

Home Delivery Service (HDS) Guidance Notes Version Two



Contents

| | |
|--|-----------|
| Key to icons | 5 |
| System messages | 6 |
| Abbreviations | 6 |
| General note | 6 |
| Overview | 7 |
| Who uses it? | 7 |
| How does it work? | 7 |
| Entering and viewing information | 7 |
| Select items from a list | 7 |
| Move items between one box and another | 8 |
| Sort a list | 8 |
| Where your order comes from | 9 |
| User accounts | 9 |
| Roles | 10 |
| Logging into the Home Delivery Service (HDS) system | 11 |
| Connecting to NHS Supply Chain's website | 11 |
| Logging on to the HDS application | 12 |
| Forgotten your password? | 13 |
| Understanding the Home Delivery Service home page | 14 |
| Assessors, care homes and medical practices | 15 |
| Viewing and managing assessors | 15 |
| Viewing assessor details | 15 |
| Creating an assessor record | 16 |
| Changing assessor details | 17 |
| Viewing patients assigned to an assessor | 18 |
| Transfer patients from one assessor to another | 18 |
| Deleting an assessor | 19 |
| Viewing care home details | 20 |
| Viewing a list of care homes | 20 |
| Searching for a care home | 21 |
| Viewing details of a care home | 22 |
| Creating Care Home records | 23 |
| Deleting care home records | 26 |
| Medical practices | 27 |
| Viewing medical practices | 27 |
| Viewing patients of a practice | 28 |
| Viewing, creating and amending patient records | 29 |



| | |
|--|-----------|
| Finding patients already registered on the HDS system | 29 |
| Searching for patients | 29 |
| Understanding and using the list of patients | 30 |
| Viewing a patient's record | 31 |
| Registering a patient | 33 |
| Recording patient personal details | 34 |
| Recording addresses | 35 |
| Patients living at home | 35 |
| Delivery to a care home | 36 |
| Recording a number for pre- and post-delivery SMS messages | 37 |
| Providing delivery instructions | 37 |
| Creating the patient record | 38 |
| Recording addresses manually | 38 |
| Amending a patient record | 38 |
| Adding clinical details and further demographic information | 39 |
| Adding a note to a patient's record | 39 |
| Changing delivery day | 40 |
| Recording reviews | 40 |
| Transferring a patient | 40 |
| Discharging a patient | 42 |
| Recording the death of a patient | 42 |
| Recording a death in the patient's record | 42 |
| Recording a death when confirming callbacks for patients in care homes | 42 |
| Managing prescriptions | 43 |
| Viewing prescriptions | 43 |
| Creating a prescription | 44 |
| Finding catalogue items | 47 |
| Suspending a prescription | 49 |
| Reactivating a prescription | 50 |
| Deleting a prescription | 50 |
| Replacing products across all prescriptions (global updates) | 50 |
| Managing orders | 53 |
| View details of an order | 53 |
| Status messages | 54 |
| Delivery failure reasons | 55 |
| Stock shortages | 55 |
| Cancel an order | 56 |
| Creating an emergency or ad hoc order | 56 |
| Confirming requirements (callback prescriptions) | 57 |



| | |
|--|-----------|
| Confirming multiple prescriptions for patients living in their own homes | 58 |
| Collection of unwanted products | 59 |
| Collections following the death of a patient | 59 |
| Reports | 59 |
| Service report | 60 |
| PCT stock service level report | 61 |
| Financial reports | 61 |
| Summary report | 61 |
| Financial line detail report | 62 |
| Care homes financial report | 63 |
| Care homes patient spend report | 63 |
| District spend by GP report | 64 |
| District spend by nurse assessor report | 64 |
| Patient reports | 65 |
| Pads per day use report | 65 |
| Patient reassessment report | 65 |
| Patient status report | 66 |
| Patients on service | 67 |
| Active patients | 67 |
| Patient removal report | 67 |
| Delivery reports | 68 |
| Failed delivery attempts | 68 |
| Failed orders | 68 |
| Stock short orders | 69 |
| Stock short status changes | 69 |
| Order rejections | 69 |
| Collections | 69 |



Key to icons

| | |
|---|---|
| Data entry icons | |
|  | Use the calendar to select a date |
|  | Clear the date from the box |
|  | Create |
|  | Delete |
|  | Edit |
| HDS icons | |
|  | Manage prescription delivery schedule |
|  | Callback pending |
|  | Callback confirmed |
|  | Save |
|  | View |
|  | Add |
|  | Alert error |
|  | Alert success |
|  | Alert warning |
|  | Authorise |
|  | Delivery failed |
|  | Enlarge |
|  | Held |
|  | Information |
|  | Delivery information |
|  | Outstanding delivery information |
|  | Confirmed delivery information |
|  | Delivered via HDS Direct |
|  | Print bulk pick list |
|  | Print individual pick list |
|  | Print delivery invoices |
|  | Print care home invoice or delivery note |
|  | Patient suspended |
| Exporting information icons | |
|  | View/print document in PDF format (see tooltip for details of the document) |
|  | Download information in CSV format (can be opened as a spreadsheet) |
| Patient and prescription icons | |
|  | Review patient |
|  | View care home details |
|  | New prescription |
|  | Emergency order |



System messages

System messages are shown towards the top of the web page. Notifications are shown in yellow, confirmation messages in green, information in blue and errors in red.

 The NHS-Cat website is temporarily closed whilst we refresh NHS catalogue. Please try again in a few minutes 

 Assessor 'Amanda Smith' created successfully. Click [here](#) to return to the Assessor List

 6 authorisation emails sent

 Care home has no upcoming deliveries. Click [here](#) to return to the Care Home list

Abbreviations

AWSL Available While Stocks Last
HDS Home Delivery Service
MPC Manufacturer's Product Code
NPC National Product Code

General note

The information in this document is taken from our test system. Any correlation to actual order or people is purely coincidental.



Overview

The Home Delivery Service (HDS) enables orders and prescriptions placed for patients to be delivered either to their own homes or to a care home.

Who uses it?

HDS is used both by patient assessors (often health care professionals involved in a patient's care) and by suppliers and distributors to provide a coordinated service. Each user of the system is granted one or more 'roles', these enable that person to carry out various tasks. The allocation of these roles is under the control of your organisation, and those appropriate to HDS are described in more detail in '[Roles](#)' on page 10.

How does it work?


Patients are registered on the system and are prescribed products to be delivered to a designated address. To meet patient needs, deliveries can be arranged to an alternative address or other special delivery instructions can be recorded.

Details of care homes are recorded on the system so deliveries can be coordinated when several patients live at the same one.

Patients are allocated to assessors, who create prescriptions for them. Delivery of the products on the prescriptions can either be automatic (the same quantity is delivered at regular intervals) or use a call back mechanism (the delivery of a quantity is prescribed but the patient or the patient's representative telephones to confirm the quantity required).

Entering and viewing information

Similar methods are used throughout the HDS application for viewing and entering information. These methods are summarised in this section.

- Anywhere you see a patient name as a hyperlink, click it to go to that patient's record.
- Anywhere you see the care home symbol () alongside a patient's name, click it to open the record for the care home where he or she lives.
- Links in the alerts section on the front page open a list of the patients or prescriptions forming that group.

Select items from a list

If you need to select multiple entries from a list, you can:

- Click the first item you want, hold down the **SHIFT** key and then click the last item to select a range
- Hold down the **CTRL** key while you click items to select multiple items that are not next to each other in the list

Some lists only allow you to select a single item.

Move items between one box and another

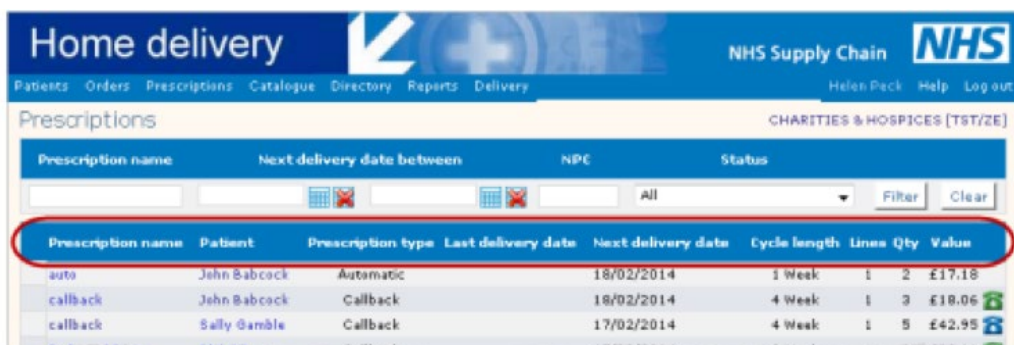
To move items between lists of available items (not yet selected) and selected items:

1. Select the items you want to move.
2. Click the [arrow](#) (< or >) to move the items in the appropriate direction.

If you want to move all the items, click the > [All](#) > or < [All](#) < buttons.

Sort a list

In many cases, you can click on the column heading to sort information by that column value. For example, if the column contains dates, earlier dates will be shown at the top of the list.



| Prescription name | Patient | Prescription type | <u>Last delivery date</u> | <u>Next delivery date</u> | Cycle length | Lines | Qty | Value |
|-------------------|--------------|-------------------|---------------------------|---------------------------|--------------|-------|-----|--------|
| auto | John Babcock | Automatic | 18/02/2014 | 18/02/2014 | 1 Week | 1 | 2 | £17.18 |
| callback | John Babcock | Callback | 18/02/2014 | 18/02/2014 | 4 Week | 1 | 3 | £18.06 |
| callback | Sally Gamble | Callback | 17/02/2014 | 17/02/2014 | 4 Week | 1 | 5 | £42.95 |

Click the column heading again to reverse the order. Using the same example, later dates will now be shown at the top of the list.

You can sort a listing by any column heading that is underlined.

Where your order comes from

When you order products using HDS, you receive them in one of two ways:

1. They are sent by the supplier to a distributor, who then sends them on to you.
2. The supplier delivers them directly to you.

User accounts

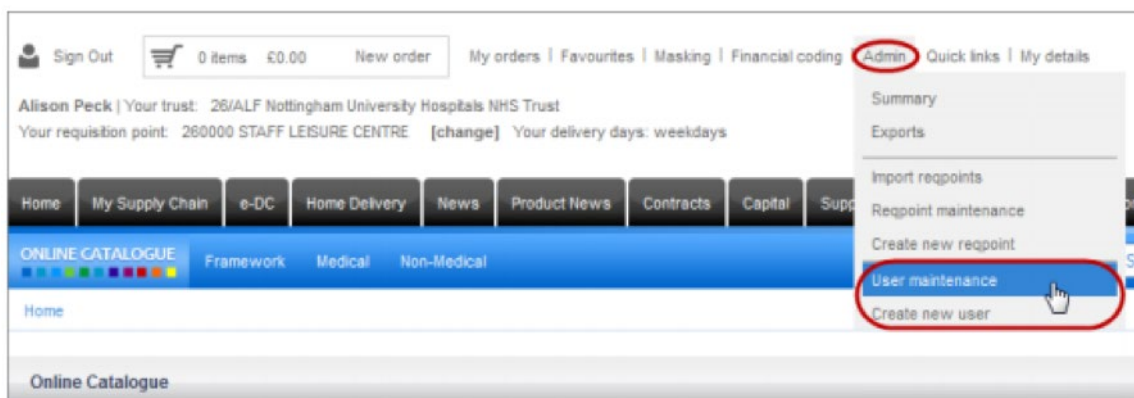
You must have the Trust Administrator or User Maintenance Role to be able to change other people's user accounts. If you do not have either role, you cannot see this area.

The same user account can be used to access all of the NHS Supply Chain applications - people are granted or denied access to specific components by granting them 'roles'.

User records are created and modified in the Online Catalogue and Ordering application:

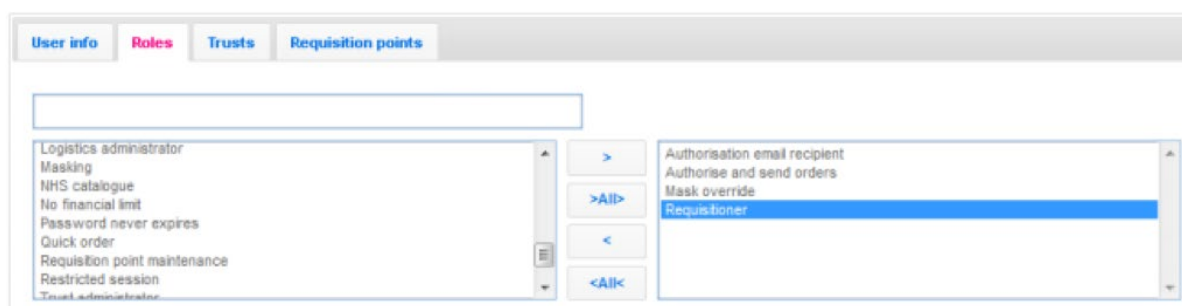
- To create a user record, select [Create user](#) on the Admin menu.
- To amend a user record, select [User maintenance](#) from the Admin menu.

See the Online Catalogue and Ordering Guidance Notes for detailed instructions.



Roles

Roles determine what a person can do when logged on to the NHS Supply Chain applications. You can move roles between the two boxes using the arrow buttons between them – the box on the left contains unassigned roles, and the box on the right contains those assigned to this user account.



A summary of the HDS roles and what they enable people to do is given in Table 1.

Table 1: Summary of roles

| People with this role... | can do this... |
|---------------------------|--|
| Connect | Access the system – this role is granted automatically. |
| Authorise and send orders | Authorise and send orders up to the financial limit set in their record. People with this role must also have the Requisitioner role. |
| No financial limit | Order without any financial limit. |
| HDS Enquirer | View the system only and can update or create patient notes. |
| HDS Assessor | Create patients and prescriptions, confirm and unconfirm callbacks, and create emergency orders. |
| HDS Administrator | Activate the unconfirm call back option, issue global prescription updates and use the manual address option. |
| HDS Customer Services | Do the same as the HDS Assessor, plus access the reports on the Delivery menu. Note: Some trusts provide their own customer service function, so have access to this role. Others use Customer Services within NHS Supply Chain. |

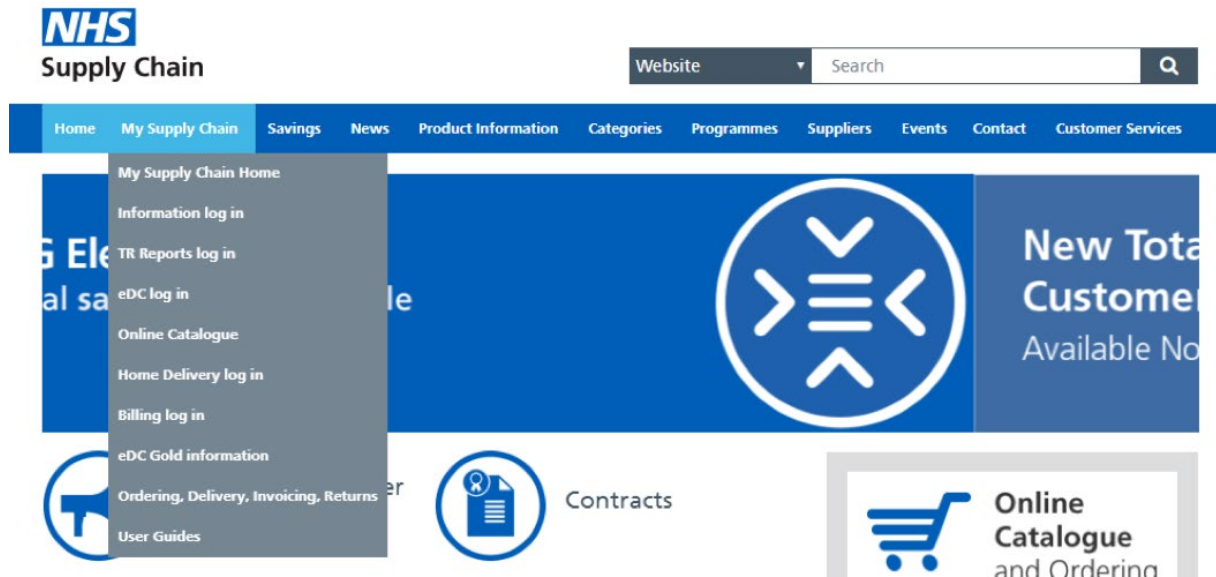
Logging into the Home Delivery Service (HDS) system

You must have a role that enables you to access the HDS system to log into it.

Connecting to NHS Supply Chain's website

To connect to the NHS Supply Chain website:

1. Connect to NHSNet through your local network:
Follow a shortcut where available or type <http://www.supplychain.nhs.uk> into a browser.
2. Optionally, click [My Supply Chain](#). The My Supply Chain drop down menu then opens.
3. Click [Home Delivery log in](#).



4. If you are not already logged into the NHS Supply Chain applications, you must do so now.

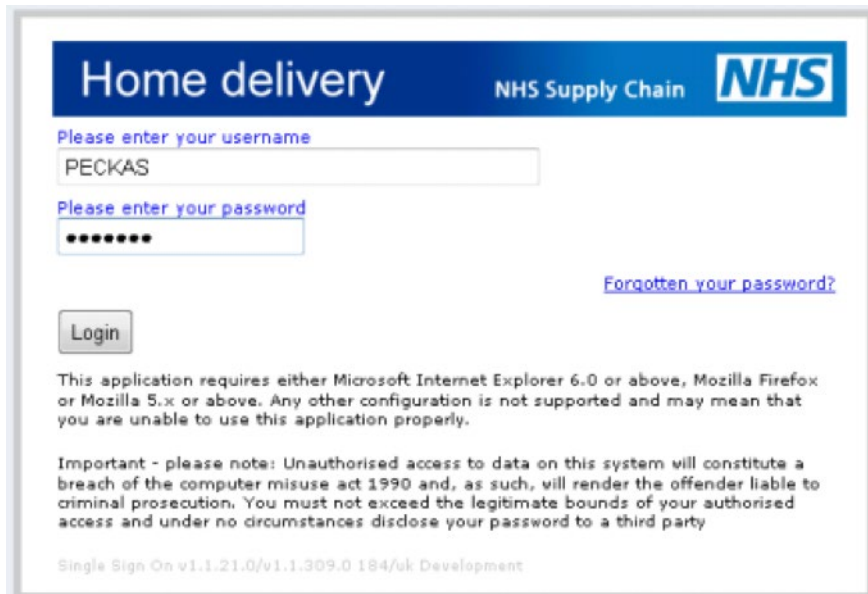
If you are already logged in, the [Home Delivery Service home page](#) opens.

Logging on to the HDS application

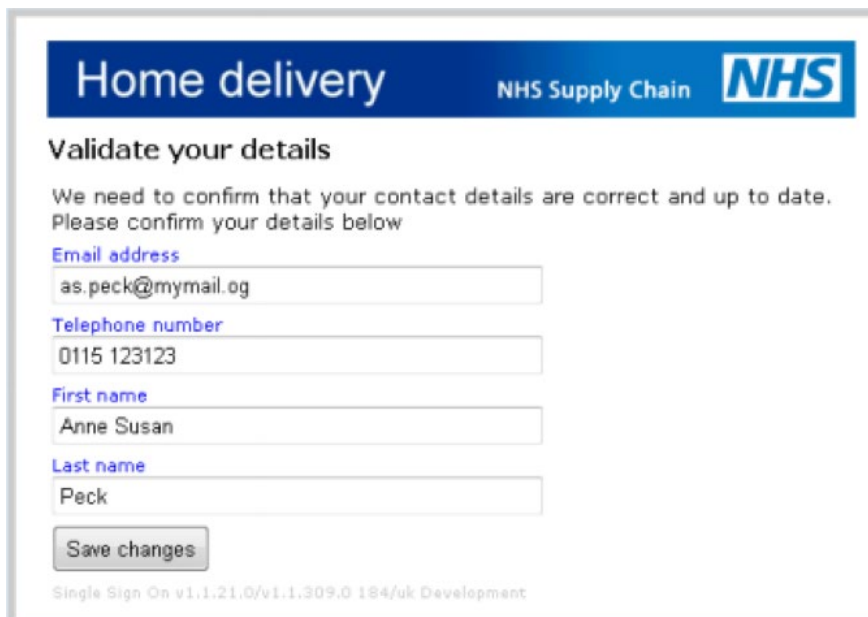
If you are not already logged into the NHS Supply Chain applications, the logon box is shown when you try to access the HDS application.

To log in:

1. Type your username and password into the boxes.
2. Click [Login](#).

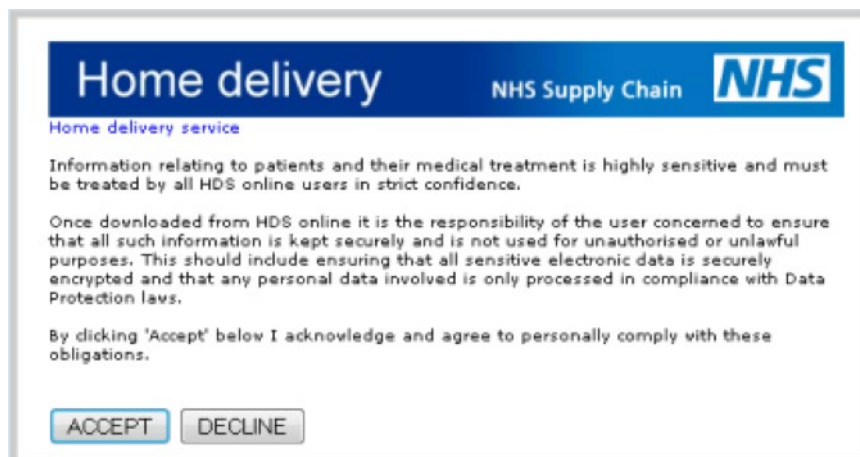
A screenshot of the 'Home delivery' login page for the NHS Supply Chain. The page has a blue header with 'Home delivery' and 'NHS Supply Chain' text, and the NHS logo. Below the header, there are two input fields: 'Please enter your username' with the text 'PECKAS' and 'Please enter your password' with masked characters. A 'Login' button is below the password field. To the right of the password field is a link 'Forgotten your password?'. Below the login fields, there is a paragraph of text about browser requirements and a disclaimer. At the bottom, it says 'Single Sign On v1.1.21.0/v1.1.309.0 184/uk Development'.

