

Contractor Changes - ePharmacy Connections

It is the responsibility of the Pharmacy owner to notify the relevant NHS Board of new contractor details or a change in premises as soon as possible. This will enable the NHS Board to authorise Practitioner Services to follow the contractor change process to allow you to have the N3 connection in place.

There are different timescales involved depending on the type of change required.

New Contractor

A new contractor is a pharmacy that has never been in business before at that location. When Practitioner Services receive authorisation from your NHS Board they will issue you with your 4 digit contractor code. The ePharmacy Helpdesk will arrange for a site survey to be performed to determine where the points/router will be positioned. At the same time a call will be logged with BT on your behalf. BT will contact you to make necessary arrangements. Please note that the Service Level Agreement timescales in place with BT means that the process can take up to **38 working days**.

Please contact the ePharmacy Helpdesk when BT has completed the necessary work. They will log a call for you to be connected to the Internet and have anti virus software installed.

Relocation

A relocation is when a Pharmacy moves premises. Practitioner Services will receive authorisation from your NHS Board with the new address details. The ePharmacy Helpdesk will arrange for a site survey to be performed to determine where the points/router will be positioned. At the same time a call will be logged with BT on your behalf. BT will contact you to make necessary arrangements. Please note that the Service Level Agreement timescales in place with BT means that the process can take up to **58 working days**.

Please contact the ePharmacy Helpdesk when BT has completed the necessary work. They will log a call for you to be connected to the Internet and have anti virus software installed.

Internal Move

An internal move is when you change the physical layout of your premises. There is no requirement for you to seek authorisation from your NHS Board. You can either contact the ePharmacy Helpdesk direct or go through your IM&T Facilitator to request this type of change. If computer equipment needs to be moved, the ePharmacy Helpdesk will arrange for a site survey to be performed to determine where the points/router will be positioned. At the same time a call will be logged with BT on your behalf. BT will contact you to make necessary arrangements. Please note that the Service Level Agreement timescales in place with BT means that the process can take up to **30 working days**.

Please contact the ePharmacy Helpdesk when BT has completed the necessary work. They will log a call for you to be connected to the Internet and have anti virus software installed.

Change of Ownership

A change of ownership is when a business has been bought over. Practitioner Services will receive authorisation from your NHS Board. In some cases a new 4 digit Contractor Code may be issued. You will receive a call from the Patient Registration Team within Practitioner Services who will advise you of the steps to follow.