PRESCRIPTION TRACKING SYSTEM
Ward User Access

East London NHS Foundation Trust

Introduction

Mile End Pharmacy dispenses medications for various sites including Newham, East Ham, Luton, Bedfordshire, City and Hackney and Mile End. Pharmacists and Pharmacy Technicians from the various sites send orders to Mile End Pharmacy, the medication is dispensed and then couriered to the corresponding sites. To achieve this process, an electronic Prescription Tracking System is used to receive the work, monitor the work flow and most importantly it displays the status of the work. For example, the prescription can be marked that it is checked and completed, if an item is a 'To Follow', or if it is work to be sent on specific transport. Once all of the prescriptions are complete the medication can be dispatched on the courier for each sites correct pick up time.

WHERE TO ACCESS THE PRESCRIPTION TRACKING SYSTEM:

1. Is a web app that can be accessed on http://svr-apps/PTSWeb/
2. This is pre-installed on ELFT computer terminals with the following icon to access

3. Contact your **SITE Pharmacy Team** to provide you with access, stating your role, ward in which you work and your windows username.

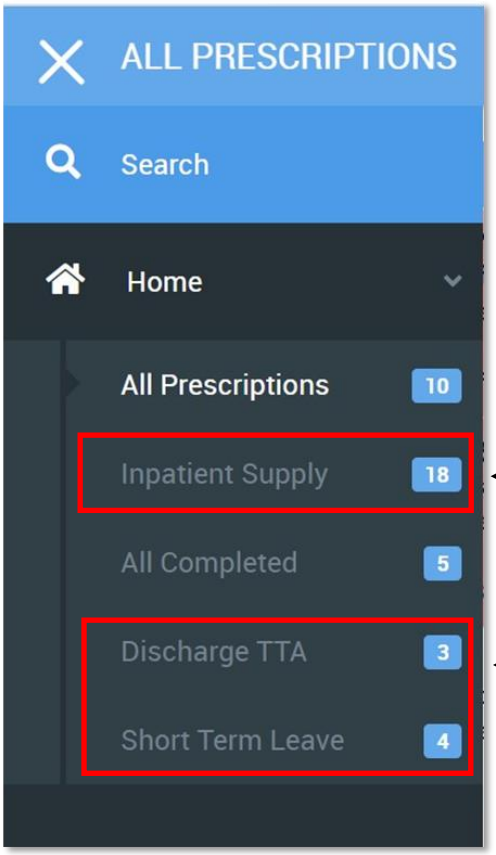
   NOTE: Only Mental Health Nurse (RMN), Ward doctors and Ward Admins will be able to have access to the system for the ward assigned. If you work between multiple wards – *please see "Switching between Wards" section for further details*

4. If you have any technical difficulties with accessing or using PTS please contact the team on **elft.pts@nhs.net**

OVERVIEW OF PTS:

PTS will have a target time specifying how long it should take to go through the dispensing process. Based upon this time a progress bar will move from left to right showing what proportion of the time has lapsed. The colour of the bar also changes dependent upon the lapsed time. Typically, it is green until 75% of the lapsed time as lapsed at which point it turns amber.

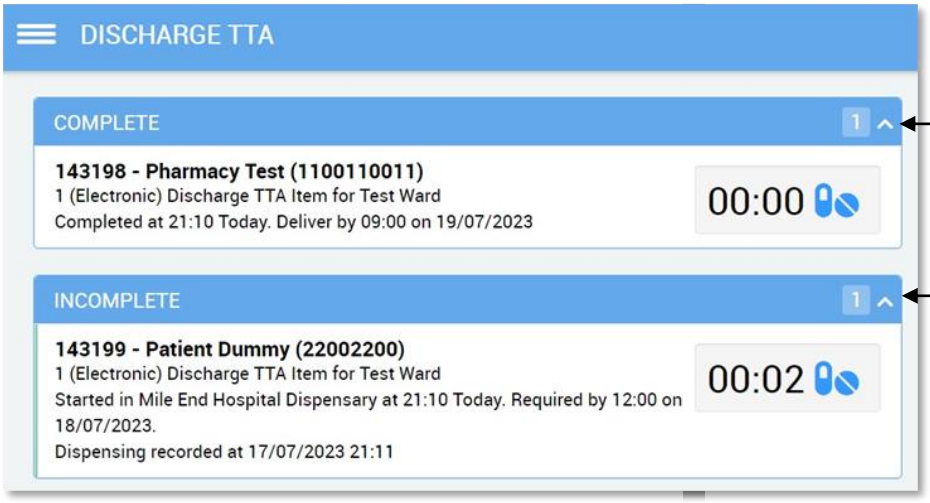
Upon start of the Prescription Tracking System you will be presented with the landing page of all prescription request for the ward that you are assigned to



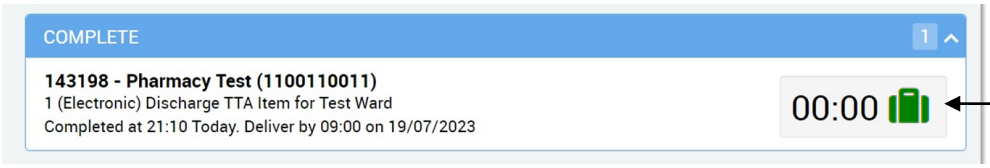
Clicking on "Home" will expand different user views for different request types

Inpatient Medication, which are non-stock medication supplies that are labelled with patient details

Separate displays for Discharge TTA and Short Term Leave requests within the past 7 days



For each Dispenary view for Inpatient request, Discharge TTA and Short Term leave request will indicate when dispensing is

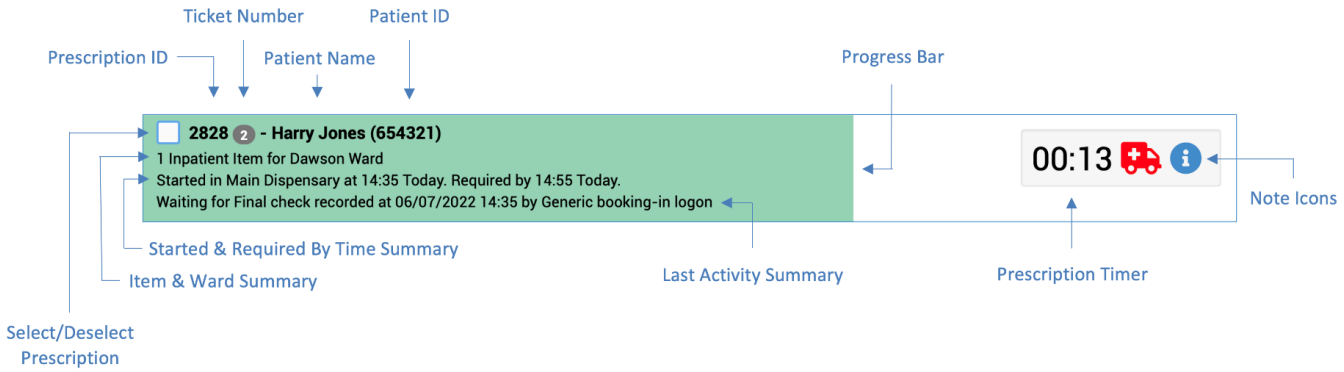


Completed request that are now on route with courier drivers/porters will be indicated with a "Green" bag

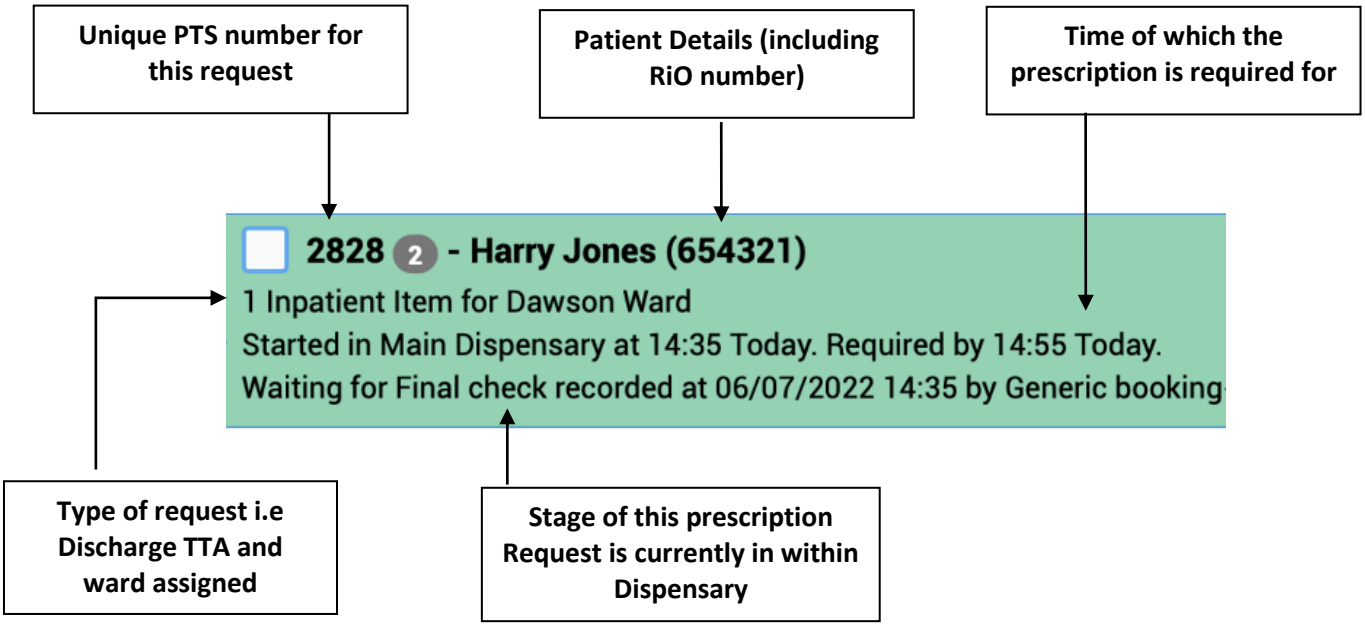
Prescription Request

For each prescription request per patient Prescription Tracking System will display in the following format:

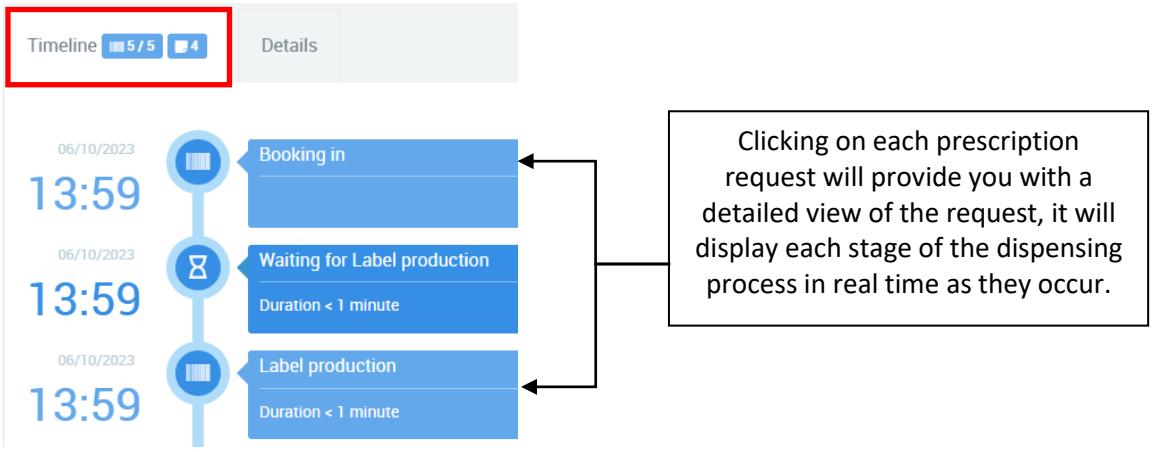
The "**Progress Bar**" will display the elapse of time whilst the prescription is being dispensed and uses the Red, Green, Amber colours if a prescription is nearing the delivery time while Red will indicate it has past the expected completion time.

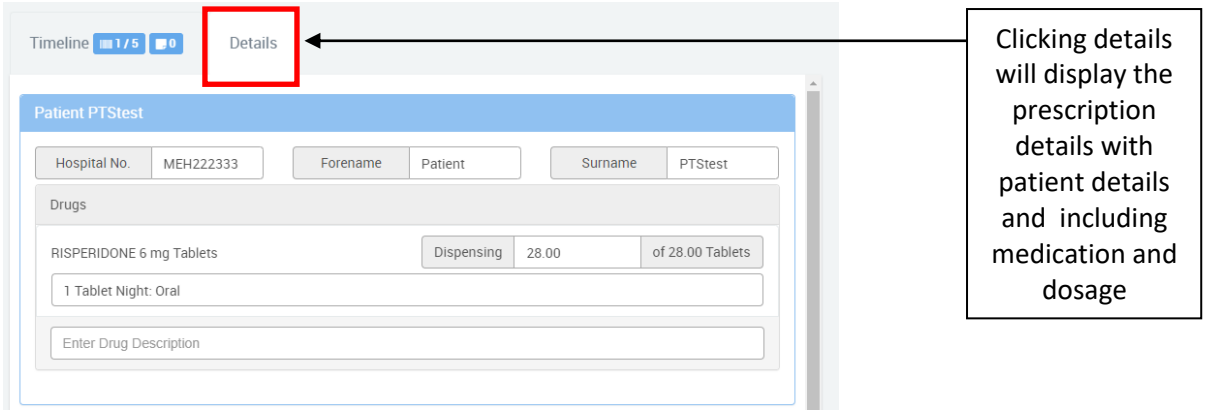


Key overview for each Prescription request



Timeline/Detail view of each prescription request

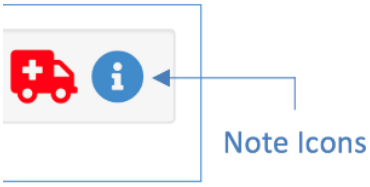




Note Icons on the prescription request

"Notes Icons" on each prescription request will provide additional information about the request

Here are the following Note Icons and there meaning:

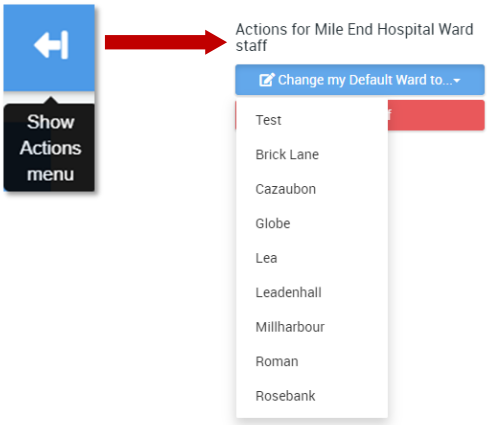


Note Icons	Name	Explanation
	Drug	Hovering the cursor over this icon will provide you details of the drugs requested for this prescription
	From Ward	This is assigned to Discharge TTA & Short Term Leaves and is indicating that medications from the treatment room will need to be added to prescription to complete the request and before issuing to patient. An email alert is automatically sent to ward email group when this is recorded.
	Compliance aid	This will indicate that a Discharge TTA or Short Term Leave will be dispensed in a compliance aid (nomad, blister pack, dosette box)
	Controlled Drug	This will indicate that the prescription request is medication listed as a Controlled Drug and requires secure receipt onto the ward
	Cold Storage Drug	The prescription request is for a medication that requires cold-chain to be maintained when receipt on the ward, and to be placed within the refrigeration unit in the treatment room
	Out of Stock	This will indicate that the drug requested is currently out of stock and Procurement team will source from suppliers
	Procured from Suppliers	This will indicate that previously out of stock drug has been successfully procured from suppliers and will be dispensed and delivered
	Ring When Ready	Applicable to wards based in Mile End hospital, this will indicate that this request will be prioritised first and the ward will be contacted to collect the medication from Pharmacy department
	TTA collected by Patient	This will indicate the Discharge TTA medications was collected and records staff details
	TTA discarded	This will indicate the Discharge TTA medications was discarded as this is no longer prescribed
	TTA failed to be collected by Patient	This will indicate the Discharge TTA medications has been returned to Pharmacy as this was not collected by the patient on discharge

Switching between Wards

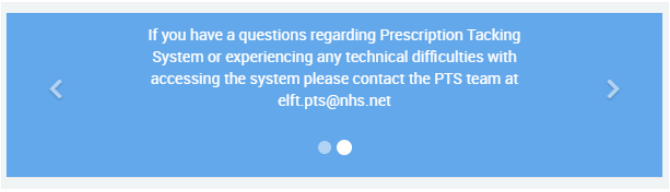
If you are a ward staff that work on one or more wards, you are able to switch your default ward as follows:

1. Select the action button on the top right corner
2. Click on “change my Default Ward to” button
3. This will reload the page only displaying the selected ward



Status Screen Messages

Top right corner of the screen is screen message board. Here is display important status information in regards to Mile End Dispensary that may affect delivery of your medication request and contact information to raise issues.



You click through the messages by selecting the left or right arrows, the page dots will indicate how many messages there are.