3. If you are using the system for the first time, if your password has expired or you forgot your password and are using a replacement sent to you by email, you are asked to provide a new password.
4. If you are using the system for the first time, you are asked to confirm your personal details. Make any necessary correction.

A screenshot of the 'Home delivery' 'Validate your details' page for the NHS Supply Chain. The page has a blue header with 'Home delivery' and 'NHS Supply Chain' text, and the NHS logo. Below the header, the title 'Validate your details' is followed by a paragraph asking to confirm contact details. There are four input fields: 'Email address' with 'as.peck@mymail.org', 'Telephone number' with '0115 123123', 'First name' with 'Anne Susan', and 'Last name' with 'Peck'. A 'Save changes' button is at the bottom. At the bottom of the page, it says 'Single Sign On v1.1.21.0/v1.1.309.0 184/uk Development'.

Click [Save changes](#) to confirm the information.

5. Read the following message about the Home Delivery Service confidentiality policy and then click [ACCEPT](#) if you agree to comply with the requirements.



The screenshot shows a web interface for the Home Delivery Service. At the top, there is a blue header bar with the text 'Home delivery' in white, 'NHS Supply Chain' in white, and the NHS logo. Below the header, the text 'Home delivery service' is displayed. The main content area contains the following text: 'Information relating to patients and their medical treatment is highly sensitive and must be treated by all HDS online users in strict confidence.' followed by 'Once downloaded from HDS online it is the responsibility of the user concerned to ensure that all such information is kept securely and is not used for unauthorised or unlawful purposes. This should include ensuring that all sensitive electronic data is securely encrypted and that any personal data involved is only processed in compliance with Data Protection laws.' and 'By clicking 'Accept' below I acknowledge and agree to personally comply with these obligations.' At the bottom, there are two buttons: 'ACCEPT' and 'DECLINE'.

Forgotten your password?

Click the [Forgotten your password?](#) link on the log on box. An email will be sent to the email address associated with your account with a new temporary password, which you must change before you can use the system.

Understanding the Home Delivery Service home page

If you are only associated with one organisation, its name is displayed automatically in [Trust selection](#) and the information on the home page relates to that organisation.

If you are associated with more than one organisation, changing the organisation (in [Trust selection](#)) updates the page to show information appropriate to the selected organisation.

The screenshot shows the NHS Home Delivery Service home page. The page has a blue header with the NHS logo and navigation links. The main content area is divided into several sections. Annotations A, B, C, D, and E point to specific elements on the page.

- A:** Points to the 'Currently assigned roles' section, which lists roles like 'Authorise and send orders', 'HDS administrator', 'Financial limit of £0', 'Connect', and 'HDS assessor'.
- B:** Points to the 'Distributor information' section, which displays details for DHL Supply Chain, including address, telephone, fax, and email.
- C:** Points to the 'System alerts and messages' section, which contains a message about patients needing reviewing and a 'Bank Holiday Orders' section with a table of delivery days and call-back dates.
- D:** Points to the 'Care home search' button.
- E:** Points to the 'Patient search' button.

| Delivery Day | Call-back activated by (close of business) |
|--------------------|--|
| Tuesday 28th May | Wednesday 22nd May |
| Wednesday 28th May | Thursday 23rd May |
| Thursday 30th May | Friday 24th May |
| Friday 31st May | Tuesday 28th May (as normal) |

The page is divided into sections:

- Currently assigned roles (labelled A on the image) lists the roles (access rights) you have regarding the NHS Supply Chain application.
- Distributor information (labelled B on the image) contains contact details for the distributor associated with your organisation.
- System alerts and messages (labelled C on the image) are important notifications –often patient-related – relevant to your use of the HDS application.
 - A prescription is 'held' if the deadline for a call back is missed for a call back prescription or a delivery failed. Click the link in the alert message to go to the list of prescriptions and filter them to show held prescriptions. See 'Viewing prescriptions' on page 43.

- Patients must be reviewed at regular intervals (the frequency is set by the trust). When a review is due, the patient is included in the list of patients for review.
- If a patient has died, an alert notice is posted.
- Notices from NHS Supply Chain are also displayed in this section. The example above is listing Bank Holiday dates which affect deliveries.
- Care home search (labelled D on the image) – see ‘Searching for a care home’ on page 21 – and Patient search (labelled E on the image) – see ‘Searching for patients’ on page 29 – enable you to find a care home or a patient to work with quickly and easily.

These searches are across all the trusts you can access. The searches on the [Care home](#) and [Patient](#) pages are within the trust you selected on the home page.

Assessors, care homes and medical practices

The HDS application stores information about assessors, care homes and medical practices. These can then be selected and associated with individual patient records without needing to enter details about them.

Links to the pages where information about assessors, care homes and medical practices is stored are available from the [Directory menu](#) option.



Viewing and managing assessors

Anyone with access to the HDS application can view assessor information. You must have the HDS Administrator role or the HDS Assessor role to create or modify assessor details.

Viewing assessor details

If you can only view assessor details, you can:

- View summary details for assessors in a list, including how many patients have been assigned to that assessor.
- Click an assessor's name to view full details for that assessor.
- Click the assessor's email address to create a new message in your email application addressed to this assessor.
- Click [View](#) patients when viewing details for an assessor to see details of the patients linked to that assessor.

To view assessor details:

1. Click [Directory](#) on the blue menu.
2. Select [Assessors](#) from the list shown. The [Assessors](#) page opens.
3. Use the filter options at the top of the page to cut the list down to a manageable size.

| Name | Address | Post code | Email address | Contact no | Role | Patients |
|--------------|----------------------------------|-----------|-------------------------|-------------|---------------------------|----------|
| Jane Adams | 1 High Street Anytown Northshire | AA1 1AA | jane.adams@myemail.com | 0115 123456 | Continenence Advisor | 4 |
| Angela Brown | 1 Main Street Anytown Northshire | AA1 1AB | angela.brown@mymail.org | 0115 123321 | Clinical Nurse Specialist | 0 |

4. Type any part of the assessor's Name, Address, Postcode or Role into the boxes at the top of the page.
You must type the letters in sequence. For example, if an assessors address is '1 Main Street', you can type Main, ain S or 1 Mai and it will be included in the list. You cannot type Main St. (with a full stop).
5. Click [Filter](#) to show only those records that match.
Click [Clear](#) to show all records.

Creating an assessor record

Assessor address, email address and contact telephone number can all be recorded.

To create an assessor record:

1. View the list of assessors (see 'Viewing assessor details' on page 15).
2. Click [Create](#).

| Name | Address | Post code | Email address | Contact no | Role | Patients |
|--------------|----------------------------------|-----------|-------------------------|-------------|---------------------------|----------|
| Jane Adams | 1 High Street Anytown Northshire | AA1 1AA | jane.adams@myemail.com | 0115 123456 | Continenence Advisor | 4 |
| Angela Brown | 1 Main Street Anytown Northshire | AA1 1AB | angela.brown@mymail.org | 0115 123321 | Clinical Nurse Specialist | 0 |

3. Complete information about this assessor.
 - You must include the person's First name and Last name.
 - Be consistent with the roles you allocate to people if you want to use them for filtering records.

Home delivery NHS Supply Chain NHS

Patients Orders Prescriptions Catalogue Directory Reports Mrs Sarah Peck Help Log out

New assessor CHARITIES & HOSPICES [TST/ZE]

| Assessor information | | | |
|----------------------|---------------|---------------|--------------------|
| First name | Amanda | Last name | Smith |
| Address | 1 High Street | Email address | |
| | Anytown | Contact no | 0115 123456 |
| | Northshire | Role | Continence Advisor |
| Post code | AA1 1AA | | |

Save Back

- Click [Save](#).

A message is displayed if the assessor has been created successfully. Either click the link in the message to go back to the list of assessors or select another option from the menu.

Changing assessor details

All details recorded about an assessor can be changed.

To change assessor details:

- View the list of assessors (see 'Viewing assessor details' on page 15).
- Click the name of the assessor you want to change.

The [View assessor page](#) opens.

Home delivery NHS Supply Chain NHS

Patients Orders Prescriptions Catalogue Directory Reports Mrs Sarah Peck Help Log out

View assessor CHARITIES & HOSPICES [TST/ZE]

| Assessor information | | | |
|----------------------|---------------|---------------|------------------------|
| First name | Jane | Last name | Adams |
| Address | 1 High Street | Email address | jane.adams@myemail.com |
| | Anytown | Contact no | 0115 123456 |
| | Northshire | Role | Continence Advisor |
| Post code | AA1 1AA | | |

Edit Transfer patients View patients Delete Back

- Click [Edit](#).
- Make the changes and click [Save](#).

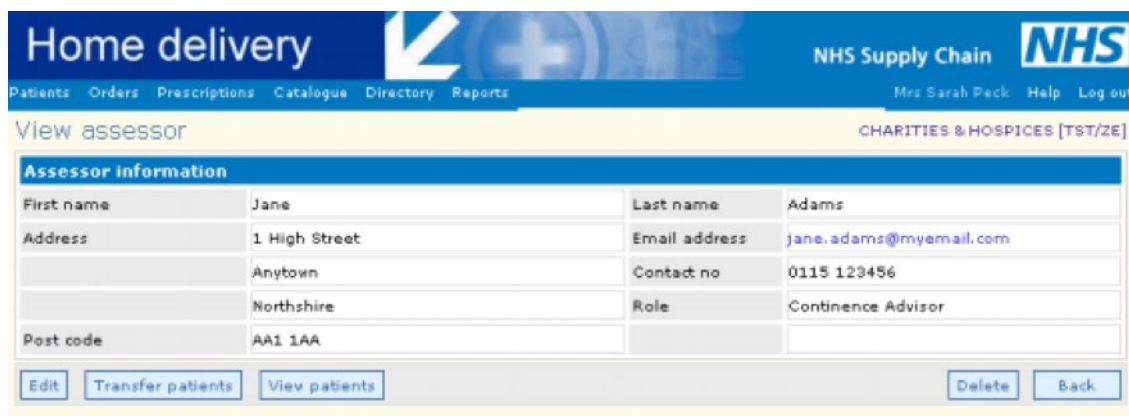
Viewing patients assigned to an assessor



Details of patients assigned to an assessor can be viewed.

To view patients assigned to an assessor:

1. View the list of assessors (see 'Viewing assessor details' on page 15) and click the name of the assessor whose patients you want to see.

The [View assessor page](#) opens.






Home delivery  **NHS Supply Chain** 

Patients Orders Prescriptions Catalogue Directory Reports Mrs Sarah Peck Help Log out

View assessor CHARITIES & HOSPICES [TST/ZE]

| Assessor information | | | |
|----------------------|---------------|---------------|------------------------|
| First name | Jane | Last name | Adams |
| Address | 1 High Street | Email address | jane.adams@myemail.com |
| | Anytown | Contact no | 0115 123456 |
| | Northshire | Role | Continence Advisor |
| Post code | AA1 1AA | | |

[Edit](#) [Transfer patients](#) [View patients](#) [Delete](#) [Back](#)

2. Click [View patients](#).
3. The list of patients assigned to this assessor is shown below the assessor details.
4. From here you can:
 - Click the patient's name to open the patient's record (see 'Viewing a patient's record' on page 31).
 - See care home details (for patients living in one) by clicking the Care Home icon  to open the View care home page (see 'Viewing care home details' on page 21).
 - Go to the [Prescriptions](#) page to create a prescription for the patient by clicking on the New prescription icon  (see 'Creating a prescription' on page 44).
 - Go to the [Create emergency](#) or [ad hoc order](#) page (see 'Creating an emergency or ad hoc order' on page 57) by clicking the Emergency icon .

Transfer patients from one assessor to another

All the patients currently assigned to one assessor can be transferred to another. This is useful when there are staff changes.

Assessors for individual patients are changed within the patients' records.

To transfer patients from one assessor to another:

1. View the list of assessors (see 'Viewing assessor details' on page 15) and click the name of the assessor whose patients you want to see.

Home delivery NHS Supply Chain NHS

Patients Orders Prescriptions Catalogue Directory Reports Mrs Sarah Peck Help Log out

View assessor CHARITIES & HOSPICES [TST/ZE]

| Assessor information | | | |
|----------------------|---------------|---------------|------------------------|
| First name | Jane | Last name | Adams |
| Address | 1 High Street | Email address | jane.adams@myemail.com |
| | Anytown | Contact no | 0115 123456 |
| | Northshire | Role | Continence Advisor |
| Post code | AA1 1AA | | |

Edit Transfer patients View patients Delete Back

- Click [Transfer patients](#).

Home delivery NHS Supply Chain NHS

Patients Orders Prescriptions Catalogue Directory Reports Mrs Sarah Peck Help Log out

View assessor CHARITIES & HOSPICES [TST/ZE]

Confirmation required

Are you sure you wish to transfer all patients from 'Jane Adams'?

Move 4 patients to assessor:

View patients Transfer Cancel Back

- Select the new assessor from the dropdown list.
 - Click [Transfer](#).
- All the patients are now on the list of the other assessor.

Deleting an assessor

To delete assessor details:

- View the list of assessors (see 'Viewing assessor details' on page 15).
- Click the name of the assessor you want to delete.
The [View assessor](#) page opens. Check that this is the correct assessor.
- Click [Delete](#).

Home delivery NHS Supply Chain NHS

Patients Orders Prescriptions Catalogue Directory Reports Mrs Sarah Peck Help Log out

View assessor CHARITIES & HOSPICES [TST/ZE]

Confirmation required

Are you sure you wish to delete Assessor 'Jane Adams'?

Move 4 patients to assessor:

View patients Delete Cancel Back

If any patients are currently assigned to this assessor, you are prompted to transfer them.

- Click [View patients](#) to see details of these patients (see 'Viewing patients assigned to an assessor' on page 18).
- Select the new assessor from the dropdown list to transfer these patients.

4. Click [Delete](#).
5. The assessor's record is deleted and any patients that were associated with the assessor are transferred to the new assessor.

Viewing care home details

You can only see basic care home details if you have the HDS Enquirer role.

When a trust first starts using the HDS application, care homes details are imported using existing data. If you need other care homes creating, please contact Customer Services (within your trust if your trust is providing its own customer services, or at NHS Supply Chain).

Viewing a list of care homes

To view care home details within the trust you selected from the home page:

1. Click [Directory](#) on the blue menu.
2. Select [Care homes](#) from the list shown. The [Care homes page](#) opens.


| Care home | Address | Post code | Pres. type | Delivery day | Frequency | Next del. date |
|---------------|-------------------|-----------|------------|--------------|-----------|----------------|
| Sleepy Hollow | 48 Elm Avenue | NG10 5EJ | Automatic | Friday | 1 Week | 23/08/2013 |
| Windy Corner | 3 Horsecroft Road | IP33 2DS | Callback | Monday | 2 Week | 19/08/2013 |

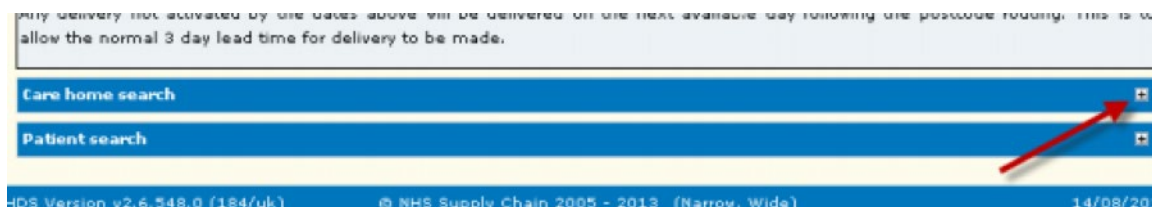
3. To reduce the number of care homes shown in the list, use the [filter options](#) at the top of the page:
 - Type all or part of the care home name in the first box. For example, 'Hollow' will include 'Sleepy Hollow' and 'The Hollows'.
 - Type all or part of a post code in the second box to filter by post code. For example, NG10 will include all care homes in that postal area.
 - Use the calendars to enter the earliest and latest next delivery date. For example, 23/08/2019 and 27/08/2019 will include all homes where the next delivery is within that date range. Click [Filter](#) to filter the records and [Clear](#) to display all care homes.

Searching for a care home

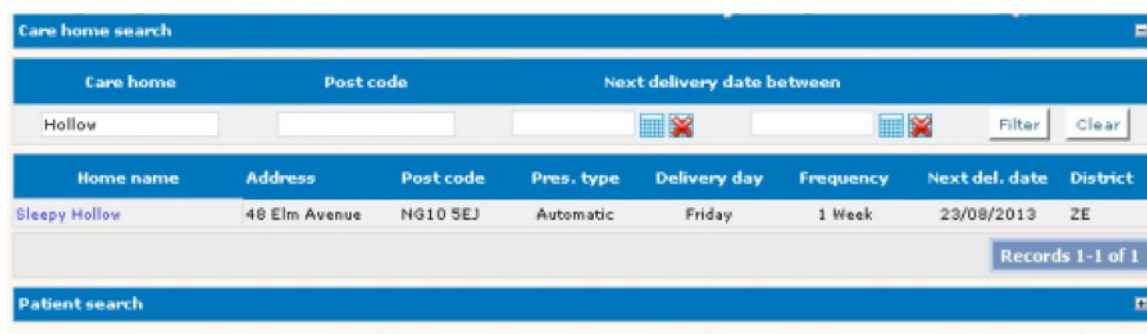
You can search for a care home across all the trusts you can access from the home page of the HDS application.

To search for a care home:

1. Click the  icon to the right of the care home search section at the bottom of the HDS home page. The section expands to show the search options.



2. To find a care home, use the search options at the top of the section:
 - Type all or part of the care home name in the first box. For example, 'Hollow' will find 'Sleepy Hollow' and 'The Hollows'.
 - Type all or part of a post code in the second box to search by post code. For example, NG10 will find all care homes in that postal area.
 - Use the calendars to enter the earliest and latest next delivery date. For example, 23/08/2019 and 27/08/2019 will find all homes where the next delivery is within that date range.
3. Click [Filter](#) to find matching records. [Clear](#) empties the search boxes.
4. The example below shows the result of searching for 'Hollow'.

A screenshot of the 'Care home search' section in the HDS application. The search criteria are: 'Hollow' in the 'Care home' box, an empty 'Post code' box, and an empty 'Next delivery date between' range. The 'Filter' button is highlighted. Below the search criteria, there is a table with the following data:

| Home name | Address | Post code | Pres. type | Delivery day | Frequency | Next del. date | District |
|---------------|---------------|-----------|------------|--------------|-----------|----------------|----------|
| Sleepy Hollow | 48 Elm Avenue | NG10 5EJ | Automatic | Friday | 1 Week | 23/08/2013 | ZE |

At the bottom right of the table, it says 'Records 1-1 of 1'. Below the table is the 'Patient search' section.

Viewing details of a care home

You must have HDS Assessor or HDS Admin roles to view details of care homes.

You can view information about a care home and about the patients who live there.



1. To view detailed information about a care home:
2. Find the care home you want to view by either:
 - Viewing a list of care homes
 - Searching for a care homes.
3. Click the name of the care home.

The screenshot shows the 'Home delivery' interface for 'Sleepy Hollow' care home. The page has a blue header with the NHS logo and 'NHS Supply Chain' text. Below the header is a navigation bar with tabs: Patients, Orders, Prescriptions, Catalogue, Directory, Reports. The main content area is titled 'View care home Sleepy Hollow' and includes a sub-header 'CHARITIES & HOSPICES [TST/ZE]'. There are several tabs for different views: Details, Patients, Prescriptions, Delivery charges, Notes, Distributor Notes, and Collections. The 'Details' tab is selected, showing two main sections: 'Care home information' and 'Delivery information'. The 'Care home information' section contains fields for Home name (Sleepy Hollow), Address (48 Elm Avenue), Nursing home (Yes), Residential home (Yes), EMI (Yes), Email address, Post code (NG10 5EJ), Telephone no, and Fax no. The 'Delivery information' section contains fields for Warehouse code (933), District (ZE), Delivery day (Friday), First delivery date (02/08/2013), Requisition point, Next delivery date (23/08/2013), Prescription type (Automatic), and Delivery frequency (1 Week). An 'Edit' button is located at the bottom of the 'Delivery information' section. The footer of the page shows 'HDS Version v2.6.548.0 (184/uk)', '© NHS Supply Chain 2005 - 2013 (Narrow, Wide)', and the date '14/08/2013'.

| Care home information | | | |
|-----------------------|---------------|-----------|-----------------|
| Home name | Sleepy Hollow | Address | 48 |
| Nursing home | Yes | | Elm Avenue |
| Residential home | Yes | | NOTTINGHAM |
| EMI | Yes | | Nottinghamshire |
| Email address | | Post code | NG10 5EJ |
| Telephone no | | | |
| Fax no | | | |

| Delivery information | | | |
|----------------------|-----------|---------------------|------------|
| Warehouse code | 933 | Delivery day | Friday |
| District | ZE | First delivery date | 02/08/2013 |
| Requisition point | | Next delivery date | 23/08/2013 |
| Prescription type | Automatic | Delivery frequency | 1 Week |

Details about the care home are shown on a series of pages.

