

Pharmacy IT System Troubleshooting (For sites using EPS Release 2) (May 2015)

Supplier details

System name

Branch/postcode/account number

Help desk telephone number/email address

Help desk opening hours

Where to find a copy of the training material

Useful contacts

- Local EPS lead
- Contact for Smartcard issues
- Contact for dispensing tokens
- Internal company contact for reporting system issues (chains)

Troubleshooting (Please check with pharmacy owner and system supplier before switching anything off)

Dispensing system not working

1. Check other programmes work.
2. Check internet/telephone connection. If mobile reception consider speaking to your system supplier about a 3G connection to help mitigate broadband outages.
3. Call the system supplier help desk.

Smartcard reader failure

1. Ask another person to try their Smartcard.
2. Try your Smartcard in a different reader.
3. Call system supplier help desk.

Smartcards

Unlocking Smartcards

If you lock your Smartcard by accidentally entering an incorrect passcode three times, it can be unlocked if two smartcard readers are present and there is a user who EITHER:

- Has an RA role (i.e. Sponsor, Agent or Manager) on their card OR
- Has been granted the activity B0263 'unlock smartcard'.

Any user with the relevant access rights will be able to unlock any card except their own.

Barcode scanner

1. Check the cable.
2. Try a different scanner.
3. Type in prescription/token barcode (if available).
4. Call the system supplier help desk.

Electronic prescriptions cannot be retrieved

(in no particular order – professional judgment required)

- Check the [Service Status](#) webpage to see at a glance if there is a national service issue.
- Check the internet connection.
- Can you send/ receive emails?
- Have you received any other electronic prescriptions today?
- Have you done a manual download to request prescriptions from EPS?
- Use the [Prescription Tracker](#) to verify the prescription exists.
- Check with the GP practice that the prescription has been signed and sent.
- Call the system supplier help desk.

Dispensing token and label printer is not working

1. Check toner, cables and power supply.
2. Try a different printer.
3. Call the system supplier help desk.

Options if unable to resolve any of the above issues (in no particular order – professional judgment required)

- Patient to return to the pharmacy at a later time (if script not required immediately)
- Deliver prescriptions to patient when systems are resumed.
- Emergency supply at the request of the prescriber.
- Paper FP10 prescriptions printed by arrangement with the GP surgery.
- Referral to another pharmacy (not suitable for some scenarios).

Contacting your system supplier

1. Register to receive text or email alerts when there are incidents affecting the NHS components that support EPS <http://systems.hscic.gov.uk/eps/dispensing/help>
2. Ensure you understand the escalation route.
3. Have a lead at each site with responsibility for progressing issues.
4. Obtain a reference number – allowing you to track the issue and get updates.
5. Record the name of the person dealing with your issue and the date and time when you spoke to them.
6. Ask for an estimated time to resolve it – to decide what action to take.
7. Keep a specific log of issues raised.