STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	**Adastra Electronic Prescribing**	**Doc. No.**	**CL061 / OP250**
Scope	**Operational and Clinical Directorate**		
Purpose	To manage medication prescribed electronically by Primary Care 24 (PC24) in a safe and timely manner using the Definitive Clinical Advice (DCA) pool, advice pool, repeat prescription pool and On-call centre appointments.		
Guidelines	All cases are to be managed by all Clinicians (except for the exceptions listed within SOP CL047 & OP224) in a safe and timely manner set within the timeframes of the National Quality Requirement.		

PROCEDURE		RESPONSIBILITY
1.	NHS 111 Health Advisor will take the patient demographics in the usual way. The call will be received by Adastra via electronic link and show in the '111 Cases Awaiting Confirmation' screen. The operational team will action all cases received in the "111 cases awaiting confirmation" carrying out a PDS search and despatching the case into either the DCA pool or repeat medication pool as per SOP OP102	NHS 111 Health Advisor / Primary Care 24 Operational Team
2.	Calls received via the Health Care Professional line will be actioned by the contact centre staff. All patient demographics and GP surgery details are to be taken as per training and confirmed in full to ensure accuracy. A PDS search must be carried out for each case. The case is then to be despatched into the DCA pool or repeat medication pool as per SOP OP102	Primary Care 24 Operational Team
3.	**PDS Search** Electronic prescription can only be generated if the patient has a valid NHS number and if all the demographics match the PDS search. The NHS number will be attached to the patient record after a successful PDS performed by a member of the operational team using a valid smartcard.	Primary Care 24 Operational Team

	If the patient record has no NHS number, the clinician should complete the prescription using the print option which should then be communicated to the patient's nominated pharmacy.		
4.	**DCA pool / Advice pool / On Call Centre / Repeat Medications** Following the consultation with the patient, the Clinician can choose up to four items to be prescribed per script on Adastra. If more than four items are required a second prescription will need to be issued. The Clinician will be offered a list of pharmacies nearest their current location. This search can be widened to search by postcode and name, and also can filter by opening hours. The system will do a number of checks to ensure the prescription and prescribed items meet the specification, including checking for scheduled drugs, Provider's smartcard activities and prescribing numbers.	Primary Care 24 Clinicians	
5.	**Directory of Services (DOS) Pharmacy lookup Service** The Directory of Services (DOS) is central directory which provides real time information about services available to support a patient. The DOS will initially default to the patient's current location. The Clinician can search a pharmacy based on the postcode and/or name. Also use opening times to enhance the search. The Clinician can select a temporary nominated pharmacy to send the prescription electronically. This does not affect the patient's nominated pharmacy held on the spine at their registered GP practice. The Clinician will get a yellow warning 30 minute before the selected pharmacy is due to close. When the pharmacy has already closed, a red warning will appear. Prescriptions can still be sent electronically to closed pharmacies (during the overnight) these will sit on the NHS spine until the nominated pharmacy downloads from the NHS spine.	Primary Care 24 Clinicians	

	Prescriptions will remain on the NHS spine for 12 months. Only community pharmacies can be used.	
6.	**Sending of an Electronic Prescription** The Clinician is displayed with the patient's demographics and medication to be prescribed. The prescription will then be electronically signed using the Clinician's smartcard and PIN. This will be sent to the NHS spine where it can be picked up by the temporary nominated pharmacy. Feedback is received instantly to acknowledge a successful or rejected prescription message.	Primary Care 24 Clinicians
7.	**Failure of an Electronic Prescription** If the event the electronic prescription fails to send, the Clinician will receive a warning message on Adastra of this failure. The Clinician will have to select "ok" to this warning message to continue with the prescription. A second attempt should be made before printing the prescription manually. This can be done by selecting the "print" option from the menu at the bottom right hand of the Adastra screen. The prescription will print manually, this can be communicated directly to the pharmacy by a member of the operational team.	Primary Care 24 Clinicians / Operational Team
8.	**Cancellation of an Electronic Prescription** If something needs to be changed within an acute prescription the whole prescription must be cancelled and a new replacement prescription should be generated. The patient and pharmacy should be informed of the change to avoid any confusion. Electronic prescriptions can be cancelled at any point until they are dispensed. **Cancelling a prescription in a closed consultation** On occasions it may be necessary to cancel a prescription after the consultation has been closed, Once the cancellation has been completed the prescriber may need to issue a new prescription. **Spine Cancellation Responses**	Primary Care 24 Clinicians / Shift Managers