4. Click a tab to view information on that page.
 - The [Details](#) page contains the basic information that was entered when the record for the home was created.
 - The [Patients](#) page is a list of patients who are resident at that care home who have been registered on the HDS system.
 - Click a patient's name to go to that patient's record. Icons at the right of each row enable you to create a prescription for that patient  and create an emergency or ad hoc order for that patient .
 - The [Prescriptions](#) page is a list of prescriptions for patients who are resident at that care home. You can filter the list of prescriptions by Patient status (All patients, Active only, Suspended, Discharged or Deceased).
 - The [Delivery charges](#) page displays delivery charges as orders. To see details, click the order reference (in the Ref column).
 - The [Notes](#) page displays any notes about the care home added when the record was created.
 - The [Distributor Notes](#) page contains any notes recorded by the distributor about this care home.
 - The [Collections](#) page itemises any collections from this care home.

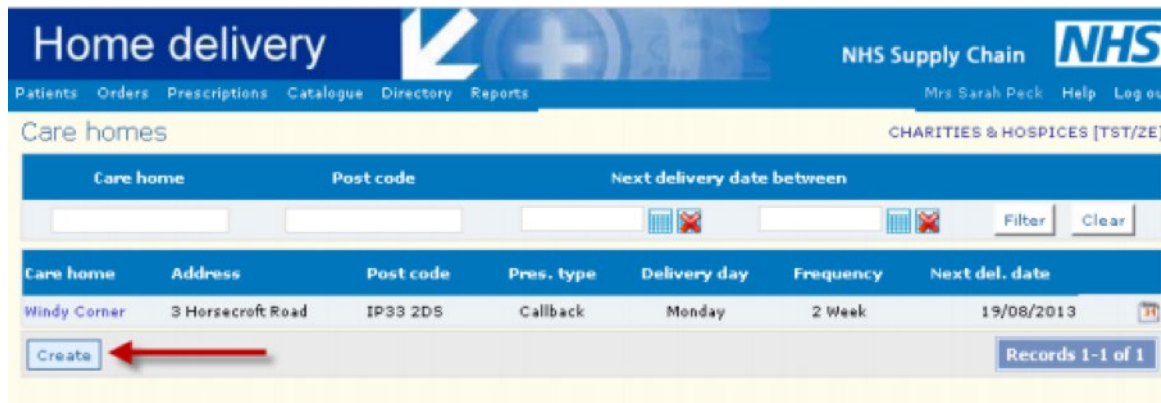
Creating Care Home records

You must have the HDS Customer Services role to create care homes. If your trust does not have staff with this role, contact Customer Services at NHS Supply Chain.

New care homes can be created at any time.

To create a new care home record:

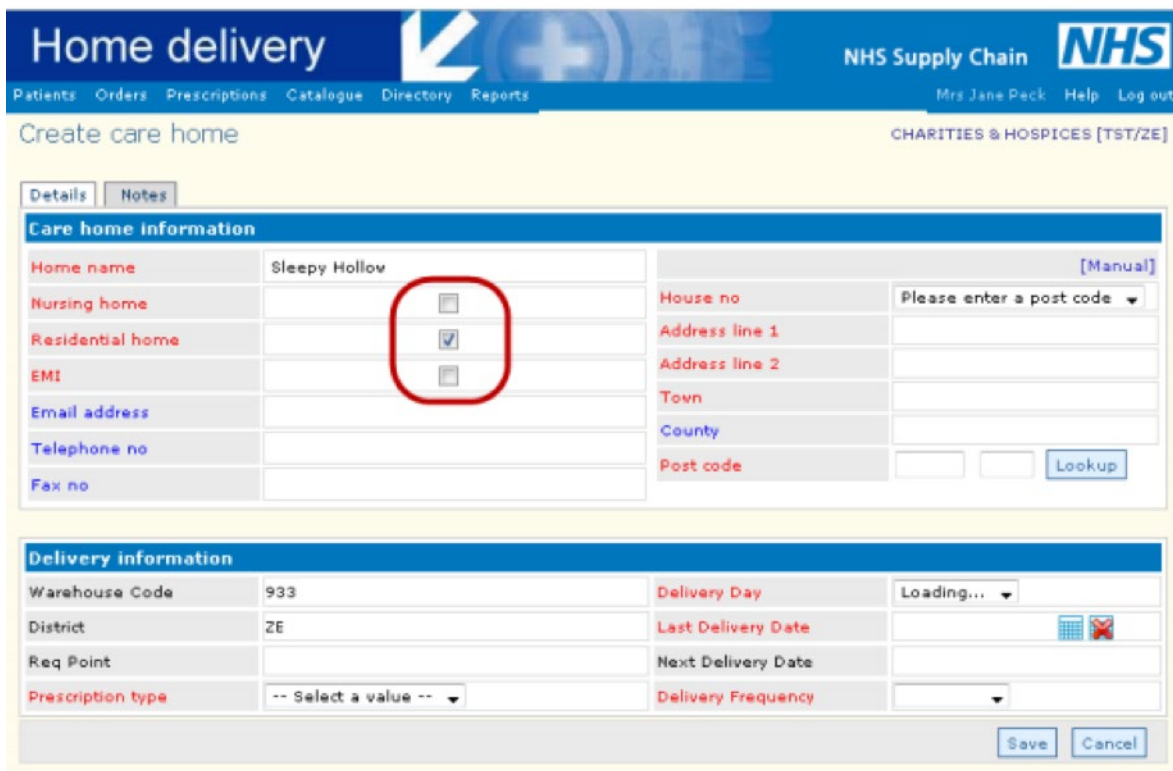
1. View the list of care homes (see 'Viewing a list of care homes' on page 20).
2. Click [Create](#).



The screenshot shows the 'Home delivery' interface with a navigation bar at the top. Below the navigation bar, there's a section for 'Care homes' with search filters for 'Care home', 'Post code', and 'Next delivery date between'. A table lists care homes, with one entry: 'Windy Corner', '3 Horsecroft Road', 'IP33 2DS', 'Callback', 'Monday', '2 Week', and '19/08/2013'. At the bottom left of the table is a 'Create' button, which is highlighted by a red arrow. At the bottom right, it says 'Records 1-1 of 1'.

The [Create care home](#) page opens.

3. Enter the name of the care home.
4. Select all that apply of Nursing home, Residential home and EMI. You must select at least one option.



The screenshot shows the 'Create care home' page. It has two tabs: 'Details' and 'Notes'. The 'Details' tab is active. The page is divided into two main sections: 'Care home information' and 'Delivery information'. In the 'Care home information' section, there are fields for 'Home name' (filled with 'Sleepy Hollow'), 'Nursing home' (checkbox), 'Residential home' (checkbox, highlighted with a red circle), 'EMI' (checkbox), 'Email address', 'Telephone no', and 'Fax no'. To the right of these are fields for 'House no', 'Address line 1', 'Address line 2', 'Town', 'County', and 'Post code' (with a 'Lookup' button). The 'Delivery information' section has fields for 'Warehouse Code' (933), 'District' (ZE), 'Req Point', 'Prescription type' (dropdown), 'Delivery Day' (dropdown), 'Last Delivery Date', 'Next Delivery Date', and 'Delivery Frequency'. At the bottom right are 'Save' and 'Cancel' buttons.

5. Enter the address of the care home either using the post code lookup or manually.
To find the address using the post code lookup:
 - a) Type the post code into the boxes at the bottom of the address block (see image overleaf).
 - b) Click [Lookup](#). The address is automatically completed.

Create care home CHARITIES & HOSPICES [TST/ZE]

Details Notes

Care home information

| | | | |
|------------------|-------------------------------------|----------------|-----------------------------------|
| Home name | Sleepy Hollow | House no | Please enter a post code [Manual] |
| Nursing home | <input type="checkbox"/> | Address line 1 | |
| Residential home | <input checked="" type="checkbox"/> | Address line 2 | |
| EMI | <input type="checkbox"/> | Town | |
| Email address | | County | |
| Telephone no | | Post code | NG10 5EJ Lookup |
| Fax no | | | |

c) Select the appropriate House no from the dropdown list.

Create care home CHARITIES & HOSPICES [TST/ZE]

Details Notes

Care home information

| | | | |
|------------------|-------------------------------------|----------------|-----------------|
| Home name | Sleepy Hollow | House no | 48 [Manual] |
| Nursing home | <input type="checkbox"/> | Address line 1 | Elm Avenue |
| Residential home | <input checked="" type="checkbox"/> | Address line 2 | Sandiacre |
| EMI | <input type="checkbox"/> | Town | NOTTINGHAM |
| Email address | | County | Nottinghamshire |
| Telephone no | | Post code | NG10 5EJ Lookup |
| Fax no | | | |

To type the address manually, click [Manual] above the address block and type the address details into the boxes. This should only be used when it is not possible to find the address from its post code.

The option above the address block switches to [Automatic] when you are in manual mode.

6. Record Email address, Telephone no and Fax no if these are available.

In the Delivery information section, select the Prescription type from the list:

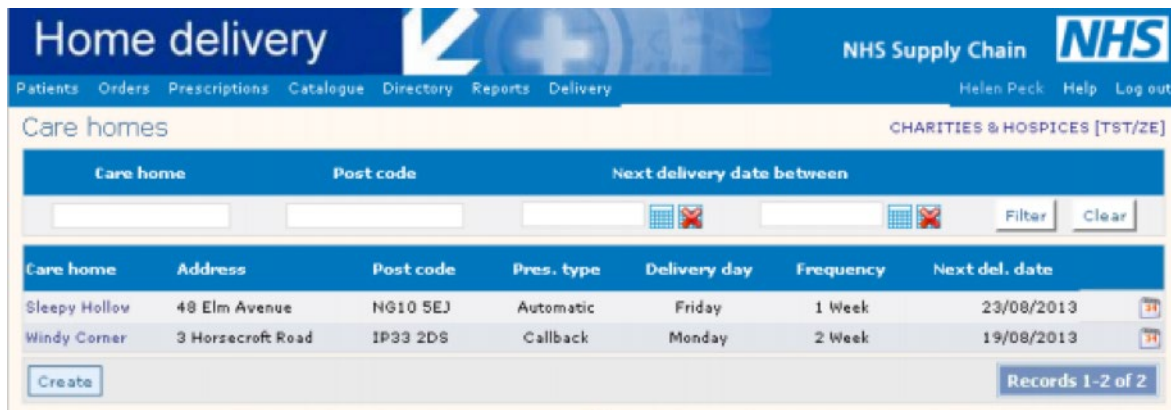
- Automatic means prescribed items are automatically sent following the schedule.
- Call back means that the prescribed items are available but are only sent if the patient calls to request stock.

Delivery information

| | | | |
|-------------------|-----------|--------------------|------------|
| Warehouse Code | 933 | Delivery Day | Friday |
| District | ZE | Last Delivery Date | 16/08/2013 |
| Req Point | | Next Delivery Date | |
| Prescription type | Automatic | Delivery Frequency | 1 Week |

Save Cancel

7. Select a [Delivery Day](#) from the dropdown list.
The list does not contain any information until the post code of the nursing home has been recorded. Once the post code of the address is known, the days when the distributor is delivering in that area are shown.
8. Select the [Delivery Frequency](#) from the dropdown list.
The options available in [Delivery Day](#) and [Last Delivery Date](#) are managed by the distributor, who will have allocated delivery days by location. An alert is displayed on the distributor's home page for care homes that do not have a delivery day.
9. Click [Save](#).
10. If you want to make any notes about the care home, click the [Notes](#) tab. Type your note and click [Save](#).
11. A message is displayed to show that the care home has been successfully created.
The new care home is now shown in the list.



The screenshot shows the 'Home delivery' section of the NHS Supply Chain website. At the top, there's a navigation bar with links like Patients, Orders, Prescriptions, Catalogue, Directory, Reports, and Delivery. Below this, the 'Care homes' section is active, showing a table of care homes. The table has columns for Care home, Address, Post code, Pres. type, Delivery day, Frequency, and Next del. date. Two care homes are listed: Sleepy Hollow and Windy Corner. A 'Create' button is at the bottom left, and a 'Records 1-2 of 2' indicator is at the bottom right.

| Care home | Address | Post code | Pres. type | Delivery day | Frequency | Next del. date |
|---------------|-------------------|-----------|------------|--------------|-----------|----------------|
| Sleepy Hollow | 48 Elm Avenue | NG10 5EJ | Automatic | Friday | 1 Week | 23/08/2013 |
| Windy Corner | 3 Horsecroft Road | IP33 2DS | Callback | Monday | 2 Week | 19/08/2013 |

Deleting care home records

You must have the HDS Customer Services role to delete care homes. If your trust does not have staff with this role, contact Customer Services at NHS Supply Chain.

Care homes cannot be deleted while there are outstanding deliveries or collections or while any patients are associated with them.

To delete a care home:

1. Click [Directory](#) on the blue menu.
2. Select care homes from the list shown. The care homes page opens.
3. Use the filter options at the top of the page to reduce the number of Care homes displayed.
4. Click the name of the care home you want to delete.
5. Click [Delete](#).

Home delivery NHS Supply Chain **NHS**

Patients Orders Prescriptions Catalogue Directory Reports Delivery Helen Peck Help Log out

View care home Grove House SUE RYDER CARE HOMES [TST/YC]

Details Patients Prescriptions Delivery charges Notes Distributor Notes Collections

Care home information

| | | | |
|------------------|--------------|-----------|---|
| Home name | Grove House | Address | (CORNWALLIS COUNTRY HOTEL & RESTAURANT) |
| Nursing home | Yes | | Rectory Road |
| Residential home | No | | EYE |
| EMI | No | | Suffolk |
| Email address | | Post code | IP23 8AJ |
| Telephone no | 013320540000 | | |
| Fax no | | | |

Delivery information

| | | | |
|-------------------|----------|---------------------|------------|
| Warehouse code | 933 | Delivery day | Thursday |
| District | YC | First delivery date | 04/10/2012 |
| Requisition point | YC001D | Next delivery date | 09/01/2014 |
| Prescription type | Callback | Delivery frequency | 2 Week |

Edit Delete

A message is displayed either stating that the care home has been deleted or giving a reason why it could not be.

Medical practices

Details of medical practices cannot be updated by users of the HDS application. This information is imported automatically using a national list of GP practices.

Viewing medical practices

To view details of medical practices:

1. Click [Directory](#) on the blue menu.
2. Select medical practices from the list shown. The medical practice search page opens.

The screenshot shows the 'Medical practice search' page. At the top, there's a navigation bar with 'Home delivery' and 'NHS Supply Chain' logos. Below this is a menu with 'Patients', 'Orders', 'Prescriptions', 'Catalogue', 'Directory', 'Reports', and 'Delivery'. The user 'Elaine Sayer' is logged in. The page title is 'Medical practice search' and the user is 'SUE RYDER CARE HOMES [TST/YC]'. There are input fields for 'Organisation name', 'Post code', and a dropdown for 'Primary care trust' (currently set to 'Suffolk PCT'). There are 'Filter' and 'Clear' buttons. Below this is a table of medical practices with columns: Organisation name, Code, PCT, Address, Post code, and Telephone no. The table lists 15 practices, all from Suffolk PCT. At the bottom, it says 'Records 1-15 of 85' and 'Page 1 of 6' with pagination links.

| Organisation name | Code | PCT | Address | Post code | Telephone no |
|---|--------|-------------|---------------------------|-----------|--------------|
| ALDERTON SURGERY | D83054 | Suffolk PCT | ALDERTON HEALTH CENTRE | IP12 3DA | 01394411641 |
| ANGEL HILL SURGERY | D83005 | Suffolk PCT | 1 ANGEL HILL | IP33 1LU | 01284 753008 |
| AVICENNA | D83070 | Suffolk PCT | AVICENNA | IP22 2QX | 01953681303 |
| BARRACK LANE MEDICAL PRACTICE | D83059 | Suffolk PCT | BARRACK LANE MEDICAL CTR. | IP1 3NQ | 01473 252827 |
| BARROW HILL SURGERY | D83611 | Suffolk PCT | BARROW HILL SURGERY | IP29 5DX | 01284 810330 |
| BILDESTON HEALTH CENTRE | D83006 | Suffolk PCT | THE HEALTH CENTRE | IP7 7EX | 01449 740254 |
| BOTESDALE HEALTH CENTRE | D83033 | Suffolk PCT | THE HEALTH CENTRE | IP22 1DW | 01379 898295 |
| BURLINGTON ROAD SURGERY | D83008 | Suffolk PCT | BURLINGTON ROAD SURGERY | IP1 2EU | 01473 211661 |
| BUTCHERS LANE SURGERY | D83616 | Suffolk PCT | BUTCHERS LANE SURGERY | CO10 5DZ | 01787211821 |
| CENTRAL SURGERY | D83048 | Suffolk PCT | CENTRAL SURGERY | IP11 7DT | 01394 283197 |
| CHILD DEVELOPMENT CENTRE | Y00697 | Suffolk PCT | HOSPITAL ROAD | IP33 3NT | 01284 775005 |
| CHRISTMAS MALTINGS SURGERY | D83021 | Suffolk PCT | CHRISTMAS MALTINGS SURG. | CB9 8HF | 01440702010 |
| CHURCH FARM SURGERY | D83036 | Suffolk PCT | CHURCH FARM | IP15 5EB | 01728452027 |
| CLARE GUILDHALL SURGERY | D83076 | Suffolk PCT | THE GUILDHALL SURGERY | CO10 8NY | 01787 277523 |
| CLEMENTS AND CHRISTMAS MALTINGS SURGERY | D83012 | Suffolk PCT | CHRISTMAS MALTINGS SURG. | CB9 8HF | 01440 703493 |

3. The list of practices is very long, so use the filter options at the top of the page to reduce the list:
 - Type all or part of the organisation name or post code to see only those practices that have matching details.
 - Select the primary care trust to limit the results to those practices belonging to the selected trust. Click [Filter](#) to filter the list. Click [Clear](#) to see all practices.
4. Click the name of a practice to see its details.

The screenshot shows the 'View Medical practice' page. At the top, there's a navigation bar with 'Home delivery' and 'NHS Supply Chain' logos. Below this is a menu with 'Patients', 'Orders', 'Prescriptions', 'Catalogue', 'Directory', and 'Reports'. The user 'Elaine Sayer' is logged in. The page title is 'View Medical practice' and the user is 'SUE RYDER CARE HOMES [TST/YC]'. There's a section for 'Medical practice information' with a table containing the following details:

| Lead Name | Organisation Code |
|---------------------|-------------------|
| ABBEY WOMENS CLINIC | K81671 |

Below this is a form with fields for 'Address', 'Post Code', and 'Telephone No'. The address is '9 ELDON SQUARE, READING, BERKSHIRE'. The post code is 'RG1 4DP'. The telephone number is '0118 9352322'. At the bottom, there are buttons for 'View patients', 'Transfer patients', and 'Back'.

Viewing patients of a practice

You can view all patients belonging to a particular practice and from the list displayed can identify those overdue for reviews, and create prescriptions and emergency or ad hoc orders.

To view patients of a practice:

1. Access the practice record.
2. Click [View Patients](#).

The patients belonging to this practice are listed.

Home delivery **NHS Supply Chain** Elaine Sayer Help Log out

Patients Orders Prescriptions Catalogue Directory Reports

View Medical practice SUE RYDER CARE HOMES [TST/YC]

Medical practice information

| | | | |
|--------------|---------------------|-------------------|--------|
| Lead Name | ABBEY WOMENS CLINIC | Organisation Code | KB1671 |
| Address | 9 ELDON SQUARE | PCT | |
| | READING | | |
| | BERKSHIRE | | |
| Post Code | RG1 4DP | | |
| Telephone No | 0118 9352322 | | |

| Patient name | Date of birth | NHS number | Address | Post code | Contact no | Next delivery |
|---------------|---------------|------------|--------------------------|-----------|------------|---------------|
| Falvey Brooke | 22/08/1979 | | 16 Ashover Road ALFRETON | DE55 6FF | | 11/02/2010 |

See 'Understanding and using the list of patients' on page 30 for an explanation of the icons and the actions you can take from this list of patients.

If the patient's GP practice is not known when a patient record is created, an 'unknown GP practice' is assigned. Identifying all of the patients assigned to that unknown GP practice is a useful data validation tool, and each patient's record can be accessed to set the correct practice when it is known.

Viewing, creating and amending patient records

Patient records can be accessed from many places within the application. Anywhere you see a patient's name forming a link, you can click it to open that patient's record.

Finding patients already registered on the HDS system

You can find patients already registered on the system who are:

- Registered with a practice
- Assigned to an assessor (see 'Viewing patients assigned to an assessor' on page 18)
- Living at a particular care home (see 'Viewing details of a care home' on page 22).
- Patients whose records you have recently accessed:
 - a) Select [Patients](#) and then [Recent patients](#) from the menu. A list of recently accessed patients is shown.
 - b) Select the patient whose record you want to open.



You can also search for patients if you know some of their personal details (name, date of birth, contact number, NHS number and post code can all be used to find a patient).

Searching for patients

1. Begin your search from:

The [Patients](#) menu – select [Patient list](#) to see a list of all patients registered in the trust you are currently associated with.

The [Patient search](#) option at the bottom of the home page to search for patients across all the trusts you can access.



If the filter options are not visible on the home page, click the icon on the [Patient search](#) bar.

