Best Practice NHS requirements for supporting EPS Release 2 go-lives

Evidence of best practice from PCTs implementing Release 2 of the Electronic Prescription Service (EPS) has shown that where the right level of support is provided by the NHS, the GP practices, pharmacies and patients report high levels of satisfaction, the implementation goes smoothly and rapidly and leads to higher levels of use, which results in greater benefit realisation.

From April 2013, different models may evolve locally to deploy EPS. The numbers of organisation involved may vary in size from individual practices and pharmacies to whole CCGs or across local area teams of the NHS Commissioning Board (NHS CB). Regardless of the scale of the deployment planned, to ensure the maximum benefit is achieved from the service for all (patients, prescribers and pharmacies) an end to end approach to deployment is key. The EPS team can provide support for local deployment (please contact us to discuss your plans http://www.connectingforhealth.nhs.uk/systemsandservices/eps/nhs/imp/contacts).

Task	Description	Estimated NHS Resource
Recruit practices and pharmacies that want to enable EPS Release 2	• Engage and inform all practices, pharmacies and Dispensing Appliance Contractors (DACS) about EPS Release 2 and keep them informed of local progress. • Confirm when practices/pharmacies ready to go live	Ongoing task (will be determined by number of sites covered by local NHS organisation)
Conduct "kick off" meeting with GP practice	• Overview of EPS Release 2 including benefits. • Discuss implementation steps • Agree target implementation dates • Agree GP/admin leads for practice • Direct practice to additional materials • Schedule follow up business process change sessions. Example templates can be found here: http://www.connectingforhealth.nhs.uk/systemsandservices/eps/library/comms/examples	2 hours per practice
Visit pharmacies associated with the practice for their "kick off" session.	• Overview of EPS and benefits if required • Discuss implementation steps and target go live dates • Communication of the pharmacy go live checklists • Direct pharmacy to additional communication materials such as window stickers • Ensure site has a copy of the local Nomination Policy and, Dispensing Token Ordering Process and has had or arranged Release 2 training. • Ensure pharmacy has sufficient EPS Release 2 valid smartcards or are aware of how to order them • Promote nomination capture/reconfirm nominations prior to GP go-live • Ensure basic training (setting nominations/polling for scripts) has taken place. http://www.connectingforhealth.nhs.uk/systemsandservices/eps/library/comms/examples	1 hour per pharmacy

Order upgrade of GP system and inform wider NHS	• Follow system ordering process • Update tracking database to inform wider NHS of go-live • Plan and order systems training	1 hour per practice
Provide communications materials	Discuss and arrange for patient communications materials to be provided to practice and surrounding pharmacies. Examples for printing and distribution can be found here: http://www.connectingforhealth.nhs.uk/systemsandservices/eps/library/comms/examples/index_html	1 hour per practice
Benefits discussion	Benefits Change Manager should visit the practice and pharmacies to discuss the benefits of EPS and agree to how benefits will be measured and the approach to be taken. Possible pre go live questionnaire with follow ups at 25% / 50% / 75% usage.	2 hours per practice (with pharmacies attending)
Supplier technical changes for EPS	Each separate GP system supplier provides a checklist with activities that need to be carried out before go live. For further information please refer to the individual GP system supplier checklists http://www.connectingforhealth.nhs.uk/systemsandservices/eps/nhs/guid Each separate pharmacy will manage their own system upgrade with their pharmacy system supplier.	Zero to 1 day per practice – depending on system
Business process change session	• A walkthrough of current prescribing and dispensing processes with practice and pharmacy and how these will change with EPS Release 2. • Practice and pharmacies in attendance to "sign off" processes • Ensure business continuity discussed.	2 – 4 hours per practice
GP systems training	If NHS provide trainers can be NHS resource / if not then a cost is incurred as training purchased from supplier.	0.5 / 1 day per practice
Go-live day support	Floor walking at GP practice and local pharmacies	1 day
Post go-live review	• 2 months after go-live discuss with practice EPS R2 progress and any concerns. • Collect top tips etc. • Local pharmacies invited	2 hours
Handover to ongoing support	Ensure any day to day issues with EPS can be handled by the local support teams in the NHS organisation as Business as Usual (BAU)	Dependent on local ongoing resource