Community Pharmacy Humber

Agenda

- How to get the best out of PharmOutcomes.

Community
Pharmacy
Humber

PharmOutcomes

PharmOutcomes- what is it ?

- PharmOutcomes is a web-based system which helps community pharmacies provide services more effectively and makes it easier for commissioners to audit and manage these services.
- PharmOutcomes is provided by Pinnacle Health LLP in partnership with PSNC.
- The majority of our locally commissioned services are claimed using PharmOutcomes. An invoice is generated and sent automatically to commissioners on 5th month. Must check FP34, BACS and e-mails that have received payment.
- It is also used for record keeping and data analysis e.g. Advanced services flu, NUMSAS.
- It can send notifications to GP surgery e.g. flu, PURMS.
- It can be used for transfer of information, for example, refer to pharmacy Transfer of Care Scheme between hospitals and pharmacies.
- Messages can be sent to contractors from organisations such as commissioners, LPC.

How to access PharmOutcomes

- Google ‘PharmOutcomes’ or may be saved as a favourite
- Need to know username, password and security word- please ensure available and clearly written for locums/reliefs.

Who can access PharmOutcomes

- Pharmacist, dispenser, ACT etc as long as valid reason to access e.g. input service info, print off NRT voucher.

Problems

- Contact Pinnacle (see contact us section on PharmOutcomes login page)
- See Help tab on PharmOutcomes
- Log on/password issues- contact LPC 01482 335824 or humber.lpc@nhs.net

Make sure all pharmacy team know the log on details and clearly available for locums/relief staff

Enter username and password to gain access

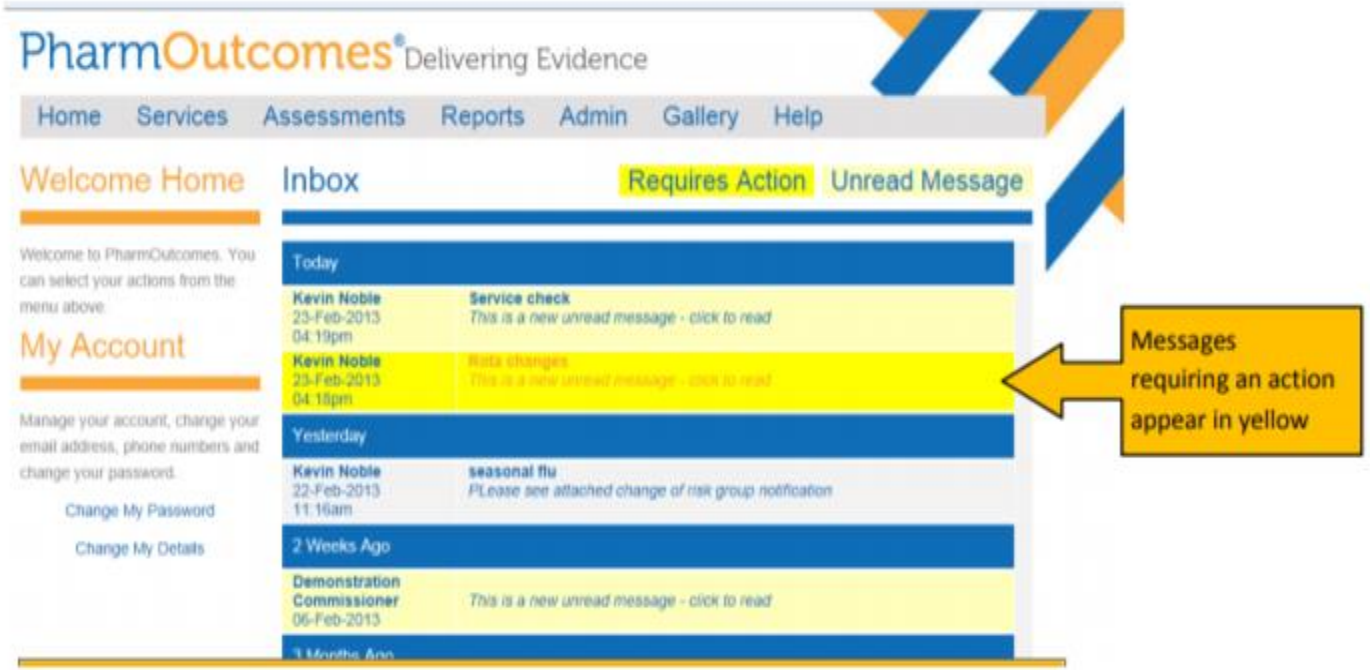
Forgotten password?
Forgotten user name?
Need to add a new user to your account?

Contact Pinnacle (see 'contact us' tab)
Or Humber LPC: 01482 335824
Or humber.lpc@nhs.net