2. Type the criteria for your search into the boxes using the table below as a guide.





| Using these search options... | Finds... |
|--|--|
| Surname, Forename, NHS Number and Postcode Type all or part of the patient's surname, forename or post code | Patients whose names, NHS number or Postcode contain the text entered. For example, typing Gre, ree or een in the Surname box finds a patient whose surname is 'Green'. Gre also finds 'Gresham', ree also finds 'Gumtree' and een also finds 'Greengage' |
| Date of birth Use the calendar control or type a date of birth as dd/mm/yyyy. | Patients whose dates of birth exactly match the date entered. |
| Contact number | Patients whose contact number exactly matches that entered – no additional or missing spaces, hyphens or other characters |
| Status of either Act (active) or Sus (suspended) Only available on full list of trust's patients | Patients who are currently active or whose deliveries have been suspended (for example, they may have been admitted to hospital). |

3. Click [Filter](#) to display a list of patients who meet all the criteria you specified. Click [Clear](#) to clear the boxes and return the list to its default state:

- The default state is empty for the search on the home page
- The default state is a complete list of patients in the trust if you started from the [All patients](#) option).

Understanding and using the list of patients

From this list of patients, you can:

- See which patients are overdue for a review by looking for the  icon to the left of the patient's name.
- Click the patient's name to open the patient's record.
- See care home details (for patients living in one) by clicking the care home icon  to open the view care home page (see 'Viewing details of a care home' on page 21).
- Go to the [Prescriptions](#) page to create a prescription for the patient by clicking on the new prescription icon  (see 'Creating a prescription' on page 44).
- Go to the [Create emergency](#) or [ad hoc order](#) page (see 'Creating an emergency or ad hoc order' on page 56) by clicking the Emergency icon .

Viewing a patient's record

View a patient's record by either:

- Clicking a patient's name anywhere it is displayed as a link.
- Selecting the patient from the list of [Recent patients](#) (available from the [Patients](#) menu).

A patient's record consists of a number of pages, shown below. You may not be able to see all of the pages, or have access to the options at the bottom of the page as these depend on your role and access levels.

The screenshot shows the 'View patient' page for 'Lamb Simon' in the NHS Supply Chain system. The page has a blue header with the NHS logo and navigation links. Below the header, there's a tabbed interface with 'Patient' selected. The 'Patient' tab contains sections for 'Patient information', 'Delivery information', 'Address information', and 'Delivery instructions'. The 'Patient information' section includes fields for Title/Salutation, Forename, Status, Contact no, Nurse/Assessor, GP practice, Gender, Date of birth, Surname, Additional contact no, NHS number, and a text area for GP practice details. The 'Delivery information' section includes fields for Delivery address, House no, Address line 1, Address line 2, Town, County, Post code, Home delivery, Delivery day, Delivery route, Delivery location, Req point, Pre delivery SMS number, Post delivery SMS number, Active, and Post delivery SMS contact. The 'Address information' section includes fields for Alt delivery address, Home address, House no, Address line 1, Address line 2, Town, County, and Post code. The 'Delivery instructions' section includes fields for Plain packaging, Delivery instructions, and Additional information. At the bottom, there are buttons for 'Edit', 'Create emergency or adhoc order', 'Transfer', and 'Back'.

| Patient information | | | |
|---------------------------------------|---|-----------------------|------------|
| TO BE OPENED BY ADDRESSEE ONLY | | | |
| Title/Salutation | Colonel | Gender | Male |
| Forename | Simon | Date of birth | 28/09/1971 |
| Status | Discharged | Surname | Lamb |
| Contact no | | Additional contact no | |
| Nurse/Assessor | John Smith | NHS number | testatst12 |
| GP practice | ANDOVER PRIMARY CARE CENTRE OOH, ANDOVER WAR MEMORIAL COMMUNITY HOSPITAL CHARLTON ROAD, ANDOVER | | |

| Delivery information | | | |
|-------------------------|------------------|---------------------------|----------------|
| Delivery address | | | |
| House no | 88 | Home delivery | Yes |
| Address line 1 | Downing Close | Delivery day | Wednesday |
| Address line 2 | | Delivery route | DHL Weekly Wed |
| Town | BURY ST. EDMUNDS | Delivery location | ZE3002 |
| County | Suffolk | Req point | ZE6003 |
| Post code | IP32 7HU | | |
| Pre delivery SMS number | | Post delivery SMS number | |
| Active | No | Active | No |
| | | Post delivery SMS contact | |

| Address information | | | |
|----------------------|--|----------------|--|
| Alt delivery address | | Home address | |
| House no | | House no | |
| Address line 1 | | Address line 1 | |
| Address line 2 | | Address line 2 | |
| Town | | Town | |
| County | | County | |
| Post code | | Post code | |

| Delivery instructions | |
|------------------------|--|
| Plain packaging | No |
| Delivery instructions | Other (Please specify in additional information) |
| Additional information | leave at door, will be slow to the door |

Buttons: Edit, Create emergency or adhoc order, Transfer, Back

- The [Patient](#) page shows the patient's basic demographic details, including delivery and alternative addresses – see 'Recording patient personal details' on page 34 and 'Recording addresses' on page 35 for information on how to edit these details.



- The [Clinical](#) page contains information about the patient's next of kin, cultural background and communication requirements or preferences and a clinical summary of the patient's condition – see 'Adding clinical details and further demographic information' on page 39 for more information.
- The [Notes](#) page contains notes entered by assessors and administrators about the patient, including details of contact with the patient – see 'Adding a note to a patient's record' on page 39 for more details.
- The [Delivery Notes](#) page (if present) contains information recorded by the distributor; for example, the reason for a delivery failure may be recorded.
- The [Prescription](#) page lists prescriptions for this patient.
 - To see full details of the prescription and make any necessary changes, click the prescription name.
 - For callback prescriptions (where the products are only dispatched if someone confirms they are required), an icon indicates the prescription's status and more details are shown if you hold your mouse cursor over the image.



The prescription is 'on hold' – no callback within the normal time frame



A call back is expected

- A call back has been received
- The [Pending orders](#) and [Delivered orders](#) pages show details of orders that are expected or have been delivered respectively. You cannot enter any information on this page.
- The [Pending order](#) page may contain details of orders that are awaiting authorisation and may contain information if assessors are given a financial limit.
- The [Collections](#) page shows details of any collections of products that have been arranged from this patient.
- At the bottom of each page are a number of options:
- Edit enables you to make changes to the information on the [Patient](#), [Clinical](#) and [Notes](#) pages (these are the only ones you can edit – see 'Amending a patient record' on page 38 for more information).
- [Create emergency](#) or [ad hoc](#) order takes you to the emergency order page (see 'Creating an emergency or ad hoc order' on page 56).
- Transfer enables you to transfer the patient to another district or delivery route.
- The Excel  and PDF  icons enable you to export the patient's information in a format that can be opened in a spreadsheet (such as Excel) and as a PDF (which can be printed and used when reassessing a patient).
 - The Excel option only shows information from the [Patient](#) page.
 - The PDF option includes information from the [Details](#), [Clinical](#) and [Prescription](#) pages as well.

Registering a patient

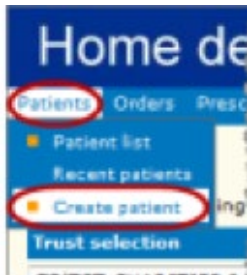
To ensure that orders are not duplicated and to contain costs, it is essential that each patient is only registered once on HDS. If a patient moves address, he or she can be transferred, maintaining a full history.

Registering a patient creates a record for that patient that contains basic demographic details. To add more information to that patient's record, you must edit it (see 'Amending a patient record' on page 38).

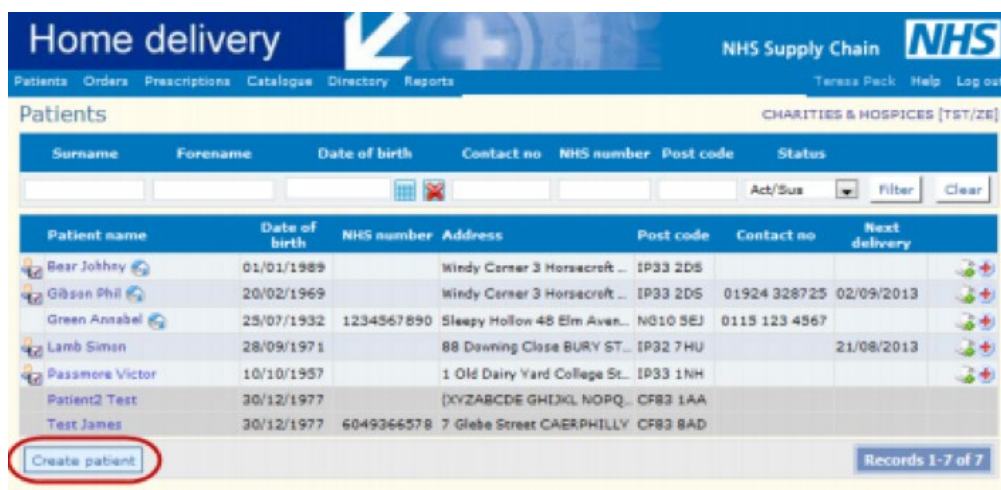
To register a patient:

1. Either:

- Select [Patients](#) and then [Create](#) new patient from the menu.



- Click [Create](#) patient when viewing a list of patients.



2. Enter basic information about the patient (surname, forename and date of birth) into the page that opens to check that the patient is not already registered.
 - You can enter full or partial names.
 - You can enter the date of birth either using the calendar or typing it manually in the format dd/mm/yyyy.
3. Click [Lookup](#).



You can choose to [Skip](#) the lookup, but this is not recommended.
Any patients whose details match those you gave are displayed.

Home delivery NHS Supply Chain

Patients Orders Prescriptions Catalogue Directory Reports Delivery Mrs Sarah Peck Help Log out

Create new patient CHARITIES & HOSPICES [TST/ZE]

Pre entry check

| | |
|---------------|------------|
| Surname | Green |
| Forename | Amanda |
| Date of birth | 01/12/1992 |

| Patient Name | Date Of Birth |
|---------------|---------------|
| Green Annabel | 25/07/1992 |

- If you think an existing patient may be the patient you are looking for, click the patient's name to go to that record.
- If you still want to create a new patient record, click [Click here](#) to continue.
- The [Create new patient](#) page opens.

Recording patient personal details

Record the patient's personal details in the Patient information section at the top of the page, selecting from drop down lists or by typing information into a box.

Home delivery NHS Supply Chain

Patients Orders Prescriptions Catalogue Directory Reports Joe Peck Help Log out

Create new patient CHARITIES & HOSPICES [TST/ZE]

Patient information

TO BE OPENED BY ADDRESSEE ONLY

| | | | |
|------------------|----------------------|-----------------------|----------------------|
| Title/Salutation | -- Select a value -- | Gender | -- Select a value -- |
| Forename | John | Date of birth | 01/01/1916 |
| Surname | Smith | Status | Active |
| Contact no | | Additional contact no | |
| Assessor | | NHS number | |
| GP practice | | | |

- Forename, surname and date of birth may already be completed if you entered them when searching for the patient (see example above). Check they are correct and add or amend as necessary.
- The [Status](#) for new patients is automatically set to [Active](#).
- The [Contact no](#) and [Additional contact no](#) may either be the patient's telephone numbers or those of a relative.
- The [Assessor](#) is the person who has determined that this patient requires products from HDS, select from the list.
- Check the [NHS number](#) carefully, it used to identify this patient throughout the NHS.
- Select the [GP practice](#) with which the patient is registered.
- If the patient is registered with a GP practice in your trust, select the practice from the drop down list.
- If the patient is not registered with a GP practice, or you do not know which practice, select Unknown GP practice, which is the top entry in the list.

- If the patient is registered with a GP in another trust, click the + button to the right of the drop down list. This expands the GP practice area to include a search option and another selection list that will be populated with search results.
 1. Type your search text into the [GP Search criteria](#) box (A) and click [GP Search](#) (B). All matching GP practices are listed in the drop down list below the search box (C).
 2. Select the appropriate GP practice from the list and click [Select](#) (D). The expanded area collapses again, and the selected GP is shown in the GP practice box (E).

This does not transfer the patient to another trust, it enables you to record the correct GP address.

Recording addresses

Address details are specified using an automatic postcode lookup facility. If the address you want cannot be found in this way, someone with the administrator role can enter an address manually (see 'Recording addresses manually' on page 38).

Patients living at home

If this patient lives in a care home, follow the instructions in 'Delivery to a care home' on page 36.

There are three address areas:

- The [Delivery address](#) (shown in red in the Address information section) is the usual delivery address. It may not be the patient's home; it could, for example, be a relative who is normally able to receive the delivery on behalf of the patient.
- The [Alt delivery address](#) (in the Delivery information section) should be completed if possible as it will be used if the main address is not available (for example, if no one can receive the delivery because of holiday).
- The [Home address](#) is the address where the patient would be assessed. This need not be entered if the delivery address is the patient's home address.

To find an address from its postcode:

1. Type the postcode into the two boxes provided, using the space as the separator. For example, the postcode IP32 6JR will be recorded by typing IP32 into the first box and 6JR into the second box.
2. Click [Lookup](#). The House no box will contain the word [Searching...](#) while the lookup is taking place.
3. Select the correct [House no](#) from the drop down list at the top of the section.



Home delivery is selected automatically, and the [Delivery day](#) is set by the distributor according to the delivery route that incorporates that postcode.

Delivery to a care home

Patients who live in a care home are registered in the same way as any other patient.

In the Address information section:

1. Click the [Home delivery](#) box to clear the box, (it is selected automatically) (A).
The page changes to enable you to specify care home details.
2. Select the [Home name](#) from the drop down list (B).
The address details for the care home are shown for you to check that you have chosen the correct one.

| Address information | |
|----------------------------------|--|
| Care home | |
| Home name | Sleepy Hollow  |
| Address line 1 | 48 Elm Avenue |
| Address line 2 | |
| Town | NOTTINGHAM |
| County | Nottinghamshire |
| Post code | NG10 5EJ |
| Pre delivery SMS number | |
| Active | <input type="checkbox"/> |
| Home delivery | <input type="checkbox"/>  |
| Delivery day | Friday |
| Care home service type | None |
| Post delivery SMS number | |
| Active | <input type="checkbox"/> |
| Post delivery SMS contact | |

Other addresses are not required for patients living in care homes, there will always be someone to accept a delivery.

3. If the care home service type has been set to one value, it is displayed automatically.
If the care home is registered with more than one type, you must select the appropriate type for this patient. For example, a home may be registered as both EMI (elderly mentally infirm) and Nursing home.

If the care home service type has not been set at all, None is displayed. Please contact Customer services (either within your trust or at NHS Supply Chain), who will record the correct type against the Care home.

If you choose to record a home address for the patient, follow the instructions in 'Patients living at home' on page 35.

Recording a number for pre- and post-delivery SMS messages

You can record a number, usually a mobile phone number, to receive pre delivery and post delivery SMS (text) messages.

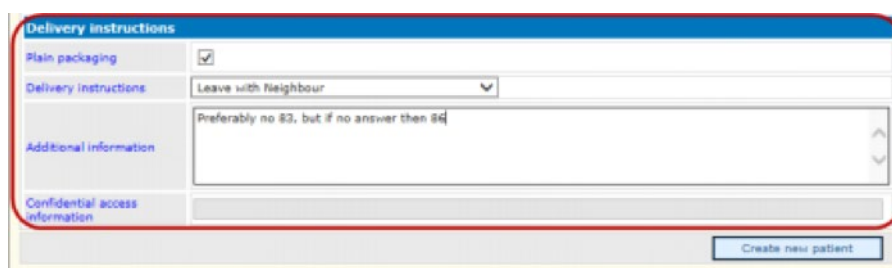
Although the numbers can be recorded now, selecting [Active](#) does not enable text messages. This is preparation for a future service not yet available.

Providing delivery instructions

Many of the options in this section are not applicable to care home deliveries.

The [Delivery instructions](#) section at the bottom of the page enables information to be recorded that is included on the delivery documentation, as well as specifying how the delivery is to be packaged.

1. Select [Plain packaging](#) if the patient requires this option.
Not available for deliveries to care homes.
2. Select an appropriate delivery instruction from the list available.
 - If [Leave with neighbour](#) is selected from the list of delivery instructions, [Plain packaging](#) is automatically selected but can be cleared.
 - If [Leave with neighbour](#) or [Other](#) is selected, Additional information must be provided.
 - If [Contact control tower](#) is selected, Confidential access information must be provided.



3. Record any [Additional information](#), for example "Knock loudly as patient is hard of hearing".
[Delivery instructions](#) and [Additional information](#) are limited to 80 characters in total, including a space, a dash and a space to separate the two pieces of information. This is the maximum that is visible to the driver. If [None](#) or [Other](#) is selected as a delivery instruction, then [Additional information](#) is limited to 80 characters ('None' and 'Other' are not printed).
4. In [Confidential access information](#), enter the access code if [Contact control tower](#) is the selected delivery instruction. A maximum of 80 characters can be entered.

This information is not visible to the driver. If the delivery instruction is to [Contact control tower](#), the driver will contact for the code when needed.

If the delivery instruction is subsequently changed without clearing the [Confidential access information](#) field, the field is disabled but any information it already contains is still visible.

Creating the patient record

Click [Create new patient](#) to create the new patient record. This may take a few minutes, but on completion a message is shown indicating that the record has been successfully created.

| Patient information | | | |
|---------------------|--------|---------------|------------|
| Title/Salutation | Miss | Gender | Female |
| Surname | Green | Date of birth | 01/12/1992 |
| Forename | Amanda | Home delivery | Yes |

✓ Patient 'Amanda Green' created successfully

Recording addresses manually

You must have the Administrator role to enter addresses manually.

You can switch between manual and automatic address entry by clicking on the option that appears to the right of the address heading.

- If you are currently in 'automatic' mode, [\[Manual\]](#) is displayed.
- If you are currently in 'manual' mode, [\[Automatic\]](#) is displayed.

Delivery information

Delivery address: [Manual]

House no: Unit 7a Progress Way Home delivery: ☒

- After clicking on [Create new patient](#) the update will take a few moments as the system is validating all the entered data, after which the following screen will be displayed.

Amending a patient record

If you want to add clinical or other details to a patient record, you can edit it.

To edit a patient's record, click [Edit](#) at the bottom of any page in the record.

The display changes to show only those pages you can edit:

- [Patient](#) – edit the information on the Patient page using the instructions for adding a patient (see 'Registering a patient' on page 33). The information on this page is primarily contact and delivery details.
- [Clinical](#) – this page contains further demographic information (such as ethnic group), carer details and clinical information. See below for guidance on completing this section.
- [Notes](#) – see 'Adding a note to a patient's record' on page 39.

If you have the HDS Enquirer role, you can add notes to a patient's record at any time, without needing to select [Edit](#).

Adding clinical details and further demographic information

The Clinical page is split into three sections:

- **Patient** clinical information holds ethnicity, language, carer and next of kin.
- **Clinical** information holds basic clinical details about this patient, including discharge details (see 'Discharging a patient' on page 42) and date of death (see 'Recording the death of a patient' on page 42).
- **Patient reviews** enables you to specify review dates for this patient.

Home delivery NHS Supply Chain NHS

Patients Orders Prescriptions Catalogue Directory Reports Delivery Mrs Sarah Peck Help Log out

Amend patient Anderson Amelia SUE RYDER CARE HOMES [TST/YC]

Patient Clinical Notes

Patient clinical information

| | | | |
|----------------------|--------------------------|--------------------------|---------------|
| Ethnic group | British - black | Next of kin relationship | Relative |
| Language | English | Next of kin name | John Anderson |
| Interpreter required | <input type="checkbox"/> | Next of kin contact no | 0115 122456 |
| Carer name | John Anderson | Former surname | Jackson |
| Carer contact no | 0115 123456 | Additional forename | |

Clinical information

| | | | |
|--------------------|---------------------|------------------|------------|
| Clinical type | Elderly | Referral date | 02/12/2013 |
| Clinical condition | Stress/urge | Discharge date | |
| Review Period | Default (12 months) | Discharge reason | |
| | | Deceased date | |

Patient reviews

| Review date | Reviewed by |
|-------------------------------|-------------|
| There are no items to display | |

Assessment date

Assessor

Adding a note to a patient's record

People with any HDS role (including Enquirer) can add notes to a patient's record.

Information about the patient can be recorded on the notes page. A number in brackets on the tab shows the number of notes available.

To add a note:

- If you have the Enquirer role, simply type the text into the large box area.
- If you have any other role, click [Edit](#) and then type into the box that appears.

Click [Add Note](#). Your name and today's date are recorded automatically. A message is shown confirming that the note has been added.

✓ Note added successfully

You cannot change or delete existing notes.

Changing delivery day

If you change a patient's [Delivery Day](#) (on the [Patient](#) page), any prescriptions that are amended to accommodate the change are listed.



Home Delivery NHS Supply Chain **NHS**

Patients Orders Prescriptions Catalogue Directory Delivery Elaine C Sayer Log out

Amend patient Evans John MANCHESTER MENTAL HEALTH PARTNERSHIP [TST/M9]

Patient information

| | | | |
|-------------------|-------|----------------|------------|
| Title/Salutation: | Mr. | Gender: | Male |
| Surname: | Evans | Date of birth: | 01/01/1908 |
| Forename: | John | Home delivery: | Yes |

| Prescription name | Previous next delivery date | New next delivery date |
|-------------------|-----------------------------|------------------------|
| new prescrip | 15/01/2007 | 18/01/2007 |
| evans | 12/02/2007 | 15/02/2007 |
| pills | 26/02/2007 | 01/03/2007 |
| newpills | 26/02/2007 | 01/03/2007 |
| another test | 26/02/2007 | 01/03/2007 |
| James Test | 26/02/2007 | 01/03/2007 |

✓ Patient 'Evans John' saved successfully
As a result of the delivery day being changed for this patient, the above prescriptions were automatically amended

Recording reviews

Patients are regularly reviewed to ensure that they still require the products that have been prescribed and that those products are meeting their needs.

