



BRIEFING NOTE for all contractors

12 February 2019

Phase 4 EPS pilots currently taking place

The implementation team is gathering information from the pilots to feed into decisions about the national rollout.

Here is our feedback to Nicola Chapman, Implementation Manager, NHS Digital:

1. We asked all the pharmacies directly affected
 2. We asked LPC members
 3. General awareness from all contractors
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The LPC recognises the value of face-to-face support provided by NHS Digital colleagues on the ground; it is a great way to engage with busy pharmacy professionals, especially at the start of go-live as further EPS functionality is rolled out.

The communications materials from the central NHS team were a good summary and allowed the LPC to adapt and add some local context – by supplementing with more localised information by the regional NHS Digital colleagues. We would encourage more notice where possible from the central team about the communications timetable.

We have a number of ongoing concerns about pharmacy teams' familiarity with Phase 4 tokens and some of the operational aspects of scanning via the NHS app. These will require deeper familiarity by contractors and further changes to business change processes, this needs to be factored into wider roll out, which we would support as soon as possible, to support more streamlined operating of EPS in pharmacies.

Background / further information

- [More about EPS Phase 4](#)

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