	There are three possible responses from the NHS spine:	
	• Successful • With dispenser • With patient	
	Clinician	
	If the Clinician wishes to cancel a prescription they can do so either as part of the same current consultation or by using case edit within the recent work on Adastra. It does not need to be the prescriber who cancels the prescription but they will require a smartcard with the correct roles and responsibilities attached.	
	When cancelling a prescription, a reason why will have to be selected from the description box. Also entering the smartcard pin.	
	Shift Managers	
	If the case is closed, the option for cancelling an electronic prescription will be available within the "case edit" function on Adastra. When cancelling a prescription, a smartcard pin is required. Entering reasoning why the prescription has been cancelled within the comments box.	
	A record of any prescriptions cancelled by a shift manager must be documented within the shift manager report.	
9.	**Prescription Tracker** The prescription tracker allows prescribers and dispenser to check the status and history of electronic prescriptions. The user must have legitimate reason to verify that a prescription exists or identify a prescription status. https://digital.nhs.uk/services/electronic-prescription-service/about-the-eps-prescription-tracker You can search by date range, prescription ID, status and by applied, or pending, cancellation requests.	Primary Care 24 Shift Manager

10.	**Pharmacy cannot find prescription** Provide the prescription ID to the caller, patient or pharmacist this will make it easier for the pharmacist to find prescription	Primary Care 24 Shift Manager
11.	**Reasons for EPS button being unavailable** The EPS button could appear "Greyed out" because: • The prescriber may not have logged in with their smartcard, in this case they should insert their smart card and enter their PIN validate, the EPS button will then become live • The drug is not able to be sent by EPS • PDS may be mismatched	Primary Care 24 Clinicians
12.	**Common Issues** Here are some of the reasons why EPS may not be available : **Incorrect login** EPS requires a valid smartcard to work. Without a valid smartcard the EPS button will not be activated **Number of items on prescription** The system has been designed so that no more than four items can be sent via EPS. A warning screen has been created to alert the clinician when they are approaching four items. **Non EPS medication** Currently medication that is not in the DM&D (Currently medication that is not in the Adastra formulary) cannot be sent via EPS. There could be other restrictions depending on the formulary accessed. **Patient demographic service mismatches** PDS traces, name, address, DOB and gender. If any of these are not matched in the local system. EPS will not be able to generate a prescription. A user can rectify this by conduction a PDS look up and amending the local details, before starting the prescribing process. **Closing a consultation early** Once an EPS prescription has been sent, the open case must be saved. A warning will be displayed if the clinician tries to abandon the case without saving.	Primary Care 24 Clinicians / Operational Personnel

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Title	Adastra Electronic Prescribing	Doc. No.	CL061 / OP250

Version	v2
Supersedes	v1.1
Approving Managers/Committee	Head of Service
Date Ratified	04.07.2018
Department of Originator	Integrated Urgent Care
Responsible Executive Director	Director of Service Delivery
Responsible Manager/Support	Head of Service
Date Issued	July 2018
Next Review Date	January 2021
Target Audience	Operational and Clinical Personnel

Version	Date	Control Reason	Accountable Person for this Version
v1.0	4-Jul-2018	SOP Created	Head of Service
v1.1	10-12-2019	Updated to include current regulatory changes	Medical Lead
v2	29-Jan-2020	Review and amended to reflect regulatory changes	Service Manager

Reference documents	Electronic Locations	Locations for Hard Copies
	Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ ……	Standard Operating Procedures File in the Call Centre.

Document Status: This is a controlled document.
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