To record a review:

1. Find the patient's record and click the [Clinical](#) tab.
2. Click [Edit](#) at the bottom of the page.
3. Click the [calendar](#) alongside the Assessment date box and select the date that the review took place.
4. Select the name of the Assessor from the drop down list.
5. Click [Save changes](#). A message is displayed if the record is successfully saved.

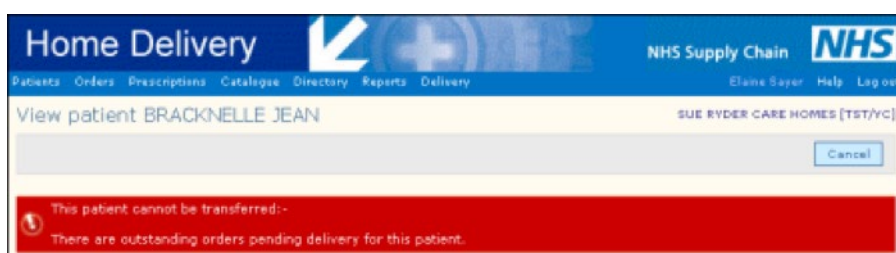
If you have access to the reports, you can identify which patients are due for review and print a review form for each of them. See 'Patient reassessment report' on page 65.

Transferring a patient

If a patient moves from one trust to another, he or she can be transferred.

To transfer a patient to a different district or trust:

1. Click [Transfer](#) at the bottom of one of the pages in the patient's record.
 - If orders exist that have not yet been delivered, the patient cannot be transferred, and an error message is shown (see example below).
 - If there are no outstanding orders, the [Transfer patient to a new district](#) page opens.



Home Delivery NHS Supply Chain **NHS**

Patients Orders Prescriptions Catalogue Directory Reports Delivery Elaine Sayer Help Log out

View patient BRACKNELLE JEAN SUE BYDER CARE HOMES [TST/YC]

Cancel

⚠ This patient cannot be transferred:-
There are outstanding orders pending delivery for this patient.

2. Select the [new district](#) from the drop down list.
3. For patients in their own homes, select the [new delivery route](#).

This list is populated automatically based on the district selected in the previous step.

If no delivery routes exist for the district that the patient is being transferred to, the patient is transferred with a status of 'suspended'. The patient's record can then be updated by the new district and a delivery route agreed with a distributor.

The screenshot shows the 'Home delivery' interface with the NHS Supply Chain logo. The user is logged in as 'Mrs Sarah Peck'. The page title is 'View patient 'Anderson Amelia'' and the location is 'SUE RYDER CARE HOMES [TST/YC]'. A modal window titled 'Transfer patient to new district' is open, asking 'Are you sure you wish to transfer patient 'Amelia Anderson' to another district?'. It contains two dropdown menus: 'District to transfer the patient to' and 'Delivery Route to transfer the patient to', both currently showing '-- Select a value --'. At the bottom of the modal are 'Confirm transfer' and 'Cancel' buttons.

For patients living in a care home, the option is given to transfer the patient to a new care home.

Select the appropriate care home service type from the list.

4. Click [Confirm transfer](#).
5. A message is displayed confirming that the transfer has been successful, and the following changes are made:
 - The requisition point in the warehouse management system for the patient's original delivery point (unless the patient is transferred from a nursing home) is deactivated.
 - Patient, prescription and order details are transferred to the new district, and a new requisition point is created in that district (unless the patient has transferred to a care home).
 - Clinical information, review date, and previous order history are transferred.
 - The 'reviewed by' person is set to the username of the person transferring the patient.
 - The nurse assessor is cleared.

The screenshot shows the 'Home Delivery' interface with the NHS Supply Chain logo. The user is logged in as 'Elaine Sayer'. The page title is 'View patient Hancock Bob' and the location is 'SUE RYDER CARE HOMES [TST/YC]'. A green success message box is displayed, stating: 'Patient 'Bob Hancock' has been successfully transferred to 21/TST BOLTON HOSPITALS NHS TRUST'. Below the message is a link: 'Click here to return to the patient list'.

Discharging a patient

To discharge a patient, you must change that patient's status and set a discharge date and discharge reason.

- The patient's [Status](#) is set on the [Patient](#) page in the patient record.
- [Discharge date](#) and [Discharge reason](#) are set on the [Clinical](#) page.

You must complete all three pieces of information before you can save the record.

Recording the death of a patient

A patient death can be recorded in the individual patient's record or when confirming the call back information for a care home (when multiple deaths can be recorded simultaneously).

Recording a death in the patient's record

To record the death of a patient:

1. Change the patient's [Status](#) to Deceased on the [Patient](#) page.
2. Enter the Deceased date on the patient's [Clinical](#) page using the calendar.

Recording a patient's date of death deletes the associated requisition point in the warehousing system. If you change this information and reactivate the patient record, a new requisition point is created.

Recording a death when confirming callbacks for patients in care homes

The care homes call back check list report may show that one or more patients have died. These deaths can be recorded using the [Manage Care homes Delivery](#) page.

1. From the [Directory](#) menu option, select [Care Homes](#).
2. Find the appropriate care home in the list.
3. Click the [Manage delivery](#) icon to the right of the [Next del. date column](#).
The page enabling you to confirm delivery for that particular care home opens.
4. Select the patients whose death you want to record using the check boxes to the left of their names (or select the check box at the top of the list to select them all).
5. Click [Decease Patients](#).
You are asked to confirm that you want to mark selected patients as deceased.
6. Click [OK](#).

The patients recorded as deceased are immediately removed from the list.

The following changes are made to the records of the patients who were selected:

- Their [Status](#) (in the Patient Information section of the Patient page) is set to [Deceased](#).
- Their Deceased date (in the Clinical information section of the Clinical page) is set to the day that the death was recorded.
- A note is added to the deceased patient's [Notes](#) page: "Marked as deceased during care home delivery confirmation."

Managing prescriptions

Prescriptions specify the products to be delivered to patients, including the quantities, frequency and delivery days of items.

Viewing prescriptions

- To view all prescriptions for your trust, select [Prescriptions](#) and then [Prescription list](#).
 - To view prescriptions for a specific patient, select the [Prescriptions](#) page in that patient's record.
- A full list of prescriptions is displayed, with boxes at the top of the page to enable you to filter the list:
- Type part of a prescription name in the first box to see only prescriptions where the name contains that text.
 - Specify an earliest and latest delivery date to see only prescriptions due for delivery between those dates.
 - Type an NPC to see only prescriptions containing a particular product.
 - Select a status to see only prescriptions with that status.

The screenshot shows the 'Home delivery' interface for the NHS Supply Chain. The 'Prescriptions' section is active, displaying a table of prescriptions. The table has columns for Prescription name, Patient, Prescription type, Last delivery date, Next delivery date, NPC, Status, Lines, Qty, and Value. A dropdown menu is open for the Status column, showing various status options. The table lists several prescriptions, including 'Test 444', 'callback', 'Pads and Pants', 'Test 44', 'callback', 'auto', 'Auto washable', and 'Washables'.

| Prescription name | Patient | Prescription type | Last delivery date | Next delivery date | NPC | Status | Lines | Qty | Value |
|-------------------|---------------|-------------------|--------------------|--------------------|-----|-------------------------|-------|-----|--------|
| Test 444 | Simon Lamb | Automatic | 29/0 | | | All | 2 | 5 | £4.02 |
| callback | Sally Gamble | Callback | 03/0 | | | Not held | 1 | 5 | £42.95 |
| Pads and Pants | Philip Gibson | Callback | 17/0 | | | Held - All | 2 | 9 | £15.75 |
| Test 44 | Harry Gamble | Callback | 11/0 | | | Held - Deceased | 1 | 35 | £63.80 |
| callback | John Babcock | Callback | 18/08/2015 | 15/0 | | Held - Discharged | 1 | 3 | £18.06 |
| auto | John Babcock | Automatic | 20/10/2015 | 27/1 | | Held - Suspended | 1 | 2 | £17.18 |
| Auto washable | John Babcock | Automatic | 20/10/2015 | 27/10/2015 | | Held - Prod unavailable | 1 | 7 | £66.36 |
| Washables | John Babcock | Callback | 18/08/2015 | 02/02/2016 | | Held - Delivery failed | 1 | 6 | £13.38 |

You can combine filtering options to reduce the list still further.

When viewing a list of prescriptions:

- Click the [prescription name](#) to open the prescription to check details or make changes.
 - You can see when the prescription was created and authorised, and who delivered the items listed on it.
 - To make changes, click the [Edit](#) button. You can change the Prescription name, Cycle length, Next delivery date and the products and quantities to be delivered. See 'Creating a prescription' (below) to understand how to enter the information.

The screenshot shows the 'Home delivery' section of the NHS Supply Chain website. At the top, there's a navigation bar with links: Patients, Orders, Prescriptions, Catalogue, Directory, Reports, Delivery. The user is logged in as 'Mrs Sarah Peck'. The page title is 'View prescription "Night-time pants"'. Below this, there's a 'Prescription information' table with details like Prescription name (Night-time pants), Patient name (Annabel Green), and Cycle length (2 Week). At the bottom, there's a table with columns: NPC, Description, Unit Issue, Pricing, Daily Req, Cycle Req, Line Overstk, Current Overstk, Line Qty, and Line Value. It lists a prescription for 'Fixation pants for use with pads with shorter leg Euron net pants comfort super small Euron Net Comfort 12210051' with a total value of £12.36.

| Prescription information | | | |
|--------------------------|---------------------------|--------------------|------------------|
| Prescription name | Night-time pants | Cycle length | 2 Week |
| Patient name | Annabel Green | Last delivery date | |
| Prescription type | Automatic | Next delivery date | 20/12/2013 |
| Care home: | Sleepy Hollow | Delivered via | DHL Supply Chain |
| Created | CLIMB 30/10/2013 16:49:52 | | |
| Authorised | PECKS 11/12/2013 12:06:14 | | |

| NPC | Description | Unit Issue | Pricing | Daily Req | Cycle Req | Line Overstk | Current Overstk | Line Qty | Line Value |
|----------|--|------------|---------|-----------|-----------|--------------|-----------------|----------|-----------------------|
| CFP1094H | Fixation pants for use with pads with shorter leg Euron net pants comfort super small Euron Net Comfort 12210051 | Pack of 5 | 1+ 2.06 | 2 | 28 | 2 | 0 | 6 | £12.36 |
| | | | | | | | | | Total 6 £12.36 |

- Click the [patient's name](#) to open the patient's record.
- Place your mouse cursor over an icon to the far right of a prescription to see a message about it.
- Create a prescription (a Create prescription button is shown at the bottom of the list if you have the Assessor role).

Creating a prescription

You need the Assessor role to create a prescription.

To create a prescription either:

- Select the [Prescriptions](#) tab and click [Create prescription](#).
- Click [Create prescription](#) at the bottom of the list of current prescriptions.

A blank prescription form is shown.

1. In the [Prescription name](#) field, type a name for the prescription.
This name should be clearly understood by your colleagues.
2. Select the [Patient name](#) from the drop down menu.
This must be selected first, as the available delivery dates are calculated based on the geographic location of the patient.
3. Select the [Prescription type](#) from the drop down menu.
 - Automatic prescriptions are delivered regularly without outside intervention.
 - Callback prescriptions require a patient, a patient representative or Trust staff to confirm that the items are still required. The number to call is printed on the delivery paperwork and invoice, it is free to call from landlines but calling from a mobile phone may incur charges.
This call should be received at least 72 hours before the delivery day (for example, if delivery is due on day 4, the call should be received on day 1).
Calls should not be made more than 10 working days before the expected delivery date.

Home delivery NHS Supply Chain

Patients Orders Prescriptions Catalogue Directory Reports Delivery Mrs Sarah Peck Help Log out

Prescriptions CHARITIES & HOSPICES [TST/ZE]

Prescription information

Prescription name: Incontinence Pads and Pants Cycle length: 2 Week

Patient name: Green Annabel (25/07/1932) Last delivery date:

Prescription type: Automatic Next delivery date: 20/12/2013

| NPC | Description | Unit Issue | Pricing | Daily Req | Cycle Req | Line Overstk | Curr Overstk | Line Qty | Line Value |
|-----|-------------|------------|---------|-----------|-----------|--------------|--------------|----------|------------|
| | | | | | | | Total | 0 | £0.00 |

Save Cancel Delete

Prescriptions for patients in a care home automatically use the prescription type of the care home.

4. Select the **Cycle length** of the prescription. The cycle length is the frequency of deliveries.
5. Specify the **Next delivery date**. The options in this list are specified by the distributor for the patient's region.

Deliveries will not start until this date. Dates in red are bank holidays and should not be selected unless you have a prior arrangement with the distributor.

6. The **Last delivery date** is the date the prescription was most recently delivered. It is blank for new prescriptions but is populated automatically once a delivery has been made.
7. Type an **NPC code** into the box.

Home delivery NHS Supply Chain

Patients Orders Prescriptions Catalogue Directory Reports Delivery Mrs Sarah Peck Help Log out

Prescriptions CHARITIES & HOSPICES [TST/ZE]

Prescription information

Prescription name: Incontinence Pads and Pants Cycle length: 2 Week

Patient name: Green Annabel (25/07/1932) Last delivery date:

Prescription type: Automatic Next delivery date: 20/12/2013



| NPC | Description | Unit Issue | Pricing | Daily Req | Cycle Req | Line Overstk | Curr Overstk | Line Qty | Line Value |
|-----|-------------|------------|---------|-----------|-----------|--------------|--------------|----------|------------|
| | | | | | | | | | |
| | | | | | | | Total | 0 | £0.00 |

Save Cancel Delete

Prescriptions can contain either HDS Direct products or Home Delivery products but not both. If a patient requires both, create two prescriptions.

8. Press the **TAB** key to move out of the box, or click elsewhere on the page. Do not click on one of the buttons.

Information about the product is displayed, check carefully that you have selected the correct one. All prices include VAT.

Home delivery  **NHS Supply Chain** 

Patients Orders Prescriptions Catalogue Directory Reports Delivery Mrs Sarah Peck Help Log out

Prescriptions CHARITIES & HOSPICES [TST/ZE]

Prescription information

| | | | |
|-------------------|-----------------------------|--------------------|------------|
| Prescription name | Incontinence Pads and Pants | Cycle length | 2 Week |
| Patient name | Green Annabel (25/07/1932) | Last delivery date | |
| Prescription type | Automatic | Next delivery date | 20/12/2013 |



| NPC | Description | Unit Issue | Pricing | Daily Req | Cycle Req | Line Overstk | Curr Overstk | Line Qty | Line Value |
|--|---|------------|---------|-----------|-----------|--------------|--------------|----------|------------|
| <input checked="" type="checkbox"/> CFP1101H | Shaped pad absorbency band I2 Soft ultra mini OShaped pad absorbency band I2 Soft ultra mini O Attends 205075 ATTENDS LIMITED (HDS) | Pack of 28 | 1+ 1.46 | 0 | 0 | 0 | 0 | 0 | £0.00 |
| Total | | | | | | | | 0 | £0.00 |

Save Cancel Delete

9. Specify the **Daily Req** (daily requirement).

The Line Qty (line quantity) is calculated automatically: it can be overwritten. For example, if an item is provided in a pack of 28 and 5 items are required each day, 3 packs are needed every 2 weeks. If the prescription type is Automatic and the number required for the period between deliveries is not divisible by the product pack size, the line quantity is automatically rounded up to a whole number of packs. The difference between the number required and the number delivered is recorded as an overstock.

This rounding is repeated for subsequent orders until the overstock quantity is equal to the product pack size, at which point the order quantity is reduced by one pack.

Home delivery  **NHS Supply Chain** 

Patients Orders Prescriptions Catalogue Directory Reports Delivery Mrs Sarah Peck Help Log out

Prescriptions CHARITIES & HOSPICES [TST/ZE]

Prescription information


| | | | |
|-------------------|-----------------------------|--------------------|------------|
| Prescription name | Incontinence Pads and Pants | Cycle length | 2 Week |
| Patient name | Green Annabel (25/07/1932) | Last delivery date | |
| Prescription type | Automatic | Next delivery date | 20/12/2013 |

| NPC | Description | Unit Issue | Pricing | Daily Req | Cycle Req | Line Overstk | Curr Overstk | Line Qty | Line Value |
|--|---|------------|---------|-----------|-----------|--------------|--------------|----------|------------|
| <input checked="" type="checkbox"/> CFP1101H | Shaped pad absorbency band I2 Soft ultra mini OShaped pad absorbency band I2 Soft ultra mini O Attends 205075 ATTENDS LIMITED (HDS) | Pack of 28 | 1+ 1.46 | 5 | 70 | 14 | 0 | 3 | £4.38 |
| Total | | | | | | | | 3 | £4.38 |

Save Cancel Delete

10. Click **Save** to save the prescription.

If a minimum prescription value is set for your organisation, the total value of a prescription must exceed this amount. Either increase the quantity of products or the time between deliveries.

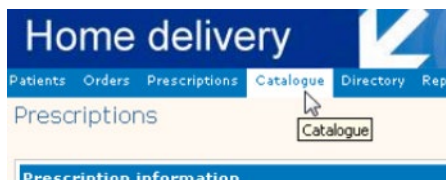
 Your prescription value does not meet the minimum of £10.00. Please increase the cycle length or add more products.

Finding catalogue items

If you know the NPC of a product, you can type it directly into the box on the patient's prescription. If you do not know the NPC code, you can find it by searching the catalogue. Once you have found the code, you can add it automatically to the prescription.

To find a product in the catalogue:

1. While creating or editing a patient's prescription, click [Catalogue](#) on the menu. The [Product search](#) page opens.



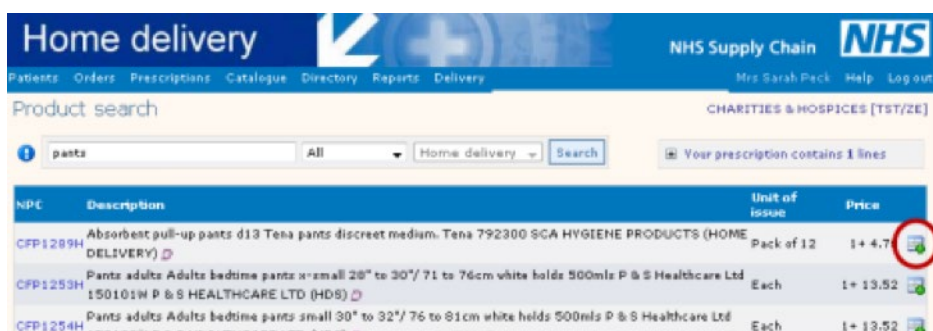
- On the left are boxes for you to enter search criteria.
- On the right is information about the prescription. Click the plus sign (+) to see details.
2. Type some text relating to the product into the first box.
3. Select what you are trying to match (All, NPC, MPC, Brand or Description) from the dropdown list.
4. Select the type of product you are looking for:
 - Home delivery products are delivered by the distributor.
 - HDS direct products are delivered by the supplier directly to the patient's home or to a care home. These are likely to be products that the patient requires less frequently.
5. Click [Search](#).



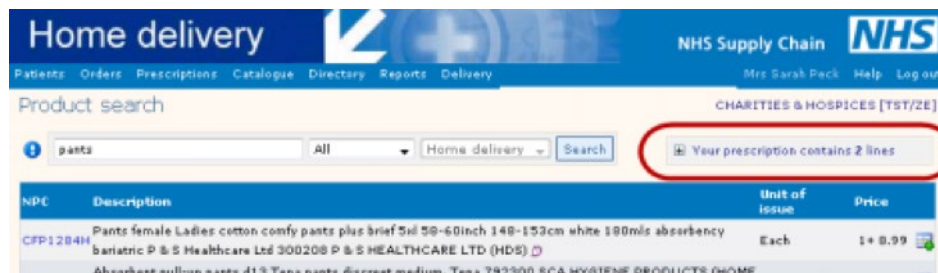
A list of matching products is shown.

6. Find the product you want in the list displayed and click the icon on the right of the row to add it to the prescription.

To view details of the product, click its [NPC code](#).



The number of lines in the prescription increases to show that the product has been added.



7. Continue searching for and adding products.

Because a prescription can only contain either HDS Direct products or Home Delivery products, once you have added a product of one type to the prescription, the search is restricted to products of the same type.

8. When you have finished adding products, select [Prescriptions](#) and then [Create prescription](#) from the menu.

The [Create prescription](#) page opens again showing the new products added to the prescription.

9. Specify the [Daily Req](#) for the new products.

The Cycle Req (cycle requirement, the number required between one delivery and the next) and the Line Overstk (line overstock, the surplus quantity because complete packs only are delivered) are both shown.