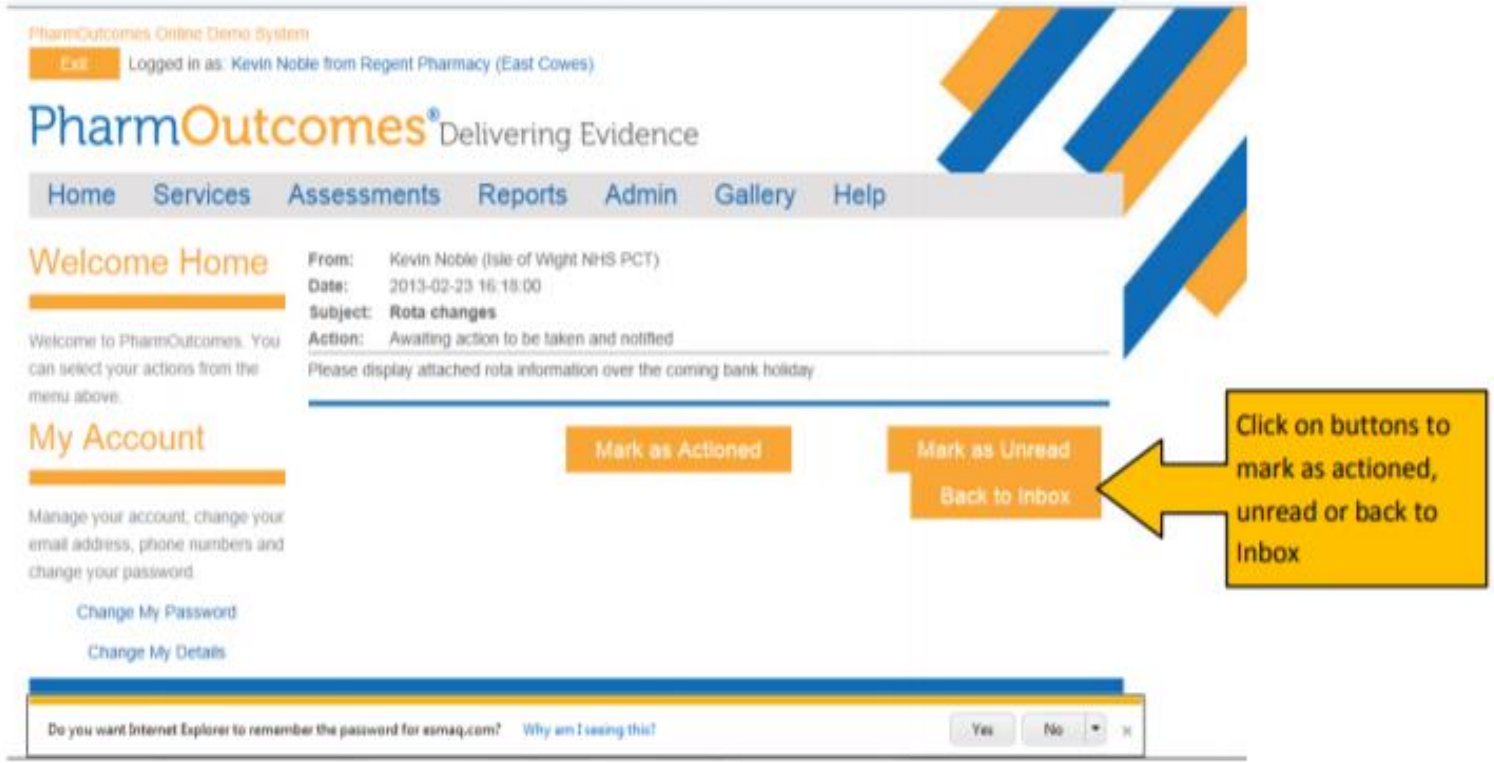
Getting Started

Message Inbox

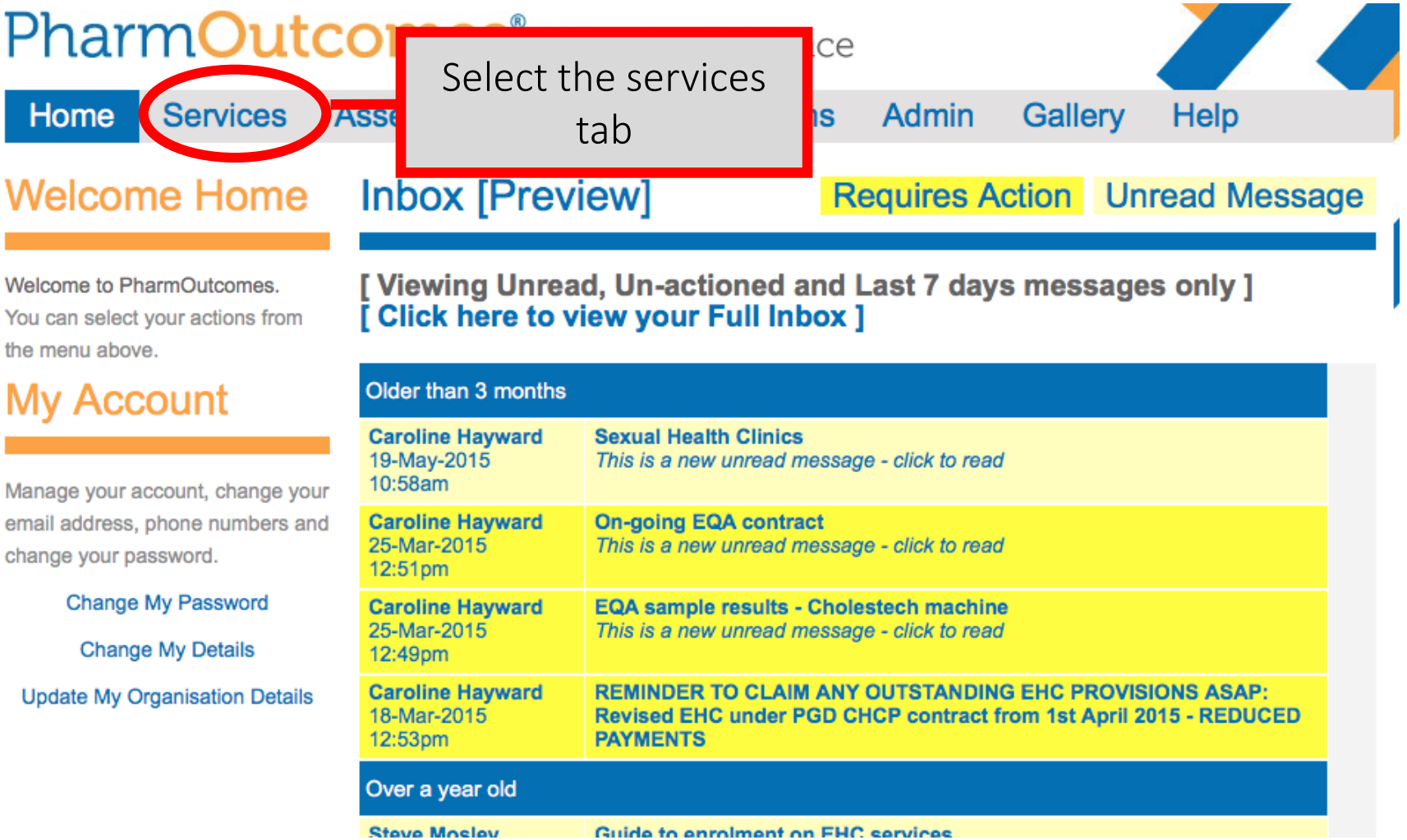
The main home page shows you provider message in box. This allows commissioner communication to all providers.



Yellow action messages These are commissioner messages that require the provider to complete an action, for example - display a message relevant to a service that may come as an attachment.- Click on the message to open.



