PHARMSAGE

by Futuryntix UK Ltd

The telepharmacy operating system for UK community pharmacy.

Book a pharmacist by video in under an hour. Capture every NHS service. Recover every claimable penny. Audit every action.

LIVE

In production at pharmsage.co.uk

NHS DSP-T

Tenant-isolated · audit-logged · eu-west-2

MULTI-TENANT

Chains + independent operators

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THE PROBLEM

The most-funded, least-instrumented part of the NHS estate.

£645m of NHS Pharmacy First funding is on the table through 2026. Most pharmacies can't capture it — the workflow is paper, phone and PMR.

£645m

NHS Pharmacy First investment to 2026. Service capture and claim submission are still paper-led for most contractors.

20–30%

of delivered Pharmacy First services never reach a claim — the documentation gap between consult and BSA submission.

70 min

average admin per private consultation today — discovery, paper triage, scheduling, follow-up and recall sit outside the PMR.

A TUESDAY AT 11:00 AM

Same pharmacist. Different operating system.

TODAY

Five systems, none talk to each other.

- Patient phones — staff hunt for a free pharmacist
- Triage hand-written, retyped into PharmOutcomes
- Outcome captured nowhere structured — audit risk
- Repeat requests phoned to the GP, untracked
- Safety-net follow-up forgotten — no recall
- Month-end: paper consults missed in BSA submission

WITH PHARMSAGE

One continuous, audited workflow.

- Patient self-books from pharmsage.co.uk — within the hour
- Video room opens in-browser, no app to install
- Structured outcome captured live → ready for the claim
- Repeat prescriptions tracked by status & dispense window
- Safety-net recalls and reminders sent automatically
- Recovery dashboard: every claimable penny made visible

THE PLATFORM

Eight modules. One continuous workflow.

Each module earns its own ROI. Together they replace five disconnected systems — all live in production.

