



# User Guide

## **VISTA Pathways Guide**



**ECLIPSE**

VistaGuide-12072023-TR

# VISTA Pathways

**Dr Julian Brown**

Clinical Lead

**Paul Taylor**

Eclipse Training Lead

Email:

paul@prescribingservices.org

Helpline: **01553 615555**

support@prescribingservices.org

www.nhspathways.org

**Prescribing Services Ltd**

Norfolk Clinical Park

Buxton, Norwich

Norfolk

England

NR10 5RH

**Company No:** 05913240

**Data Protection Registration Number:** Z2536678



NHS Digital Assurance with FRA certification  
NHS England Section 251 Accredited





© 2020

Except as provided by the Copyright Designs and Patents Act 1988, no part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

VIST/NAT/120723/TR

# ECLIPSE RADAR National Impact Assessment

April 2023

Cohorts <sup>1</sup>		Number of Patients	Number of Practices
	<b>Group 1</b> Top quartile of practices with the lowest number of unreviewed RADAR red alerts per 1000 patients	4,631,319	664
	<b>Group 2</b> Second best quartile of practices with the lower number of unreviewed RADAR red alerts per 1000 patients	3,875,176	658
	<b>Group 3</b> Third best quartile of practices with the higher number of unreviewed RADAR red alerts per 1000 patients	3,651,500	652
	<b>Group 4</b> Bottom quartile of practices with the highest number of unreviewed RADAR red alerts per 1000 patients	3,251,891	645

ECLIPSE RADAR500 is a medicines optimisation support tool focused on patient safety through the delivery of actionable insight. This admissions avoidance software system is currently being utilised by over 2500 surgeries across England. During 2023 more than 10 billion safety algorithms were run on the 27 million patients being protected by the system, identifying over 29 million instances of potentially hazardous prescribing.

NHS information (SUS data) from 2023 demonstrates potential associated reduction of up to £42 per patient per year. This saving is associated with practices that maintain the lowest number of unreviewed of ECLIPSE RADAR red alerts.

All Eclipse participating GP Practices have been categorised into one of four groups based on the prevalence of unreviewed RADAR red alerts and associated unplanned secondary care costs.

<sup>1</sup> Fully ECLIPSE activated regions and NHS SUS data flow

<sup>2</sup> Derived from central NHS SUS data feeds

# Contents

Page 05	<b>Section 1 - VISTA Pathways Overview</b>
Page 06	Background
Page 07	VISTA Pathways Benefits
Page 08	<b>Section 2 - VISTA Pathways User Guide</b>
Page 09	NHS Pathways
Page 10	Advice and Guidance (Eclipse Live) Home Page
Page 11	VISTA Pathways Interface
Page 13	VISTA Pathway Indepth Overview Page
Page 14	Relative Performance
Page 15	Safety Alerts
Page 16	Patients
Page 17	Repeat Admissions
Page 18	Priority Patients
Page 19	Action Plans
Page 20	Glossary of Terms
Page 21	<b>Supplementary Information</b>
Page 22	Key Implementation Steps
Page 24	Support

# Section 1

## VISTA Pathways Overview

# Background

Our NHS is very active implementing new clinical pathways, projects and initiatives. However, NHS organisations are far less effective at measuring the impact of these implementations. The VISTA Pathways interface has been specifically designed for ICBs and their GP Practices to enable effective validation of these implementations. It provides NHS organisations with a highly focused and effective population health management tool.

VISTA Pathways brings together a region's Advice & Guidance (Eclipse Live) Primary Care data and their SUS+ Secondary Care utilisation data. The result is a complete validation solution allowing patient cohorts associated with a clinical pathway, project or initiative to be selected and their associated costs to be reviewed and validated.

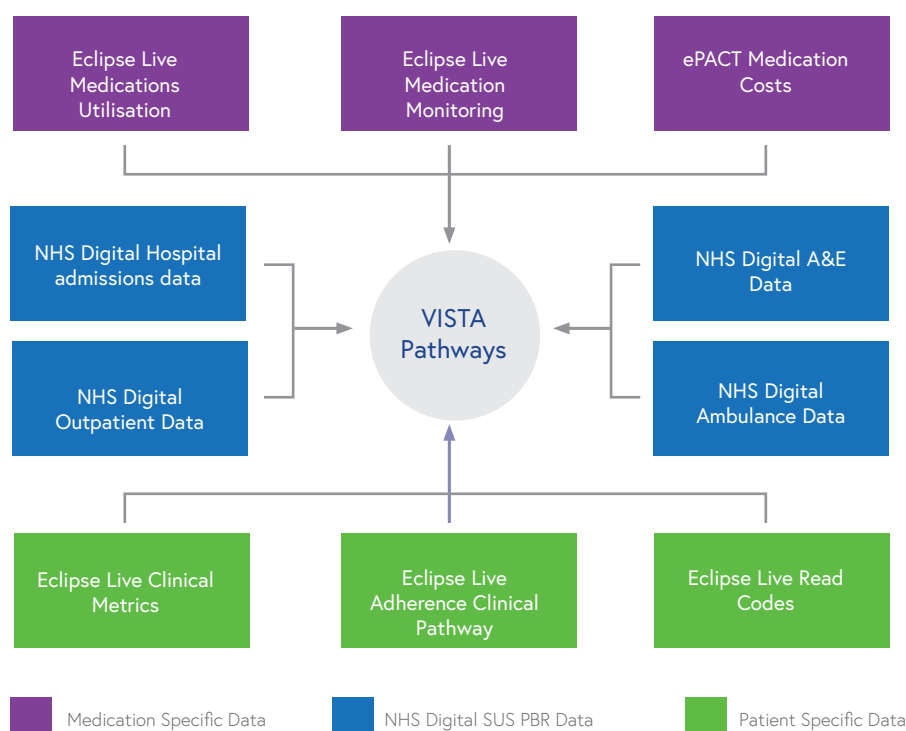
The analytical and validating functionality within VISTA Pathways provides NHS Organisations with a highly effective population segmentation, planning and validation solution.

## Data Analysis

By triangulating the Advice & Guidance (Eclipse Live) Primary Care patient data, national prescribing data and NHS Digital SUS+ data within a secure platform VISTA Pathways enables NHS organisations to:

1. Define any patient cohort.
2. Plan and model any implementations needed for this cohort.
3. Track the adherence to the desired implementation.
4. Validate the full impact of this implementation upon the patient cohort.
5. Evaluate the benefit of continuing the clinical pathway, project or initiative.

## VISTA data integration



Combining the NHS Digital Secondary Care data and the regional Advice & Guidance (Eclipse Live) Primary Care data enables comprehensive population segmentation, planning and outcomes validation.

# VISTA Pathways Benefits

The VISTA Pathways interface enables NHS Organisations to track variability of implementation, target attainment, outcomes and cost per patient for any clinical pathway, project or initiative.