Recording a service provision? Pharmacy selects services tab



PharmOutcomes® Delivering Evidence
Home
Services
Reports
Claims
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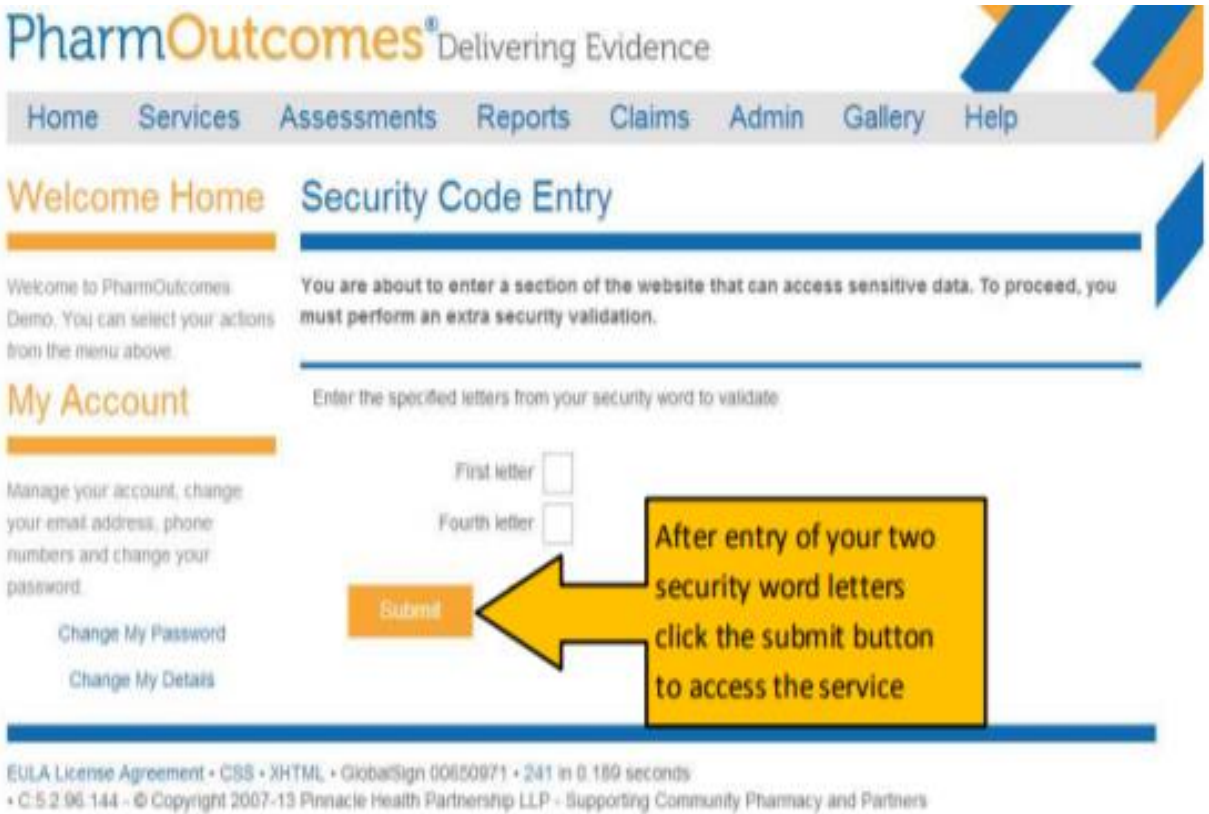
Help
Provide Services
Recent Provisions
Search for Identifier:
Other Services
Minor Ailments Scheme - Stage 1 - Registration
Minor Ailments Scheme - Stage 2 - Consultation
Click on the service title you want to deliver
Service Centre
Contact your PCT or commissioner if you cannot see services you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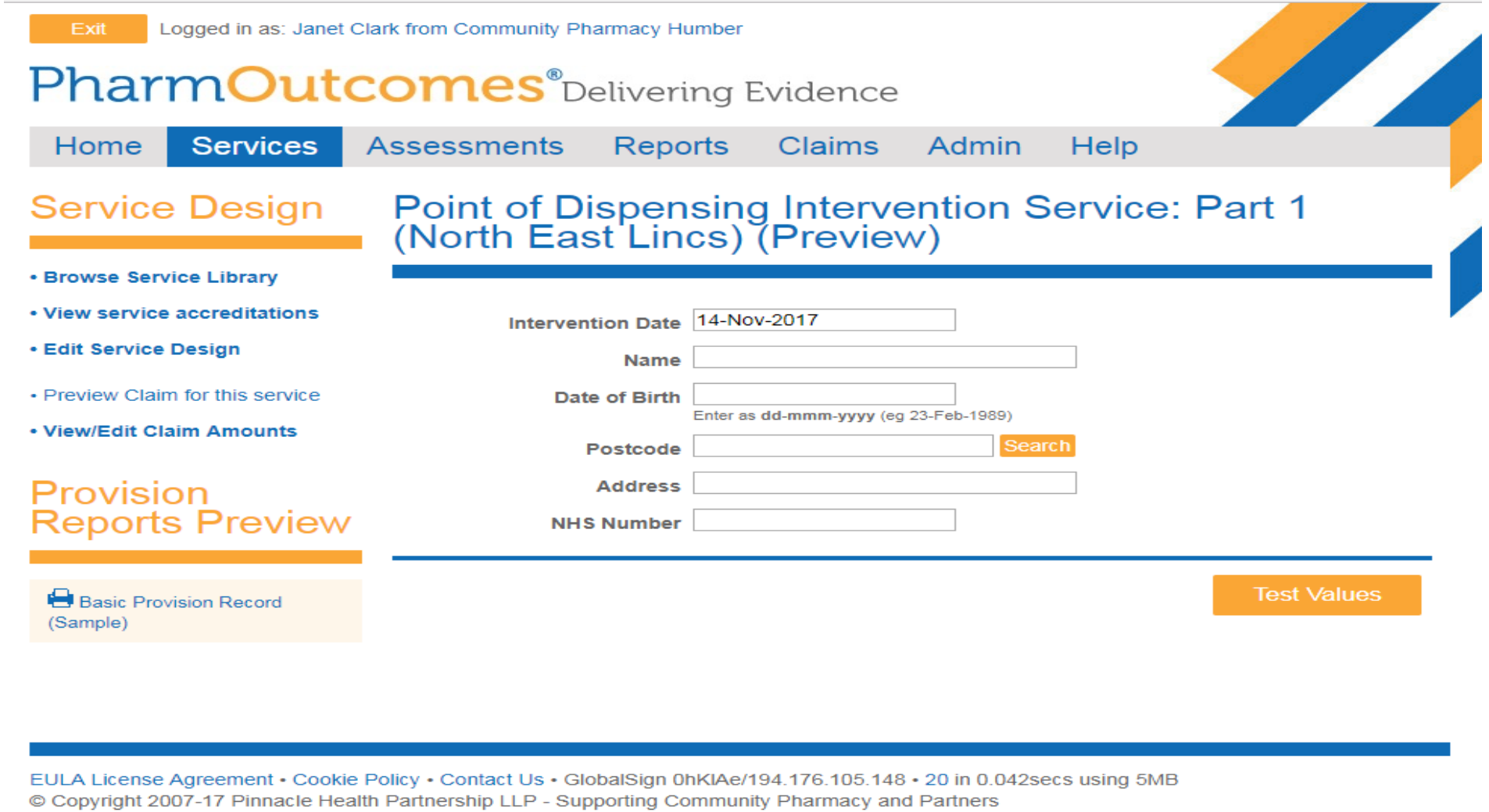
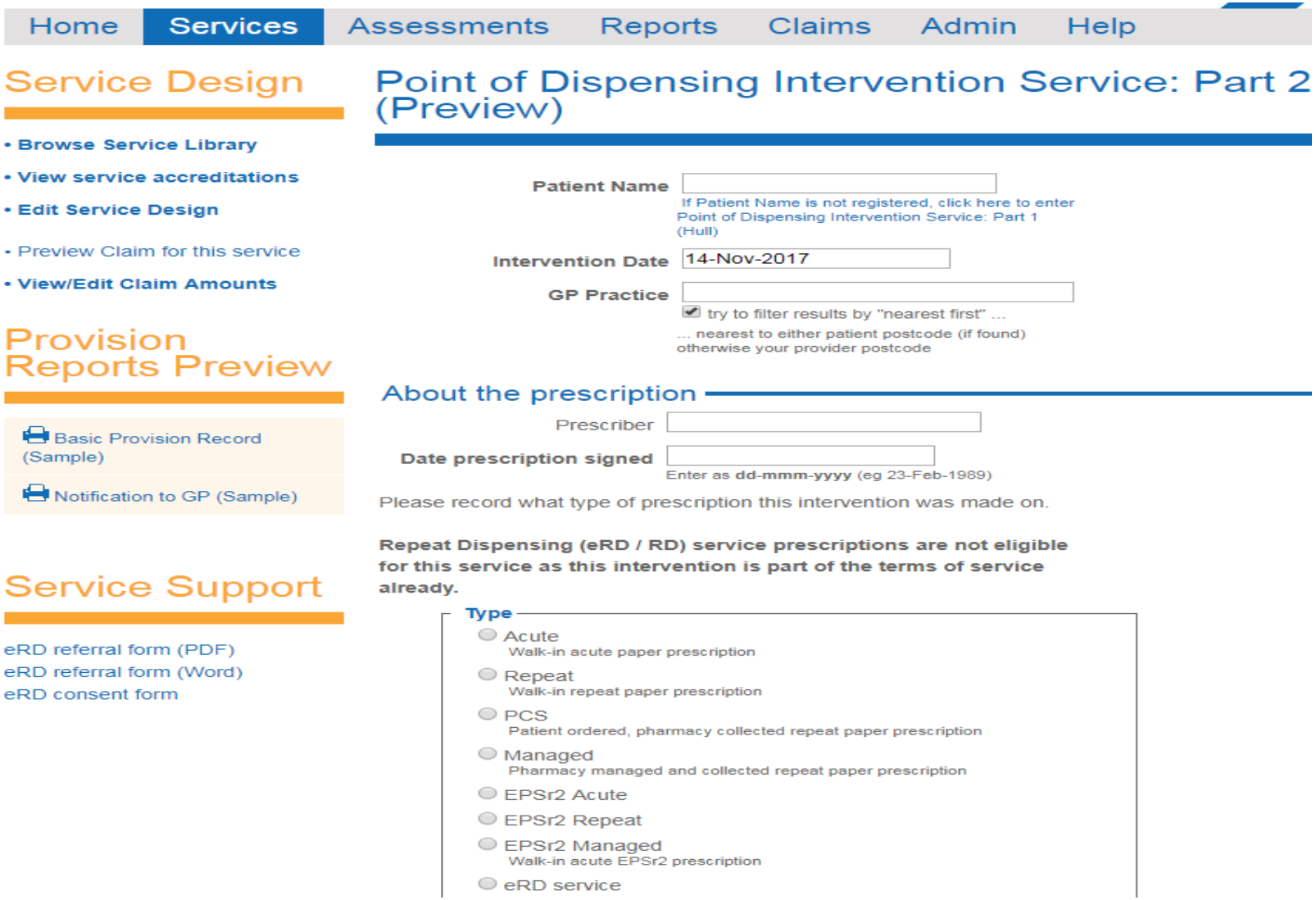
Home
Services
Assessments
Reports
Claims
Admin
Gallery
Help
Welcome Home
Welcome to PharmOutcomes Demo. You can select your actions from the menu above.
My Account
Manage your account, change your email address, phone numbers and change your password.
Change My Password
Change My Details
Security Code Entry
You are about to enter a section of the website that can access sensitive data. To proceed, you must perform an extra security validation.
Enter the specified letters from your security word to validate
First letter
Fourth letter
Submit
After entry of your two security word letters click the submit button to access the service
EULA License Agreement • CSS • XHTML • GlobalSign 00650971 • 241 in 0.189 seconds
• C:5.2.96.144 - © Copyright 2007-13 Pinnacle Health Partnership LLP - Supporting Community Pharmacy and Partners