10. Click [Save](#) to save the prescription.

Click the [information icon](#) to the left of the filter options to see details of absorbency for various pads and inserts.

| Absorption capacity bands and ranges | | | | | | |
|--------------------------------------|---------------------------------|---------------------------------|----------------------|--------------------|---------------------------------|---------------------------------|
| Insert Band Number | Minimum Absorbency Capacity (g) | Maximum Absorbency Capacity (g) | Absorbency range (g) | Diaper band number | Minimum Absorbency Capacity (g) | Maximum Absorbency Capacity (g) |
| I1 | 0 | 49 | 50 | | | |
| I2 | 50 | 99 | 50 | | | |
| I3 | 100 | 199 | 100 | | | |
| I4 | 200 | 299 | 100 | | | |
| I5 | 300 | 449 | 150 | | | |
| I6 | 450 | 599 | 150 | | | |
| I7 | 600 | 799 | 200 | | | |
| I8 | 800 | 999 | 200 | | | |
| I9 | 1000 | 1249 | 250 | | | |
| I10 | 1250 | 1499 | 250 | | | |
| I11 | 1500 | 1799 | 300 | | | |
| I12 | 1800 | 2099 | 300 | | | |
| I13 | 2100 | 2499 | 400 | | | |
| I14 | 2500 | 2899 | 400 | D14 | 1300 | 1699 |
| I15 | 2900 | 3299 | 400 | D15 | 1700 | 2099 |
| | | | 400 | D16 | 2100 | 2499 |
| | | | 400 | D17 | 2500 | 2899 |
| | | | 400 | D18 | 2900 | 3299 |
| | | | 400 | D19 | 3300 | 3699 |
| | | | 400 | D20 | 3700 | 4099 |
| | | | 400 | D21 | 4100 | 4499 |
| | | | 400 | D22 | 4500 | 4899 |

Suspending a prescription

To suspend a prescription, you must find it and edit it. See 'Viewing prescriptions' on page 43.

- To suspend an entire prescription - for example, because the patient has been admitted to hospital - change the [Next delivery date](#) to when you want the deliveries to restart.
- To suspend an individual item, clear the box to the left of the NPC on that line.

Home delivery NHS Supply Chain NHS

Patients Orders Prescriptions Catalogue Directory Reports Delivery Mrs Sarah Peck Help Log out

Prescriptions CHARITIES & HOSPICES [TST/ZE]

Prescription information

Prescription name: Night-time pants Cycle length: 2 Week

Patient name: Green Annabel (25/07/1932) Last delivery date:

Prescription type: Automatic Next delivery date: 20/12/2013

| NPE | Description | Unit Issue | Pricing | Daily Req | Cycle Req | Line Overstk | Curr Overstk | Line Qty | Line Value |
|---|---|------------|---------|-----------|-----------|--------------|--------------|----------|-----------------------|
| <input checked="" type="checkbox"/> FP1094H | Fixation pants for use with pads with shorter leg Euron net pants comfort super small | Pack of 5 | 1+ 2.06 | 2 | 28 | 2 | 0 | 6 | £12.36 |
| | | | | | | | | | Total 6 £12.36 |

Save Cancel Delete

Save your changes. Suspended subscriptions are marked with the 'stop' icon (⏹).

Home delivery NHS Supply Chain NHS

Patients Orders Prescriptions Catalogue Directory Reports Delivery Elaine C Sayer Help Log out

Patients MANCHESTER MENTAL HEALTH PARTNERSHIP [TST/MG]

Surname Forename Date of birth Contact no NHS number Post code

Applegate Doreen 14/09/1925 ABBEY COURT NH (DERBY) ... DE55 4QJ

Applegate Doreen 10/01/1976 17 Downing Close BURY ST. ... IP32 7HU

To suspend all prescriptions for a patient, change the patient's Status (on the Patient page) to Suspended. The 'stop' icon (⏹) is shown alongside the patient's name when viewing patients.

Reactivating a prescription

When you return the status to [Active](#), you must update the next delivery date for that prescription.

If you have changed the status of a patient from [Suspended](#) to [Active](#), a list of that patient's prescriptions are shown. You must select and reactivate them if you want the prescriptions to resume.

The screenshot shows the 'Home delivery' interface for patient Richard Crutckshank. It includes a table of prescriptions with columns for name, type, last delivery date, next delivery date, cycle length, lines, quantity, and value. One prescription, 'callback 2 weekly', is highlighted.

| Prescription name | Prescription type | Last delivery date | Next delivery date | Cycle length | Lines | Qty | Value |
|-------------------|-------------------|--------------------|--------------------|--------------|-------|-----|-------|
| callback 2 weekly | Callback | 27/07/2007 | 17/08/2007 | 2 Week | 1 | 1 | £4.04 |

Deleting a prescription

To delete a prescription, you must find it and edit it. See 'Viewing prescriptions' on page 43.

1. When you have identified the correct prescription, click [Delete](#).
2. You are asked to confirm your request – click [Delete](#).

The screenshot shows a confirmation message: 'You have chosen to delete your prescription, please confirm this is correct'. There are 'Delete' and 'Cancel' buttons.

3. A message is shown confirming that the prescription has been deleted, with two links; one link will take you to the prescription list and the other link will return you to the patient's record.

This screenshot is identical to the previous one, showing the confirmation message and 'Delete'/'Cancel' buttons.

Replacing products across all prescriptions (global updates)

You must have the HDS administrator role to use the features described in this section.

Prescriptions may exist for products that have been withdrawn. Often a suitable alternative is available, and it is possible to update all prescriptions simultaneously to replace an obsolete product with a replacement.

1. To update a product across multiple prescriptions:
2. Select [Prescriptions](#) and then [Global update](#) from the menu.
Type the code of the product to be replaced into the Product code box in the [Old product code](#) section and press [ENTER](#).
If you only know part of the NPC code, a list of possible matches is shown for you to choose from when you press [ENTER](#).

Details of the selected product are shown for you to check that you have the correct product.

Home delivery NHS Supply Chain

Global prescription update

Old product code

Product code: CFP1515H - Shaped pad absorbency band 17 Anamini mini

Base description: Shaped pad absorbency band 17

Secondary description: Anamini mini

Brand: ID: Unit of issue: 20 Bag Price:

New product code

Product code:

3. Type the new product code into the **Product code** box in the **New product code** section. As before, you can enter a part product code and select from the list displayed. Details of the selected product are shown for you to check you have found the correct one.

Home delivery NHS Supply Chain

Global prescription update

Old product code

Product code: CFP1515H - Shaped pad absorbency band 17 Anamini mini

Base description: Shaped pad absorbency band 17

Secondary description: Anamini mini

Brand: ID: Unit of issue: 20 Bag Price:

New product code

Product code: CFP1108H - Shaped pad absorbency band 18 Soft 5

Base description: Shaped pad absorbency band 18

Secondary description: Soft 5

Brand: Attends Soft Unit of issue: 38 Pack Price: 1+ 105.57

[Preview](#)

A UOI difference will result in a factor of 0.526 being applied to the destination prescription

HCQ Version v2.6.549.0 (10/4/uk) © NHS Supply Chain 2005 - 2013 (Name, Wide) 15/06/2013

If the pack sizes differ between the old and the new product, a message at the bottom of the screen explains the calculation that has been performed to account for the difference.

4. Click **Preview**.

Home delivery NHS Supply Chain

Global prescription update

Old product code

Product code: CFP1515H - Shaped pad absorbency band 17 Anamini mini

Base description: Shaped pad absorbency band 17

Secondary description: Anamini mini

Brand: ID: Unit of issue: 20 Bag Price:

New product code

Product code: CFP1108H - Shaped pad absorbency band 18 Soft 5

Base description: Shaped pad absorbency band 18

Secondary description: Soft 5

Brand: Attends Soft Unit of issue: 38 Pack Price: 1+ 105.57

[Preview](#) [Perform Update](#)

| Prescription | Prescription Name | Patient Name | Gender | Old Line Qty | New Line Qty | Old Line Value | New Line Value | Message |
|--------------|-------------------|--------------|--------|--------------|--------------|----------------|----------------|---------|
| ZE | Pads and Panto | Phil Gibson | Male | 5 | 3 | £0.00 | £596.71 | |
| ZE | Limb-Pads/Panto | Simon Lamb | Male | 3 | 2 | £0.00 | £371.14 | |

For information purposes only - prescriptions have NOT been updated

HCQ Version v2.6.549.0 (10/4/uk) © NHS Supply Chain 2005 - 2013 (Name, Wide) 15/06/2013

5.
 - A list of prescriptions that contain the old product are shown at the bottom of the page.
 - If any prescriptions already contain the new product, that prescription will not be affected by the update.
6. Optionally click a prescription name to see the full prescription.

| Prescription Information | | | | | | | |
|--------------------------|--|------------|----------|-----------|-----------|----------|----------------|
| NPC | Description | Unit Issue | Pricing | Daily Req | Cycle Req | Line Qty | Line Value |
| CFP1094H | Fixation pants for use with pads with shorter leg Euron net pants comfort super small Euron Net Comfort 12210051 ONTEX LTD (HOME DELIVERY) | Pack of 5 | 1+ 39.25 | 1 | 14 | 3 | £117.75 |
| CFP1515H | Shaped pad absorbency band 17 Anamini mini ID 50004520 ONTEX LTD (HOME DELIVERY) | Bag of 20 | | 6 | 84 | 5 | £0.00 |
| | | | | | | 8 | £117.75 |

Click the X in the corner of the window to close the [Prescription Information](#).

7. Select the prescriptions that you want to update or select the box in the column headings row to update all prescriptions.
Click [Perform update](#) to update selected prescriptions.

| <input type="checkbox"/> | District | Prescription Name | Patient Name | Gender | Old line qty | New line qty | Old line value | New line value | Message |
|-----------------------------------|----------|-------------------|--------------|--------|--------------|--------------|----------------|----------------|-------------------------|
| <input type="checkbox"/> | ZE | Pads and Pants | Phil Gibson | Male | 5 | 3 | £0.00 | £556.71 | |
| <input type="checkbox"/> | ZE | Lamb-PadsPants | Simon Lamb | Male | 3 | 0 | £0.00 | £0.00 | Not selected for update |
| 1 prescription updated, 1 ignored | | | | | | | | | |

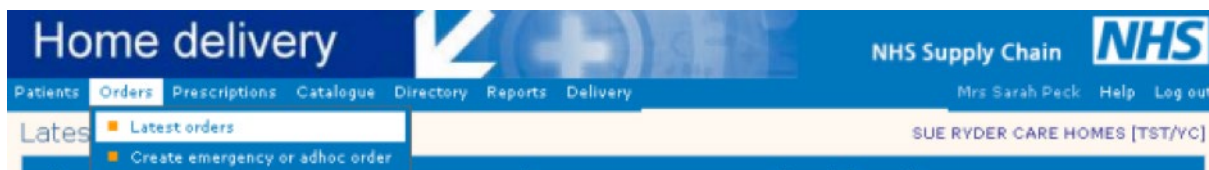
A message is shown at the bottom of the page stating how many prescriptions have been updated and how many ignored.

Individual prescriptions that have not been updated are shown in red and a message giving the reason is displayed in the last column.

Managing orders

Orders are created automatically from prescriptions and manually by creating emergency orders.

To view orders for patients in your trust that have already been sent to distributors, select [Orders](#) and then select [Latest orders](#) from the menu.



Filters at the top of the page enable you to filter the list by order number, local reference, NPC, order type, delivery status (see 'Status messages' on page 54 for an explanation of their meanings) and delivery date range.

You can sort the information shown by clicking on any column heading.

| Order no | Local ref | NPC | Order type | Delivery status | Earliest delivery date | | |
|----------|--------------------|--------------------|-------------------|-----------------|------------------------|------------|--------|
| Ref | Patient | Local reference | Order owner | Delivery status | Earliest del date | Order date | Value |
| 37611H | Barney Testingtwo | test 2 - 4 week | Geoff Smith | Unallocated | 09/12/2013 | 28/11/2013 | £39.90 |
| 37610H | Fred Testingone | Test1 - 4 weeks | Geoff Smith | Unallocated | 09/12/2013 | 28/11/2013 | £13.24 |
| 37609H | Betty Testingfour | test four - 4 week | Geoff Smith | Unallocated | 09/12/2013 | 28/11/2013 | £8.12 |
| 37608H | Wilma Testingthree | test 3 - 4 week | Geoff Smith | Unallocated | 09/12/2013 | 28/11/2013 | £56.88 |
| 37607H | Wilma Testingthree | test 3 - 4 week | Geoff Smith | Unallocated | 09/12/2013 | 28/11/2013 | £56.88 |
| 37606H | Barney Testingtwo | test 2 - 4 week | Geoff Smith | Unallocated | 09/12/2013 | 28/11/2013 | £39.90 |
| 37605H | Fred Testingone | Test1 - 4 weeks | Geoff Smith | Unallocated | 09/12/2013 | 28/11/2013 | £13.24 |
| 37581H | Fred Bloggs | Adhoc order | Mr Christian Limb | Unallocated | 18/11/2013 | 08/11/2013 | £15.48 |
| 37580H | E Bloggs | Adhoc order | Mr Christian Limb | Unallocated | 13/11/2013 | 08/11/2013 | £26.48 |
| 37579H | Fred Flintstone | Adhoc order | Geoff Smith | Unallocated | 29/11/2013 | 08/11/2013 | £35.07 |
| 37578H | Fred Bloggs | Adhoc order | Geoff Smith | Unallocated | 18/11/2013 | 08/11/2013 | £26.48 |

Records 1-11 of 11

View details of an order

To view details of an order, click the [Ref](#) (order number) in the first column.

You can see a list of all the products comprising that order, how many were delivered, when they were delivered, and if they could not be delivered, the reason why not (see 'Delivery failure reasons' on page 55).

- If an order has been delivered and a signature obtained, the word 'Signature' is shown towards the bottom of the page, where delivery attempts are displayed. The signature of the person receiving the order can be viewed by holding your mouse cursor over the link as shown below.
- If no signature is available, the words 'Signature not available' are shown instead.

Home delivery

NHS Supply Chain

NHS

[Patients](#)
[Orders](#)
[Prescriptions](#)
[Catalogue](#)
[Directory](#)
[Reports](#)
[Distributor](#)
[Delivery](#)
[Trust notes](#)

[Elaine Sayer](#)
[Admin](#)
[Help](#)
[Log out](#)

View order

SUE RYDER CARE HOMES [TST/YC]

Order information

| | | | |
|-----------------|----------------------------------|-----------------|-----------------------|
| Order number | 15470H (399531) | Local reference | Andrew s prescription |
| Patient name | Andrew Witham (12027) | Order Type | Automatic |
| Delivery route: | DHL:routemon (1042) | Delivered via | TEST YC DHL Link |
| Created | Elaine Sayer 20/01/2010 12:29:04 | | |
| Authorised | Elaine Sayer 20/01/2010 12:29:04 | | |
| Last updated | 27/01/2010 14:41:28 | | |

| NPE | Description | Ord. Qty | Del. Qty | Exp. Del. Date | Status | Line value |
|--------------|--|----------|----------|----------------|-----------|------------|
| CFP405H | Shaped pad absorbency band I8 Super Plus Euron Micro 10108280 Ontex Ltd (Home Delivery) | 16 | 16 | 25/01/2010 | DELIVERED | £44.32 |
| ZE2000H | Delivery Charge HDS Whiteleys | 1 | 1 | 25/01/2010 | DELIVERED | £5.55 |
| ZE2002H | Service Charge | 1 | 1 | 25/01/2010 | DELIVERED | £6.52 |
| Total | | | | | | £56.39 |

Delivery information

| | | | |
|------------------|--------------------------|-------------------------|------------|
| Delivery address | 34 Downing Close | Delivery status | Delivered |
| | BURY ST, EDMUNDS Suffolk | Requested delivery date | 25/01/2010 |
| | IP32 7HU | Expected delivery date | 01/02/2010 |

| NPE | Non delivery reason | Comments | Signature | LineQty | Delivery Timestamp |
|---------|--|-------------|-----------|---------|---------------------|
| CFP405H | Delivered | HS Comments | | 6 | 27/01/2010 15:05:42 |
| CFP405H | Patient not at home (unable to access) | HS Comments | Si | | 010 14:35:26 |
| CFP405H | Delivered | HS Comments | Si | | 010 13:46:38 |
| CFP405H | Patient not at home (carded) | HS Comments | Si | | 010 13:22:26 |

Back

Status messages

Listed below are the order status updates sent from the distributor's warehouse system. These appear in the status of latest orders and are used in the criteria for reports.

- In progress
- Pending (usually applies to collections)
- Unallocated
- Allocated
- Dispatched.
- Delivery failed
- Delivered
- Cancelled
- Picked

Delivery failure reasons

This is a list of reasons why the distributor failed to make a delivery. They appear under the delivery information on the latest order page and are used in reporting.

- Address not found
- Incorrect address
- Item not loaded (3PL issue)
- Patient not at home carded
- Patient not at home uncarded
- Patient deceased
- Patient in hospital
- Patient refused delivery
- Vehicle breakdown/accident (3PL issue)
- Driver was out of time (3PL issue)

Stock shortages

If there is insufficient stock of a product to complete an order, the quantity available is issued and the rest are placed on back order with the distributor. When more stock is available, the order is completed.

Two delivery attempts are made for each part of the order. If the stock shortage is not fulfilled on the second delivery attempt, any outstanding quantities are cancelled: status updates from the distributor will show the cancellation.

[Status updates](#) can be seen in the details of an order to view these updated click the [Ref](#) (the order number) in the list of latest orders to display details of an order. The example below shows updates indicating stock shortages.

Home delivery

NHS Supply Chain

NHS

Patients Orders Prescriptions Catalogue Directory Reports Distributor Delivery Trust notes Elaine Sayer Admin Help Log out

View order SUE RYDER CARE HOMES [TST/YC]

Order information

| | | | |
|--------------|----------------------------------|-----------------|-----------------------------|
| Order number | 15447H (399522) | Local reference | Presc Testpat CCSS5 1022 19 |
| Patient name | CCSS5 1022 19 Testpat (12169) | Order Type | Automatic |
| Care home: | Test CH3 YC1 (101432) | Delivered via | TEST YC DHL Link |
| Created | James Spibey 11/01/2010 17:07:40 | | |
| Authorised | James Spibey 11/01/2010 17:07:40 | | |
| Last updated | 11/01/2010 17:07:40 | | |

| NPE | Description | Ord. Qty | Del. Qty | Exp. Del. Date | Status | Line value |
|---------|--|----------|----------|----------------|--|------------|
| CFQ074H | All-in-one pads absorbency band D17 Medium extra plus waist size 80-125cm Euron Form 14326280 Ontex Ltd (Home Delivery) | 10 | 10 | 18/01/2010 | DELIVERED | £88.00 |
| CFQ076H | All-in-one pads absorbency band D18 Large extra plus waist size 115-155cm Euron Form 14336280 Ontex Ltd (Home Delivery) | 10 | 0 | 18/01/2010 | STOCK SHORT | £101.80 |
| CFQ079H | All-in-one pads absorbency band D19 Medium super plus waist size 80-125cm Euron Form 14328280 Ontex Ltd (Home Delivery) | 10 | 5 | 18/01/2010 | 5 Stock Shortage Est. Restock 15/04/2010 5 Delivered | £99.60 |
| CFQ080H | All-in-one pads absorbency band D21 Large super plus waist size 115-155cm Euron Form 14338280 Ontex Ltd (Home Delivery) | 10 | 0 | 18/01/2010 | STOCK SHORT | £132.70 |
| CFQ081H | All-in-one pads absorbency band D18 Slip regular plus 10 medium maximum waist/hip size 80-110cm odour protection system Attends 201459 Attends Limited (Hds) | 10 | 10 | 18/01/2010 | DELIVERED | £71.50 |
| CFQ082H | All-in-one pads absorbency band D16 Slip active 8 large maximum waist/hip size 100-145cm odour protection system Attends 201336 Attends Limited (Hds) | 10 | 10 | 18/01/2010 | DELIVERED | £85.60 |
| ZE2002H | Service Charge | 1 | 0 | 18/01/2010 | IN PROGRESS | £6.52 |
| Total | | | | | | £585.72 |

Delivery information

| | | | |
|------------------|--|-------------------------|----------------|
| Delivery address | Test CH3 YC1 31 College Street Milton Keynes MK1 1DH | Delivery status | Stock Shortage |
| | | Requested delivery date | 18/01/2010 |
| | | Expected delivery date | 18/01/2010 |

| NPE | Non delivery reason | Comments | Signature | LineQty | Delivery Timestamp |
|---------|---------------------|-------------|-----------|---------|---------------------|
| CFQ074H | Delivered | HS Comments | | 10 | 26/01/2010 18:00:20 |

Cancel an order

If you need to cancel an order, contact Customer Services at NHS Supply Chain.

Orders can only be cancelled before they have been dispatched. You can cancel HDS Direct orders while their status is pending.

Creating an emergency or ad hoc order

Emergency orders are created when a patient cannot wait till the next routine delivery date. Emergency orders can be identified by a local reference of emergency, and the delivery date is set to the next working day (although this can be amended).

You must create an emergency order and complete the checkout process before 13.30 (1.30pm) to receive next day delivery. If you miss this deadline, orders can be sent along with the following day's regular orders for delivery the following day.

Emergency orders may incur a charge for the trust, depending on the contractual arrangements that are in place.

Ad hoc orders are orders placed in addition to the regular orders generated from the prescription.

To create an emergency or ad hoc order:

1. Open the [Create emergency](#) or [adhoc order](#) page by either:
 - Selecting [Orders](#) and then [Create emergency](#) or [adhoc order](#) from the menu
 - Clicking [Create Emergency](#) or [adhoc order](#) at the bottom of one of a patient's pages.The page opens.
2. If you selected [Create emergency](#) or [adhoc order](#) from the patient's record, the patient's name is displayed automatically. Make sure this is the correct patient and change it if necessary.

