

## Electronic Prescription Service

### Electronic prescription tracker guide

This guide will help you use the Electronic Prescription Tracker.

#### What is the Electronic Prescription Tracker?

The Electronic Prescription Service (EPS) Prescription Tracker is an online system which allows staff working at prescribing and dispensing sites to check the status of a prescription.

The application is designed to be used when there is a legitimate need to verify that a prescription exists or to identify a prescription status during the prescribing and dispensing process, e.g. which dispenser has downloaded it, when was it dispensed or has it been claimed.

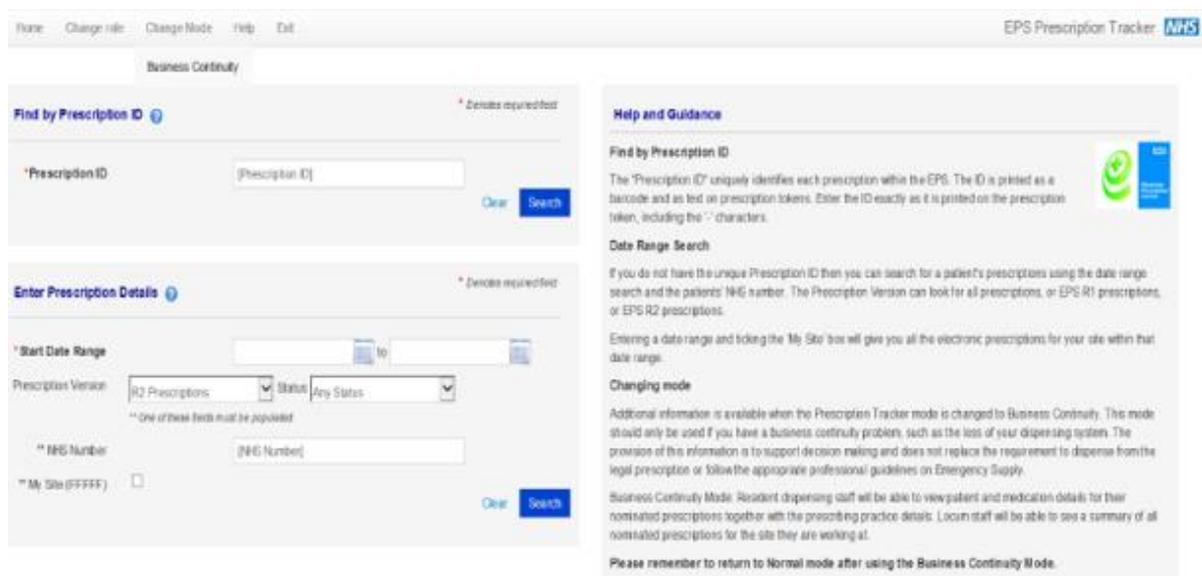
It can also be used to help pharmacy staff find an EPS prescription they need to dispense.

The tracker can be used to help verify that a prescription exists or to identify a prescriptions current live status during the prescribing and/or dispensing process e.g. has a prescription left the prescribing site, is the script on the spine, which dispenser has downloaded it, when was it dispensed or has it been claimed.

The tracker can be used in 'Normal' mode or 'Business Continuity Mode'.

The tracker will always start in 'Normal Mode' and you will be required to insert a smart card.

The image below shows how it allows you to look up information about an EPS prescription by searching for it by prescription ID, date range and patient NHS number.



The screenshot displays the 'EPS Prescription Tracker' interface. At the top, there are navigation links: Home, Change role, Change Mode, Help, and Exit. The main content area is titled 'Business Continuity' and features two primary search sections:

- Find by Prescription ID:** Includes a text input field for the Prescription ID, a 'Clear' button, and a 'Search' button. A note indicates '\* Details required!'
- Enter Prescription Details:** Includes a date range selector (Start Date Range), a dropdown for Prescription Version (set to 'R2 Prescriptions'), a dropdown for Status (set to 'Any Status'), a text input for NHS Number, and a checkbox for 'My Site (FFFF)'. A note indicates '\* Details required!' and a sub-note: '\*\* One of these fields must be populated'.

