

 **DISPEXCD**

Q & A



## **DispexCD Platform**

*Ask me a question*

[dispensingcd.co.uk](https://dispensingcd.co.uk)

 **REGISTER NOW**

# Set-Up FAQs

**Q: How do I set up a new account?**

A: Setting up and using DispexCD is extremely easy and straight-forward. There is a **demo page** so you can have a "play" before your trial, and we have short YouTube videos . We also have online SOPs and host free **Webinars** co-hosted with one of the platform creators. Please click [here](#) for DispexCD T&Cs. **PLEASE NOTE: During the initial registration you MUST use a generic dispensary/practice email address, you add ALL users afterwards!**

**Q: In the event our system goes down; power cut or similar, is the register accessible elsewhere and is the data saved on a cloud basis?**

A: DispexCD is fully legally compliant and supports NICE best practice for the management of controlled drugs. The platform has multiple layers of security and encryption plus daily backups (to the Cloud) to protect your patient data.

With regards to emergency situations, if your main computer goes down then you can access our platform (<https://app.dispensingcd.co.uk/>) via another device, such as a phone or tablet. A phone should be fine to use as it will probably have mobile internet access, so will work even if WiFi is not available.

However, using a personal mobile phone would be a policy decision for your practice, but it could be justifiable to use a personal phone to temporarily access these services if there was a major power outage, unless your practice already has work tablets or mobiles with data connections? This is something your team will need to discuss & agree upon, then add your emergency protocol to your SOP!

**Q: Can we set up our GP as an admin user?**

A: "Doctor/GP" is a staff type in the settings page when adding a new user. If you want them to have admin rights, you have to first add them and then change their status afterwards within the staff member list.

There is a **SOP page** to help you.

**Q: Is there a limit on the number of users?**

A: The biggest site has about 100 users. Providing everyone has different user names, then it should be okay.

**Q: We currently use your digital CD register and I have to say that I will never go back to using books! However, we have two separate sites and we're wondering whether there's a way of distinguishing between the registers, so it alerts the dispensers to which register they are opening to prevent medications being booked into or out of the wrong register?**

A: You can change the register colour by going into the register, and then scrolling down to the bottom of the page and choosing a new colour from the dropdown list.

# Set-Up FAQs

**Q: How do we upload the information from our current paper registers to the DispexCD platform?**

A: You will need to manually add your team, prescribers, patients & suppliers, but once they're on the system it's much easier than handwriting the information every time, as with paper registers!!

**Q: We have a branch site and we would like to pay to subscribe them to their own CD account, how do we do this?**

A: Once you have set up your main site's account, you can then create a branch account by following the below steps.....

1. head to your settings page in your main account
2. there will be an option to create additional CD cupboards (this will be an additional account, using the same generic dispensary email address you registered with)
3. by default the additional account will have the same address on them as the existing account
4. you then need to contact Oliver and provide the branch's full address, he will then update and link the new account for you email [oliver.staunton@pharmdata.co.uk](mailto:oliver.staunton@pharmdata.co.uk)

**Q: During the monthly process is there a "best time" to swap from a paper register to DispexCD?**

A: The ideal time to transfer is when doing a full balance check, this will reduce the additional time or balances that need to be completed. However, this will not always be appropriate timing, but when you 'close' one register a full balance check should be completed before you open a new one.

**Q: I need to change the main account email address, can I do this myself?**

A: To change your main email address, you need to send your old one and the replacement email, along with your practice address to Oliver : [oliver.staunton@pharmdata.co.uk](mailto:oliver.staunton@pharmdata.co.uk)

**Q: We added a Dispenser, but it seems she hasn't received the welcome email and link to set up her password - what do we do?**

A: If a new user is not receiving an email with their password, then the email address could have been entered incorrectly, or the user was not properly setup. The admin/manager for the main account needs to login and see if the new person shows up on the user list- if not, then the new users hasn't been properly added. In which case start again and add the new user's details. If they are showing, but the email is spelt wrong , then the admin/manager should delete the incorrect user from the settings page and re-add the user with correct email address.

# Fee FAQs

**Q: I'm a current Dispex member, is it true that I'm entitled to a FREE DispexCD account?**

A: Correct, all current Dispex members are entitled to ONE free account, for as long as your membership is active. If you have branch site they will need to subscribe to an annual **DispexCD subscription** (£216+vat). Please add your branch to the platform first, your branch subscription invoice will follow.

