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| Standard Operating Procedure |
| **Date Created** | February 2017 | **Version Number** | 1.0 |
| **Created by** | Ann Winsper | **Owner** |  |
| **Reviewed by** |  | **Time to Operate** |  |
| **Checked by** |  | **Frequency of Use** |  |
| **Purpose of SOP** | Procedure to follow in the event of PharmOutcomes downtime | **SOP** |  |
| **Project / System** | PharmOutcomes |  |  |
| **Tools / Equipment** | Meditech access | **Next Review Date** | February 2019 |

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| No | Main Operating Steps | Explanation / Examples / Diagrams |
| 1 |  | The PharmOutcomes system allows referral of patients to their designated community pharmacy. Only patients identified by pharmacy as one of the designated groups for referral will be referred using the service. All other patients will not be included.The service is an added value service, for this reason, if the system is unavailable for any reason, the pharmacy staff will revert to not referring patients until such time as the system is again available. |
| 2 | Outage to the system will be identified either by the IT department (if the Meditech NPR fails or if the Iguana interface fails), or by PharmOutcomes contacting one of the identified Pharmacy contacts to inform them there are problems with the system at the PharmOutcomes end. |  |
| 3 | If the problem is with the Trust IT (Meditech or Iguana), IT will inform the Pharmacy department of the expected downtime. If this is less than one day, referrals can continue as normal, as the NPR is only run once a day in the late evening. If an extended downtime is expected, the pharmacy should be informed so that they can inform pharmacy staff to suspend entering referrals until the systems are back up and running.  |   |
| 4 | If the problem is with PharmOutcomes, the company will contact the designated pharmacy contacts to inform them of the type and expected length of downtime. The Pharmacy can then make the decision as to whether they will continue to enter referrals (in the case of a short downtime), or whether to suspend referrals until the system is back up and running. |   |
| 5 | There is no SOP for specific downtime procedures, as in the case of downtime, pharmacy will simply stop creating referrals and the patients will have no referral (as per the majority of patients).  |   |
| 6 | If there is urgent information that needs to be relayed to the patient’s designated community pharmacy, in the event of downtime the pharmacy staff will contact the community pharmacy by telephone, as they do for patients not involved in the PharmOutcomes scheme. |   |
| 7 | When the system is available again after a period of downtime, the designated pharmacy contacts will inform the rest of the pharmacy department that they can resume creating referrals for appropriate patients. |  |
| 8 | End of Operation |  |