On the right side, there is a 'Help and Guidance' section with the following content:

- Find by Prescription ID:** Explains that the Prescription ID uniquely identifies each prescription within the EPS and is printed as a barcode and as text on prescription tokens. It instructs users to enter the ID exactly as it is printed, including the '-' characters.
- Date Range Search:** Explains that if the user does not have the unique Prescription ID, they can search for a patient's prescriptions using the date range search and the patient's NHS number. It notes that the Prescription Version can look for all prescriptions, or EPS R1 prescriptions, or EPS R2 prescriptions. It also states that entering a date range and ticking the 'My Site' box will give all electronic prescriptions for that site within that date range.
- Changing mode:** States that additional information is available when the mode is changed to Business Continuity, but it should only be used in case of a business continuity problem (e.g., loss of the dispensing system). It emphasizes that this information is for decision-making support and does not replace legal requirements. It notes that in Business Continuity Mode, resident dispensing staff can view patient and medication details for their nominated prescriptions, while Locum staff can see a summary of all nominated prescriptions for the site.

A footer note reads: 'Please remember to return to Normal mode after using the Business Continuity Mode.'

Use the prescription ID search enter or copy and paste the prescription ID (bar code) from the prescriber system or token.

Use the data range search - by ticking my site box to show all prescriptions for your site or enter NHS number for a single patient search.

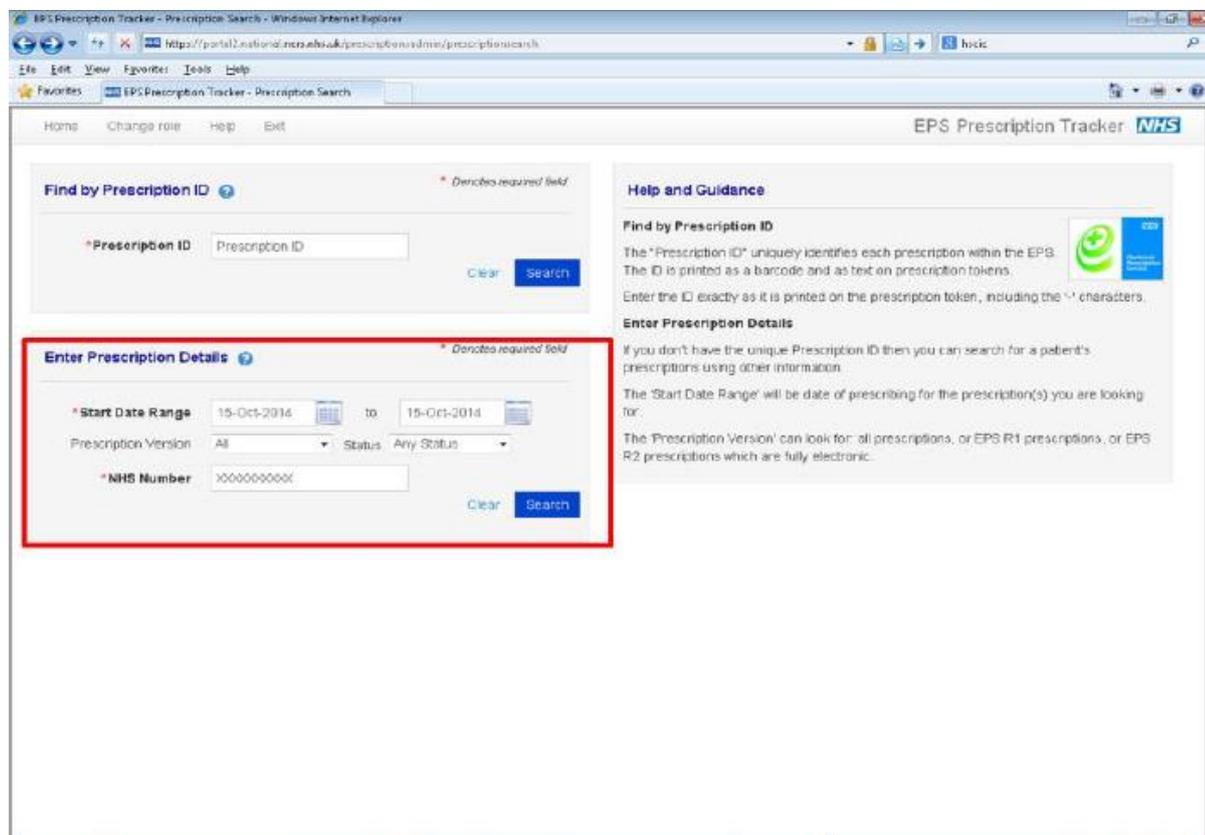
### What do I need to do a search on the Electronic Prescription Tracker?