**Q: I'm currently a NON-Dispex member can I still register?**

A: Non-members are entitled to a FREE 3 month trial, please [click here](#) to register. Please also ensure you read our **DispexCD T&Cs**. **PLEASE NOTE: During the initial registration your dispensary you MUST use a generic dispensary/practice email address, you add ALL users after!**

Before your trial date ends you will need to confirm whether you intend to join Dispex for £350+vat in order to receive the register as part of your package. or sign up to only the annual DispexCD subscription for £216+vat.

**Q: I'm a DDA member am I entitled to a discount?**

A: Unfortunately, DDA members do not receive discount on the DispexCD platform. One FOC DispexCD account is included for Dispex members ONLY (annual Dispex membership fee £350+vat). Or you can subscribe to the DispexCD platform on its own for £216+vat (annual fee per site).

**Q: Is DispexCD suitable for practices in Northern Ireland?**

A: Yes, it is suitable for practices based in Northern Ireland. The price for NI is the same as above.

**Q: What happens if I cancel my DispexCD subscription or do not renew my Dispex membership?**

A: NO refund will be made for a cancellation part way through an annual DispexCD subscription and your online account will remain active until the end of the 12 month period. If you decide not to renew your Dispex membership or DispexCD subscription, your account history will remain accessible (downloadable registers), but you won't be able to make any future changes/entries etc, unless you renew your membership.

# Technical FAQs

**Q: Does DispexCD use cloud based technology and if so where is it stored?**

A: Yes, it is a cloud based technology. This means that there isn't a single point of failure and that the data is securely backed up in the unlikely event of a technical fault. The data is stored in our secure data centre in London.

**Q: How long will the data be held and how will it be destroyed?**

A: As we're a data processor, we don't decide how long the data is retained for nor will we delete it unless requested to by the owner. We can securely destroy data at the written request of the dispensary. In such cases the electronic data is deleted from the server and backups. We don't store any data in physical form e.g. print outs or removable media such as USB drives.

**Q: Can you please explain the data flow? When data is entered onto your electronic DispexCD register, does it go directly to your data centre?**

A: The data is encrypted whilst sent, and is encrypted at rest in our database. We don't use any third party data processors for the patient data.

**Q: Will anyone else other than our practice staff have access to our data?**

A: The patient data is encrypted; only the dispensary staff are able to view the unencrypted data by logging in to their account through the website.

**Q: Does our data ever leave the UK?**

A: We don't move any data out of the UK to any third parties.

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# Technical FAQs

**Q: My practice manager wants to know more about how you/we protect patient's data?**

A: The below link is the continued compliance standards expected by the NHS for organisations which process patient data. We are currently up to date and meeting the standards for an organisation of our type. NHS DSP Toolkit website: <https://www.dsptoolkit.nhs.uk/OrganisationSearch/8KN48>

**Q: Is the site safe and secure?**

A: The platform offers multiple layers of security and encryption, plus daily backups to ensure your patient data is protected.

**Q: I wonder if you have a Data Protection Impact Assessment that you are able to send me? I know that our DPO will ask to see it when he visits.**

A: Previously research has been carried out and there is no absolute need to have a DPIA, as the CD register fulfils the Data privacy criteria. It is not a NEW technology, such as iris recognition or fingerprint recognition, and as such would not need a separate DPIA. If a DPIA is required by the practice, you can get an example off the ICO website.

**Q: Is the platform compliant?**

A: Yes, DispexCD is fully compliant. Unlike some other online CD registers, DispexCD is fully legally compliant and supports NICE best practice for the management of controlled drugs.

Ace your next inspection with DispexCD in your dispensary.

**Q: Do we need to book an online slot for one of your engineers to install the software on our dispensary PCs?**

A: No, there is nothing to install! DispexCD runs on your computer's existing browser, so you can save space and eliminate the need for paper CD registers. You can **register online** and get started in minutes, using the computers in your dispensary, or a tablet or smartphone. Our online **installation guide** will allow you to make a quick and painless transition to DispexCD from paper registers or other online CD registers.

# “How to” FAQs

Q: How do we remove prescribers from our list?

A: You can deactivate them by clicking "menu" at the top of the page, and then "prescribers". From the prescribers page, you can search for and activate or deactivate prescribers.

Q: How do we print the balance check once it's done or save it as a backup?

A: There is a button to print the balance check checklist from the bottom of the balance check popup. This allows you to use the printout to do the actual physical balance check, so that someone else can use the computer to do other work they need to do, especially if the computer is not close to the CD cupboard. Then, once the physical balance check is complete, you can go back to DispexCD and press all the "confirm" buttons to mark all the balance checks as complete. Secondly, at the bottom of each register page is a button to "download PDF". The PDF file can then be printed if required.

