

Managing Service Notifications to GP practice

System generated notifications and post event messages

Many service interventions recorded on PharmOutcomes will generate a "Post Event Message (PEM)" to inform the patient's GP that their patient has received care or advice at another healthcare provider. These are sent by PharmOutcomes/Outcomes4Health when the intervention record is saved on the platform.

There are number of different ways the system can send this PEM dependent on what has been configured and assured by the service commissioners:

- PEM sent via GP Connect This message is system generated on saving a record and the information sends directly into the GP practice system as structured information. This message type applies to the newer advanced services such as Hypertension Case Finding, the Pharmacy Contraception Service and the minor illness/clinical pathways elements of Pharmacy First.
- PEM messages sent via the Message Exchange for Social Care and Health (MESH) Again this message is system generated on saving a record and the information sends directly into the GP practice system as structured information. This is a slightly older message format and applies to services such as Seasonal Influenza vaccination services and COVID vaccination services.
- 3. GP Notifications sent via secure email Service outcome information is also often sent to a patient's GP practice via email when either of the first two message types detailed above cannot be configured. Again, this is system generated and sent on saving the record in PharmOutcomes. To send via this route requires the GP practice to set and verify their preferred secure email address.
- 4. Hard Copy Notifications Providers will be alerted by the system when a PEM or GP notification cannot be sent via any of the above routes to print off a hard copy notification to send to the GP via secure means, generally either hand delivery or post.

When to print and send a hard copy notification

When any service record is saved in PharmOutcomes, the system will attempt to send a GP PEM if one is configured. For services set up to send this information via either GP Connect or MESH (1 and 2 above), the system will attempt to send in this format as a preferred option. If this fails for any reason, the system will then operate what we call a cascade and then proceed to attempt to send the necessary information to the GP practice via secure email as the next best option. The information will only send if the GP has both set a preferred secure email address and verified this when it was set. Only when this route fails will the provider be prompted to send a hard copy notification that involves:

- 1. Printing off a hard copy of the GP notification
- 2. Sending the GP letter via secure means
- 3. Confirming the notification has been sent

Managing Service Notifications

PharmOutcomes®

Identifying saved records that require hard copy notifications to be sent

If PharmOutcomes cannot send a GP Post Event Message via any of the electronic means described before, practitioners will be alerted of the need to send a hard copy notification when the record has been saved. The notification status appears in the confirmation box that is displayed on saving a record as shown here. In this case



the provider must follow the process below to confirm and send that a hard copy notification has been printed and sent.

Printing and sending a hard copy GP notification

- 1. From the saved patient record that will be at the top of the "Services" page, click on the record to open it,
- At the top of the record in the left-hand column you will find a panel under the heading "Reports, Letters and Reminders". An orange button will be visible under the GP Notification to be printed displaying the words "Sent Manually"
- 3. Click the blue text to open the notification to be Printed.
- 4. At the top of the page a banner is displayed "Click here to print"





Reports, Letters

& Reminders

- 5. Print the notification to paper
- The confirmation here is then displayed to confirm the GP notification has been printed and sent. You must confirm the notification has been sent.
- 7. Only if this process is followed will the sysetm know the GP notification has been printed and sent

Pharm<mark>Outcomes</mark>®

What happens when the above process is not followed?

If hard copy notifications are required and have not been printed and sent or confirmed, a warning will appear at the top of your PharmOutcomes "Services page". This will persist until all are actioned. If this warning appears you have hard copy notifications that need to be printed and sent to the patients GP practice OR you need to confirm they have been sent by confirming in the system

Phar	m <mark>Outc</mark>	comes°D	elivering	Evidence				
Home	Services	Assessments	Reports	Claims	Admin	Help		
Â	sending to the recip You have outstand	ns that have not been s ients, either by post or h ling notifications. Click t isstructions are availab	and-delivered. M o show all.				printing out and	
Provide	e Services	My Provis	ions	Search f	or Identifier:			Q 0
								-

Click the blue button to display the list of saved records that require action. All records that appear in the list need to be opened and the procedure set out above followed to print, confirm and securely send the notification to the relevant GP practice. If you know you have already printed and sent the notification manually it might be that you did not confirm this action when you printed this out, step 6 above. If this is the case, you can simply click the orange "Sent manually" button in the saved record page as shown below.

