

24 June 2024

Dear General Practice teams

Patient safety issue re: electronic notifications from community pharmacies to GPs using EMIS PharmOutcomes

NHS England has been made aware of a technical issue where electronic post event messages are not being sent to some GP practices following clinical service consultations for a range of services in community pharmacy.

The issue impacts pharmacies using the PharmOutcomes IT system to record consultations and send notifications to the patient's GP practice.

As part of the security processes in PharmOutcomes, GP practices are asked to routinely re-verify their email address. Some GP practices may not be aware of this and where the email has not been verified there may be a backlog of notifications waiting to be sent electronically from the pharmacy to the GP practice.

NHS England is reviewing this backlog and will provide additional information, which we hope to share next week, to support GP practices and pharmacies in managing any historic messages.

Usually, pharmacy system users receive a system notification that an email has not been sent and they are required to use suitable alternative arrangements to communicate clinical information, e.g. a BP measurement, to the GP practice of the patient.

Action for practices

While the review is taking place, NHS is asking GP practices:

1. **Not** to re-verify their email address to the system at this stage. This is because you may receive a high volume of backdated messages.
2. Please await further guidance on when you should re-verify your email address, and how historic messages should be managed.

Thank you for your support.