



# PharmOutcomes

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# PharmOutcomes service description

PharmOutcomes is a secure, web-based service management solution that enables commissioners to configure services, providers to record service delivery using structured templates, and authorised users to monitor activity, outcomes, claims and reporting.

## Product overview

PharmOutcomes was originally developed for community pharmacy and is also available through related branded variants, including OcularOutcomes, where the same core service management capability is used in other healthcare provider settings. References to PharmOutcomes in this document apply to those related variants where the same service capability is deployed. The platform supports locally commissioned, regional and national services. Commissioners can create, adapt and manage service templates; providers can use those templates while patient facing; and commissioners can access real-time service audit and reporting outputs. Services can be made available only to accredited providers and authorised users.

## Services available

- Core PharmOutcomes web-based service management system.
- Configurable service templates for local and regional commissioned services.
- Web-based referral services into PharmOutcomes.
- ITK and BaRS referral services into PharmOutcomes and other compliant solutions.
- Integrations into external systems, including post-consultation notifications and API-based data exchange where agreed.
- Commissioner reporting, audit, provider messaging and claims support.

## Core system

The core system provides an end-to-end platform for managing commissioned service delivery. Commissioners can use a template library or create new service templates to reflect the required service specification, pathway, PGD, SLA, data capture, consent and reporting requirements. Service access can be controlled so that only accredited providers can record activity for a specific service.

Providers use the resulting on-screen templates while delivering services to patients. The templates guide users through the required data capture and workflow, including questions, prompts, consents and outcome recording defined by the commissioner or service specification. Saved records form part of the provider's professional service record and can feed commissioner audit and reporting outputs.

# Referral services

PharmOutcomes supports referral-led service delivery where information is received from NHS, healthcare provider or other agreed referral sources. Referral capability can be delivered through web-based referrer portals, ITK or BaRS referral messaging, and other agreed interoperability patterns depending on the sender, service model and integration requirements.

Referral services can support community pharmacy and other provider workflows, including services where referrals originate from NHS 111, hospitals, GP practices, urgent care, clinical assessment services or other approved referrers. The platform can accept standard and non-standard data structures where appropriately scoped and agreed.

## External integrations

PharmOutcomes can be configured to exchange information with external systems where there is an agreed service requirement, appropriate governance and a supported technical pattern. This can include receiving referrals, sending post-consultation notifications, making API calls on save, and populating third-party systems such as local health and care record environments where appropriate agreements are in place.

Integration requirements are scoped with the customer and technical teams. Supported patterns may include HL7, CDA, FHIR, MESH, API-based exchange and other NHS or healthcare interoperability approaches where suitable for the service use case.

## Key features

- Real-time reporting and service audit outputs.
- Flexible template design for bespoke commissioned services.
- Provider accreditation and role-based permission profiles.
- Automatic service claims support based on commissioner-defined funding rules.
- Secure commissioner-to-provider messaging with read receipt and action tracking where configured.
- Referral receipt, management and onward workflow support.
- Interoperability with external systems where agreed and technically supported.

## Benefits

- Commissioners can configure services to meet local, regional or national requirements without commissioning a separate system for each service.
- Providers receive a guided workflow that supports consistent data capture while delivering care.
- Commissioners can access real-time activity, outcome and performance information.
- Service data can support reporting, post-payment validation, claims and invoicing processes.

- Access controls and accreditation help ensure users only see the services and records appropriate to their role and organisation.
- Referral and integration capability supports safer transfer of information between healthcare organisations.
- The same core platform can support community pharmacy, optometry and broader provider service models through branded variants.

## Use cases

| Area                                  | Description                                                                                                                        |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <b>Commissioned pharmacy services</b> | Configure, deliver, monitor and report local, regional and national community pharmacy services.                                   |
| <b>Referral management</b>            | Receive referrals from agreed healthcare sources and make the information available to the provider workflow.                      |
| <b>Claims and invoicing support</b>   | Use captured service activity and commissioner-defined funding rules to support claims, payment validation and invoicing.          |
| <b>Commissioner reporting</b>         | Provide authorised commissioners with dashboards, reports and exports across providers, services and time periods.                 |
| <b>Provider communications</b>        | Send secure messages and actions to provider sites, with read receipt visibility where configured.                                 |
| <b>External integrations</b>          | Exchange service information with other healthcare systems where a supported interoperability pattern and governance basis exists. |

## Implementation onboarding and training

Implementation is managed with the customer or commissioner to confirm the service scope, provider population, user access model, template configuration, reporting outputs, claims rules and any integration needs. Launch support can include remote or in-person training, service design support, user guidance and supporting materials according to customer requirements. Provider onboarding includes the required organisation setup, service activation and user permissions. Service documentation can be provided in PDF or other agreed formats, and additional professional services support can be scoped where customers need help with service design, template build, reporting or integrations.

## Security and information governance

PharmOutcomes is designed for the secure capture and processing of personal and special category health data. Access is controlled through authentication, role-based permissions, provider accreditation and service-specific access controls. Commissioners can be restricted to anonymised or aggregated information where identifiable information is not required or where explicit consent has not been captured.

The system supports auditability of user access, service provisions and key system events. Data is protected in transit using TLS and operational security is managed through EMIS/Enlivio information security, governance, change management, vulnerability management, incident management and monitoring processes.

The service aligns to NHS information governance expectations and organisational assurance processes, including ISO 27001-aligned security management, Cyber Essentials Plus, penetration testing and the Data Security and Protection Toolkit.

## Data importing exporting and reporting

Authorised users can access reports and data extracts through the user interface according to their permissions. Reporting can include real-time dashboards, regular reports, reports on request and exportable datasets such as CSV where configured for the service.

## Availability and resilience

PharmOutcomes is delivered as a hosted SaaS service, so customers do not need to maintain local application infrastructure. Availability, backup, monitoring, resilience and recovery arrangements are managed centrally through EMIS/Enlivio operational processes and NHS-aligned assurance governance.

## Customer support

Customer support is provided through established EMIS/Enlivio support and service management channels. Support can include issue triage, incident management, operational guidance, service configuration support and engagement with product, professional services and technical teams where required.

## Product strategy and future direction

The roadmap is focused on modernising commissioned pharmacy service delivery, improving user experience, strengthening NHS integrations, supporting national service assurance and simplifying operational processes for providers, commissioners and finance teams. Future development is expected to continue improving onboarding, service configuration, referral handling, reporting, billing support and EXP-based workflows while maintaining continuity for services still delivered through existing PharmOutcomes capability.

## Pricing

Pricing information is not included in this service description. Pricing is provided separately through the relevant G-Cloud pricing document and marketplace listing materials.