## ICB Benefits

VISTA Pathways enables informed and focused analysis, prioritisation, implementation and validation. This can all be delivered at a regional level whilst ensuring absolute data and patient privacy.

## Practice Benefits

At a GP practice level VISTA Pathways offers unparalleled planning, priority patient identification, implementation and validation capability. Practices benefit from dynamic data insight across any required service implementation and patient cohort. This can be viewed at a Practice population or individual patient level.

1. Instantly identify your priority clinical areas.
2. Focus on outcomes rather than process as a measure of need.
3. Focus on the holistic outcomes of your patients.
4. Formally track and evaluate your projects.
5. Utilise your practice resources efficiently.
6. Review relative performance against your peer organisations.
7. Rapidly access performance and effect positive change.

GP Practices can instantly identify areas where they are outliers, either where they are performing particularly well or areas that require additional focus and activity.



## Section 2

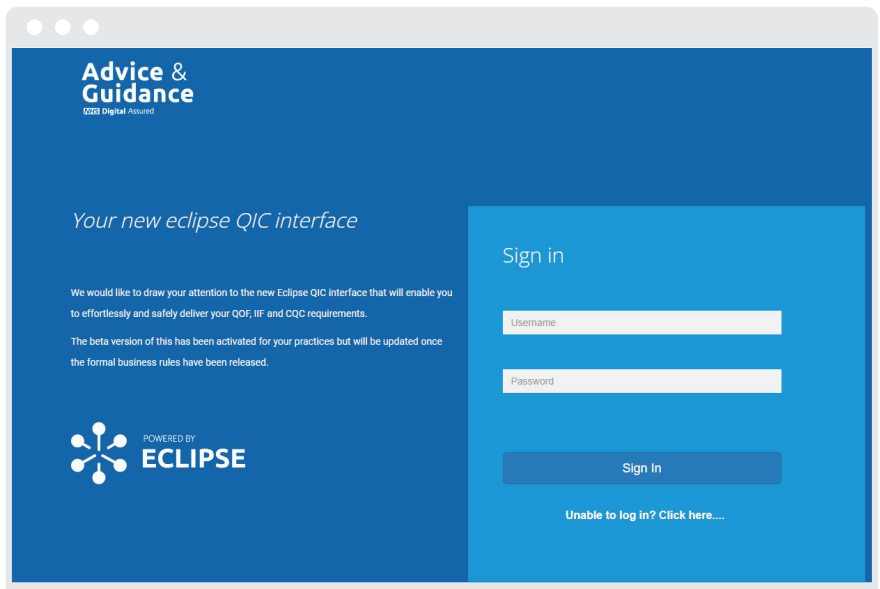
# VISTA Pathways User Guide



# NHS Pathways

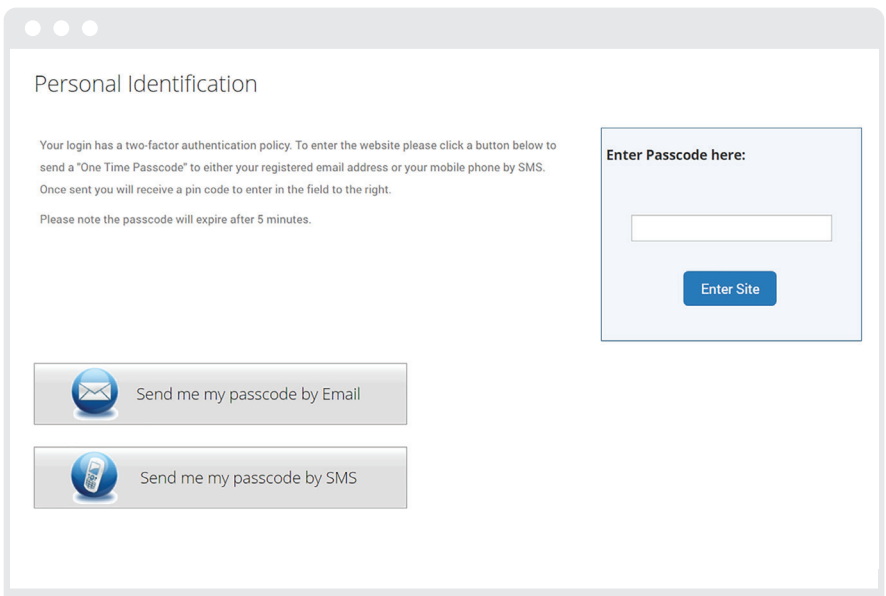
For PID Eclipse is accessed via **<https://secure.nhspathways.org>** when using HSCN/N3.  
For non-PID Eclipse is accessed via **[www.nhspathways.org](http://www.nhspathways.org)**

## LOGGING IN



The screenshot shows a web browser window with the NHS Pathways login interface. The header is blue with the text 'Advice & Guidance' and 'NHS Digital Assured'. Below the header, there is a message: 'Your new eclipse QIC interface'. A paragraph follows: 'We would like to draw your attention to the new Eclipse QIC interface that will enable you to effortlessly and safely deliver your QOF, IIF and CQC requirements. The beta version of this has been activated for your practices but will be updated once the formal business rules have been released.' Below this is a logo for 'POWERED BY ECLIPSE'. On the right side, there is a 'Sign in' section with a 'Username' input field, a 'Password' input field, and a 'Sign In' button. Below the button is a link: 'Unable to log in? Click here....'

Log in with your username and password.



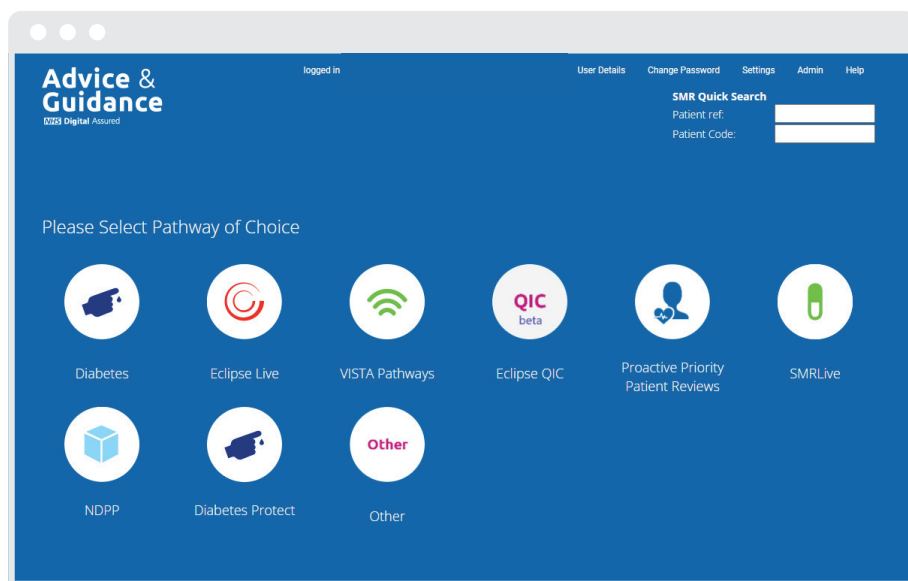
The screenshot shows a web browser window with the NHS Pathways 'Personal Identification' page. The header is 'Personal Identification'. Below it, there is a paragraph: 'Your login has a two-factor authentication policy. To enter the website please click a button below to send a "One Time Passcode" to either your registered email address or your mobile phone by SMS. Once sent you will receive a pin code to enter in the field to the right. Please note the passcode will expire after 5 minutes.' Below this paragraph are two buttons: 'Send me my passcode by Email' and 'Send me my passcode by SMS'. On the right side, there is a box titled 'Enter Passcode here:' with a text input field and an 'Enter Site' button.

