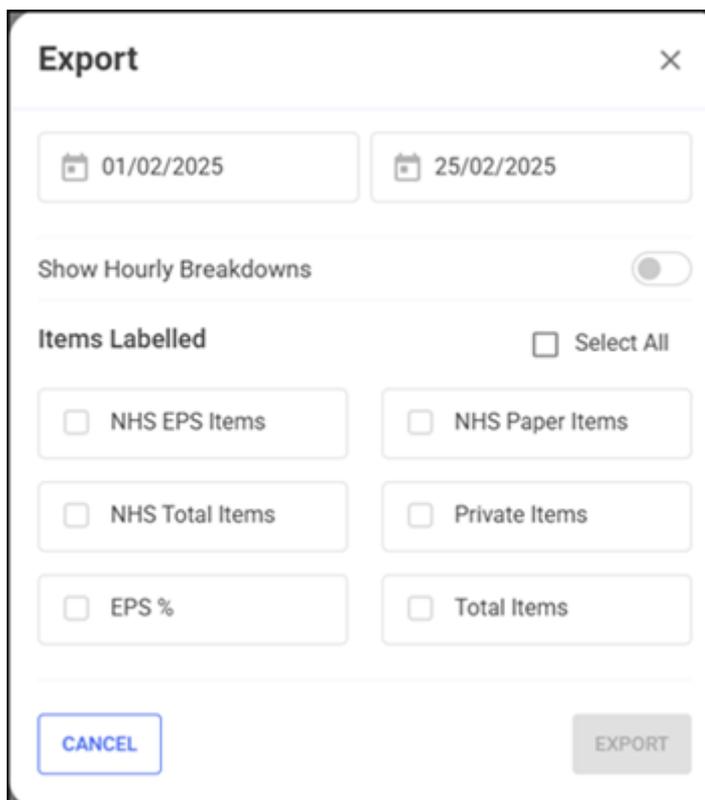
- **Dispensing Statistics:**

- **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.



Store	NHS EPS Items	NHS Paper Items	NHS Total Items	EPS %	Private Items	Total Items
Test store	12	0	12	100	0	12
Test store	3	0	3	100	0	3

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

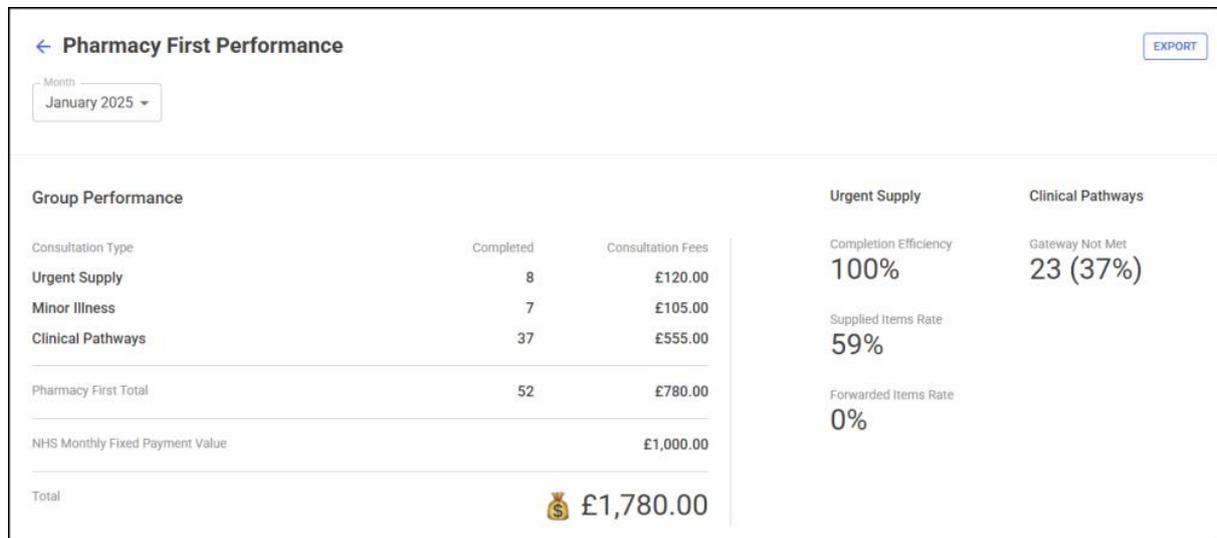


 See [Dispensing Statistics](#) on page 21 for details.