PharmOutcomes – Part 1



PharmOutcomes – Part 2



PharmOutcomes – Part 2

About the item stopped

Prescription item

Quantity

Please record the reason, as reported by the patient or their representative, why the item appeared on the prescription.

Reason

- Stopped
  The item has been stopped or changed by the GP since the item was ordered.
- Patient
  The patient has requested it in error
- Representative
  The patient's representative has requested it in error
- Pharmacy
  The pharmacy has requested the item in error
- GP
  The GP surgery has issued it in error

Check the patient history in the top left corner to see if the patient has received an intervention under this service previously.

If the patient has received an intervention for this item in the previous treatment period, please indicate below.

Consecutive treatment period

- Yes
- No

Action taken

You have successfully recorded an intervention. The patient's GP will be automatically notified of the intervention.

This is a good opportunity to signpost your patient to the electronic Repeat Dispensing (eRD) service.

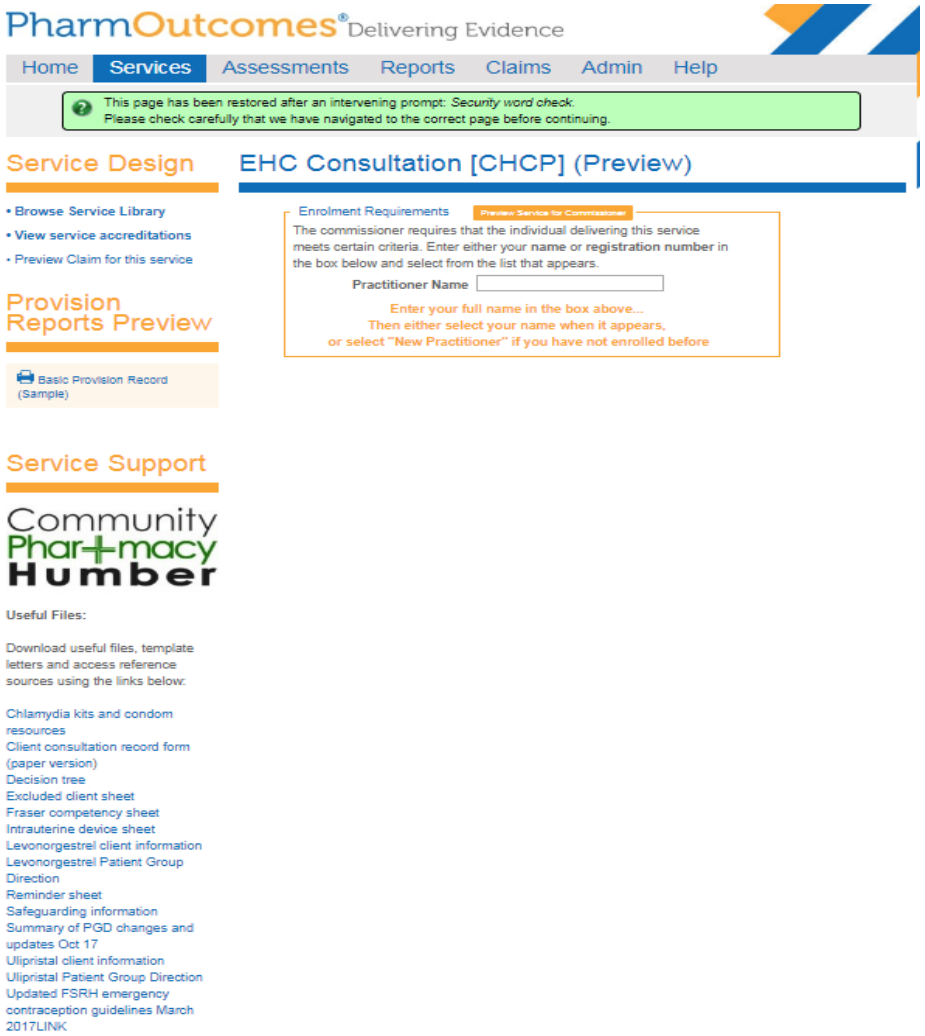
Signposted to eRD Yes Not appropriate

Use this box to record any relevant notes about the context of the intervention. e.g. "Patient ordered ibuprofen and GP issued paracetamol"

