Subject: Important information: Staged rollout of patients being able to view prescriptions within the NHS App

Dear colleague,

The [XXXX] ICB is working along with NHS England to rollout the ability for patients to view digital prescriptions generated by the electronic prescriptions service (EPS) in the NHS App. As a pharmacy who may dispense prescriptions in the area, we wanted to make you aware of the new functionality being introduced.

**What are digital prescriptions?**

Patients in the area will now be able to see details of ‘active’ EPS prescriptions in the NHS App. This ‘digital prescriptions’ will include:

* A prescription barcode (for collection in place of a paper prescription)
* Prescription ID
* Items on the prescription (drug name, strength, form and quantity)
* Prescriber details
* Nominated pharmacy details (where applicable)

This will enable patients to have more visibility of their prescriptions as it assists with ongoing management of their medication and gives them visibility of the overall prescriptions process.

From a community pharmacy perspective, the digital prescription addition to the NHS App should help patients better manage their repeat medicines, potentially reducing queries, and it will also reduce pharmacy staff time when looking up prescriptions on EPS tracker.

The [Community Pharmacy IT Group](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcpe.org.uk%2Fdigital-and-technology%2Fcommunity-pharmacy-it-group-cpitg%2Fcp-itg-representatives&data=05%7C01%7Cpeter.miller5%40nhs.net%7C6d53528b93f14dab174208dbd1512643%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638333918680308522%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=l87rMrun52eh526ompqQ%2FBSWXHZ9ID2Oef9DSyMXvgE%3D&reserved=0) have been involved and have shaped much of the development of the NHS App changes from the community pharmacy perspective.

**What is expected from pharmacies?**

We want all pharmacies to be aware of this rollout and the barcode functionality it will introduce as some patients may wish to collect prescriptions this way.

There is no expectation that pharmacies would actively promote the service, though promotional materials will be shared and can be used to help make patients aware that they can see their prescriptions through the NHS App.

**Please note:**  The NHS App will be promoted to patients to increase the use of the NHS App for repeat prescription ordering.  However, the message to patients using a 3rd party prescriptions apps is to continue to use their platform of choice.  NHS England would not expect patients to replace their existing apps with the NHS App if they are using separate products and are happy to continue using them.

**Next steps**

If you have any questions regarding, please contact [XXXX]

More information about digital prescriptions can be found here: digital.nhs.uk/digital-prescriptions

Patients can find help & support about viewing prescriptions in the NHS App here: [Prescriptions in your NHS App - NHS App help and support - NHS (www.nhs.uk)](https://www.nhs.uk/nhs-app/nhs-app-help-and-support/prescriptions-in-the-nhs-app/)