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

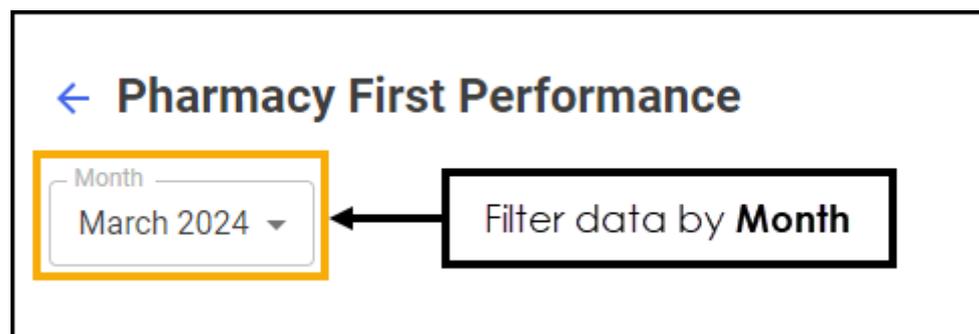
Pharmacy First Performance

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



Group Performance			Urgent Supply	Clinical Pathways
Consultation Type	Completed	Consultation Fees	Completion Efficiency	Gateway Not Met
Urgent Supply	8	£120.00	100%	23 (37%)
Minor Illness	7	£105.00	Supplied Items Rate	
Clinical Pathways	37	£555.00	59%	
Pharmacy First Total	52	£780.00	Forwarded Items Rate	
NHS Monthly Fixed Payment Value		£1,000.00	0%	
Total		£1,780.00		

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 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.

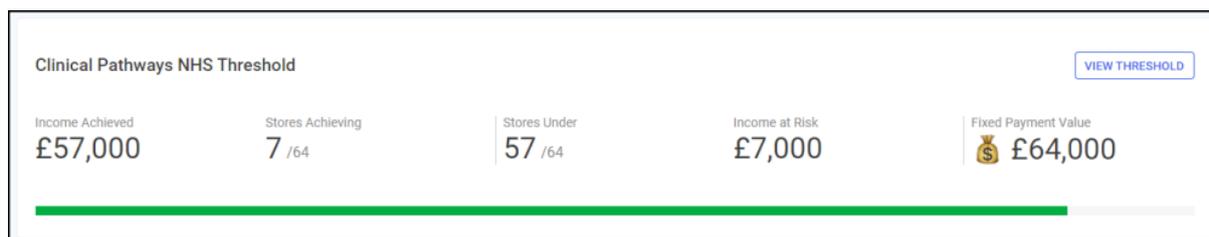
Group Performance

Group Performance			Urgent Supply	Clinical Pathways
Consultation Type	Completed	Consultation Fees	Completion Efficiency	Gateway Not Met
Urgent Supply	8	£119.00	56%	25 (60%)
Minor Illness	6	£90.00	Supplied Items Rate	
Clinical Pathways	16	£240.00	53%	
Pharmacy First Total	30	£449.00	Forwarded Items Rate	
NHS Monthly Fixed Payment Value		0	44%	
Total		 £449.00		

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.

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

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 **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.



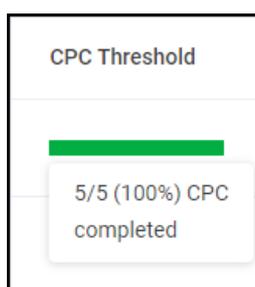
See [Pharmacy First Performance - Store Summary](#) on page **15** for details.

