

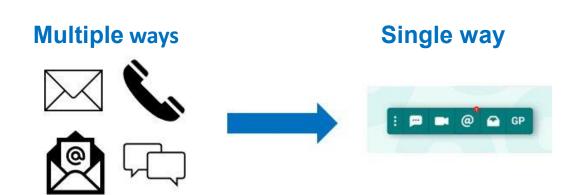


# AccuRx Out-of-Stocks (OOS) Process

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.





## 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.'
   Community

#### 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.

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