- the relevant prescription GUID number (this is the unique identifier for each electronic prescription), which can be obtained from either the Dispensing Token where there is one or, from the GP surgery;
- the patient's NHS number;
- the date range.

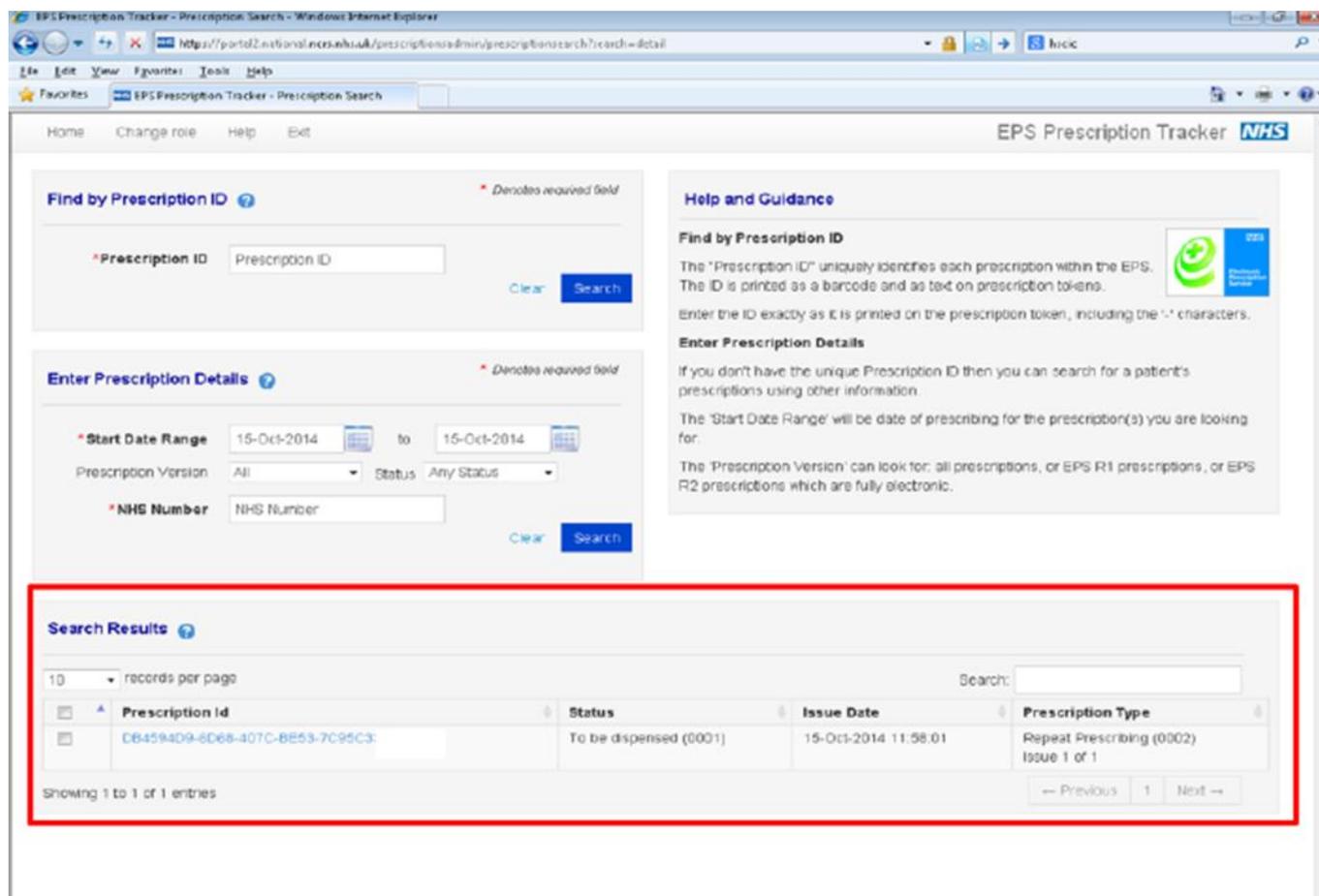
### How to access the Electronic Prescription Tracker?

To access the Electronic Prescription Tracker, you need to:

- insert your smartcard
- access the screen shown below by clicking on the following link:  
<https://portal2.national.ncrs.nhs.uk/prescriptionsadmin>
- fill in the patients **NHS Number** and the required **date range** from & to
- click Search to start



All electronic prescriptions issued for the NHS Number searched & for the given search dates will be displayed



The **prescription id (GUID)** is the same as the **script barcode** which has been printed on the prescribing token &/or dispensing token

Note: you can manually pull-down an EPS script by entering this GUID into your system manual barcode input tab

## How to access the Electronic Prescription Tracker using Prescription ID?

Click on the prescription id (GUID) and a new window will open providing full details of the electronic prescription selected.