KPIs

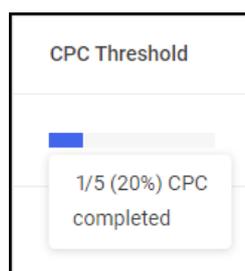
Completed Consultations						Search
Totals & Income KPIs Urgent Supply Clinical Pathways						
KPIs						
Store	Unable to Complete	Completion Rate	Avg Response Time	Avg Completion Time	CPC Threshold	
Test store	2	96%	14 minutes	15 minutes	<div style="width: 100%; height: 10px; background-color: green;">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

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

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

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.

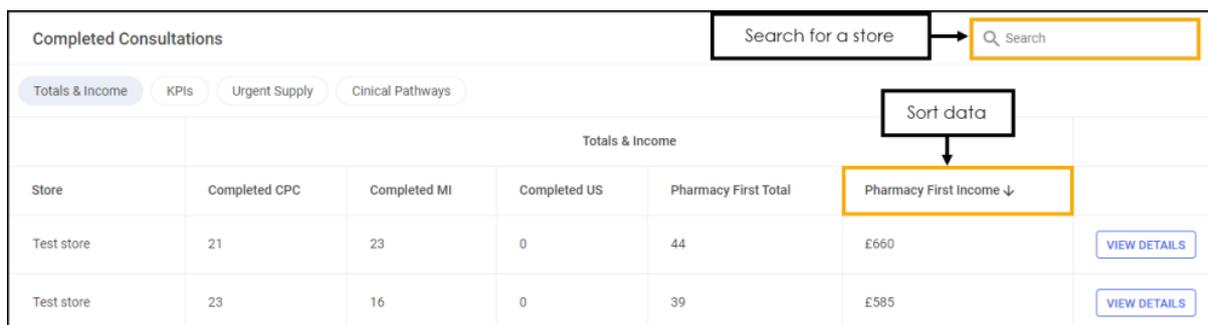
Clinical Pathways

Completed Consultations									
Q Search									
Totals & Income KPIs Urgent Supply Clinical Pathways									
Clinical Pathways									
Store	Sinusitis	Sore Throat	Acute Otitis Media	Infected Insect Bite	Impetigo	Shingles	UTI	Gateway Not Met	
Test store	2	6	1	2	1	1	0	16	VIEW DETAILS
Test store	0	1	0	0	0	1	0	11	VIEW DETAILS
Test store	0	0	0	1	0	0	0	2	VIEW DETAILS

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



The screenshot shows a table titled 'Completed Consultations' with tabs for 'Totals & Income', 'KPIs', 'Urgent Supply', and 'Clinical Pathways'. The 'Totals & Income' tab is active. A search bar at the top right is labeled 'Search for a store' and contains a search icon and the text 'Search'. A 'Sort data' button is positioned above the table. The table has columns: 'Store', 'Completed CPC', 'Completed MI', 'Completed US', 'Pharmacy First Total', 'Pharmacy First Income', and 'VIEW DETAILS'. The 'Pharmacy First Income' column is highlighted with a yellow box and a downward arrow, indicating it is sorted. Two rows of data are visible, both labeled 'Test store'.

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

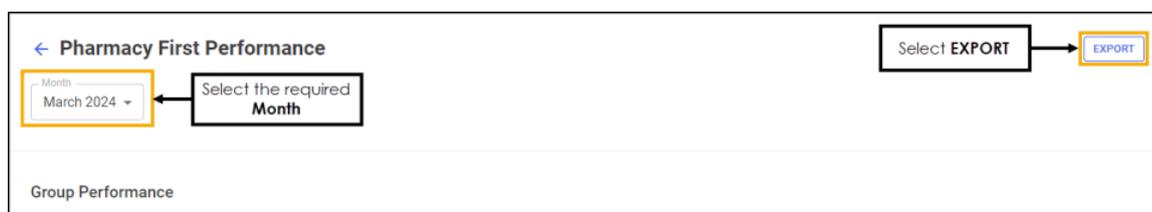
You can search and sort the data in the tables by the following:

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



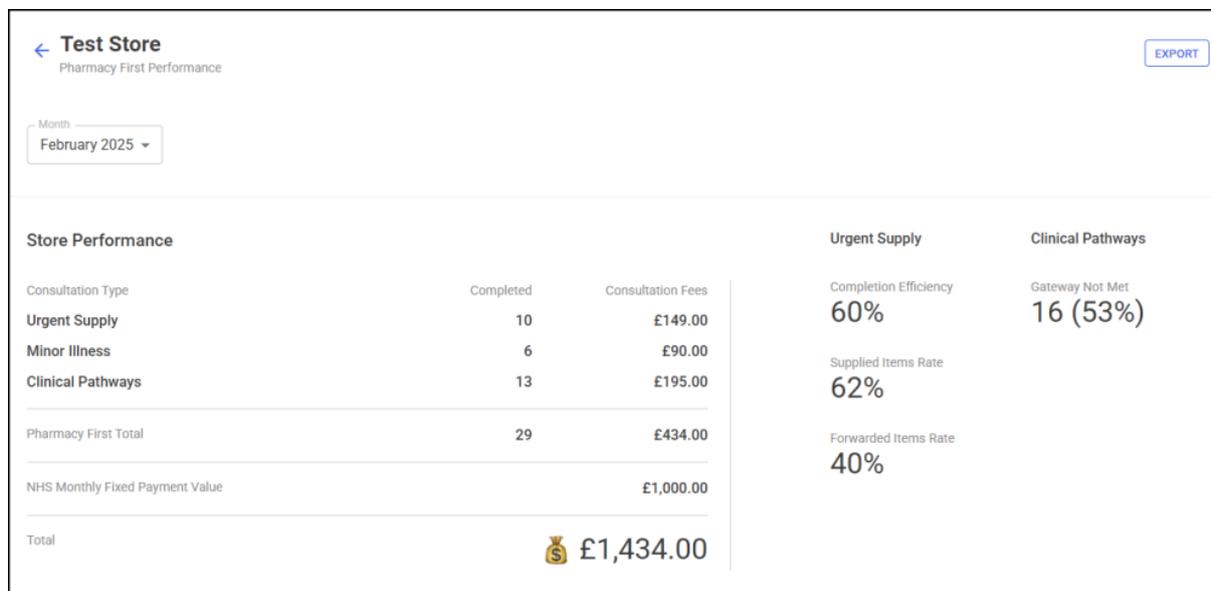
- Select **EXPORT** to export the CSV (spreadsheet) file to your local **Downloads** folder.



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.



Test Store
Pharmacy First Performance

Month: February 2025

Store Performance			Urgent Supply	Clinical Pathways
Consultation Type	Completed	Consultation Fees	Completion Efficiency	Gateway Not Met
Urgent Supply	10	£149.00	60%	16 (53%)
Minor Illness	6	£90.00	Supplied Items Rate	
Clinical Pathways	13	£195.00	62%	
Pharmacy First Total	29	£434.00	Forwarded Items Rate	
NHS Monthly Fixed Payment Value		£1,000.00	40%	
Total		💰 £1,434.00		

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



Test Store
Pharmacy First Performance

Month: March 2024

Filter data by **Month**

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

Store Performance			Urgent Supply	Clinical Pathways
Consultation Type	Completed	Consultation Fees	Completion Efficiency	Gateway Not Met
Urgent Supply	10	£149.00	60%	16 (53%)
Minor Illness	6	£90.00	Supplied Items Rate	
Clinical Pathways	13	£195.00	62%	
Pharmacy First Total	29	£434.00	Forwarded Items Rate	
NHS Monthly Fixed Payment Value		£1,000.00	40%	
Total		 £1,434.00		

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

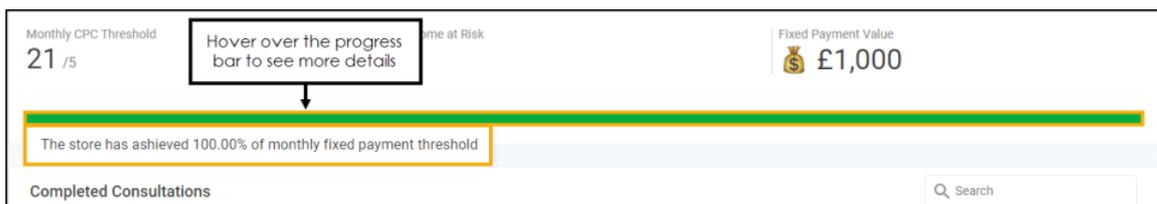
- **Store Performance:**
 - **Consultation Type** - This individually displays the number completed and consultation fees for the three **Pharmacy First** services, **Urgent Medicines Supply**, **Minor Illness** and **Clinical Pathways**.
 - **Pharmacy First Total** - This displays the number completed 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.