The screenshot shows the 'Home delivery' page on the NHS Supply Chain website. The page title is 'Create emergency or adhoc order'. The patient name is 'Babcock John (04/11/1943)'. The local reference is 'Emergency'. The requested delivery date is 'Emergency: 20/10/2015'. A red arrow points to the 'Emergency' local reference. The page includes a table for 'Prescription auto; Next' with columns for 'NPC', 'Description', and 'Date'. The table lists several items, including 'CFP010H All-in-one pads abt', 'CFP1111H Shaped pad with a (HDS)', and 'VMU319H Underpads virgin fl'. The table also includes a 'Unit issue' column with 'Pricing' and 'LineLine qty value' columns. The total value is £0.00. The page includes a 'Checkout' button and a 'Back' button. The page also includes a 'Patient information' section with a 'Patient name' field and a 'Local reference' field. The page also includes a 'Requested delivery date' field and a 'Order must be placed before 13:30 for next day delivery' warning.

| NPC | Description | Date |
|-----|-------------|------------|
| | | 26/10/2015 |
| | | 27/10/2015 |
| | | 02/11/2015 |
| | | 03/11/2015 |
| | | 09/11/2015 |
| | | 10/11/2015 |
| | | 16/11/2015 |
| | | 17/11/2015 |
| | | 23/11/2015 |
| | | 24/11/2015 |
| | | 30/11/2015 |
| | | 01/12/2015 |
| | | 07/12/2015 |
| | | 08/12/2015 |
| | | 14/12/2015 |
| | | 15/12/2015 |
| | | 21/12/2015 |
| | | 22/12/2015 |
| | | 29/12/2015 |
| | | 04/01/2016 |
| | | 05/01/2016 |
| | | 11/01/2016 |
| | | 12/01/2016 |
| | | 18/01/2016 |
| | | 19/01/2016 |
| | | 25/01/2016 |
| | | 26/01/2016 |
| | | 01/02/2016 |
| | | 02/02/2016 |

| Unit issue | Pricing | LineLine qty value |
|----------------------------|------------|--------------------|
| 75-110cm Attends 201510 | Pack of 28 | 1+ 8.59 2 £17.18 |
| ds 205198 ATTENDS LIMITED | Pack of 40 | 1+ 6.02 3 £18.06 |
| extra Euron 16242281 ONTEX | Bag of 28 | 1+ 2.23 6 £13.38 |

The Local reference is set automatically:

- [Emergency](#) is displayed if the first possible delivery date in the list is selected.
 - [Adhoc order](#) is displayed if any other delivery date is selected.
3. Check details of any prescriptions shown on the page to confirm that the emergency or ad hoc order is necessary.
 4. Either type the code of the product in the [NPC box](#) or search for the product in the catalogue (see 'Finding catalogue items' on page 47).
 5. Specify the quantity you require, bearing in mind the pack size.
 6. Click [Checkout](#) to process the order.

Confirming requirements (callback prescriptions)

Callback prescriptions are those where the assessor, the patient or the patient's representative must telephone to confirm that the order is required.

To confirm a single prescription while viewing prescription details:

1. From the [Prescriptions](#) page of the patient's record, select a prescription name to view details.
2. Click [Confirm Callback](#).

The screenshot shows the 'Home delivery' interface for the NHS Supply Chain. The top navigation bar includes links for Patients, Orders, Prescriptions, Catalogue, Directory, Reports, Delivery, and Trust notes. The user is logged in as Joe Peck, with Admin, Help, and Log out options. The main heading is 'View prescription 'Pads and pants'' with a reference to NHS LIVERPOOL CCG [TST/JB].

Prescription information

| | | | |
|-------------------|------------------------------|--------------------|----------------------|
| Prescription name | Pads and pants | Cycle length | 4 Week |
| Patient name | Samantha Allsop | Last delivery date | |
| Prescription type | Callback | Next delivery date | 20/04/2017 |
| Delivery route: | Leicester Thurs | Delivered via | Training Distributor |
| Created | CTATALIA 10/04/2017 16:36:05 | | |
| Authorised | PECKJP 11/04/2017 13:13:47 | | |

| NPC | Description | Unit Issue | Pricing | Daily Req | Cycle Req | Line Qty | Line Value |
|---------|---|------------|---------|-----------|-----------|----------|------------|
| CFQ423H | All-in-one pads absorbency band D19 Large 100 to 150cm Back Sheet PE Back Sheet Attends Slip Regular Plus 10 201473 ATTENDS LIMITED (HDS) | Pack of 14 | 1+ 8.21 | 1 | 28 | 2 | £16.42 |
| | | | | | | 2 | £16.42 |

At the bottom, there are 'Edit' and 'Confirm Callback' buttons.

Confirming multiple prescriptions for patients living in their own homes

To confirm multiple callback prescriptions simultaneously:

1. Open the patient's record and select the [Prescription](#) page.
2. Click [Confirm callbacks](#).

The screenshot shows the 'Home delivery' interface for patient 'Allsop Samantha'. The 'Prescription' tab is selected. It displays two callback prescriptions:

| Prescription name | Patient | Prescription type | Last delivery date | Next delivery date | Cycle length | Lines | Qty | Value |
|-------------------|-----------------|-------------------|--------------------|--------------------|--------------|-------|-----|--------|
| Pads and pants | Samantha Allsop | Callback | | 20/04/2017 | 4 Week | 1 | 2 | £16.42 |
| Belts and sheets | Samantha Allsop | Callback | | 25/05/2017 | 2 Week | 2 | 5 | £57.30 |

Buttons at the bottom include: Edit, Create emergency or adhoc order, Transfer, Confirm callbacks, and Records 1-2 of 2.

If the prescriptions have different delivery dates, a warning message is shown.

A warning is also shown if any prescriptions are held.

3. Click [OK](#) to close the messages, if displayed.
4. Select the [Confirm](#) option for all prescriptions you want to confirm.

You can also mark individual lines in a prescription as inactive by clearing the tick from the [Active](#) column. You cannot mark all lines in a prescription as inactive, if you do, the change is not saved.

The screenshot shows the 'Prescription confirmation' screen for 'Samantha Allsop'. It displays two sections for unconfirmed prescriptions:

Pads and pants (4 weeks, Next delivery date 20/04/2017)

| NPC | Description | Unit of Issue | Line qty. | Line value | Active |
|---------|---|---------------|-----------|------------|-------------------------------------|
| CFQ425H | All-in-one pads absorbency band D19 Large 100 to 150cm Back Sheet PE Back Sheet Attends Slip Regular Plus 10 201473 ATTENDS LIMITED (HDS) | Pack of 14 | 2 | £16.42 | <input checked="" type="checkbox"/> |

Belts and sheets (2 weeks, Next delivery date 25/05/2017)

| NPC | Description | Unit of Issue | Line qty. | Line value | Active |
|----------|--|---------------|-----------|------------|-------------------------------------|
| CFP1239H | Belt product for moderate to heavy incontinence D16 Large 85-135cm Textile Back Sheet TENA Flex Plus 723330 SCA HYGIENE PRODUCTS (HOME DELIVERY) | Pack of 30 | 1 | £12.54 | <input checked="" type="checkbox"/> |
| CFP1241H | Belt product for moderate to heavy incontinence D15 Small 50-80cm Textile Back Sheet TENA Flex Super 724130 SCA HYGIENE PRODUCTS (HOME DELIVERY) | Pack of 30 | 4 | £44.76 | <input checked="" type="checkbox"/> |

Buttons at the bottom include: Confirm callbacks and Back.

5. Click [Confirm callbacks](#).

You can confirm the same prescriptions again: the most recent confirmation date is used.

Collection of unwanted products

Collections offer patients and care homes the opportunity to return unwanted products that are in good condition. Collections can only be arranged by Customer Services at NHS Supply Chain.

Details of collections arranged for an individual patient can be seen on the [Collections](#) page in that patient's record.

Collections following the death of a patient

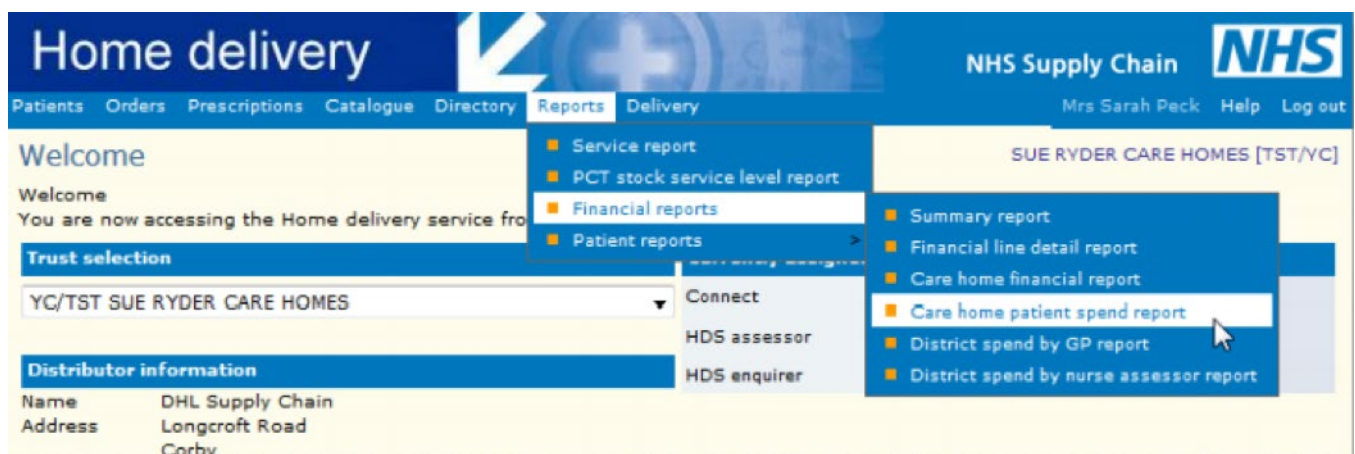
Changing a patient's status to 'deceased' does not mark the associated requisition point as inactive. This means that collections may still be made and credits applied to the requisition point.

Reports

Two menus contain reports.

The main [Reports](#) menu contains two individual reports and two groups of reports:

- Service report
- PCT stock service level report
- Financial reports
- Patient reports.



The [Delivery](#) menu holds reports relating to delivery.

The reports all work in the same way:

1. Select the criteria to use for the report from the drop down lists available.
 - The period you want the report to cover.
 - The trust or other criteria you wish to specify.

Some options are only available if, for example your login gives you access to more than one trust. Instructions for specifying criteria are only given for unusual options.

2. Click either [View](#) (to view the resulting report on screen) or [Export](#) (if available) to export the data to an Excel spreadsheet.

Service report

You must have the Enquirer, Assessor or Customer Services role to access the delivery reports.

The service report is run for a financial period (a quarter or a week) within a financial year. You can run it for all districts that you have access to, or for a particular district.

The report shows:

- Summaries of the overall service level for patients in their own homes and those in care homes. Figures are given for unsuccessful deliveries (at both first and second attempt), stock levels and an overall service level.
- Details of the stock service level by supplier and by patient group (own home or care home). For each supplier or patient group, the total number of lines is shown, the quantity of stock shortages and the percentage of achieving the service level.
- Details of unsuccessful deliveries to patients receiving deliveries to their own homes, grouped by first and second delivery attempts and giving numbers for each reason.

Service report

NHS

NHS Supply Chain

Start date: 01/04/2012

End date: 06/04/2012

All districts

Summary of overall service level

| Summary | Unsuccessful delivery at 1st attempt (%) | Unsuccessful delivery at 2nd attempt (%) | Stock service level (%) | Overall service (%) |
|------------------|--|--|-------------------------|---------------------|
| Patient home | 3.58 | 0.88 | 100.00 | 99.32 |
| Care home | 0.00 | 0.00 | 100.00 | 100.00 |
| Nursing home | 0.13 | 0.00 | 99.80 | 99.80 |
| Residential home | 0.21 | 0.05 | 99.90 | 99.85 |
| EMI home | 0.00 | 0.00 | 100.00 | 100.00 |
| Total | 2.89 | 0.39 | 99.93 | 99.94 |

Stock service level by supplier

| Supplier | Total order lines | Stock shortage | Service level (%) |
|----------------------------------|-------------------|----------------|-------------------|
| Alcon (UK) Ltd | 30 | 0 | 100.00 |
| Alconics Healthcare | 3,480 | 0 | 100.00 |
| Alconics Healthcare NHS (UK) Ltd | 7 | 0 | 100.00 |
| Alconics Ltd | 2,587 | 0 | 100.00 |
| Alconics Ltd (UK) Ltd | 50 | 0 | 100.00 |
| Alconics Ltd (UK) Ltd | 1 | 0 | 100.00 |
| Alconics Ltd (UK) Ltd | 119 | 0 | 100.00 |
| Alconics Ltd (UK) Ltd | 5 | 0 | 100.00 |
| Alconics Ltd (UK) Ltd | 7,200 | 0 | 100.00 |
| Alconics Ltd (UK) Ltd | 101 | 10 | 94.76 |
| Alconics Ltd (UK) Ltd | 704 | 0 | 100.00 |
| Total | 14,286 | 10 | 99.93 |

Stock service level by patient group

| Delivery type | Total order lines | Stock shortage | Service level (%) |
|------------------|-------------------|----------------|-------------------|
| Patient home | 7,645 | 0 | 100.00 |
| Care home | 94 | 0 | 100.00 |
| Nursing home | 3,481 | 7 | 99.80 |
| Residential home | 3,037 | 3 | 99.90 |
| EMI home | 10 | 0 | 100.00 |
| Total | 14,286 | 10 | 99.93 |

10-Feb-2014 11:48:08

Page 1 of 2

Service report

NHS

NHS Supply Chain

Start date: 01/04/2012

End date: 06/04/2012

All districts

Unsuccessful delivery attempts service level

Patient home - unsuccessful at first attempt

| Reason | Unsuccessful deliveries | Service level (%) |
|--------------------------------------|-------------------------|-------------------|
| 3PL Issue | 3 | 0.06 |
| Address Not Found | 2 | 0.04 |
| Patient not at home (carded) | 82 | 1.51 |
| Patient not at home (unable to card) | 27 | 0.50 |
| Total | | 2.10 |

Patient home - unsuccessful at second attempt

| Reason | Unsuccessful deliveries | Service level (%) |
|--------------------------------------|-------------------------|-------------------|
| Incorrect Address Details | 3 | 0.06 |
| Patient deceased | 8 | 0.15 |
| Patient in hospital | 6 | 0.11 |
| Patient not at home (carded) | 3 | 0.06 |
| Patient not at home (unable to card) | 6 | 0.11 |
| Patient refused delivery | 11 | 0.20 |
| Total | | 0.68 |

Residential home - unsuccessful at second attempt

| Reason | Unsuccessful deliveries | Service level (%) |
|---------------------------|-------------------------|-------------------|
| Incorrect Address Details | 1 | 0.05 |
| Total | | 0.05 |

10-Feb-2014 11:48:08

Page 2 of 2

PCT stock service level report

You must have the Customer Services role to access the PCT stock service level report.

This report shows the number of order lines that were logged as a stock shortage as a percentage of the total number of order lines delivered.



| PCT | Total order lines | Stock shortage | Service level |
|--|-------------------|----------------|---------------|
| HHS Telford and Wreath (112) (Home Delivery) | 263 | 0 | 100.00 |
| HHS Shropshire (112) (Home Delivery) | 161 | 0 | 100.00 |

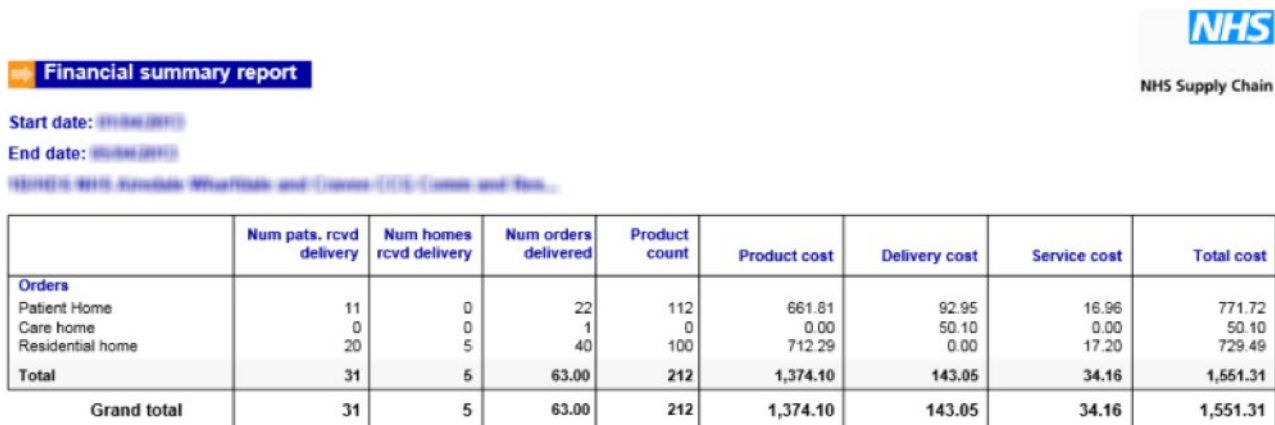
Financial reports

You must have the Enquirer, Assessor or Customer Services role to access the financial reports.

The reports in this section all show information relating to the cost of the products supplied as part of the HDS service.

Summary report

The financial summary report provides an overview of activity within a trust, split by Patient Home, Care Home and Residential Home.



| | Num pats. rcvd delivery | Num homes rcvd delivery | Num orders delivered | Product count | Product cost | Delivery cost | Service cost | Total cost |
|------------------|-------------------------|-------------------------|----------------------|---------------|--------------|---------------|--------------|------------|
| Orders | | | | | | | | |
| Patient Home | 11 | 0 | 22 | 112 | 661.81 | 92.95 | 16.96 | 771.72 |
| Care home | 0 | 0 | 1 | 0 | 0.00 | 50.10 | 0.00 | 50.10 |
| Residential home | 20 | 5 | 40 | 100 | 712.29 | 0.00 | 17.20 | 729.49 |
| Total | 31 | 5 | 63.00 | 212 | 1,374.10 | 143.05 | 34.16 | 1,551.31 |
| Grand total | 31 | 5 | 63.00 | 212 | 1,374.10 | 143.05 | 34.16 | 1,551.31 |

Financial line detail report

This report contains a lot of information and can be downloaded as compressed (zipped) file. Within the file is a spreadsheet. The example below shows the columns included in the report and some sample information.

| Description Name | Order No | Pack Price | UOI | Units | Qty | Supplied | Total | Sales | Financial | Financial | Financial | CCG Name |
|------------------|----------|------------|------|-------|-----|----------|-------|-------|-----------|-----------|-----------|-------------|
| eeek | 00171H | 4.75 | Each | 1 | | 1 | 4.75 | | 1 | 1 | 2015 | NHS Telford |
| eeek | 00171H | 1.74 | Pack | 28 | | 12 | 20.88 | | 1 | 1 | 2015 | NHS Telford |
| eeek | 00224H | 4.75 | Each | 1 | | 1 | 4.75 | | 1 | 1 | 2015 | NHS Telford |
| eeek | 00224H | 3.4 | Pack | 24 | | 14 | 47.6 | | 1 | 1 | 2015 | NHS Telford |
| eeek | 00172H | 1.74 | Pack | 28 | | 6 | 10.44 | | 1 | 1 | 2015 | NHS Telford |
| eeek | 00172H | 4.75 | Each | 1 | | 1 | 4.75 | | 1 | 1 | 2015 | NHS Telford |
| eeek | 00450H | 4.75 | Each | 1 | | 1 | 4.75 | | 1 | 1 | 2015 | NHS Shrop |
| eeek | 00450H | 1.74 | Pack | 28 | | 12 | 20.88 | | 1 | 1 | 2015 | NHS Shrop |

| ial CCG Name | GP Practice | Nurse Assessor | Care Home Name | Care Home | Service Type | Clinical Condition | Clinical Type | Gender |
|-------------------------------|------------------------|----------------|----------------|-----------|--------------|--------------------|---------------|--------|
| 15 NHS Telford and Wrekin CCG | ADAMS MEDICAL PRACTICE | Angela Brown | | None | | | | Female |
| 15 NHS Telford and Wrekin CCG | ADAMS MEDICAL PRACTICE | Angela Brown | | None | | | | Female |
| 15 NHS Telford and Wrekin CCG | ADAMS MEDICAL PRACTICE | Barbara Carter | | None | | | | Male |
| 15 NHS Telford and Wrekin CCG | ADAMS MEDICAL PRACTICE | Barbara Carter | | None | | | | Male |
| 15 NHS Telford and Wrekin CCG | ADAMS MEDICAL PRACTICE | Chris Denstone | | None | | | | Male |
| 15 NHS Telford and Wrekin CCG | ADAMS MEDICAL PRACTICE | Chris Denstone | | None | | | | Male |
| 15 NHS Shropshire CCG | BELL MEDICAL PRACTICE | Debra Ellis | | None | | | | Female |
| 15 NHS Shropshire CCG | BELL MEDICAL PRACTICE | Debra Ellis | | None | | | | Female |

| | A | B | C | D | E | F | G | H | |
|---|----------|-----------|--------------|---------------|------------|---------|-----------------------|-------------------|----|
| 1 | District | Req Point | Patient Name | Date of Birth | NHS Number | NPC | Description | Prescription Name | On |
| 2 | 01 | 01004C | Ann Brown | 16/07/1992 | 1123333873 | ZEZ000H | Delivery Charge | 12 Week | 00 |
| 3 | 01 | 01004C | Ann Brown | 16/07/1992 | 1123333873 | CFP406H | Shaped pad absorbent | 12 Week | 00 |
| 4 | 01 | 010053 | John Smith | 13/04/1999 | 1122335566 | ZEZ000H | Delivery Charge | 12 Week | 00 |
| 5 | 01 | 010053 | John Smith | 13/04/1999 | 1122335566 | CXN110H | Nappy baby/child Extr | 12 Week | 00 |
| 6 | 01 | 010277 | Peter Green | 13/05/1929 | 3232323232 | CFP406H | Shaped pad absorbent | 12 Week | 00 |
| 7 | 01 | 010277 | Peter Green | 13/05/1929 | 3232323232 | ZEZ000H | Delivery Charge | 12 Week | 00 |
| 8 | 02 | 02005C | Sally Smith | 18/11/1936 | 1000000476 | ZEZ000H | Delivery Charge | 26 Week | 00 |
| 9 | 02 | 02005C | Sally Smith | 18/11/1936 | 1000000476 | CFP406H | Shaped pad absorbent | 26 Week | 00 |

Details in the example above are fictitious.