NHS Pathways is accessed through the secure Advice & Guidance (Eclipse Live) portal. In addition to being hosted on a secure ISO27001 server, two-factor authentication is required to log in. This simply involves entering an access code that is sent by SMS to your mobile or emailed to your NHS email address.

Please contact our support team if you require assistance - [support@prescribingservices.org](mailto:support@prescribingservices.org)

# Advice and Guidance (Eclipse Live) Home Page

Once logged in the home page will be shown.

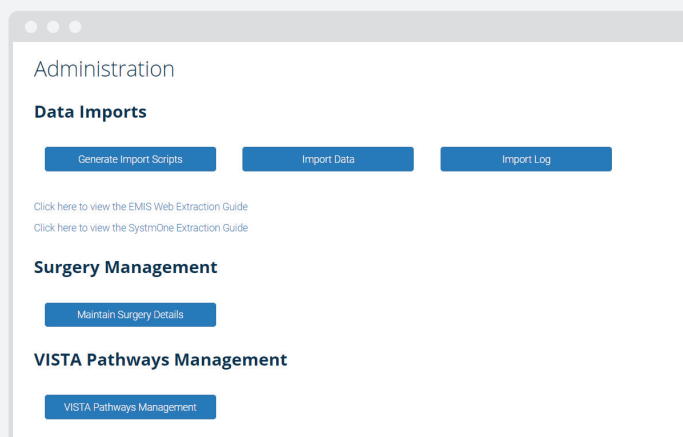


Please select the **VISTA Pathways** icon to access the interface.

The VISTA Pathways interface combines Advice & Guidance (Eclipse Live) Primary Care patient data, national prescribing data and NHS Digital SUS+ data within a secure platform.

## ICB Level Functionality Only

At ICB level each of the VISTA pathways can be individually activated or deactivated for all GP Practises, via the **Admin** button on the NHS Pathways home page. This functionality is not applicable at GP Practice user level.



Population Health Pathway	Prevalence	Alerts	Monitoring	Outcomes	Prescribing Cost 12M	APC 12M	A&E 12M	OP 12M	Total Cost 12M	
COPD <a href="#">Allow ICB Access</a>	5,633 2.0%	5 / 4 35 / 20	45.2% 7,631 / 16,896	77.8% 4,389 / 5,633	£385.34 / pt £2,170,847	0.42 / pt £2,348	0.24 / pt £1,349	2.68 / pt £18,111	£1,173.91 / pt £6,612,609	<a href="#">View</a>
Diabetes <a href="#">Allow ICB Access</a>	15,505 5.4%	11 / 7 137 / 61	79.0% 95,845 / 121,362	77.6% 29,325 / 37,799	£327.89 / pt £5,083,955	0.32 / pt £3,521,380	0.19 / pt £7,017,623	2.50 / pt £18,111	£921.30 / pt £14,284,768	<a href="#">View</a>
Heart Failure <a href="#">Allow ICB Access</a>	2,902 1.0%	5 / 4 11 / 29	62.2% 1,826 / 2,938	32.2% 946 / 2,938	£419.52 / pt £1,211,443	0.62 / pt £3,172,399	0.37 / pt £3,521,380	3.55 / pt £26,391	£1,711.92 / pt £4,967,985	<a href="#">View</a>
Dementia <a href="#">Allow ICB Access</a>	2,236 0.8%	0 / 0 27 / 10	48.6% 1,085 / 2,236	100.0% 2,236 / 2,236	£302.38 / pt £675,111	0.43 / pt £2,079,229	0.43 / pt £46,406	2.55 / pt £5,992	£1,339.44 / pt £2,994,993	<a href="#">View</a>





**VISTA Pathways Management** Navigates to the ICB Pathways selection page.

The **Allow ICB Access** selection activates or deactivates individual VISTA Pathways across your region. Active Pathways are highlighted in green.

# VISTA Pathways Interface

## Background

Individual VISTA Pathways provide a standardised view across the particular pathway incorporating insight into prevalence, the full patient cohort, monitoring status, alerts, priority patients and outcomes. The pathways deliver insight which enables analysis, identification, implementation and validation throughout.

Population Health Pathway	Prevalence	Alerts	Monitoring	APC 12M	A&E 12M	OP 12M	Total Cost 12M	
 Atrial Fibrillation Detect	555 15.1%	5 / 5 20 / 17	0.0% 0/0 1 / 21	0.09 / pt 52 / £200,190 1 / 21	0.16 / pt 90 / £18,131 2 / 21	1.84 / pt 1,019 / £93,876 2 / 21	£562.52 / pt £312,197 2 / 21	<a href="#">View</a>
 Atrial Fibrillation	104 2.8%	1 / 1 4 / 3	96.9% 403/416 1 / 21	0.31 / pt 32 / £107,265 3 / 21	0.54 / pt 56 / £10,679 6 / 21	3.51 / pt 365 / £30,702 6 / 21	£1,429.29 / pt £148,646 8 / 21	<a href="#">View</a>
▼								
 NHS Health Check	1,069 29.1%	0 / 0 3 / 2	12.5% 134/1,069 13 / 21	0.02 / pt 23 / £45,399 1 / 21	0.08 / pt 89 / £15,555 1 / 21	0.79 / pt 847 / £82,959 1 / 21	£134.62 / pt £143,913 1 / 21	<a href="#">View</a>
 Liver Cancer Surveillance	90 2.4%	4 / 4 1 / 0	0.0% 0/90 14 / 21	0.26 / pt 23 / £44,943 7 / 21	0.36 / pt 32 / £5,322 3 / 21	4.37 / pt 393 / £31,082 19 / 21	£903.86 / pt £81,347 12 / 21	<a href="#">View</a>
▼								

**Prevalence:** Number of patients in the pathway cohort and the percentage against total number of patients in the surgery or ICB.