Reports, Letters	Address	4
Reminders	Postcode	(
	NHS Number	6
A	Contact Details	1
Basic Provision Record	Consent to share	1
Token	PDS Patient Date of Birth	
Pharmacy First Urgent Supply -	Registration details br	0
The patient has not given consent to send this notification	GP Practice selection	ļ
B Pharmacy First Urgent Supply -	GP Practice value	١
Fallback Netification	NHS 111 Case ID	ł
Must be sent manually	NHS 111 Case Ref	(
Sent Manually	Informant Name	I
Pharmacy First Urgent Supply	Informant Contact	ļ
Sent, via NHSBSA	Informant Relation	I
	Referrer name	(
Pharmacy First Urgent Supply ITK - GP Notification	Referrer role	(
Sent, via Print	Reason for referral	E
	Disposition description	F
rovision Status	Clinical Summary	ľ
Completed	Pharmacy	1
lick to Cancel		

Pharm<mark>Outcomes</mark>®

Using service reports to identify saved records that have unsent GP notifications

You may want to prioritise your search to address unsent notifications for specific service types as some may well have more clinically significant feedback to report than others e.g. Hypertension Case Finding where you may have identified an individual with very high blood pressure.

To search for unsent GP notifications in any service report go to your "Reports" page

Phar	mOut	comes [®] D	elivering I	Evidence				
Home	Services	Assessments	Reports	Claims	Admin	Help		
Welcon	ne Home	Recent an	d outsta	nding m	essage	S		
Welcome to Pr	armOutcomes.		Search	Message	color key: R	equires Action	Unread Messag	je

Use the text field at the top of the "Reports" page to narrow your search

essments Repo	rts Claims Adm ⁱ n Help
harmOutcome	es Reports
ovider Individual Perform	nance and Audit Repo <mark>r</mark> ts
Filter reports:	hypertension case finding
Hide inactive services	
Select Report	Filtered on: hypertension case finding
Dashboards Referral Service Dashboards	Referral Service Dashboards
	Currently Active Services
Currently Active Services	Hypertension Case-Finding
Specialist Service Reports	Hypertension Case-Finding ABPM Fitting Hypertension Case-Finding ABPM Follow-Up
Patient Audit Tracker Reports	Specialist Service Reports
Local Bespoke Reports	Patient Audit Tracker Reports
Previously Active Services	Hypertension Case-Finding
Patient Tracker Audit Reports for Deprecated Services	Local Bespoke Reports Previously Active Services
Tor Depredated Oct vices	Prieviously Active Services
Specialist Reports for	

PharmOutcomes®

Select the report you wish to view, in this example "Hypertension Case Finding" is selected.