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

Completed Consultations						Q Search
ID	Service Status	Completion Date ↓	Service Type	Referral Origin	Service Outcome	
PF-	COMPLETED	01/07/2024 07:50:51	Minor Illness	Walk in Centre	Appropriate advice given and referral made	SUPPLY DETAILS
PF-	COMPLETED	01/07/2024 07:48:48	Urgent Medicines Supply	Emergency Department	No medicines supplied	SUPPLY DETAILS
PF-	COMPLETED	01/07/2024 07:47:23	Urgent Medicines Supply	Walk in Centre	No medicines supplied	SUPPLY DETAILS
PF-	COMPLETED	01/07/2024 07:46:00	Urgent Medicines Supply	Urgent Treatment Centre	All Medicine Supplied	SUPPLY DETAILS

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 Supplied	Items Forwarded	
1	0	SUPPLY DETAILS
Items S.Gard 20mg capsules (Imported (United States))		
0	0	SUPPLY DETAILS

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

Items Forwarded	
0	SUPPLY DETAILS
1	SUPPLY DETAILS
Items Dabigatran etexilate 110mg capsules	
0	SUPPLY DETAILS

- **Supply Details** - Select **SUPPLY DETAILS** [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

Completed Consultations					
ID	Service Status	Completion Date ↑	Service Type	Referral Origin	Service Outcome
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

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.



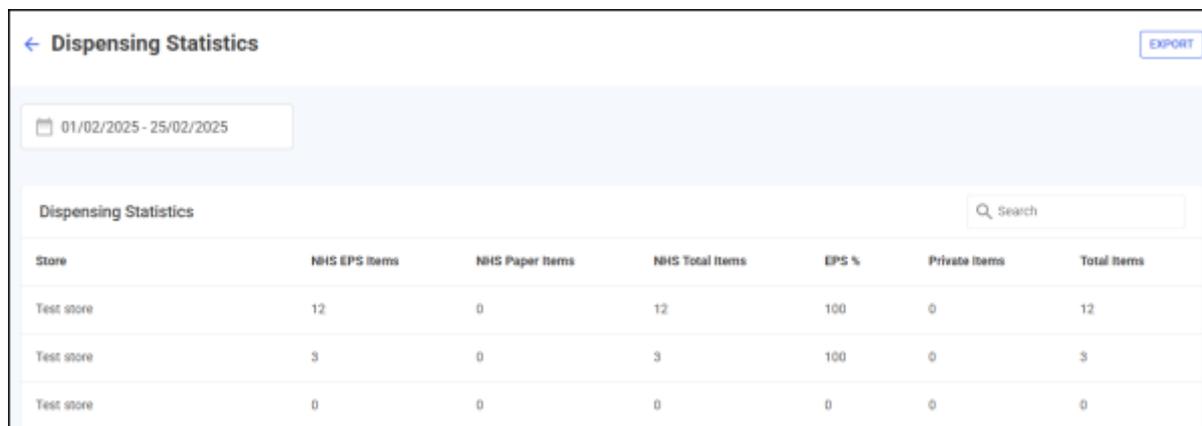
2. Select **EXPORT** to export the CSV (spreadsheet) file to your local **Downloads** folder.