**Alerts:** Number of red and amber radar alerts associated with the patients in the cohort and how many of these have been reviewed.

**Monitoring:** Number of tests associated with the pathway which have been appropriately monitored.

**Outcomes:** Number of tests performed where the result is in range according to guidelines.

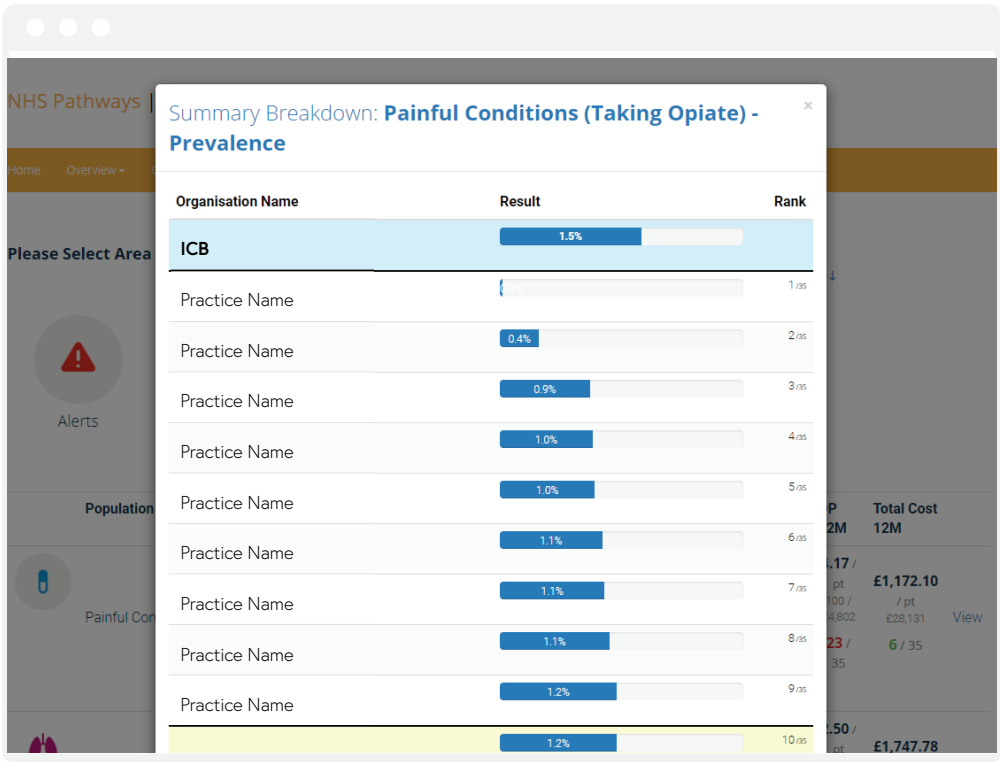
**APC 12M:** Average Admitted Patient Care admissions per patient and overall cost associated with these admissions (last 12 months).

**A&E 12M:** Average A & E admissions per patient and overall cost associated with these admissions (last 12 months).

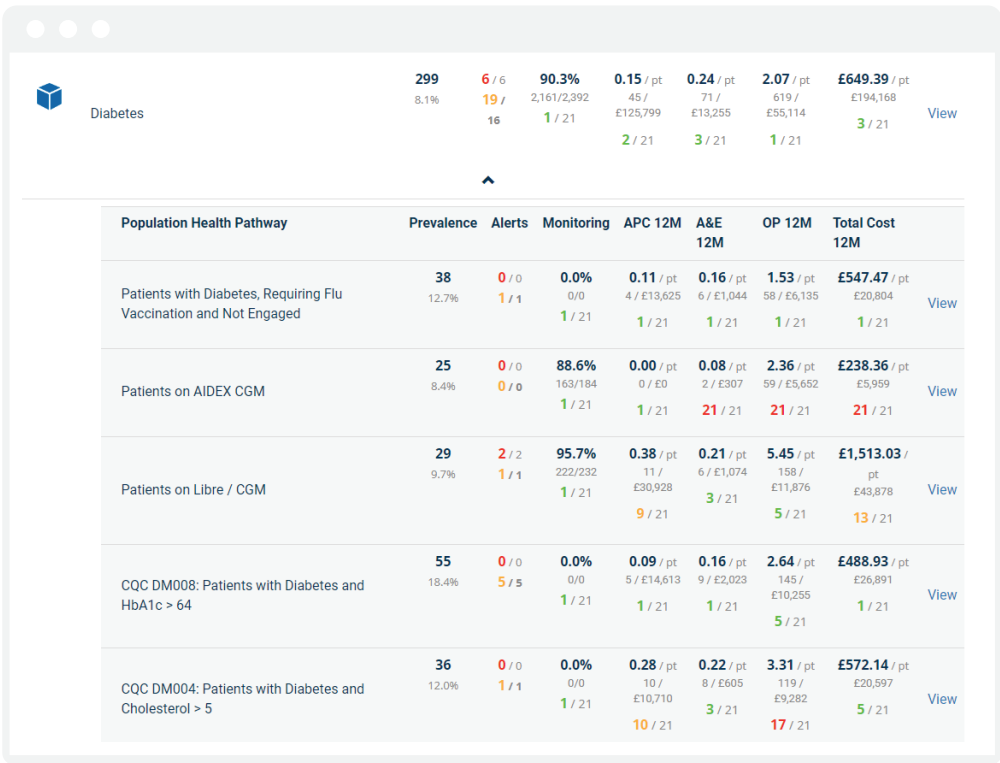
**OP 12M:** Average Outpatient admissions per patient and overall cost associated with these admissions (last 12 months).

**Total Cost 12M:** Total of Prescribing and Admission costs per patient / overall cost (last 12 months).

Each metric can be clicked on to show relative performance charts:



Where applicable Pathways can be expanded to show further defined sub-pathways.