This field is now mandatory

Notes

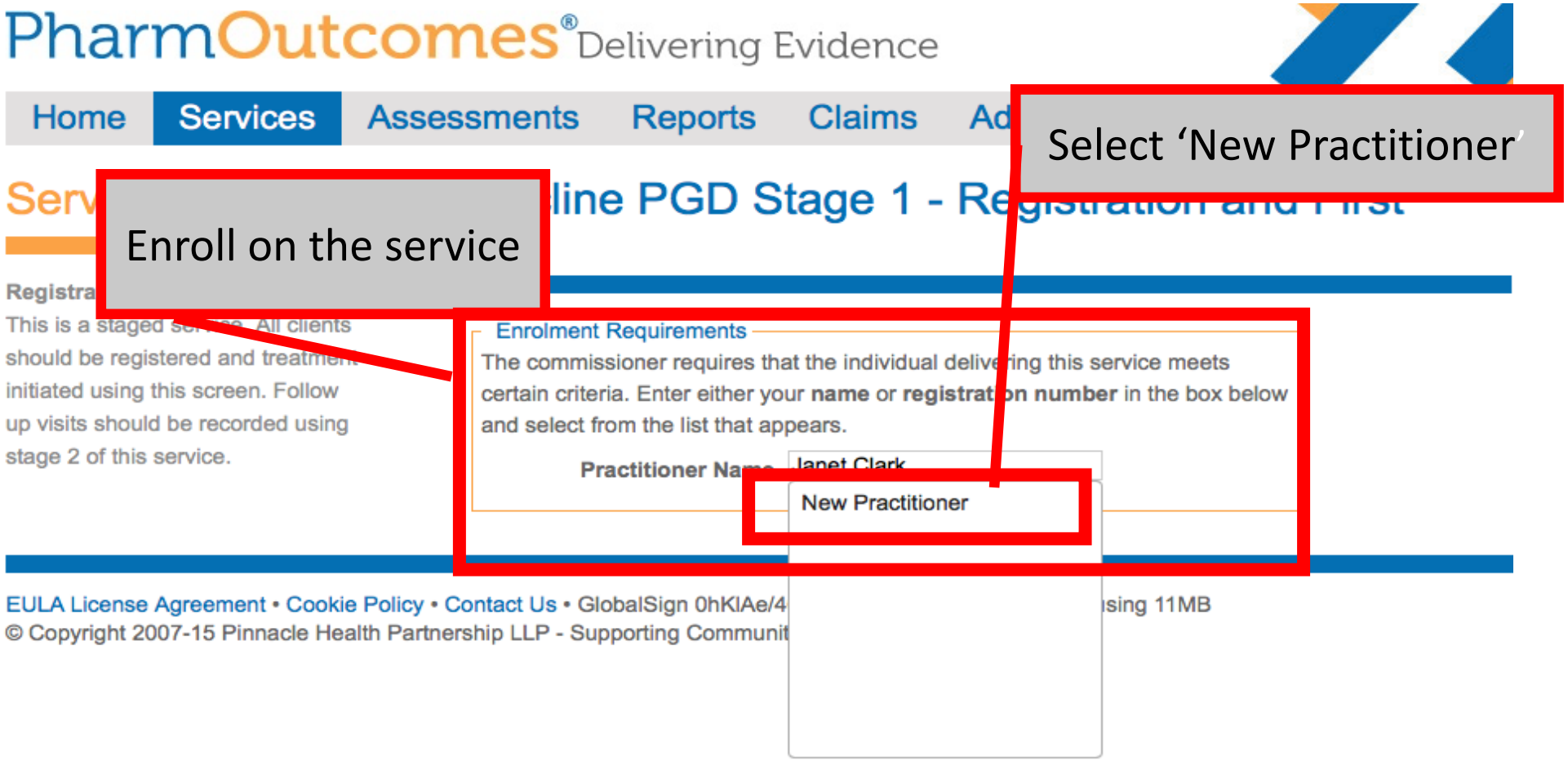
Information under Service Support



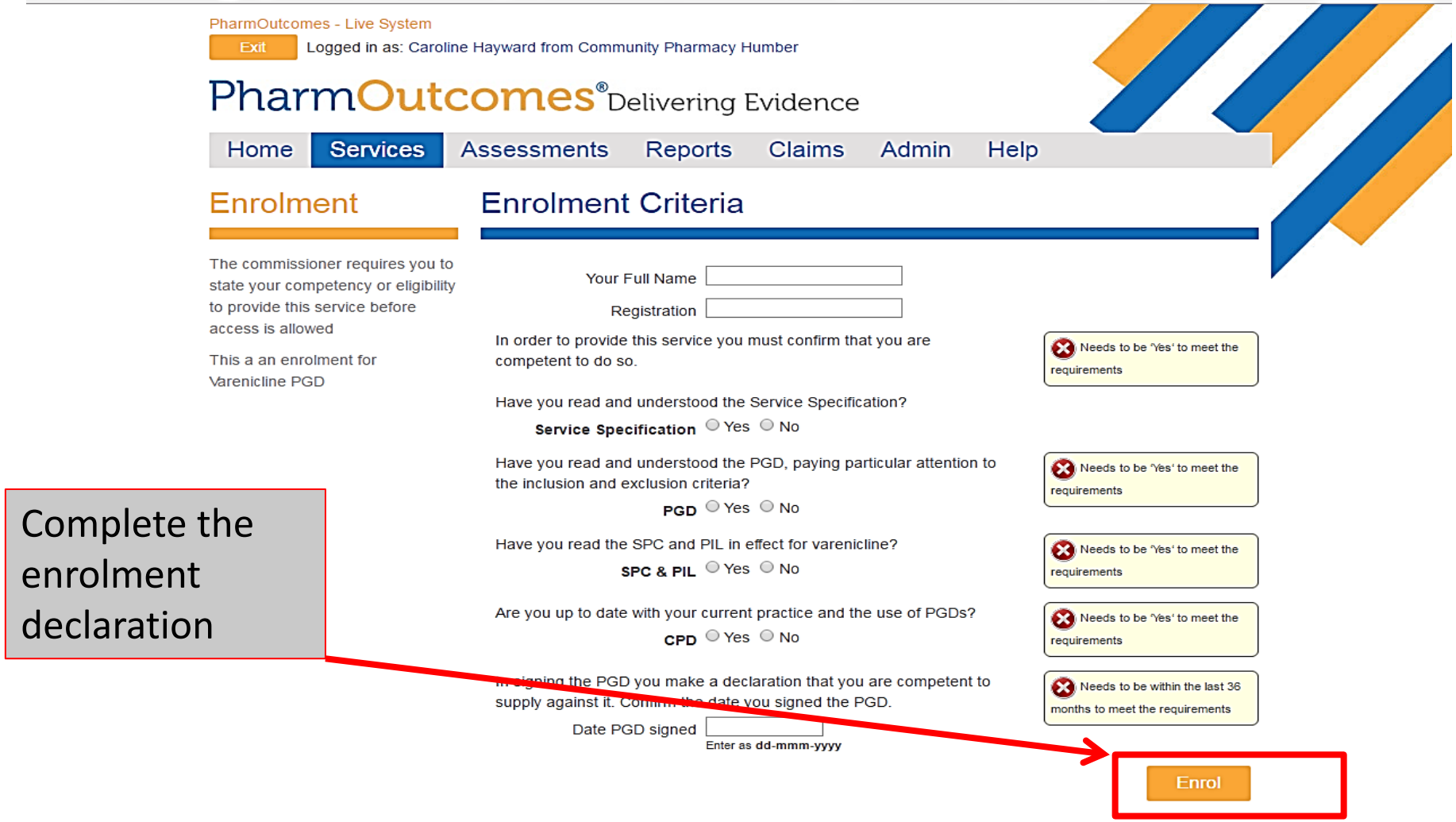
Service Platforms requiring pre-enrolment

- Some services require pharmacist to register onto a platform **prior to service delivery**
  - **If trained and ready to provide the service: enrol on service platform in advance of client arriving in pharmacy**
- Platform won't open unless they are registered
- Registration allows training and competency declarations to be completed.
- Often link to CPPE website to verify training / DoC completed
- CPPE viewer must be activated on CPPE account
- Services requiring enrolment on platform must be delivered by a pharmacist and include provision by Patient Group Direction (PGD) e.g. EHC and varenicline.