The screenshot displays the 'Prescription and Dispensing Details' page in a web browser. The page is divided into several sections:

- Prescription ID:** DB4594D9-6D68-407C-BE53
- Prescription Treatment Type:** Repeat Prescribing (0002) - Issue 1 of 1
- Prescription Type:** General Practitioner Prescribing (0001)
- Date/Time Signed:** Not recorded
- Prescriber Organisation:** [Redacted]
- Prescriber Contact:** [Redacted]
- Dispenser Organisation:** Not Recorded
- Dispenser Contact:** Not Recorded
- Patient NHS ID:** [Redacted]
- Prescription Status:** To be dispensed (0001)
- Prescription Items:** A table with 4 rows, each containing a Line Item, GUID, and Status.
- Prescription Event History:** A table with 4 columns: Message, Sent Date, Organisation, and Status. A red box highlights this section, and four yellow arrows point to the columns from numbered boxes (1, 2, 3, 4) below.

Line Item	GUID	Status
1	938AA325-8709-441A-80F8-	To be dispensed (0007)
2	39CA1670-A277-4878-8268-	To be dispensed (0007)
3	0FFAF180-F170-4802-90ED-	To be dispensed (0007)
4	07B2EE83-7F7C-46E8-B463-	To be dispensed (0007)

Message	Sent Date	Organisation	Status
Prescription upload successful	15-Oct-2014 10:58:02	[Redacted]	To be dispensed (0001)

- 1) **MESSAGE:** confirms prescription has left the prescribing site and is on the spine
- 2) **SENT DATE:** date & time of message
- 3) **ORGANISATION:** contact details of prescriber/dispenser
- 4) **STATUS:** Confirms the status of the prescription

This is what is seen when a prescription has gone through the complete prescribing and dispensing process.

**Note:** the EPS Prescription Tracker does **not** make available any clinical or sensitive information about a patient's prescription

The screenshot shows the 'Prescription and Dispensing Details' page in a web browser. The page is divided into several sections:

- Prescription ID:** FC8F11-C81
- Prescription Treatment Type:** Repeat Prescribing (0002) - Issue 1 of 1
- Prescription Type:** General Practitioner Prescribing - GP (0101)
- Date/Time Signed:** 21-Oct-2014 16:26:48
- Prescriber Organisation:** [Redacted]
- Prescriber Contact:** [Redacted]
- Dispenser Organisation:** [Redacted] (5)
- Dispenser Contact:** [Redacted]
- Patient NHS ID:** [Redacted]
- Prescription Status:** Claimed (0005)
- Prescription Items:** A table with 4 rows, each showing a line item, GUID, and status (Fully dispensed (0001)).
- Prescription Event History:** A table with 4 rows, each showing a message, sent date, organisation, and status. This section is highlighted with a red border.

Line Item	GUID	Status
1	F822A754-19A7-433D-B401- .....	Fully dispensed (0001)
2	C94F10B6-720C-4BC9-98F0- .....	Fully dispensed (0001)
3	76FCF079-56F5-4565-AB58- .....	Fully dispensed (0001)
4	0E374CC6-D135-4341-9F3E- .....	Fully dispensed (0001)

Message	Sent Date	Organisation	Status
Prescription upload successful	21-Oct-2014 15:26:49	C [Redacted]	To be dispensed (0001)
Nominated Release Request successful	22-Oct-2014 01:13:19	F [Redacted]	With dispenser (0002)
Dispense notification successful	25-Oct-2014 15:11:42	F [Redacted]	Dispensed (0006)
Dispense claim successful	27-Oct-2014 10:27:35	F [Redacted]	Claimed (0008)

## How to 'Search for a Patient' on the Electronic Prescription Tracker?

- If the NHS Number is not known then this can be looked-up and selected using the new 'Search for patient (NHS number)' functionality
- Once you have identified the correct patient within the search results, click on the patient name. This will take you back to the search screen and automatically populate the search box with the NHS number
- Type in the details and then press the search key
- The close button returns the user back to search results
- You can click on the patient details to select the patient
- You will then be taken back to the search results.

**Support**  
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