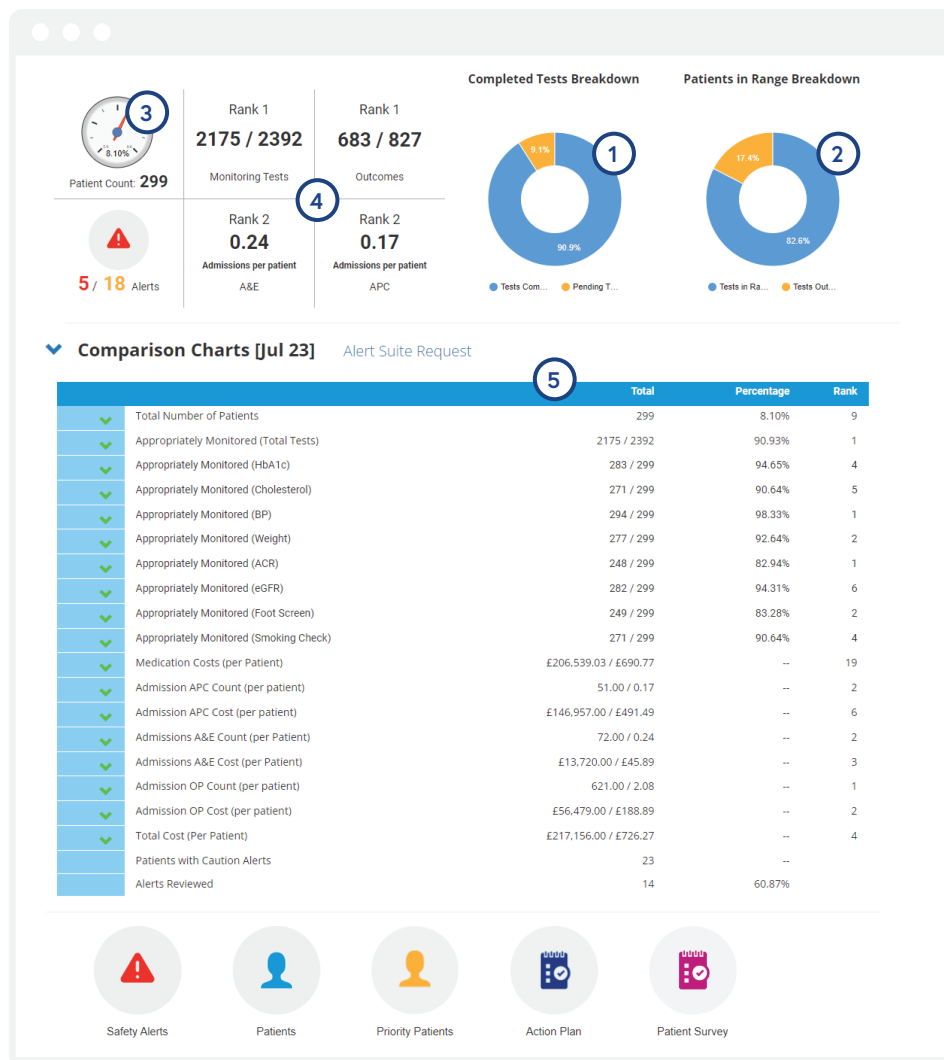


To access each pathway and its full functionality click **View**

# VISTA Pathway Indepth Overview Page

## Background

Having navigated to an individual VISTA Pathways screen end users can access a wealth of insight. This provides both an individual organisation's status and relative performance. Users can complete both pathway patient cohort level analysis, implementation and validation activity and individual patient prioritisation. At a GP Practice level individual patients can be identified. At regional level, with appropriate consent individual patients datasets can be viewed but are not identifiable.

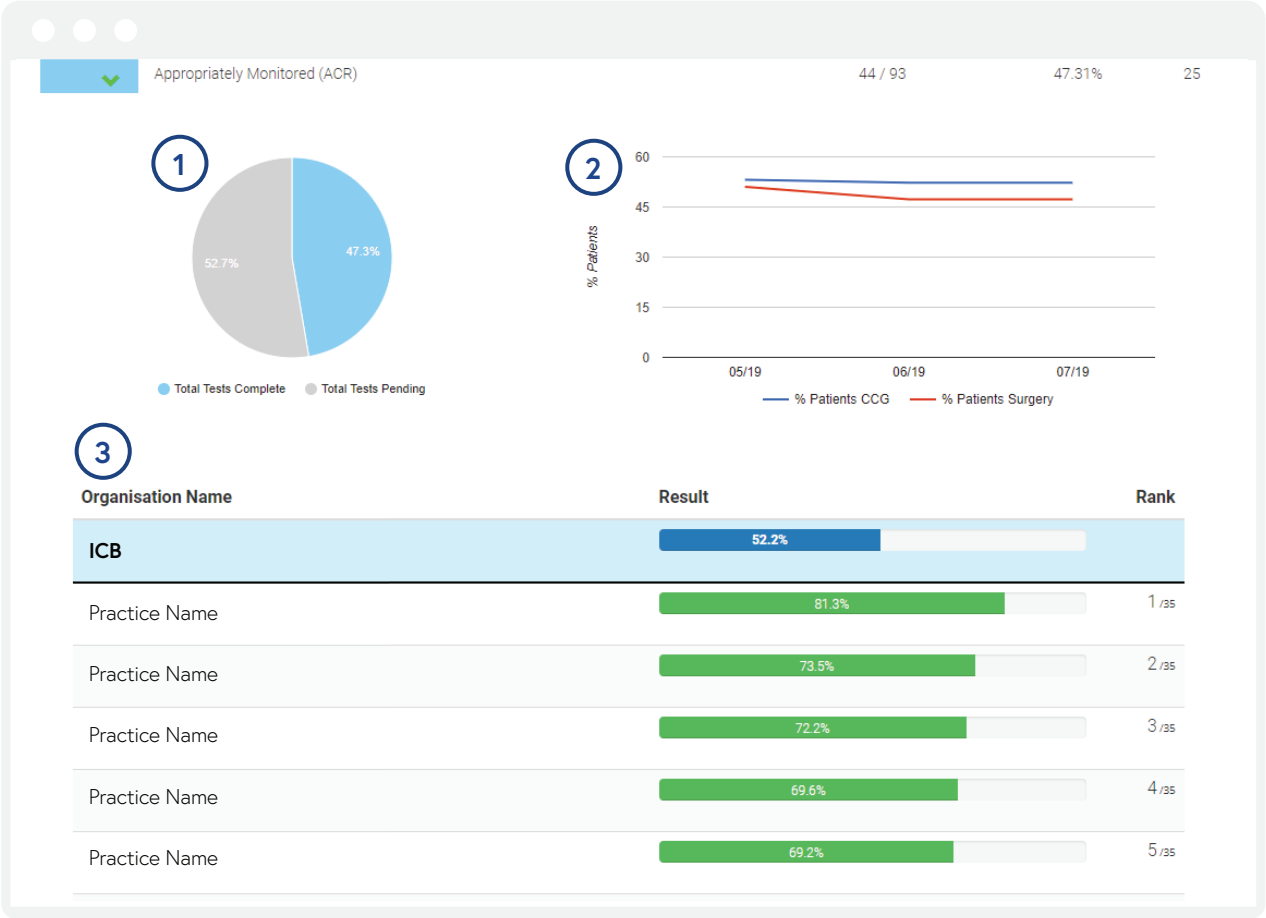


- Completed Tests:** Percentage of tests associated with the pathway which have been appropriately monitored.
- Patients in Range:** Percentage of tests performed where the result is in range according to guidelines.
- Patient Count:** Number of patients in the pathway cohort and the percentage against total number of patients in the surgery or ICB.
- Top Right Grid:** Number of tests appropriately monitored, average cost per patient and average admissions per patient over 12 months. Also includes ranking against other surgeries within the ICB.
- Comparison Charts:** Expandable sections to enable comparison of monitored tests, costs and admission data against other surgeries within the ICB.