Care homes financial report


An overview of spending by care home over defined period of time.

Care home financial report

Start date: 01/04/2013

End date: 05/04/2013

SELECT NHS: Allotable Whistleblow and Cases (CIC) Cases and Res...



NHS Supply Chain

| District | Home name | Service | No. patients | Product cost | Delivery cost | Service cost | |
|---------------|-------------------|-------------|--------------|---------------|---------------|--------------|---------------|
| 18 | Aurfield Egh | Residential | 5 | 67.31 | | 4.30 | 71.61 |
| | | | 5 | 67.31 | 50.10 | 4.30 | 121.71 |
| 18 | Coach House | | | | | | |
| 18 | Neville House Egh | Residential | 5 | 98.57 | | 4.30 | 102.87 |
| | | | 5 | 98.57 | 0.00 | 4.30 | 102.87 |
| Totals | | | 20 | 712.29 | 50.10 | 17.20 | 779.59 |

Care homes patient spend report


The amount spent on each patient, grouped by care home, is shown. Totals for each care home are also shown, and a grand total for all care homes is shown at the end of the report.

Care home patient spend report

Start date: 01/04/2013

End date: 05/04/2013

SELECT NHS: Allotable Whistleblow and Cases (CIC) Cases and Res...



NHS Supply Chain

| Patient name | Service | Product cost | Delivery cost | Service cost | Total |
|--------------|-------------------|--------------|---------------|--------------|---------------|
| 18 | Residential | 13.84 | | 0.86 | 14.70 |
| 18 | Residential | 13.15 | | 0.86 | 14.01 |
| 18 | Residential | 17.77 | | 0.86 | 18.63 |
| 18 | Residential | 7.77 | | 0.86 | 8.63 |
| 18 | Residential | 14.78 | | 0.86 | 15.64 |
| Total | | 67.31 | 50.10 | 4.30 | 121.71 |
| 18 | Coach House | | | | |
| 18 | Neville House Egh | Residential | 28.99 | 0.86 | 29.85 |

District spend by GP report

The amount that the district is spending on products from HDS, split by GP practice.



NHS Supply Chain

District spend by GP report

Start date: 01/04/2013

End date: 05/04/2013

[View this report in Excel format](#) [View this report in PDF format](#)

| Practice code | GP name | Patient count | Product cost | Delivery cost | Service cost | Total emergencies | Total emergencies product cost | Total emergencies delivery cost | Total emergencies service cost |
|---------------|------------|---------------|-----------------|---------------|--------------|-------------------|--------------------------------|---------------------------------|--------------------------------|
| 01 | Dr. [Name] | 1 | 41.36 | 0.00 | 0.86 | 0 | 0.00 | 0.00 | 0.00 |
| 02 | Dr. [Name] | 1 | 88.68 | 8.45 | 1.61 | 0 | 0.00 | 0.00 | 0.00 |
| 03 | Dr. [Name] | 7 | 321.80 | 42.25 | 9.77 | 0 | 0.00 | 0.00 | 0.00 |
| 04 | Dr. [Name] | 1 | 22.17 | 0.00 | 0.86 | 0 | 0.00 | 0.00 | 0.00 |
| 05 | Dr. [Name] | 1 | 23.31 | 0.00 | 0.86 | 0 | 0.00 | 0.00 | 0.00 |
| 06 | Dr. [Name] | 2 | 44.98 | 8.45 | 2.47 | 0 | 0.00 | 0.00 | 0.00 |
| 07 | Dr. [Name] | 10 | 345.22 | 8.45 | 9.35 | 0 | 0.00 | 0.00 | 0.00 |
| 08 | Dr. [Name] | 6 | 428.97 | 8.45 | 5.91 | 0 | 0.00 | 0.00 | 0.00 |
| 09 | Dr. [Name] | 1 | 16.25 | 8.45 | 1.61 | 0 | 0.00 | 0.00 | 0.00 |
| 10 | Dr. [Name] | 1 | 41.36 | 8.45 | 0.86 | 0 | 0.00 | 0.00 | 0.00 |
| Totals | | | 1,374.10 | 92.95 | 34.16 | 0 | 0.00 | 0.00 | 0.00 |

District spend by nurse assessor report

The amount that each nurse assessor is spending with the HDS service.



NHS Supply Chain

District spend by nurse assessor report

Start date: 01/04/2013

End date: 05/04/2013

[View this report in Excel format](#) [View this report in PDF format](#)

| District | Name | Patient count | Product cost | Delivery cost | Service cost | Total emergencies | Total emergencies product cost | Total emergencies delivery cost | Total emergencies service cost |
|----------|--------|---------------|--------------|---------------|--------------|-------------------|--------------------------------|---------------------------------|--------------------------------|
| 01 | [Name] | 1 | 18.29 | 0.00 | 0.86 | 0 | 0.00 | 0.00 | 0.00 |
| 02 | [Name] | 1 | 13.15 | 0.00 | 0.86 | 0 | 0.00 | 0.00 | 0.00 |
| 03 | [Name] | 1 | 93.90 | 0.00 | 0.86 | 0 | 0.00 | 0.00 | 0.00 |
| 04 | [Name] | 1 | 23.31 | 0.00 | 0.86 | 0 | 0.00 | 0.00 | 0.00 |

Patient reports

You must have the Enquirer, Assessor or Customer Services role to access the patient reports.

Pads per day use report

A number of criteria can be specified for this report, as can be seen from the image below. Individual patients are named on the report that is produced.

Patient pads per day use report CHARITIES & HOSPICES [TST/ZE]

| | |
|----------------|-------------------------------|
| District | ZE/TST CHARITIES & HOSPICES |
| GP practice | All GP practices |
| Nurse assessor | All assessors |
| Delivery type | All |
| Pads per day | Greater than or equal to 1 |
| Product count | Greater than or equal to 1 |
| Patient status | Active & suspended |
| Date of Birth | to |

[View](#) [Export](#)

Patient reassessment report

Patients have to be reassessed regularly. The [Patient reassessment report](#) enables staff to identify those patients whose reassessment is due between a specified date range.

Home delivery NHS Supply Chain NHS

Patients Orders Prescriptions Catalogue Directory Reports Delivery Mrs Clarissa Susan Peck Help Log out

Patient reassessment report CHARITIES & HOSPICES [TST/ZE]

| | |
|-------------------|--------------------|
| District | All districts |
| GP practice | All GP Practices |
| Nurse assessor | All assessors |
| Delivery type | All |
| Patient status | Active & suspended |
| Date of Birth | to |
| Reassessment date | to |

[View](#) [Export](#) [Print reassessment forms](#)


A list of patients due for reassessment is produced if either the [View](#) (seen on screen as a PDF) or [Export](#) (to Excel) options are selected.

The option is also available to [Print reassessment forms](#), which are displayed initially as a PDF document with each patient starting on a new page. A patient reassessment form is shown below.

Delivery instructions and the [Additional information](#) entered in the [Delivery instructions](#) section of the patient's record (see page 37) are shown in the [Delivery instructions](#) section of the report, separated using a dash. Any access code recorded in the record is not included.

Patient Reassessment Report

JB NHS LIVERPOOL CCG



NHS Supply Chain

Current patient information

| | |
|------------------|--|
| Surname | Forename |
| Title | Gender <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> |
| Date Of Birth | Delivery type <input checked="" type="checkbox"/> Home Delivery <input type="checkbox"/> Care Home |
| Status | NHS number |
| GP Practice | Contact number |
| Nurse Assessor | Delivery day |
| Last Review Date | Last delivery |
| | Next delivery |

Delivery address

| | |
|----------------|--|
| House no. | |
| Address line 1 | |
| Address line 2 | |
| Town | |
| Postcode | |

Alternate delivery address

| | |
|----------------|--|
| House no. | |
| Address line 1 | |
| Address line 2 | |
| Town | |
| Postcode | |

Delivery instructions

Knock loudly because he is very deaf

Patient clinical information

| | | | |
|------------------|---|------------------|--|
| Ethnic group | Not known | Next of kin name | |
| Language | Not Known | Next of kin no. | |
| Interpreter reqd | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | | |

Clinical information

| | | | |
|---------------|----------|--------------------|--------------------|
| Clinical type | Enuresis | Clinical condition | Nocturnal enuresis |
|---------------|----------|--------------------|--------------------|

Patient prescription

| NPC | Description | UOI | Units | Price | Qty Required | Cycle | Prescription | Last delivery |
|---------|--|------|-------|-------|--------------|-------|----------------|---------------|
| | | | | | Pads/day | Packs | length type | date |
| VMU022H | Underpads Virgin Fluff Pulp 4way Sealed 60 x 90cm Plus PE Back Sheet Attends Cover On 203604 | Pack | 50 | 4.91 | 2 | 6 | 20 Wk Callback | 15-Oct-2008 |

Changes to be made

Signature

Date

Print name

PIN

Office use only

Patient status report

An overview of the patients currently being managed by a trust using the HDS application is provided in the [Patient status report](#).

Patient status report

Report: Female: 279 Male: 124 Total: 403



NHS Supply Chain

Report: Female: 279 Male: 124 Total: 403

| Status | Gender | Delivery type | Age | Overdue assessment |
|-----------------|-------------|-----------------|----------------|--------------------|
| Active: 393 | Male: 124 | Own Home: 344 | 4 and below: 2 | 204 |
| Discharged: 234 | Female: 279 | Care Home: 0 | 5 - 16: 42 | |
| Deceased: 99 | | Residential: 49 | 17 - 64: 56 | |
| Suspended: 10 | | Nursing: 0 | 65+: 303 | |
| | | EM: 0 | Unknown: 0 | |

Note: The Delivery type and Overdue assessment fields only refer to active patients, whilst the Gender and Age fields apply to active and suspended patients

| | | |
|---------------|---------------|---------------|
| Prescriptions | Callback: 409 | Automatic: 71 |
|---------------|---------------|---------------|

Clinical type
Not known

Patients active or suspended
403

Clinical condition
Not known

Patients active or suspended
403

Patients on service

This report can only be exported as a spreadsheet. It provides all patients' demographic details, including NHS number, contact details, GP practice, associated CCG and so on. Where applicable, the care home service type (nursing, residential, EMI) is specified.

It also includes details of the assessor, prescription information, the patient's clinical condition, clinical type, the last order date and any delivery instructions.

Active patients

Shows the number of currently and previously active patients for the selected trust.

Previously active patients are those that are currently inactive but who have been active in the last 12 months.




| Active patient report | |
|---------------------------|----------------------------|
| Start date: | 10/02/2015 |
| End date: | 10/02/2016 |
| Currently active patients | Previously active patients |
| 393 | 25 |

Patient removal report

Depending on your trust's requirements, patients can be automatically suspended or removed following a defined period of inactivity. This suspension or removal happens overnight, and this report provides a list of the affected patients.

The report shows the district, the patient's name, a contact number (if any), the patient's date of birth, NHS number, status (whether discharged or suspended), who suspended or discharged (the username of a person, or SYSTEM if done automatically) and the date this happened.

The report is available in PDF format or can be exported to Excel. The example below is a single page of the report – all the information it contains is fictitious.



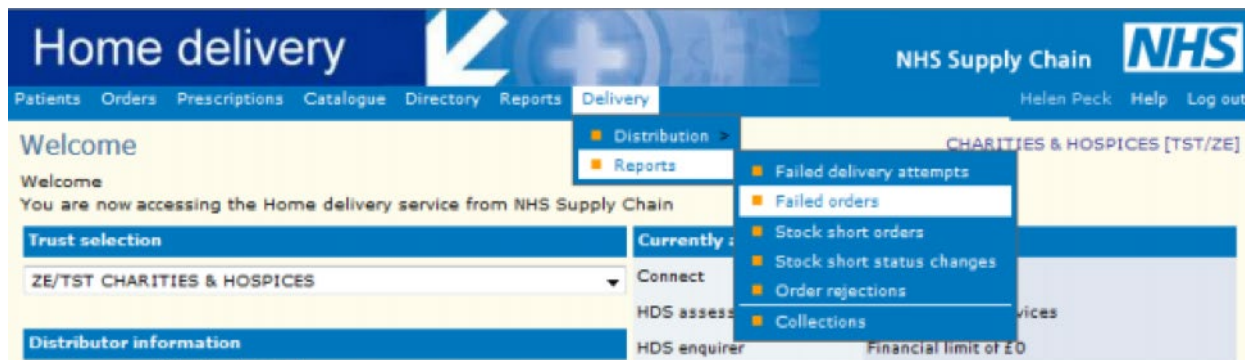
| Patient removal report | | | | | | | |
|---|-----------------------|----------------|------------|------------|------------|-------------|---------------|
| Date from: 01/01/2015 Date to: 13/10/2015 District: All Districts | | | | | | | |
| District | Patient name | Contact number | DOB | NHS number | Status | Actioned by | Actioned date |
| 21 | Mary Hughes | | 08/02/2008 | | Suspended | SYSTEM | 11/08/2015 |
| 21 | Matilda Smith | | 03/09/2008 | | Suspended | SYSTEM | 11/08/2015 |
| 21 | Patient Test | | 01/02/2008 | | Suspended | SYSTEM | 11/08/2015 |
| 21 | Paul Smith | | 28/02/1984 | | Suspended | SYSTEM | 11/08/2015 |
| 21 | Rosaleen Clarke | | 01/01/2011 | | Discharged | LFMARTIN | 04/08/2015 |
| 21 | Sarah Brambley | 01478523698 | 09/06/1943 | | Suspended | CTATALIA | 21/09/2015 |
| 21 | Sarah Hihigt | 098765432 | 01/01/2008 | | Suspended | SYSTEM | 11/08/2015 |
| 21 | Sarah Meinert | | 05/05/1984 | | Suspended | SYSTEM | 11/08/2015 |
| 21 | Sarah Whitey | | 08/11/1981 | | Suspended | SYSTEM | 11/08/2015 |
| 21 | Smith John | 01270 68975 | 12/02/1982 | | Suspended | SYSTEM | 11/08/2015 |
| 21 | Wilbourne Mandy | | 13/10/1989 | | Suspended | SYSTEM | 11/08/2015 |
| 21 | William Frank Jackson | 01244 532066 | 10/10/1919 | | Suspended | SYSTEM | 11/08/2015 |
| 21 | William Taylor | | 08/05/1950 | | Suspended | SYSTEM | 11/08/2015 |

13-Oct-2015 14:37:43 Page 4 of 24

Delivery reports


You need the HDS Customer Services role to access the delivery reports.

Delivery offers a dropdown option of reports.



Failed delivery attempts

Failed delivery attempts for one or all delivery routes within a date range.



NHS Supply Chain

Failed delivery attempts report

| Patient | Post code | Contact no. | Order no | MPC | NPC | Units | Line quantity | Reason | Comments | Delivery date | New date |
|--|-----------|---------------|------------|------|---------|-------|---------------|--------------------------|----------|---------------|----------|
| Mr. Thomas Gable | WA12 8PL | | 2801100001 | 4639 | CARDIFF | 12 | 21 | 3PL Issue | | 10/02/14 | |
| Nappy pull on baby/child Large white 35-60kg | | | | | | | | | | | |
| Mrs. Richard Singh | W12 8PL | 0181 888 1234 | 2801100001 | 4639 | CARDIFF | 21 | 16 | Patient not at home (car | | 10/02/14 | |
| Nappy baby/child Comfort 7 extra large plus breathable providing improved absorbency and softness 15-30kg (33-66lbs) | | | | | | | | | | | |
| Mr. Peter Gable | WA12 8PL | 0181 888 1234 | 2801100001 | 4639 | CARDIFF | 12 | 10 | Patient not at home (car | | 10/02/14 | |
| Nappy pull on baby/child Large white 35-60kg | | | | | | | | | | | |

These prescriptions have had at least one failed delivery attempt but could still be delivered and show a new delivery date that the distributor has entered.

Failed orders

Details of orders where delivery has failed.



Home Delivery Service

Customer Services Failed Delivery Report

NHS Supply Chain

| DistOrder No | ReqPoint | MPC | NPC | Description | Patient Name | Reason | Req. qty | Del. qty | Unit Val | Line Val | Del date | New del date |
|--------------|----------|----------|----------|---|----------------|--------------------------------------|----------|----------|----------|----------|----------|--------------|
| 141 0700001 | 14100001 | 14100001 | 14100001 | Belt product for moderate to heavy incontinence D16 | Mr. Cunningham | Patient refused delivery | 12 | 0 | 12.14 | 145.68 | 02/01/14 | |
| 142 1700001 | 14200001 | 14200001 | 14200001 | All-in-one pads absorbency band D21 | Mr. Smith | Patient not at home (unable to card) | 12 | 0 | 14.51 | 174.12 | 02/01/14 | 07/01/14 |
| 143 2800001 | 14300001 | 14300001 | 14300001 | Nappy baby/child | Mr. Pugh | Patient not at home (carded) | 17 | 0 | 5.27 | 89.59 | 02/01/14 | 07/01/14 |
| 144 3900001 | 14400001 | 14400001 | 14400001 | Shaped pad absorbency band I8 | Mr. Smith | Patient not at home (unable to card) | 12 | 0 | 3.42 | 41.04 | 02/01/14 | 07/01/14 |
| 145 5000001 | 14500001 | 14500001 | 14500001 | Shaped pad absorbency band I9 | Mr. Smith | Patient deceased | 2 | 0 | 5.38 | 10.76 | 02/01/14 | |

These prescriptions have now failed to be delivered at least twice and cannot now be fulfilled. All future prescriptions for these patients will be held until they are amended and validated.

Stock short orders

This is a list of the orders for which there is a full or partial stock shortage awaiting stock to come in so that the order may then be fulfilled.

Stock short status changes

This report reflects the changes to stock shortages that were made within the specified date range, including rebooked delivery dates.

| Home Delivery Service | | | | | | | | |
|---|------------------|-------------------|----------|--------------------|-----------------|--------------------|------------------|---------------|
| Customer Services Stock Shortage Report | | | | | | | | |
| NHS Supply Chain | | | | | | | | |
| Order number | Patient name | Care home contact | NPC | Quantity delivered | Qty stock short | Requested del date | Est restock date | Rebooked date |
| 1743600H | Charlie Wingham | | CAN030H | 13 | 2 | 10/02/2014 | | |
| 2A05400H | Philip Garrett | | CFF0370H | 0 | 24 | 10/02/2014 | 11/02/2014 | |
| 0000000H | Louise Clayforth | | CAN030H | 0 | 4 | 10/02/2014 | 11/02/2014 | |
| 0000000H | Cecilia Rowland | | CAN030H | 0 | 24 | 10/02/2014 | 11/02/2014 | |

Order rejections

This report is created from a list of products that cannot be supplied by the distributor because the NPC is unknown.

| Home Delivery Service | | | | |
|---|-----|--------------------|--------------------|------------------|
| Customer Services Rejected Order Report | | | | |
| NHS Supply Chain | | | | |
| Order No | NPC | Patient Name | ImportFailedReason | Del date |
| 100000001 | | Jack Wingham | | 13/01/2014 00:00 |
| 100000010 | | Wanda Petherly RSP | | 14/01/2014 00:00 |
| 000000100 | | Brenda Wright | | 22/01/2014 00:00 |
| 000000102 | | Anna Pratt | | 24/01/2014 00:00 |
| 000000100 | | Christen Rowland | | 28/01/2014 00:00 |

Collections

For this report, you can specify collection status and collection route as well as a date range and a district.

| Home Delivery Service | | | | | | | | | | | | |
|-----------------------|----------------------|------------------|-------------------|----------------------------|-------------------------|----------|-----------------|-------------------|-----------|-----------|-------------|---------------|
| Collections | | | | | | | | | | | | |
| NHS Supply Chain | | | | | | | | | | | | |
| District | Collection reference | Name | Delivery Postcode | Collection Reason | Coll orderNPC reference | Req. qty | Collection date | Collection status | Coll. qty | Cred. qty | Credit date | Credit amount |
| 01 | 000272 | Neelatha Kaur | TF3 1PU | Prod. not approp. for pat. | 03040H CFF030H | 9 | 14/01/13 | Collection Fi | 0 | 0 | | 0.00 |
| 01 | 000273 | TRACEY HANCOCK | TF4 2EH | Prod. not approp. for pat. | 03040H CFF030H | 14 | 14/01/13 | Credited | 0 | 13 | 04/02/13 | 120.77 |
| 01 | 000274 | JAMES ASTERLEY | TF1 3NQ | Patient Deceased | 03040H CFF030H | 3 | 21/01/13 | Credited | 0 | 0 | 11/02/13 | 0.00 |
| 01 | 000275 | CHRISTEN ROWLAND | TF3 1PU | Patient Deceased | 03040H CFF030H | 4 | 21/01/13 | Credited | 0 | 4 | 11/02/13 | 21.04 |