Filter reports:	hypertension case finding	
Hide inactive services		
Select Report Dashboards Referral Service Dashboards Currently Active Services	Filtered on: hypertension case finding Dashboards Referral Service Dashboards Currently Active Services Hypertension Case-Finding	
Patient Audit Tracker Reports Local Bespoke Reports Previously Active Services Patient Tracker Audit Reports for Deprecated Services	Hypertension Case-Finding ABPM Fitting Hypertension Case-Finding ABPM Follow-Up Specialist Service Reports Patient Audit Tracker Reports Hypertension Case-Finding Local Bespoke Reports Previously Active Services	Use the drop-down box to select the report period
Specialist Reports for Deprecated Services		
(Full Duration of Service	wish to interrogate.
	Note: Not all local reports have time periods	
	Display the original provision date and times of record entry (and last edit) Include cancelled records and those recorded before the service start date	
	Include cancelled records and mose recorded before the service standate Exclude pending or partially completed records	
Sort by Patient	□ Colour periodity or paramaty compreted records □ (sorted on the PatientLinkID column) dust records are ordered by Patient, not provider, and is much clearer for cross provider services. Provider information will not appear in the on-screen audit, but will be present if downloaded as CSV	
Include rejected referral	Only relevant to Referral services) Only relevant to Referral services) Include partial records for providers where the request was rejected	
Distance analysis	(If a GP Surgery Question or Patient Postcode is present)	
Include record origination	(If provision originated from another system ie. Preconsult)	Select to view report as CSV output by ticking this b
Include audit Download as CSV file		······································
xtended Audit CCG	0	
Ward		
Local Authority		
atient Profiling		
IMD	0	
IMD-Domains	Including: Income, Employment, EducationSandT, HealthDandD, BarriersHandS, CmmeAndDisorder, LivingEnvironment.	
IMD-SubDomains		
IDACI		
IDACI		
Ranking Divisions		
	All indices of deprivation are derived from the published 2015 tables Examine Audit	Click "Examine Audit" to run the report

A CSV output will generate showing all pharmacy activity.

Look to the right-hand side of the CSV file for the audit columns that relate to the GP notification status, NB: there are several for this service as different notifications send dependant on BP readings. If a status displays MANUAL and ends with the annotation "You may need to send this manually". The record needs attention

BX	BY	BZ	CA	CB	
3PM fitt	r Ambulato	r Your NHS	Action requ	CP Hypertension Case-Finding - normal BP: notification status	
/A	N/A	N/A	Denied: Th	San. 2024-06-05 15:09:52 by Email	
/A	N/A	N/A	Denied: To	MANUAL: Recipient is of receiving emails (Unknown) def // Pyou may need to send this manually	
/A	N/A	N/A	Denied: Th	Sent 2024.06.08 16:00:10 by Email	
'A	N/A	N/A	Denied: Th	MANUAL: Recipient is not receiving emails (Expired) You may need to send this manually	
/A	N/A	N/A	Sent: 2024	Denied: There is no notification because the conditions to produce a notification haven't been met. < br />For example, consent to share information, or the recorded need for referral.	
'A	N/A	N/A	Denied: Th	Sent: 2024-06-05 14:15:19 by Email	
	A1/A	A1//A	D 1 1 T		_

PharmOutcomes®

To locate the saved record, scroll to the left-hand side of the report to copy the SysID that is found in column A.

	A	В	
1	SysID	Provision Date	Ρ
2	549374404	03/06/2024	۷
3	549403525	03/06/2024	۷
4	549411070	03/06/2024	۷
5	549417610	03/06/2024	۷
6	549645943	04/06/2024	۷
7	549902833	05/06/2024	۷
8	549908773	05/06/2024	V
9	549913243	05/06/2024	۷

Copy the SysID by highlighting the relevant number and copying either by clicking "Ctrl C" or by using the mouse controls.

Go to the "Services" page and search for the saved record using the search feature at the top of the page. Enter = followed by the SysID you want to search and click the magnifying glass as below.

 There are notifications that have not been sent by secure email. The notifications in the links below require printing out and sending to the recipients, either by post or hand-delivered. Most SLAs require this within 24-48 hours. You have outstanding notifications. Click to show all. More guidance and instructions are available here. Provide Services My Provisions Search for Identifier: =549919714	Hom	e Service	Assessments	Reports	Claims	Admin	Help	
More guidance and instructions are available here.								ing out and
Provide Services My Provisions Search for Identifier: =549919714			č					
	Provi	ide Servi	ces My Provis	ions	Search f	or Ide tifier:	=549919714	

Carrying out this process will display the relevant saved record.

Open the record by clicking the link displayed in the "Services" page to manage the notification printing process or confirmation as detailed earlier in this guide.

NB: For Services that have come to an end, these are classified as deprecated in PharmOutcomes. Currently users cannot carry out the above process for services that are deprecated but the Pinnacle team are looking at ways to address this and will keep users posted via system announcements