# Relative Performance

## Background

Simply knowing how your organisation is performing relative to others can be extremely valuable. Validating areas of strength for your organisation or areas in need of additional focus.



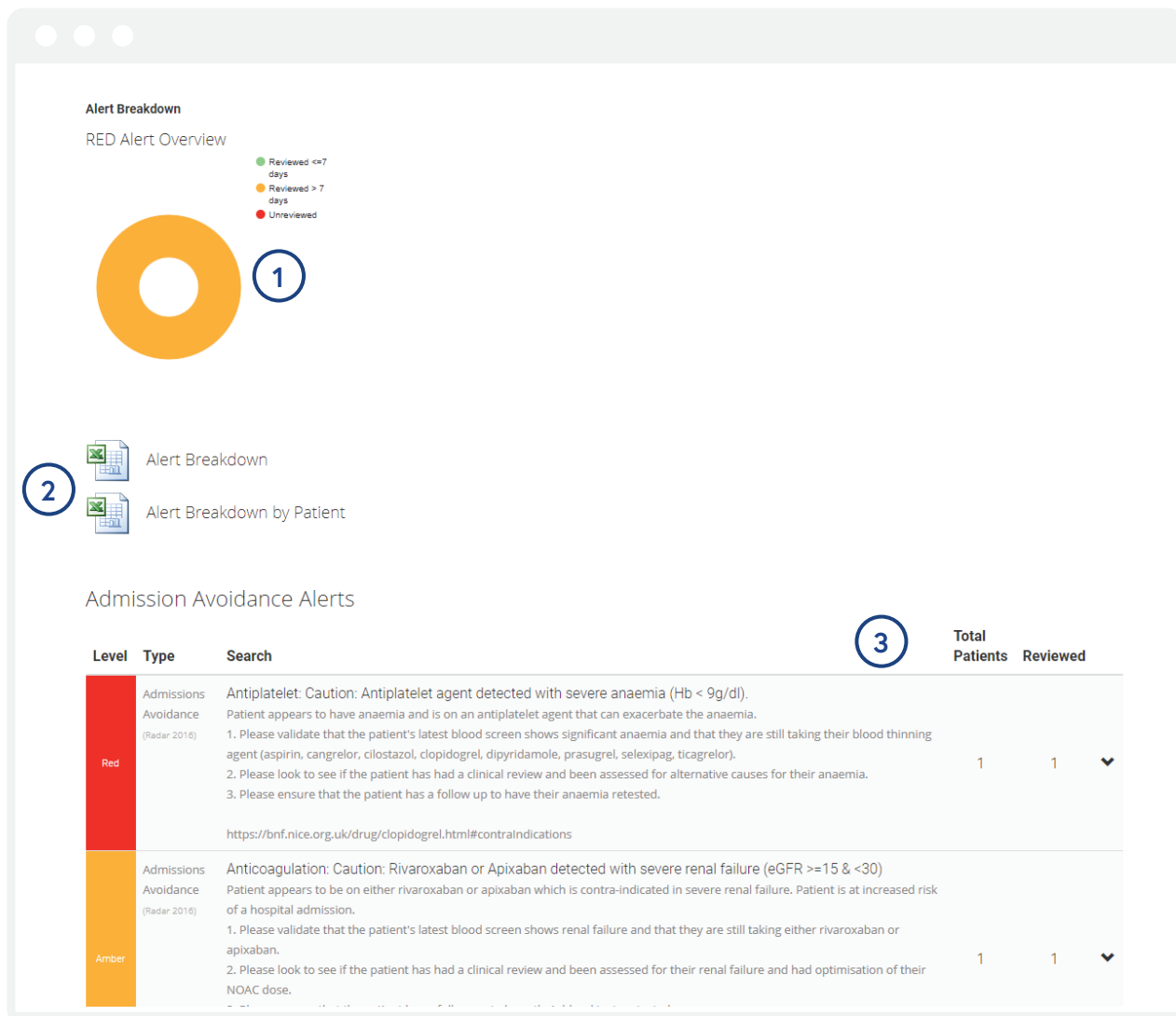
- 1 Performance:** Percentage of tests associated with the pathway which have been appropriately monitored.
- 2 Longitudinal Relative Performance:** Compare your practice to the ICB over time.
- 3 Comparison Charts:** Compare each Practice to each other and the ICB.



# Safety Alerts

## Background

The NHS centrally assured RADAR Admission Avoidance Alerts are dynamically applied to the full patient cohort within each pathway. Identification of the highest risk patients enabling proactive intervention has a significant impact on the overall pathway clinical and cost impact.



1 **Red Alerts Overview:** Pie chart of red admission avoidance alerts reviewed.

2 **Export Alerts:** Export all Alerts into an Excel spreadsheet

3 **Patient Cohort Alerts:** Red and Amber admission avoidance and monitoring radar alerts associated with the patients in the cohort. Can be expanded to see individual patients.



# Patients

## Background

For each pathway the full patient cohort can be accessed with the essential clinical information presented in a clear and simple way. These patient lists can be manipulated to complement the particular clinical priority being reviewed. The lists can also be exported in excel to further complement individual team work flows.

Individual patient profiles can be accessed directly from the patient list to support reviews and implementation activity.

Diabetes

Please be aware this page may take a long time to load.

