



## 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:

1. 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.
2. 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.

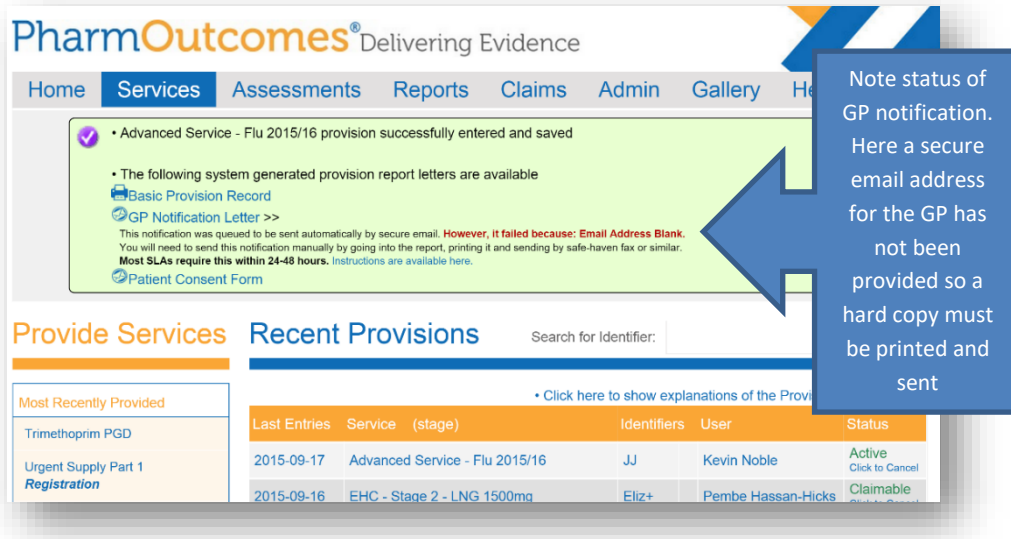
### When to print and send a hard copy notification

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

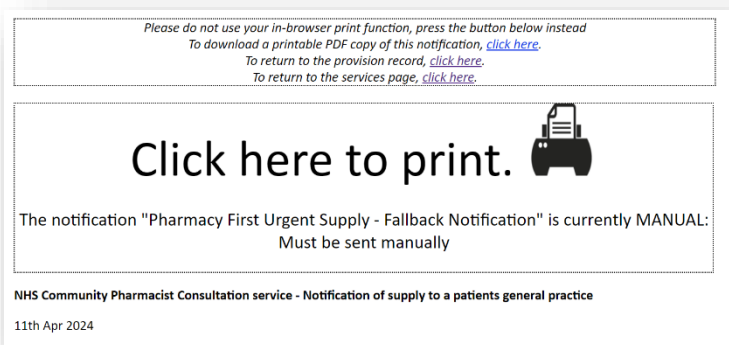
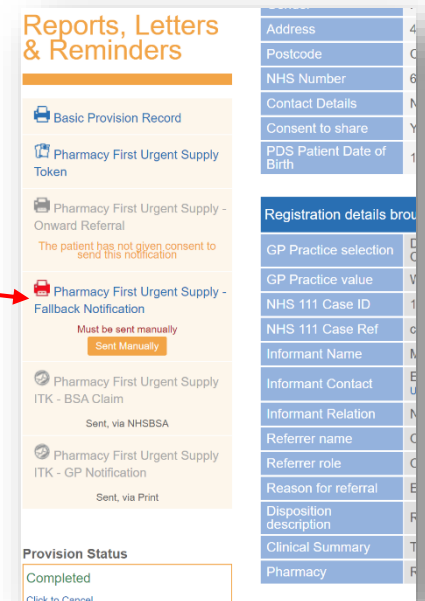
## Identifying saved records that require hard copy notifications to be sent

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.

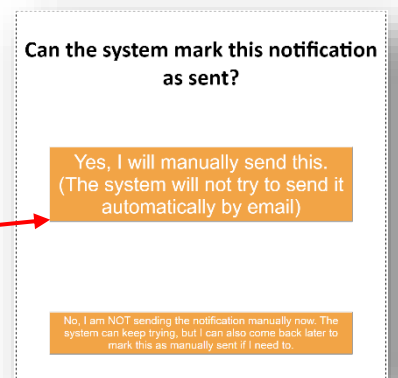


## Printing and sending a hard copy GP notification

1. From the saved patient record that will be at the top of the “Services” page, click on the record to open it,
2. 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”

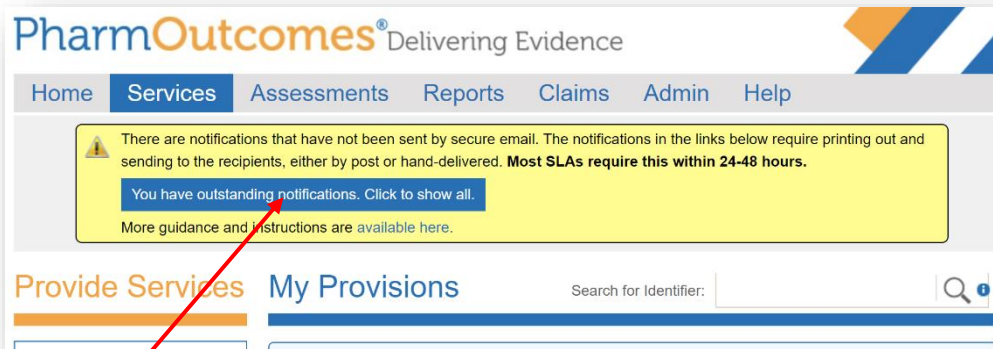


5. Print the notification to paper
6. The confirmation here is then displayed to confirm the GP notification has been printed and sent. You must confirm the notification has been sent.
7. Only if this process is followed will the system know the GP notification has been printed and sent