All pharmacists providing the service must register onto PharmOutcomes

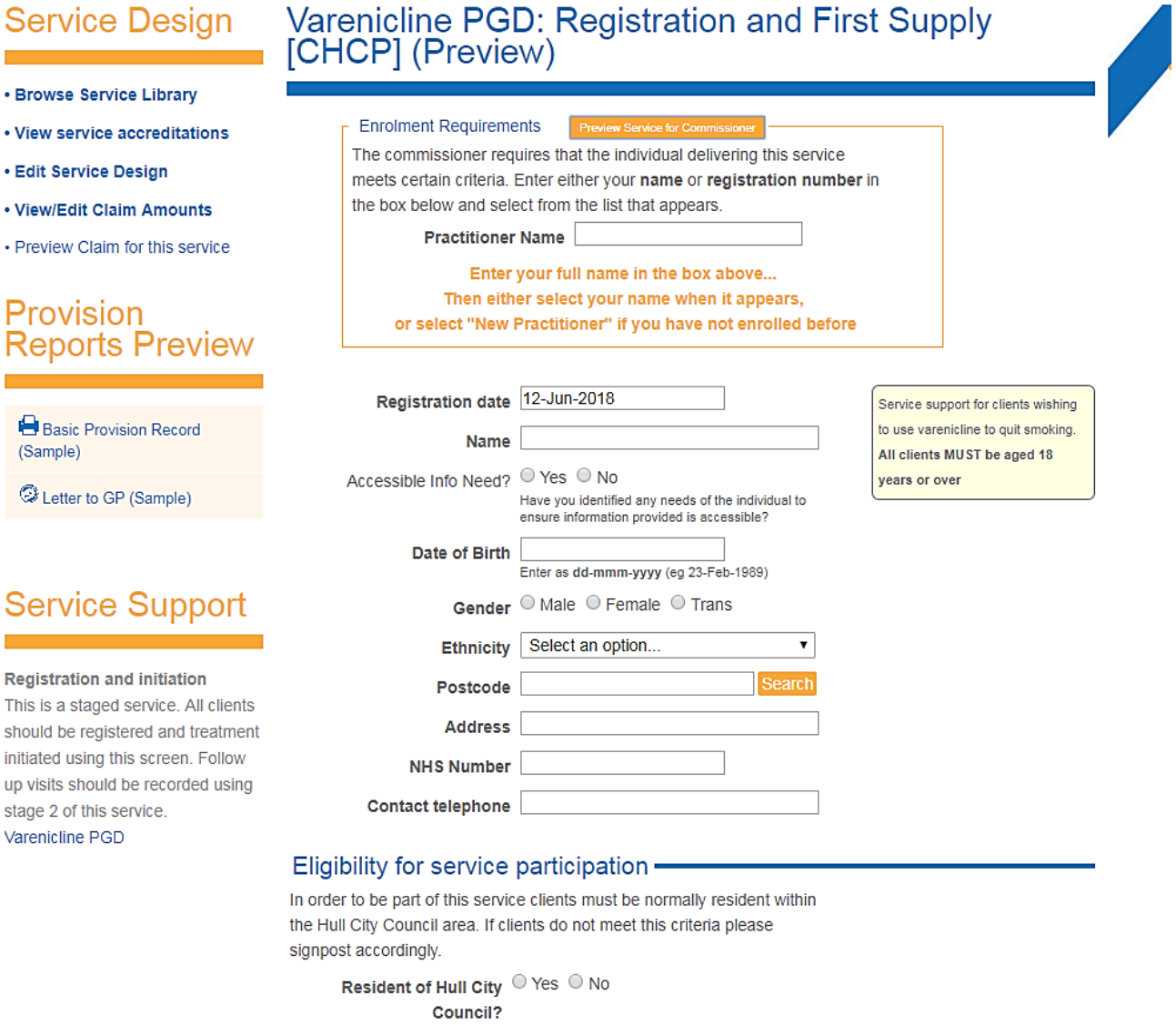


Pharmacist completes the enrolment process declaring training and competencies. (only needs doing once)



Complete the enrolment declaration

Platform will open once enrolment complete and accepted



Service Design

- Browse Service Library
- View service accreditations
- Edit Service Design
- View/Edit Claim Amounts
- Preview Claim for this service

Provision Reports Preview

Basic Provision Record (Sample)

Letter to GP (Sample)

Service Support

Registration and initiation

This is a staged service. All clients should be registered and treatment initiated using this screen. Follow up visits should be recorded using stage 2 of this service.

Varenicline PGD

Varenicline PGD: Registration and First Supply [CHCP] (Preview)

Enrolment Requirements — Preview Service for Commissioner

The commissioner requires that the individual delivering this service meets certain criteria. Enter either your **name** or **registration number** in the box below and select from the list that appears.

Practitioner Name

Enter your full name in the box above...
Then either select your name when it appears,
or select "New Practitioner" if you have not enrolled before

Registration date 12-Jun-2018

Name

Accessible Info Need? ○ Yes ○ No
Have you identified any needs of the individual to ensure information provided is accessible?

Date of Birth
Enter as **dd-mmm-yyyy** (eg 23-Feb-1989)

Gender ○ Male ○ Female ○ Trans

Ethnicity Select an option...