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

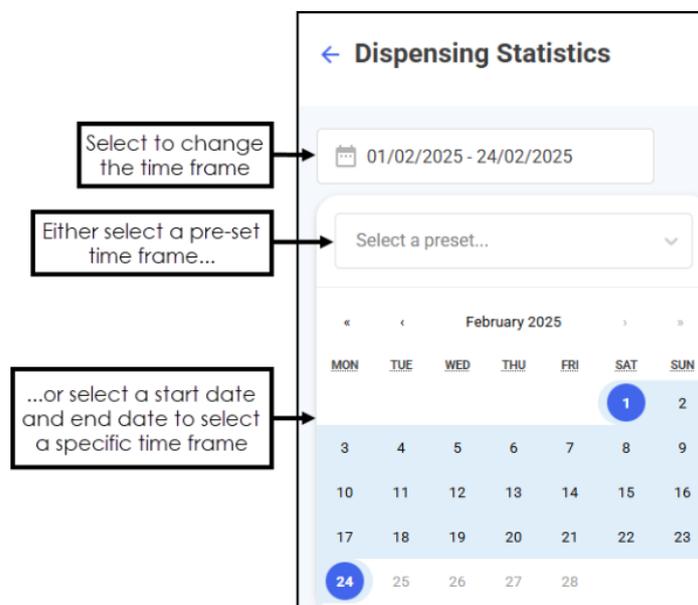
The **Dispensing Statistics** screen displays the volume of prescription items labelled across your pharmacy group.



Store	NHS EPS Items	NHS Paper Items	NHS Total Items	EPS %	Private Items	Total Items
Test store	12	0	12	100	0	12
Test store	3	0	3	100	0	3
Test store	0	0	0	0	0	0

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.



Select to change the time frame → [Date Picker: 01/02/2025 - 24/02/2025]
Either select a pre-set time frame... → [Dropdown: Select a preset...]
...or select a start date and end date to select a specific time frame → [Calendar: February 2025, with dates 1, 24, and 25 highlighted]



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.

Dispensing Statistics Q Search						
Store	NHS EPS Items	NHS Paper Items	NHS Total Items	EPS %	Private Items	Total Items
Test store	12	0	12	100	0	12
Test store	3	0	3	100	0	3
Test store	0	0	0	0	0	0

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

Dispensing Statistics Q Search						
Store	NHS EPS Items	NHS Paper Items	NHS Total Items	EPS %	Private Items	Total Items ↓
Test store	12	0	12	100	0	12
Test store	3	0	3	100	0	3
Test store	0	0	0	0	0	0

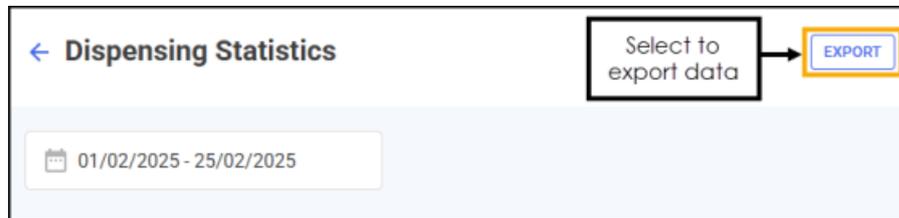
Search for a store
Sort data

- **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.

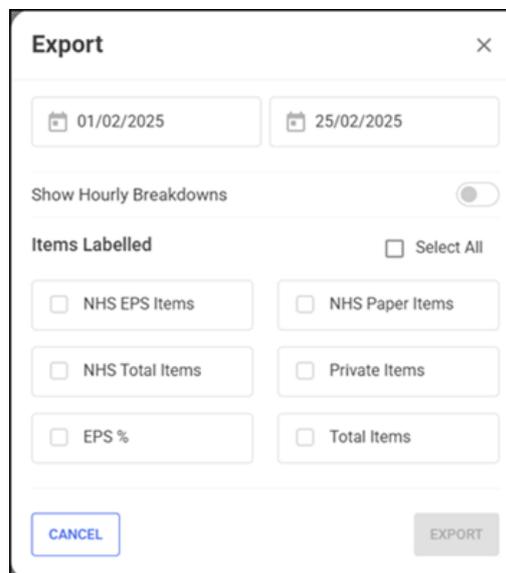
Exporting Data

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

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



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**  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:

