Completing a Pharmacy Batch Submission (for pharmacies with more than one branch and a Head Office IG function, where branch staff are contractually required to follow the policies, procedures and training provided by that Head Office IG function)

This guide provides an overview of how to complete a pharmacy batch submission including how to lock a pharmacy branch account for:

- **Community Pharmacies**

i.   'How to'.......Complete a Pharmacy Batch Submission

The Information Governance Toolkit (IG Toolkit) includes functionality to enable pharmacies with a Head Office Information Governance function and more than one branch to publish one assessment that will populate the assessments for all of their branches.

INFORMATION BOX 1

It is important to note that a batch assessment can only be done ONCE in each assessment year. Therefore, before completing the final steps in this guide, please ensure that all pharmacies that you are aware of are included in your list of stores - see section C of this guide to review your existing store list.

This functionality should only be used by a pharmacy Head Office IG function where staff members working at the branches are contractually required to adhere to the policies, procedures and training requirements that have been put in place by the Head Office IG function.

The term 'staff members' includes (but is not limited to) employees, temporary and bank staff, locums, volunteers, students on placement etc

The term 'contractually' includes (but is not limited to) a contract of employment, volunteer agreement or contract for services

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INFORMATION BOX 2

Whilst the expectation is that Head Office will take the lead on IG issues, there MUST still be someone at individual store level (e.g. the store manager) who has responsibility for:
- **Local implementation of the company's IG policy and procedures;**
- **Ensuring staff compliance;**
- **Providing a focal point for queries or issues.**

A.   Pharmacy HQ – Organisation Administrator Permissions

- In order to be able to complete a pharmacy batch submission you will need to have **Organisation Administrator** permissions for your Pharmacy HQ account. Your Head Office should already be aware of the organisation that has been designated as the Pharmacy HQ and the organisation code that has been assigned.

If you do not know your Pharmacy HQ code, please contact the Exeter Helpdesk for further advice: exeter.helpdesk@hscic.gov.uk or on **0845 3713671**. Please include the full address (including post code) of the Head Office location in your query.

**There are two sets of user permissions within the Pharmacy HQ account:**

INFORMATION BOX 3

Pharmacy HQ Viewer: Having these permissions enables you to create and view reports on the **pharmacies within** your group. You will not be able to update any information or make any changes to the assessment.

Organisation Administrator: Having these permissions enables you to create the sample assessment and complete the batch assessment process for all or selected pharmacies within your group. You can also create and review reports on the pharmacies within your group and 'lock' a pharmacy that is no longer part of your estate.

- If you are aware of your Pharmacy HQ code, and you have **NOT** already registered as a Pharmacy HQ Viewer, please follow the step by step self-registration instructions in the 'New Users' panel on the IG Toolkit site.
- If you experience any issues when self-registering please use the 'contact us 'page to raise an enquiry.
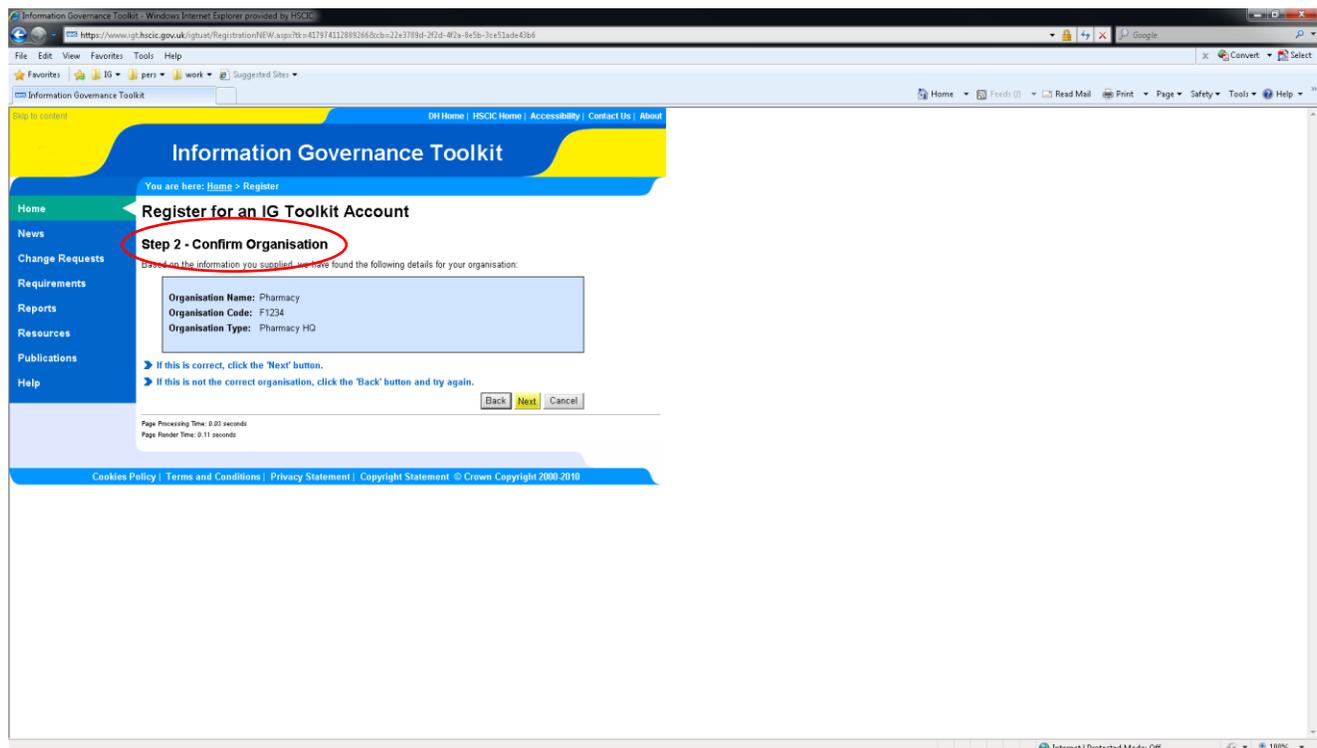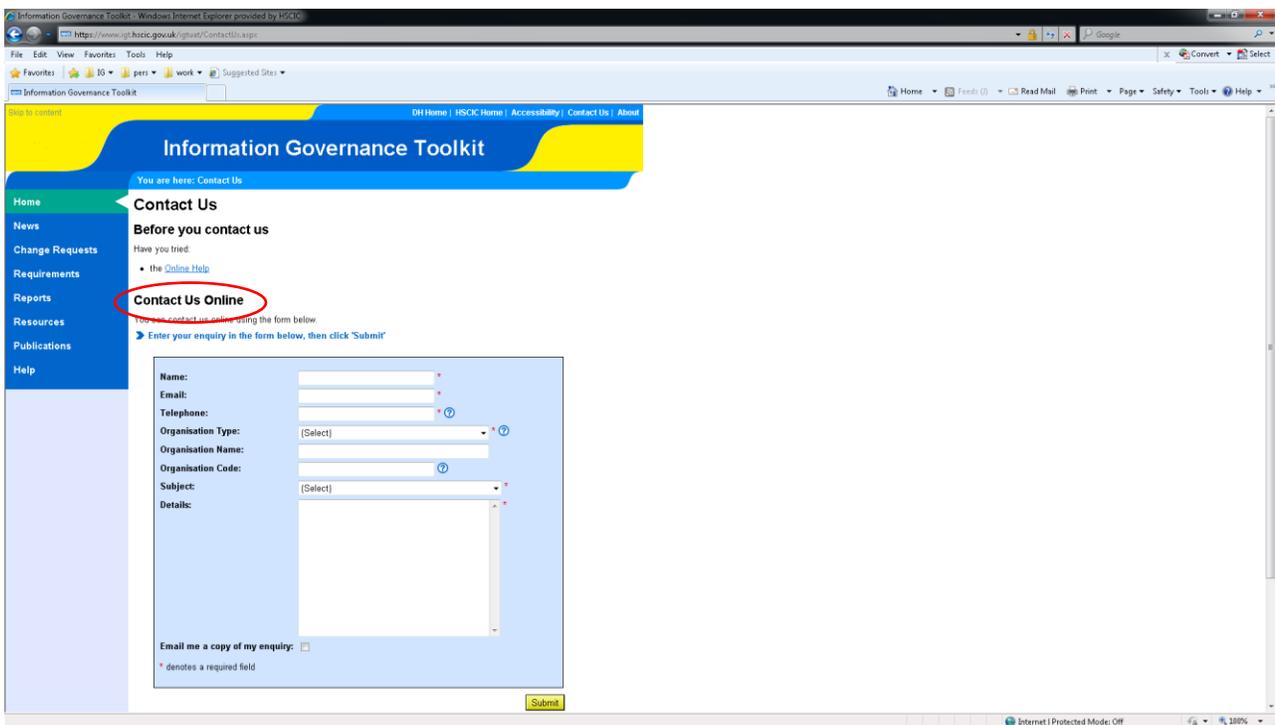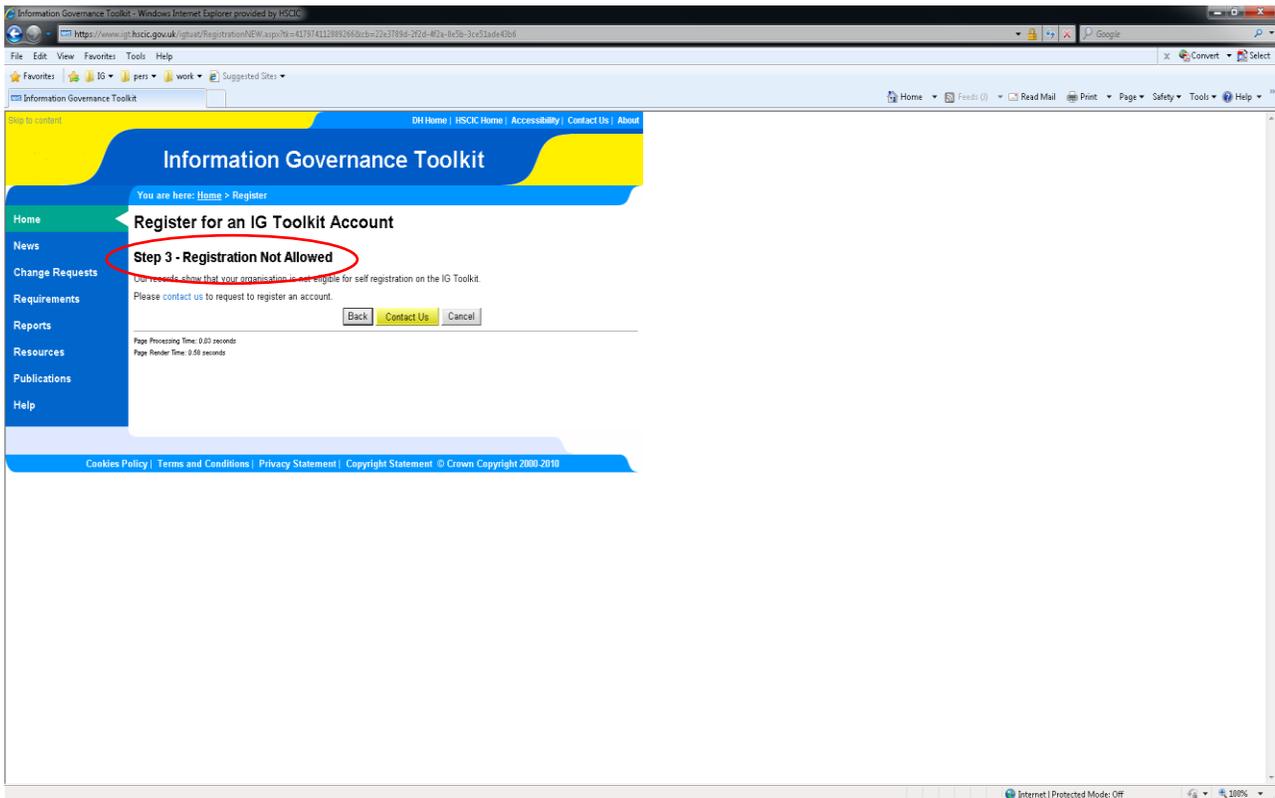
- If you are already registered as a Pharmacy HQ Viewer, you will need to contact the Exeter Helpdesk to add Organisation Administrator permissions to your account: exeter.helpdesk@hscic.gov.uk or on **0845 3713671**.

B. Complete a sample assessment

To complete the sample assessment on behalf of the Pharmacy Group:

➤ **1. Log into the system as Organisation Administrator.**

➤ **2. Click on 'Assessments' on the left hand menu, the 'Create Assessment for Batch Submission' page will be displayed.**

➤ **3. Select one of your pharmacy stores from the drop down list (the list contains all the pharmacies within your group).**

➤ **Click on 'Create Assessment for your Pharmacy Sites'.**

➤ **4. You will then be taken to the Assessment Summary page, click 'Work on this Assessment'.**

Assessment Summary

This page gives a summary of your current IG Toolkit assessment. This Version 9 assessment has been created by the Alliance Pharmacy (P0NE) as a template for branch Alliance Pharmacy (Shiney Row) - FFC81 and will be used to create matching assessments for selected branches via the batch submission process.

Version 9 (2011-2012)

Headlines:

Assessment Ref:	ASS/49399
Status:	**Started** (View History)
Next Deadline:	31 March 2012 (Publication) 401 days overdue!
Audited:	No

Progress:

Requirements Answered:	0 out of 16
Requirements Not Answered:	16 out of 16

Score:

Current Score:	0% ?	Not Satisfactory ?

Work On This Assessment

Maintenance and Planning:

View Documents used as evidence
View, replace and delete documents uploaded as part of evidence for the assessment

View Links used as evidence
View, replace and delete links (Internet/Intranet) entered as part of evidence for the assessment

Create an improvement plan and/or evidence report
Generate a list of outstanding items required to fulfill target scores for the assessment

Create a summary report
Report on current scores for this assessment and optionally compare with previous assessments

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➢ **5. The system will display the Requirements List page, showing all the requirements you need to answer for the sample assessment.**

INFORMATION BOX 4

- **You can answer the requirements in any order.**
- **You do not have to answer all the requirements in one session; as long as you have clicked the 'Save' button before you leave the relevant Requirement Details page(s) the system will remember your answers even after you have logged out**

For further information on completing an IG Toolkit assessment, please see the 'How to complete your IG Toolkit assessment' user guide.

➢ **6. Once you have answered all the requirements and your sample assessment has been signed off by Senior Management you can commence the batch submission process to populate all the assessments for all your stores.**

C. Review existing branches and lock a pharmacy

Before proceeding to the batch submission, you should review the branches listed as belonging to your pharmacy group. The easiest way to do this is to obtain a list of your pharmacies from the 'Reports' section of the IG Toolkit.

To review your list of pharmacies:

➢ **1. Login and click on 'Reports' on the left hand menu to go to the Reports page.**

➢ **2. Click Pharmacy HQ Overview Report to obtain a list of pharmacies associated with your HQ.**

➢ **3. Ensure the current version of the IG Toolkit is displayed in the drop down list, then click on Show Report.**

➢ **4. The report will open in a new window; click the link in the top left corner of the report page to export the data to a CSV file for easier manipulation.**

➢ **5. 'Open' or 'Save' the CSV file.**

If you find a pharmacy that is no longer part of your pharmacy group you can lock the account. To find a specific pharmacy:

➢ **1. Click on 'Admin' on the left hand menu to go to the Administration page.**

➢ **2. Click Lock a Pharmacy.**

➢ **3. Once on the 'Lock a Pharmacy' page, enter the organisation code of the relevant pharmacy into the search box and click the 'Search' button.**

➢ **4. Click Edit to display the 'Organisation Details' page for that pharmacy.**

➢ **5. Tick the check box to lock the pharmacy and click the 'Update' button.**

To search through all of your branches to locate any stores that are no longer part of your pharmacy group:

➢ **1. On the 'Lock a Pharmacy' page, leave the search field blank and click the 'Search' button.**

➢ **2. From the resulting list, select a pharmacy that you wish to lock by clicking on Edit, which will display the 'Organisation Details' page for that pharmacy.**

➢ **3. Tick the check box to lock the pharmacy and click the 'Update' button.**

- The date and time that you locked the account will be displayed on the Organisation Details page, along with your user ID and organisation code.

INFORMATION BOX 5

Once the account is locked:
- **The pharmacy will no longer be displayed in your reports.**
- **The pharmacy will no longer be displayed in the reports of the commissioning organisation that is responsible for monitoring your IG Toolkit publications.**
- **The batch submission will not be applied to that pharmacy.**

If you find there are pharmacies missing from your list of stores:
➢ **1. Contact HSCIC External IG Delivery Team via the Exeter Helpdesk (exeter.helpdesk@hscic.gov.uk).**

➢ **2. Provide the following information:**
- the name of the pharmacy HQ;
- the name of the store; and
- the store's F code.

INFORMATION BOX 6

IMPORTANT: You should review your stores list regularly (at least monthly) and inform the HSCIC External IG Delivery Team of missing stores as and when you find them. Please DO NOT leave review of your list or informing the Team till March as, due to higher helpdesk call volumes, it may not be possible for your list of stores to be amended before the publication deadline of 31 March.

D. Completing the Batch Submission Process

INFORMATION BOX 7

REMINDER: a batch assessment can only be done ONCE in each assessment year. Therefore, before completing the final steps in this guide, please ensure that all pharmacies that you are aware of are included in your list of stores - see section C of this guide to review your existing store list.

In order to complete the batch submission process for your pharmacy group you will need to:

➢ **1. Log into the system as Organisation Administrator and click on 'Assessments' on the left hand menu to go to the Assessment Summary page.**

➢ **2. Now that you have completed a sample assessment a button on the Assessment Summary page will have appeared stating 'Specify Organisations to which this Assessment covers', click on this button.**

Assessment Summary

This page gives a summary of your current IG Toolkit assessment. This Version 9 assessment has been created by the Alliance Pharmacy (P0NE) as a template for branch Alliance Pharmacy (Shiney Row) - FFC81 and will be used to create matching assessments for selected branches via the batch submission process.

> **3. The 'Select Branches' page is displayed which shows ALL the pharmacies within the group with check box next to the pharmacy name.**

> **4. You have the option to:**

o **Apply the sample assessment to all your stores, by ticking the check box next to <u>Select all Current Branches</u>.**

o **Apply the sample assessment to specific stores only, by ticking the check box next to selected pharmacies.**

o **Additionally, if you have many hundreds of stores but don't wish to apply the sample to a small percentage of them, you can <u>Select all Current Branches</u> and then deselect those to whom the assessment should not be applied.**

➢ **5. Once you have selected specific branches or all branches click on 'Create Assessments for Selected Branches', this will then take you back to the Assessment Summary page.**

You should only proceed with the next step (publication) if you are entirely content that your sample assessment is an accurate reflection of your scores and evidence. Once published, the sample cannot be un-published, and there is no ability to 'redo' an incorrect batch submission

➢ **6. Click on the 'Publish' button, a warning message will be displayed (see information box 5 below), you should read the message then click 'OK' to proceed.**

INFORMATION BOX 8

When you click the 'Publish' button a warning message will be displayed that informs you of the implications of publication, i.e. that:
- **you are confirming that your Senior Management team has signed off the assessment;**
- **your assessment will immediately be published on the IG Toolkit website via the IG Toolkit Reports section;**
- **you have created a sample assessment to populate the stores that you selected;**
- **an overnight process will create matching assessments for the number of stores that you selected.**

➢ **7. Read the 'IG Assurance Statement', and scroll down to 'Accept' the statement. This will then fully publish your assessment.**

➢ **8. An overnight batch submission process will create matching assessments (including scores, comments and uploaded evidence) for all the pharmacies you selected at step 4.**

To confirm that the published assessment has been applied to the specified branches:

➢ **1. Click 'Reports' on the left hand menu, and click on Pharmacy HQ Overview Report.**

- ➢ **2. Ensure the current version of the IG Toolkit is displayed in the drop down list, then click on Show Report.**

- ➢ **3. The resulting report shows a list of all the branches within your group and their assessment status. All the branches you selected in step 4 should now show as having published an assessment.**