Postcode Search

Address

NHS Number

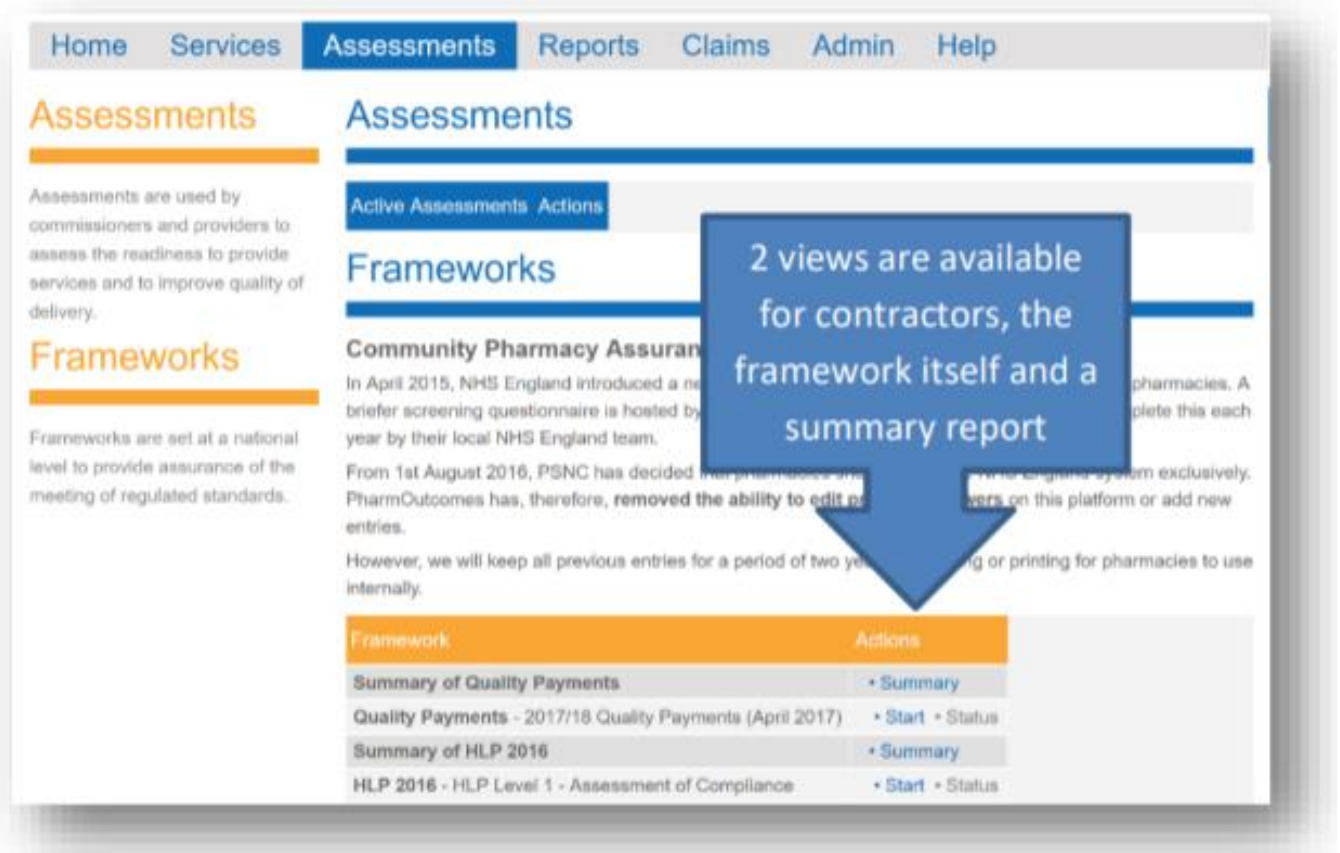
Contact telephone

Service support for clients wishing to use varenicline to quit smoking.
All clients MUST be aged 18 years or over

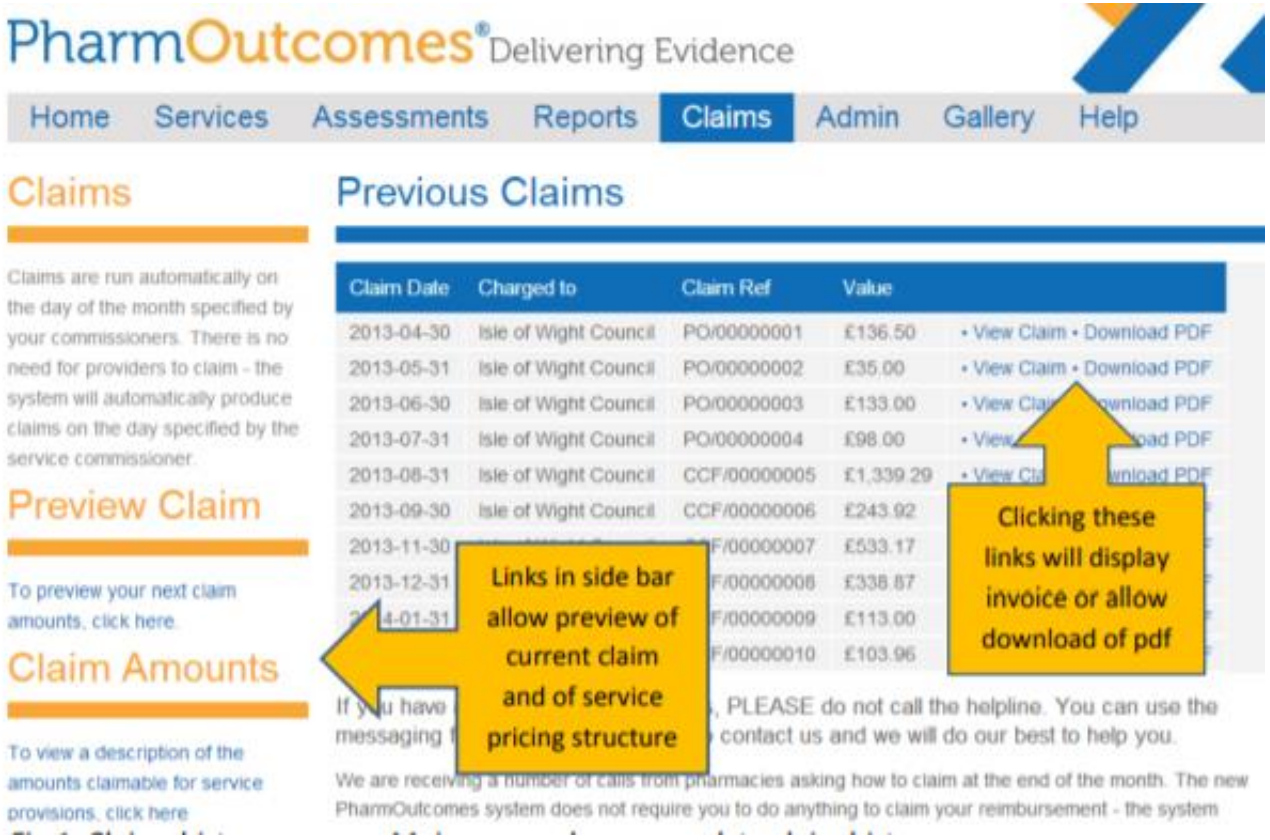
Eligibility for service participation

In order to be part of this service clients must be normally resident within the Hull City Council area. If clients do not meet this criteria please signpost accordingly.

Resident of Hull City Council? ○ Yes ○ No


Home
Services
Assessments
Reports
Claims
Admin
Help
Assessments
Assessments are used by commissioners and providers to assess the readiness to provide services and to improve quality of delivery.
Frameworks
Frameworks are set at a national level to provide assurance of the meeting of regulated standards.
Assessments
Active Assessments
Actions
Frameworks
Community Pharmacy Assuran
In April 2015, NHS England introduced a
pharmacies. A briefer screening questionnaire is hosted by
plete this each year by their local NHS England team.
From 1st August 2016, PSNC has decided
m exclusively. PharmOutcomes has, therefore, removed the ability to edit
ers on this platform or add new entries.
However, we will keep all previous entries for a period of two ye
g or printing for pharmacies to use internally.
2 views are available for contractors, the framework itself and a summary report
Framework
Actions
Summary of Quality Payments
• Summary
Quality Payments - 2017/18 Quality Payments (April 2017)
• Start • Status
Summary of HLP 2016
• Summary
HLP 2016 - HLP Level 1 - Assessment of Compliance
• Start • Status

Community Pharmacy Humber



Remember to check you've actually been paid for the services. FP34 for services paid by NHS England and BACS for local authorities

Community Pharmacy Humber

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Home | Services | Assessments | Reports | Claims | Admin | Help

FAQ

Before sending us a message check this FAQ.

Send a message

For support or suggestions, questions or problems, click here to send a message to the PharmOutcomes team.

User Guides

The following user guides can help first-time users find their way around the system and remind more seasoned users how to do tasks that they might not do regularly.

Provider Support Guides

Home
- Home page and Login
- Message Inbox

Services
- Accesssible Information Provider Manual
- Service History
- Enrolling for a Service
- Data Entry
- Error Messages
- Records and GP Notifications

Specific Service Delivery Guides
- Emergency Hormonal Contraception
- Needle Exchange
- Supervised Consumption
- Minor Ailments Scheme
- Smoking Cessation Client progress

Advanced Service Delivery Guides
- Advanced Service - Flu Vaccination
- Advanced Service - Flu System Features

NUMSAS
- Service Delivery
- Managing integrated referrals
- Access Approval Guide

Assessments

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Exit Logged in as: Karen Murden from Community Pharmacy Humber

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Home | Services | Assessments | Reports | Claims | Admin | Help

Service Design

- Browse Service Library
- View service accreditations

Provision Reports Preview

- Basic Provision Record (Sample)
- Failure to Open Notification (Sample)

Failure to Open Notification (Preview)

Date of completion 28-Aug-2018

Notification to NHS England must be done as a matter of urgency.

Name of person completing form

Name of expected responsible pharmacist if not known please write unknown

GPhC Number

This form must be completed every time a pharmacy has to close or is unable to provide full pharmaceutical services during trading hours.

Is the pharmacist on site?

- Absent
- Present

Period of time pharmacy closed

- One day
- More than one day

Dispensing hours

Total dispensing hours lost

Community Pharmacy Humber

Exit Logged in as: Karen Murden from Community Pharmacy Humber

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Service Design

- Browse Service Library
- View service accreditations
- Preview Claim for this service

Provision Reports Preview

Basic Provision Record (Sample)

Bank Holiday Opening Hours (Preview)

Bank Holiday date claimed: 28-Aug-2018

Please complete details to reflect Bank holiday opening hours for each separate occasion

Opening time

Closing time

Total hours open

Payment will be made at the agreed hourly rate and reimbursed to the nearest half an hour.

Total hours directed/authorised to open by NHS England.
This is NOT the full opening hours of the pharmacy, only the direction from NHS England. A maximum of 2 hours.

Total hours

Prescription Source

- GP Practice
- OOH Service
- Dentist
- Hospital
- Other

Number of prescriptions

Referrals Transfer of Care /NRT /Varenicline

Transfer of Care (ToC)

Transfer of Care (ToC) Pharmacy referral follow-up (Preview)

Patient Details brought forward	
Original Referral	04 Jun 2018
Referred from	Violet Patch Pharmacy (Branch: 5477 - Flowers Medical Centre F1234)

Client Name	Mickey Mouse
Date of Birth	01-Feb-2003
Age	15
Ethnicity	Not Stated
Gender	Male
Address	123 Alphabet Road, Broad way
Postcode	AB12 3CD
NHS Number	1111111111
Contact Details	email MickeyMouse@Invalid, tel 01234 567890 not weekends

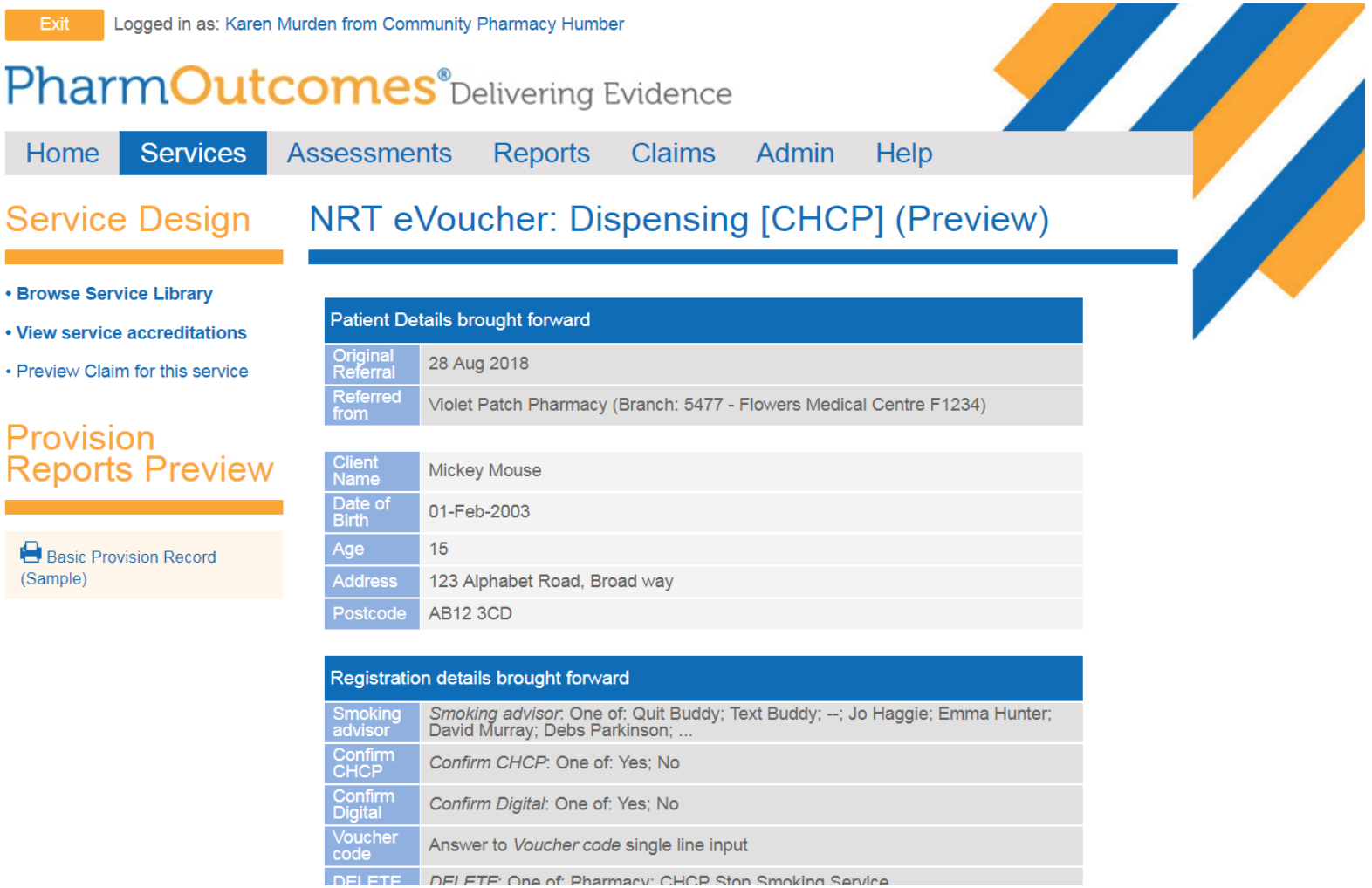
Registration details brought forward	
GP Practice name & address selection	Selection (Healthcare Providers (was Surgeries) lookup list)
GP Practice name & address value	Value (Healthcare Providers (was Surgeries) lookup list)
Consultant	Answer to *Consultant* single line input
Allergies	Answer to *Allergies* text box
Medicines on discharge	Answer to *Medicines on discharge* text box
Reasons for	Answer to *Reasons for changes* text box

ology

discharge	Answer to *Medicines on discharge* text box
Reasons for changes	Answer to *Reasons for changes* text box
Stopped medicines	Answer to *Stopped medicines* text box
Name of pharmacy	Provider being referred to
Consent to contact alternative pharmacy	*Consent to contact alternative pharmacy*: One of: Yes; No
Recommendations	*Recommendations*: One or more of: MUR; NMS; Repeat dispensing service; Home delivery service; Stop smoking service; Flu vaccination (Sept to March)
New medicine	Answer to *New medicine* single line input
Notes	Answer to *Notes* text box
Name	Answer to *Name* single line input
Job title	Answer to *Job title* single line input
Contact number	Answer to *Contact number* single line input

Acceptance and completion of referred service

This referral has been made to your organisation at the request of a patient.
If you are unable to complete the referral, you can reject it, but please state the reason for rejection in the Notes box below.
If you can accept the referral but cannot complete the associated actions immediately, click on the accept button to acknowledge receipt of the referral. You can make relevant notes in the Notes box.

Complete now | Accept | Reject referral

NRT/Varenicline