Updated May 2022

PSNC Briefing 15C/22: Using the Data Security and Protection Toolkit's parent org batch submission feature: step-by-step guide

This briefing helps community pharmacy contractors with **three or more pharmacies** use the **NHS Parent Organisation Code (POC)** batch submission feature for their Data Security and Protection Toolkit ('Toolkit') submission. The Toolkit POC batch submission feature enables one 'submission' for all the pharmacies 'linked' to that POC.

We recommend preparing early so that you benefit from using this feature later. If you have not used the DSPTK POC feature before, you may need to make a helpdesk request to turn on the feature.

This briefing is divided into four stages. *Stages 1-3* should be completed as soon as possible, whereas *Stage 4* should be completed after completion of the first three stages and once you have begun to update your Toolkit and to fill-in the new and changed questions.

Stage 1: Assess whether the POC batch feature will be useful

Those contractors with three or more branches will find the feature the most beneficial. However, you may still consider using this feature even if you have only two or three premises. Contractors should only use the POC batch submission function if their responses apply to every branch selected and the individual completing the master submission coordinates the standards being met at each of the premises. If one or more of your branches has different policies, software etc. then you should complete a separate assessment for each and assign a person responsible for each premise.

Stage 2: Use the ODS portal to check the pharmacies linked to your POC code

Every pharmacy branch has an **Organisation Data Service (ODS) code**, and a POC provided by NHS Digital's Organisation Data Service (ODS) team. One way to check whether all your pharmacies are associated with your pharmacy organisation POC: is to use NHS Digital's ODS portal (see below):

1. Navigate to the **ODS portal organisation search**. This enables you to search for pharmacies and the relevant information like ODS and POCs (e.g., looking up by postcode). Click on the 'Organisation Search'.
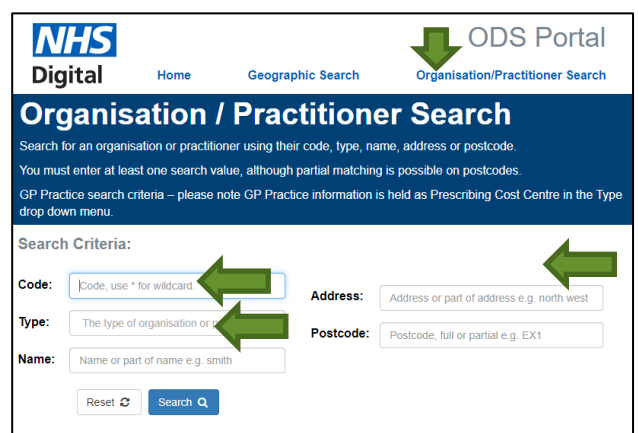
2. Search by either typing in an ODS code in the 'Code' field or using one of the other fields to enter data about one of the pharmacies you own or work at and click the 'Search' button. Select the correct pharmacy from the list. Under the 'Parent' section there should be a code starting with 'P'. Click on that to open the details for your Headquarters.

Organisation / Practitioner Search

Showing details for Pharmacy Headquarter Joe Bloggs

Pharmacy Headquarter Joe Bloggs (PXXX)

Opened: 01/01/2001

Address: High Street

Include Historically Linked

PHARMACY ⌄

3. Information associated with that POC is displayed including a section for 'Pharmacy' list. The pharmacies may be 'hidden' but you can click on the downward facing (⌄) arrow to 'unhide' the linked pharmacies as per the image on the right:

4. Pharmacy contractors with many premises may alternatively find it easier to reconcile by following the further steps within stage 3 (in which the DSPTK Toolkit portal POC 'headquarter' section enables the spreadsheet (CSV file) export option).

Stage 3: Preparing for and using the Toolkit POC features and re-checking those pharmacies linked with your POC

1. The ODS code should let you check which pharmacies are linked to your POC (covered by 'Stage 2' above). Alternatively, you can check this using the Toolkit. You need to login to the Toolkit to use POC features. To **Log in to the Toolkit portal** visit the **Toolkit home webpage** and login using the same details (email address and password) that you used last year.
   Note: If you have forgotten your password, use the password reset option. If you are a new contractor who owns/is employed by a pharmacy that opened this year, then register to receive new login details by using the 'Register' option at the top right of the Toolkit webpage.

2. **Visit the 'Assessment' webpage of your account**. You may arrive at the 'Assessment' webpage immediately after you login; you can also reach the webpage by clicking the 'Assessment' menu option.

Test pharmacy HQ   Change organisation

Assessment   Report an Incident   Admin ▾

3. **Check whether the POC ' batch feature is enabled for you yet**. If it is, then you should see 'Headquarters Assessment' at the top of the page as per the image below:

Test pharmacy HQ   Change organisation   Organisat

Assessment   Report an Incident   Admin ▾

Headquarters Assessment

Data Security and Protection Standards for health and care (opens in a new tab) sets out the National Data Guardian's (NDG) data security standards. Completing this Toolkit self-assessment, by providing evidence and judging whether you meet the assertions, will
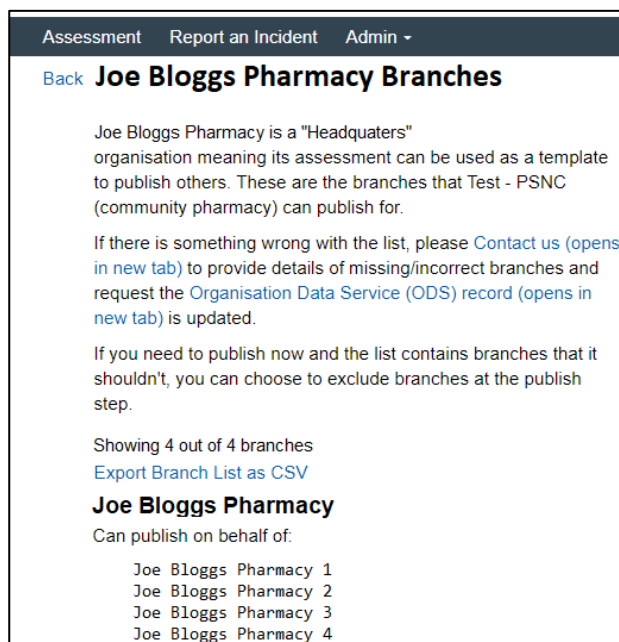
Progr
Progress

You can also confirm that this is enabled by checking whether the 'View branches' option is visible'. This option appears at the far-right hand side of the screen under the 'Publish' heading, as per the image below:
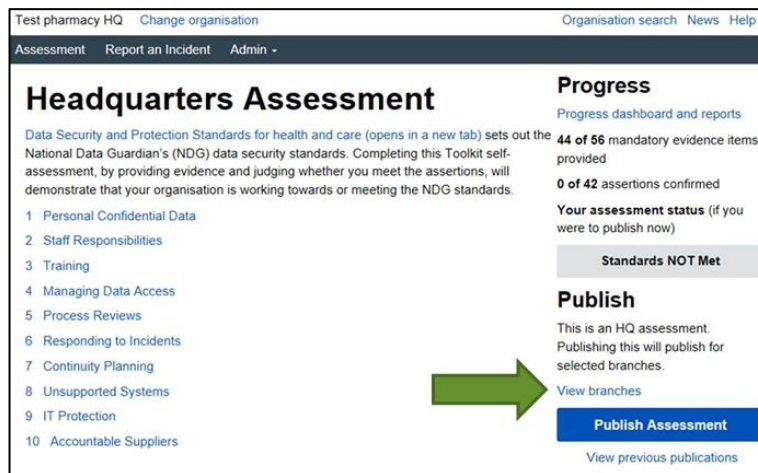
Note: If you have confirmed that the POC feature has not yet been enabled but you want to use this

feature, then you can request that the feature be enabled by contacting the Exeter helpdesk (the necessary contact details are included at the bottom of this briefing). You can do so ahead of the Toolkit deadline via email (this must be from the same address that you used for your Toolkit login). Within your email include: your pharmacy name, your ODS code(s), your POC, your name, your phone number, your position and a request to 'Please switch on POC HQ functionality'.

4. **After the POC functionality is switched on, you can click onto 'View branches'.** This appears at the far-right hand side of the screen under 'Publish' (see image on the top right of this page).

5. **View the list of pharmacy branches on the screen** (see image on the right).

6. **Assess whether your branch list is now accurate.**
   This is a priority step and should be done as soon as possible.
   Note: You may also use the 'Export Branch list as CSV' option to download the list into a spreadsheet (which can be opened within Microsoft's Excel, or an alternative spreadsheet program such as free-to-use OpenOffice spreadsheet software) that includes both the ODS code and the pharmacy name.
   You can compare the Toolkit spreadsheet list with your records of pharmacy names and their ODS codes. You can do this more than once during the year, if required e.g., if some branches have changed ODS code following changes.[1]

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[1] **Note about the ODS reconciliation exercise for larger pharmacy contractors with many pharmacies or contractors with branches that changed ODS codes**: This reconciliation exercise may be re-performed more than once if necessary (e.g., every few months or after there has been an ODS code change at one or more of your branches) and you may choose to also perform the task closer to the time of when you plan your final DSPTK submission. Note that ODS changes

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You may also check the **ODS portal** (see page 1), because this allows search of ODS and POCs and shows which pharmacies are associated with your POC. Pharmacy organisations with many premises may benefit from logging into the pharmacy POC pages and using the CSV export option mentioned above.

7.   **You can return to the DSPTK Organisation Profile webpage if needed**.
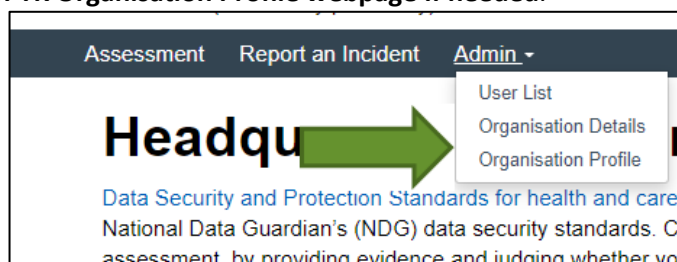

Stage 4: Step-by-step POC batch process to complete when completing the Toolkit

This briefing should be used alongside the upcoming Toolkit question-by-question 2021/22 guidance document (**psnc.org.uk/ds**). You should complete and 'publish' your Toolkit submission no later than **30th June 2022.** You may publish more than once before the deadline (this is explained further below).

1.   **Use PSNC's question-by-question guidance, to gradually work through the Toolkit questions within your 'master submission'.** The questions are within the 'Assessment' section. You do not have to complete all the questions in one sitting, rather you can complete them over a period of weeks or months. The 'Progress' box seen on the right of the Assessment sub-page tallies mandatory evidence items (questions) and assertions (information submitted into a question), as you work your way through the questions. Your total confirmed assertions may be lower than the overall number seen (e.g. within image: '20 of 36' is stated), even after you have completed all that is necessary.[2]
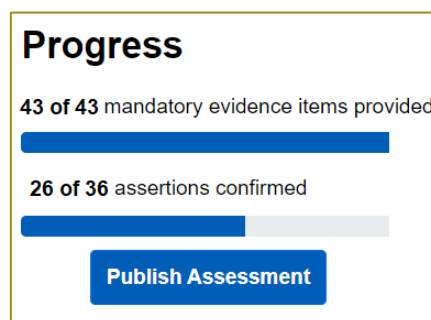
2.   **Determine when you will be ready to publish for some or all your pharmacies for the first time in the year**: Once you have sufficiently populated the Toolkit, 'Standards Met' should appear on the right-hand side (see image on right) and, when ready, you may move to the next steps.

3.   **Prepare to publish your DSPTK submission for the first time this year**: Once you are ready, click 'Publish'. This will move you towards the pharmacy selection screen.

4.   **Select which pharmacy branches you currently wish to publish for**. You can publish more than once after completing the Toolkit questions because the assessment is a "living" document which can be updated when

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close to the submission time may not be incorporated within time into the Toolkit's 'POC'. If any of your branches have recently gone through the ODS change process note that the ODS change process can take a minimum of one calendar month to complete. Read more at PSNC's **ODS change checklist**. The Exeter helpdesk can be contacted but the Exeter helpdesk and the 'POCs' databases rely on the data from the NHS Digital ODS team who in turn rely on others such as Primary Care Support England (PCSE), NHSBSA and the NHS Digital ODS department to process the ODS change within the usual timescales. PSNC is working with others to further streamline the processes involved with ODS changes.

[2] E.g., This could occur if you declare that the Community pharmacy GDPR Workbook was used and therefore some questions will be marked auto completed without you needing to enter text into those questions..

there is a change to the relevant information during the year. For your first publishing, you can select which pharmacy branches you wish to publish for e.g., all of them or only some of them. If a 'select all' option is available, then make use of that as needed or click and unclick on specific branches to make your selection. *Note i*: Some small pharmacy chains prefer a batch submission for most pharmacies, but for certain branches to complete their own submission. This is allowed.
Note ii: Consider if there is an ODS code change occurring close to the time of your final submission.[3]

5. **Publishing again is an option available (before the deadline) but is not required**: There is a requirement to make at least one submission each annual toolkit submission period for each pharmacy branch, but you may choose to publish again e.g., if new information is entered into one of the questions, or you wish to make a separate submission for a different premises. Each time that you publish you will need to make your pharmacy branch selection. Once you are satisfied with your final submission(s), your use of the batch feature is completed for the year.

Further support and information

Read more at: **psnc.org.uk/dsptk** including the **Five steps for completing the Tookit** and **Question-by-question guidance**.

About the Exeter Helpdesk technical support: Technical requests may be made by email to **exeter.helpdesk@nhs.net** or tel: 0300 303 4034. The Exeter helpdesk explain on their website: "*We deal with calls in order of receipt and respond as quickly as we can. Occasionally, during exceptionally busy periods, it can take longer for us to respond. Unless your call is particularly urgent, please wait for 5 days before escalating.*" The helpdesk receives most of its calls in the last few weeks of the financial year, so it is helpful to complete your assessment (and raise any helpdesk calls) as early as possible. The Exeter helpdesk does not have the ability to instantly link or unlink pharmacies because it uses centralised NHS information such as that flowing from NHS Digital's ODS team and Primary Care Support England (PCSE) – particularly following a change such as ownership.

Note: The Exeter helpdesk reference having a 'self-service portal', but this is hosted on what is known as the 'nww' network area of the internet, which generally will not be accessible to pharmacy contractors because it will not have been white-listed by IT support bodies.

If you have queries on this PSNC Briefing or the topic, please contact Daniel Ah-Thion, IT Policy Manager.

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[3] If there has been a recent ODS change at one of your branches, and this is unlikely to be processed in time for your final master submission, you may decide that it is appropriate to submit a separate DSPTK submission for certain premises. If the branch list is not fully accurate, contractors may still publish the toolkit for the branches which are correct, and then there will be an option to publish again on a different day once the "missing" branches are added or selected and if those branches become associated with the Toolkit POC within the necessary timeframe.

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