Filters: None

Core20PLUS5

Export Selected Rows to XLS

Export All Rows to XLS

Smart Review	Ref	Age	Drugs	M/F	Red Alerts	Amber Alerts	SMR Medication Review Complete	Pathway Action Plan	Patient Engagement (pts)	Last Patient Questionnaire	Deprivation Decile	Last Flu Vaccination	Smoker	eFI	BP Sys	BP Dia	eGFR	Cholesterol	HbA1c	Weight (kg)	BMI	ACR	Last Foot Screen Risk	Last Retinal Screen	Last Dietary Review	
<input type="checkbox"/>	Q	28	8 M	0	0	0	19/09/2023		15	18/07/2020	8	29/11/2023	02/06/2023	02/06/2023	118	86	90	4.5	122	67.4	22.5	0.0	Low	02/06/2023	04/08/2022	✓
<input type="checkbox"/>	Q	66	14 M	0	0	0	19/09/2021		15	18/07/2020	5	02/11/2023	13/06/2023	0.167	136	76	81	5.8	105	128.8	28.9	2.6	Low	26/07/2022	06/07/2019	✓
<input type="checkbox"/>	Q	78	11 M	0	0	0	19/09/2021		15	18/07/2020	5	08/10/2023	16/06/2023	0.194	135	75	54	2.8	105	99.8	31.5	4.5	Low	16/02/2023	✓	✓
<input type="checkbox"/>	Q	52	11 M	0	0	0	06/04/2023	✓	12	18/07/2020	6	12/10/2021	27/06/2023	✓	127	77	90	4.8	99	114.8	29.4	1.4	Low	21/07/2022	✓	✓
<input type="checkbox"/>	Q	61	8 F	0	0	0	13/04/2023	✓	13	05/01/2023	5	23/11/2023	13/04/2023	✓	138	78	90	5.3	96	104.2	27.2	0.7	Low	20/09/2022	✓	✓
<input type="checkbox"/>	Q	58	8 M	0	0	0	30/05/2023	✓	12	29/07/2020	6	06/11/2021	30/05/2023	✓	132	74	90	4.1	99	108.2	28.8	2.4	Low	21/07/2022	01/10/2019	✓
<input type="checkbox"/>	Q	76	11 F	0	1	0	09/06/2023		15	12/01/2023	5	24/11/2023	25/05/2023	0.233	136	78	85	4.1	91	121.4	48.3	4.1	Low	21/07/2022	11/03/2019	✓
<input type="checkbox"/>	Q	6	19 F	0	1	0	11/04/2023		15	08/01/2023	6	06/11/2023	27/04/2023	0.261	128	70	79	3.8	89	74.4	34.0	0.0	Low	04/09/2023	19/08/2019	✓
<input type="checkbox"/>	Q	56	14 M	0	0	0	18/06/2023	✓	15	28/03/2023	5	11/10/2023	18/06/2023	0.361	167	93	83	5.1	89	82.0	26.5	1.8	Low	27/07/2022	✓	✓
<input type="checkbox"/>	Q	72	28 M	0	0	0	13/04/2023	✓	15	12/01/2023	5	11/10/2023	18/06/2023	0.361	122	60	79	3.2	88	144.0	47.9	2.2	Moderate	22/07/2022	✓	✓
<input type="checkbox"/>	Q	64	8 F	0	0	0	13/04/2023	✓	15	12/01/2023	5	02/11/2023	24/04/2023	✓	122	72	90	4.6	87	76.0	32.9	1.7	Low	✓	✓	✓
<input type="checkbox"/>	Q	64	5 M	0	0	0	19/08/2020	✓	10	19/08/2020	5	17/10/2028	19/04/2023	0.111	126	81	90	3.1	86	95.1	28.7	7.6	Moderate	11/10/2017	13/08/2018	✓
<input type="checkbox"/>	Q	70	0 M	0	0	0	02/05/2023		8	18/07/2020	8	14/11/2021	30/06/2023	0.111	132	82	69	4.0	85	125.8	40.2	0.9	Moderate	29/05/2022	27/06/2022	✓
<input type="checkbox"/>	Q	83	12 M	0	0	0	19/07/2020	✓	15	19/07/2020	5	17/10/2023	23/06/2023	0.167	130	50	62	3.9	85	82.6	25.7	0.0	Low	04/08/2022	23/12/2014	✓
<input type="checkbox"/>	Q	80	11 M	0	0	0	17/01/2023	✓	15	17/01/2023	5	02/11/2023	21/06/2023	0.139	158	78	74	4.1	84	86.9	29.6	1.4	Low	28/07/2022	18/02/2019	✓
<input type="checkbox"/>	Q	71	8 M	0	0	0	20/10/2022		12	12/01/2023	6	11/11/2020	20/10/2022	0.111	122	68	90	3.9	83	124.5	38.9	0.0	Low	29/07/2022	✓	✓
<input type="checkbox"/>	Q	73	10 F	0	0	0	06/04/2023	✓	12	✓	5	03/07/2023	08/07/2023	0.222	120	68	72	4.8	85	124.4	49.8	1.2	Low	20/04/2023	13/08/2019	✓
<input type="checkbox"/>	Q	72	10 F	0	0	0	19/09/2023	✓	13	12/01/2023	9	14/10/2023	30/06/2023	0.250	122	66	82	4.9	85	77.0	30.1	0.0	Low	16/08/2021	16/10/2014	✓

List of all patients in the pathway cohort along with test results and test dates.

1 **Patient Selection:** Each patient can be selected and exported to an Excel spreadsheet.



2 **View Patient:** View individual patient records.





## Priority Patients

### Background

This enables both national and local priority patient cohorts to be identified. Particular clinical scenarios can be created, such as patients with HbA1c > 100 within the overarching diabetes pathway. This priority patient cohort can then be identified, proactively reviewed and appropriate calls to action issued.

This powerful capability can have a dramatic impact across a pathway and an NHS organisation.

#### Diabetes

Priority Group	Total Patients (Diabetes)	Total Patients in cohort	% Patients in cohort	
High HbA1c (>100)	93	3	3.23%	<a href="#">View</a>
Anaemia (Haemoglobin < 11)	93	22	23.66%	<a href="#">View</a>
High BP (Systolic > 160)	93	25	26.88%	<a href="#">View</a>
TSH >5	93	27	29.03%	<a href="#">View</a>
Sodium <=133	93	18	19.35%	<a href="#">View</a>
High Cholesterol (> 7)	93	17	18.28%	<a href="#">View</a>
High BMI (>45)	93	14	15.05%	<a href="#">View</a>
Renal Impairment (eGFR <45)	93	6	6.45%	<a href="#">View</a>

1

Patients in the pathways cohort who are in a priority group associated with the pathway.  
i.e. Patients with Diabetes who have a cholesterol > 7.

1 **View:** View all patients in cohort.

#### High HbA1c (>100), Diabetes

Please be aware this page may take a long time to load.

Filters: None

Core20PLUS

Export Selected Rows to XLS

Export All Rows to XLS

Smart Review	Ref	Age	Drugs	M/F	Red Alerts	Amber Alerts	SMR Medication Review Complete	Pathway Action Plan	Patient Engagement (pts)	Last Patient Questionnaire	Deprivation Decile	Last Flu Vaccination	Smoker	eFI	BP Sys	BP Dia	eGFR	Cholesterol	HbA1c	Weight (kg)	BMI	ACR	Last Foot Screen Risk	Last Retinal Screen	Last Dietary Review	
<input type="checkbox"/>	<a href="#">Q</a>	28	3	M	0	0	19/05/2023	28/06/2020	15	15	3	29/11/2022	02/06/2023	02/06/2023	02/06/2023	118	66	90	4.5	123	67.4	22.5	0.0	Low	04/08/2022	04/08/2022
<input type="checkbox"/>	<a href="#">Q</a>	78	11	M	0	0	16/05/2023		15	15	5	08/10/2022	16/05/2023	0.194	135	75	54	3.8	105	99.8	31.5	4.5	Low	16/02/2023	16/02/2023	16/02/2023
<input type="checkbox"/>	<a href="#">Q</a>	66	14	M	0	0	19/09/2021	02/02/2020	15	15	5	02/11/2022	13/06/2023	0.167	136	76	81	5.8	105	128.8	38.9	2.6	Low	26/07/2023	09/07/2015	09/07/2015