Q: How do we deal with double entries?

A: The recommend solution when a double entry has been made, is to use the "void entry" functionality. This marks the erroneous entry as "voided" (highlights it in a different colour) and automatically recalculates the correct balance. Avoiding the potential error of miscalculating the new balance manually. Please watch this [video](#) for further details.

Q: How do we add expiry dates?

A: Expiry dates can be added during the balance check stage (not during booking- in). It is only the expiry dates of the pack(s) expiring soonest which can be added, not all packs.

Q: How do we record destruction witnesses, such as external Controlled Drugs Officers?

A: There is a specific mode for destruction, called "CCG destruction", each external witness can register to your platform, so their contact details can be recorded on your system. There is an online SOP called [Recording a destruction of schedule 2 CDs in the presence of an authorised witness](#)

# “How to” FAQs

Q: Is there a section on DispexCD to record fridge temps please?

A: Sorry, we don't have anything available at the moment.

Q: We run a delivery service, if we have sent out a CD, but the patient is not in, how do we enter it back into the register?

A: There are a couple of ways to resolve this;

One is to "book in" the stock, set up the delivery driver as a "supplier" and leave the invoice number field blank (it is not a requirement).

Alternatively, the dispensary can click on the existing entry and press the "void" button at the bottom of the screen. As the reason, they can enter something about "a failed delivery attempt". This will void the entry for the delivery, putting the medication back into stock and updating the balance.

Q: Can we record batch numbers on DispexCD?

A: Unfortunately, there is no functionality to record batch numbers when supplying medicine and prices are not able to be added to the system.

Q: Can using a digital register help reduce errors?

A: By eliminating calculation errors and misread handwriting, dispensaries using DispexCD have fewer CD discrepancies and errors.

Q: Can using a digital register really save time?

A: By bringing more efficiency to your dispensing process, it means you can potentially save hours per month on this simple to use & time optimised system.



[REGISTER NOW](#)



# Further FAQs

**Q: Do you know the CQC's position on electronic CD registers?**

A: It appears that they don't have a particular viewpoint on the topic. The closest relevant guidance for DispexCD that we've found is [here](#). Where it outlines best practice policies for GPs for CD record keeping. DispexCD supports all of the recommend functionality for record keeping such as running balances and discrepancy logging.

**Q: Our branch site does not have its own generic @nhs email address, what can we do?**

A: Sites can now have more than one account registered to an email address. Once you have set up your main site's account, you can then create a branch account by following the below steps.....

1. head to your settings page in your main account
2. there will be an option to create additional CD cupboards (this will be an additional account, using the same generic dispensary email address you registered with)
3. by default the additional account will have the same address on them as the existing account
4. you then need to contact Oliver and provide the branch's full address, he will then update and link the new account for you email [oliver.staunton@pharmdata.co.uk](mailto:oliver.staunton@pharmdata.co.uk)

**Q: A member of staff has left our practice, can we block them from the platform?**

A: You can deactivate users by clicking "menu" at the top of the page, and then "users". From this page, you can search for and activate or deactivate prescribers. The "main" dispensary account/ login details shouldn't be known by individual staff; if the staff member has left the practice and the practice is worried that the individual might still have access, then they can change the dispensary password from the settings page when logged in to the registers with a manager account.

**Q: Is the system user-friendly?**

A: Its fast, simple and convenient! Designed by pharmacists, DispexCD is simple to use for all your staff members, and optimised to be as time-efficient as possible.

Save hours per month versus paper registers.

# Further FAQs

Q: We have accidentally double-clicked when booking out a patient's medication, our register's balance is now wrong and is showing zero stock. What is the correct procedure for dealing with a duplication ?

A: The recommend solution for if a double entry has been made, is to use the "void entry" functionality. This marks the erroneous entry as "voided" (highlights it in a different colour) and automatically recalculates the correct balance (avoiding the potential error of miscalculating the new balance manually).

There is a short video on this at <https://www.youtube.com/watch?v=AQaTKBRIQXA>



## HAPPY CUSTOMERS

"We've been using DispexCD for several months' now, we'll never go back to paper. Shouldn't have waited so long to go electronic".

DISPENSARY MANAGER IN LINCOLN

"The registers have been a great success with the staff".

PRACTICE MANAGER IN NORFOLK

"We had our CQC inspection today, the inspector was impressed that we have moved over to the Dispex online registers".

DISPENSARY MANAGER IN KENT

"We've started using the electronic CD register. Can't believe it's that easy- thank you so much".

DISPENSER IN KETTERING

**FREE FOR MEMBERS:** register [here](#)

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