

AccuRx Out-of-Stocks (OOS) Process

Streamlining communication between General Practices and Community Pharmacies.



Overview

- A new Out-of-Stocks (OOS) process is being introduced to improve communication between General Practices (GPs) and Community Pharmacies (CPs).
- This follows a successful pilot in Rother Valley South, which is now live across all Rotherham GP's and local Community Pharmacies.
- Using AccuWeb, the OOS process aims to create a single streamlined communication method to handle medicine shortages efficiently.

Multiple ways



Single way





Key Highlights of the OOS Process

- **Streamlined Communication:** Reduces time spent managing medicine shortage queries for both GPs and pharmacies.
- **AccuRx Platform:** Free, web-based tool enabling direct pharmacy-to-GP communication via "@Message GP practice".
- **Easy Access:** Accessible from any secure device (mobile, tablet, desktop) with NHS credentials.
- **Out-of-Stock Medicines template:** streamlines the process, allowing you to quickly and easily provide the practice with all the necessary information about out of stock medication
- **Collaborative Workspaces:** Improved team coordination and visibility.



Area-Specific Updates

- **Barnsley:** All GP Practices (excluding White Rose Medical Centre, Penistone Group Practice and High Street Royston tbc) have agreed to action OOS “@ Message GP practice” messages they receive. **‘Live’ since May 25.**
- **Doncaster:** All GP Practices have agreed to action OOS “@ Message GP practice” messages they receive. **‘Live’ since: January 25.**
- **Rotherham:** All Rotherham GP Practices have agreed to action OOS “@ Message GP practice” messages they receive. **‘Live’ since early 2024.**
- **Sheffield:** The following GP Practices have agreed to action OOS “@ Message GP practice” messages they receive.
Go-live date starting from 2nd July 2025. **NB. This list will be updated as more practices agree to go live**

<https://southyorkshire.communitypharmacy.org.uk/out-of-stocks-oos-process/>



Process

Each pharmacy will need to establish its own process. We strongly recommend engaging with practices to agree how you will work together.

When notifying the practice of an out-of-stock medication, consider the following:

- Check if the patient has any supply of the medication at home. This may help determine how urgent the need for an alternative is.
- Attach any supporting information from the wholesaler, if available.
- Suggest an appropriate alternative, if possible.
- Inform the patient promptly. Consider using the AccuRx patient messaging function for efficient communication.
- Keep the patient's PMR (Patient Medication Record) up to date with the status of the item.
- Attach a copy of the email correspondence to the prescription for reference.
- Clearly indicate to both the practice and within the pharmacy whether you will return the script or mark the item as 'Not Dispensed.'

AccuRx demo



Next Steps

- **Set up AccuRx:** Ensure the platform is ready for use.
- **Join One Organisation:** Create a collaborative workspace for better team coordination.
- **Daily Access:** Ensure at least one staff member per day has access to AccuRx (following NHS Mail guidelines).
- **Engage with GP Practices:** Communicate with local practices to confirm their participation in the new process.
- **Send a Test Message:** Familiarise your team with the system.
- **Create a Standard Operating Procedure (SOP):** Develop an SOP for using AccuRx and share it with the entire team and locums.
- **Contact us:** Ask questions, clarify processes, or discuss any challenges with implementing the new OOS process.

Laurarichardson@cpsy.org.uk
Razwan.Saleem@nhs.net