# GLOSSARY OF TERMS

**A&E:** Accident & Emergency

**ALT:** Alanine Transaminase

**APC:** Admitted Patient Care

**BP:** Blood Pressure

**ICB:** Clinical Commissioning Group

**Diff:** Difference

**eGFR:** Estimated Glomerular Filtration Rate

**g/dl:** Grams per decilitre

**Hb:** Hemoglobin

**HbA1c:** Hemoglobin A1C

**OP:** Outpatient

**Pract:** Practices

**Pt:** Patient

**QOF:** Quality and Outcomes Framework

**Ref:** Reference

**TSH:** Thyroid-Stimulating Hormone

# Supplementary Information

## VISTA Pathways Implementation & Support

# Key Implementation Steps

## ① ICB SUS+ Data flow activation

NHS Digital Data Access Request Service (DARS) Process: Prescribing Services Ltd have developed a good working relationship with the NHS Digital DARS Team to facilitate the required SUS+ Data on behalf of our client ICBs. A ICB that utilises Advice & Guidance (Eclipse Live) and that wishes to activate VISTA Pathways can request Prescribing Services instigate a DARS Application. Prescribing Services is a data processor acting on behalf of the ICB (Data Controller).

This process can be managed by the Prescribing Services Team whilst ensuring full transparency for your ICB stakeholders.

A ICB wishing to list Prescribing Services as a risk stratification data processor in order to enable VISTA Pathways should contact: Julian Young, Prescribing Services Operations Lead. [julian.young@prescribing.org](mailto:julian.young@prescribing.org)

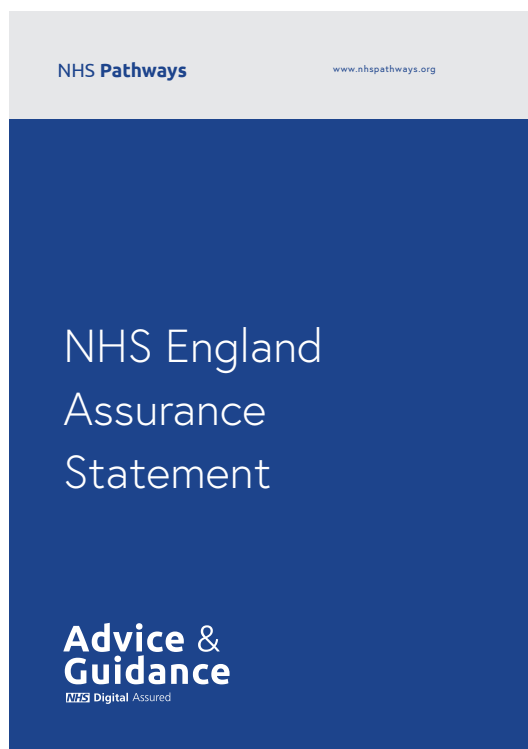
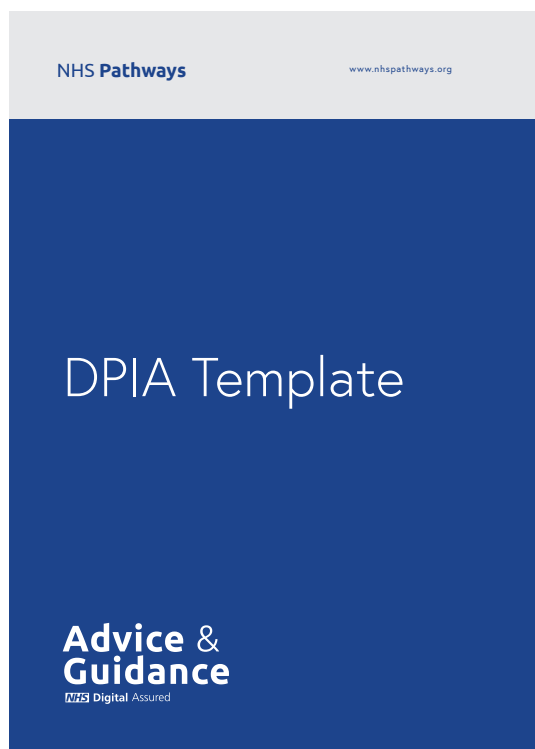
## ② IG Compliance

Prescribing Services is an NHS England Section 251 accredited Risk Stratification Supplier. In 2017 we completed NHS Digital central assurance of our core clinical support services, IT infrastructure, clinical governance and service management.

Our Information Governance Team have supported numerous ICBs and CSUs with VISTA Pathways Data Privacy Impact Assessments and are happy to support your region with any requirements associated with VISTA Pathways.

*DPIA Template available upon request*

*NHS England Assurance Statement available upon request.*



# NHS PATHWAYS SUPPORT

We have a range of support services and training programmes available to help you make the most of your NHS Pathways System. Please call **01553 615555** or email **[support@prescribingservices.org](mailto:support@prescribingservices.org)** to find out more about our:

**User guides – SystmOne and Emis Web**

**Telephone helpline service**

**Online demos**

**[www.eclipsesolutions.org](http://www.eclipsesolutions.org)**

**[secure.nhspathways.org](http://secure.nhspathways.org)**

## HOW TO SET UP USERS FOR ECLIPSE

ICB level log in requests have to be authorised by the Head of Medicines Management and should be sent to [support@prescribingservices.org](mailto:support@prescribingservices.org)

Practice level log in requests have to be authorised by either the Practice Manager / Lead GP or Primary Contact listed on the original sign up form and should be sent to [support@prescribingservices.org](mailto:support@prescribingservices.org) for Information Governance purposes.

All log in requests require the following:

- Name
- Job Role
- NHS Email
- Mobile Number (optional)
- ICB
- Practice National Code
- Practice Name

Once received these requests will be actioned, details sent to users directly and you will be updated.

# VISTA Pathways

**Dr Julian Brown**

Clinical Lead

**Paul Taylor**

Eclipse Training Lead

Email:

paul@prescribingservices.org

Helpline: **01553 615555**

support@prescribingservices.org

www.nhspathways.org

**Prescribing Services Ltd**

Norfolk Clinical Park

Buxton, Norwich

Norfolk

England

NR10 5RH

**Company No:** 05913240

**Data Protection Registration Number:** Z2536678



NHS Digital Assurance with FRA certification  
NHS England Section 251 Accredited

© 2020

Except as provided by the Copyright Designs and Patents Act 1988, no part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the publisher.

VIST/NAT/120723/TR

# VISTA Pathways

# VISTA Pathways

**Advice &  
Guidance**

**NHS** Digital Assured

Version: 12/07/2023