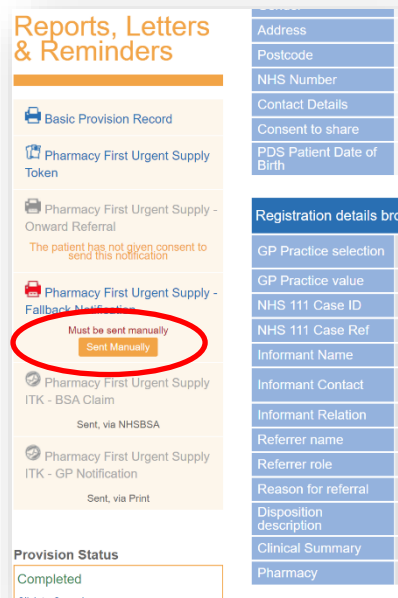


### What happens when the above process is not followed?

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**



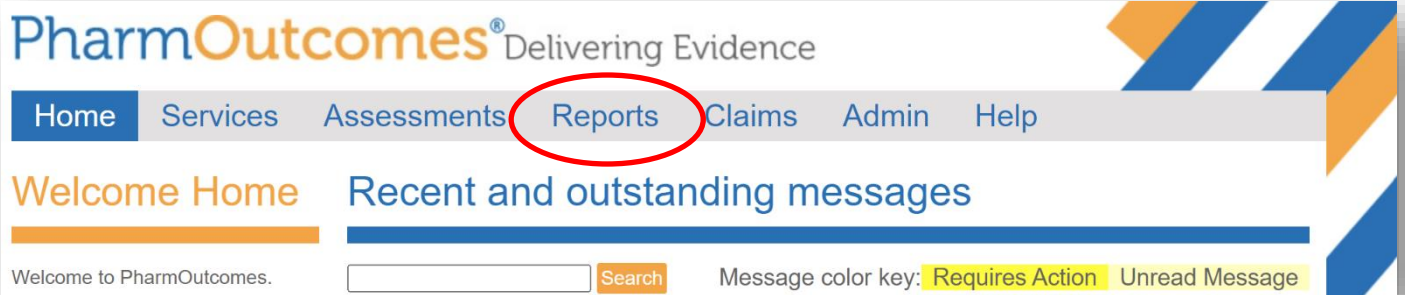
Click the blue button to display the list of saved records that require action. All records that appear in the list need to be opened and the procedure set out above followed to print, confirm and securely send the notification to the relevant GP practice. If you know you have already printed and sent 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.



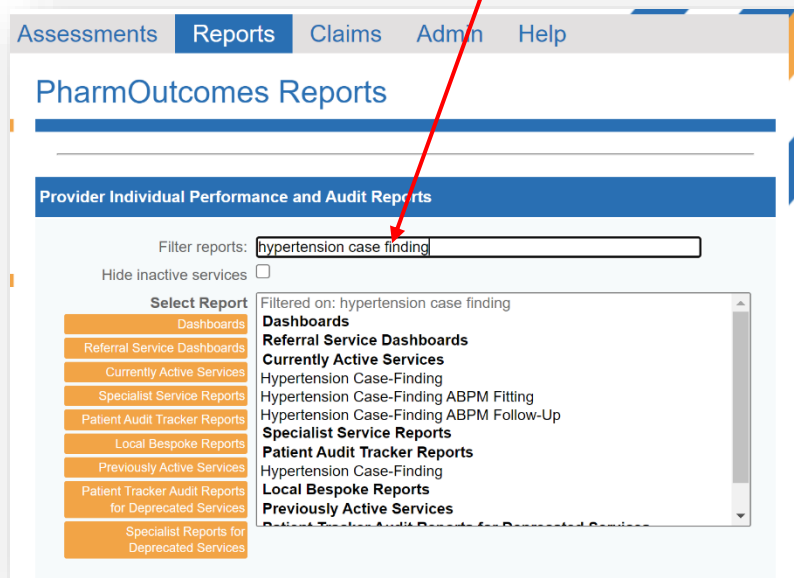
### Using service reports to identify saved records that have unsent GP notifications

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



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



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

Use the drop-down box to select the report period you wish to interrogate.

Select to view report as CSV output by ticking this box

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
BPM fittir	Ambulator	Your NHS	Action req	CP Hypertension Case-Finding - normal BP: notification status
/A	N/A	N/A	Denied: Th Sent: 2024-06-05 15:09:52 by Email	
/A	N/A	N/A	Denied: Th MANUAL: Recipient is not receiving emails (Unknown) You may need to send this manually	
/A	N/A	N/A	Denied: Th Sent: 2024-06-05 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.  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	

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

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.

The screenshot shows the top navigation bar with tabs for Home, Services, Assessments, Reports, Claims, Admin, and Help. Below the navigation bar is a yellow notification box with a warning icon and text: "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." Below this is a blue button that says "You have outstanding notifications. Click to show all." and a link "More guidance and instructions are available here." Below the notification box are two main sections: "Provide Services" and "My Provisions". To the right of these sections is a search bar labeled "Search for Identifier:" with the text "=549919714" entered and a magnifying glass icon. The search bar and its contents are circled in red.

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**