LIVE

Patient booking

Public marketplace + per-pharmacy portal

LIVE

Video consultation

In-browser, ICO-aligned, no install

LIVE

Clinical capture

Structured outcome, codes, safety-net

LIVE

Claim handoff

Pharmacy First, NMS → PharmOutcomes

LIVE

Repeat Rx + courier

Track status, dispense window, delivery

LIVE

Chain operations

Cross-pharmacy visibility & compliance

LIVE

Partner network

GPs, care homes, employers refer in

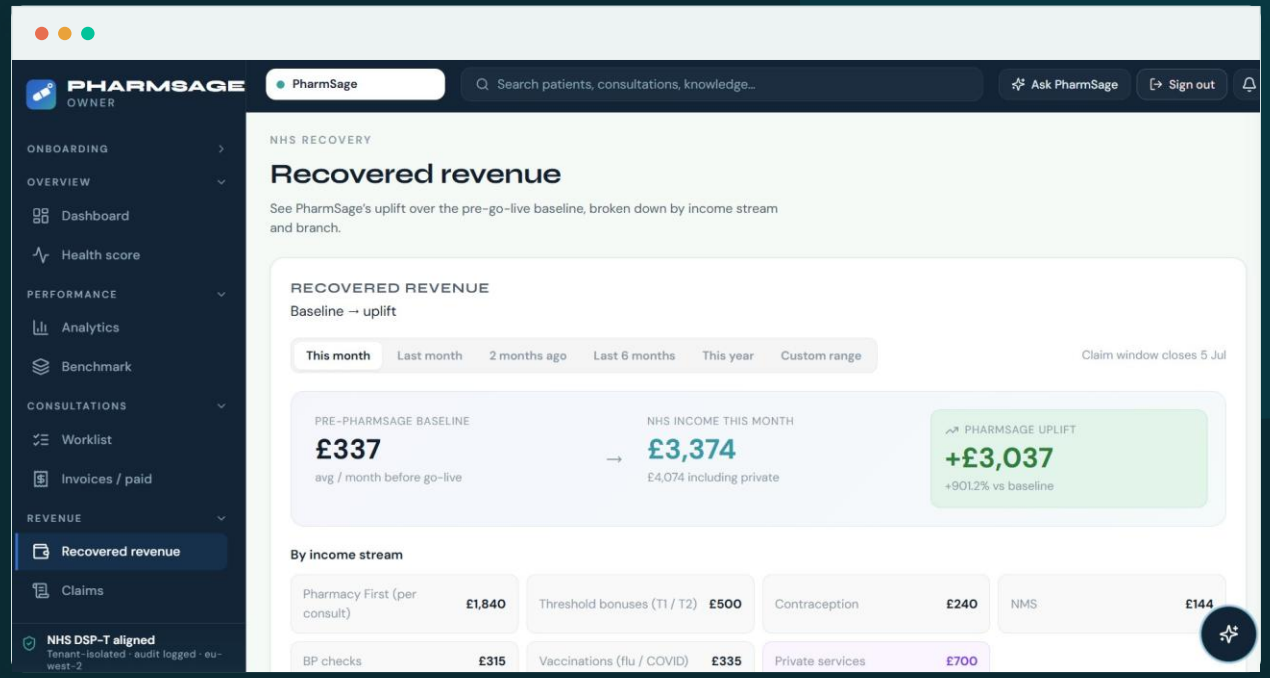
LIVE

Recovery dashboard

Every claimable penny, every audit trace

Every claimable penny made visible.

- Pre-PharmSage baseline vs live NHS uplift, by income stream
- Pharmacy First, threshold bonuses, contraception, NMS, BP, vaccinations
- Gateway-passed consultations not yet claimed are surfaced, not lost
- Claim-window deadlines tracked per branch



Owner view · Recovered revenue — live uplift over pre-go-live baseline

CONSULTATION WORKFLOW

Patient to claim, in one continuous flow.

Pharmacist-led at every step — the system structures and records; the pharmacist decides.



1

Book

Self-book by postcode + service; pre-screen routes NHS vs private.



2

Consult

In-browser video; pharmacist works the pathway and red-flag checks.



3

Capture

Structured outcome, gateway decision and safety-netting recorded live.



4

Govern

Audit-complete clinical record retained for assurance.



5

Claim

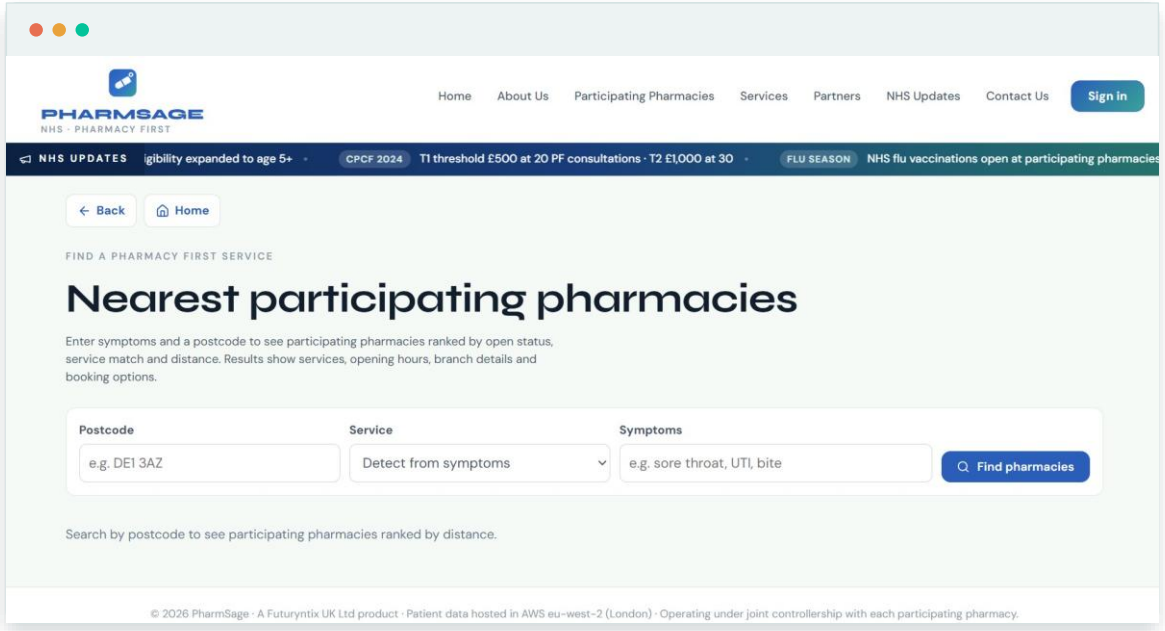
Outcome handed to PharmOutcomes; recovery dashboard tracks the rest.



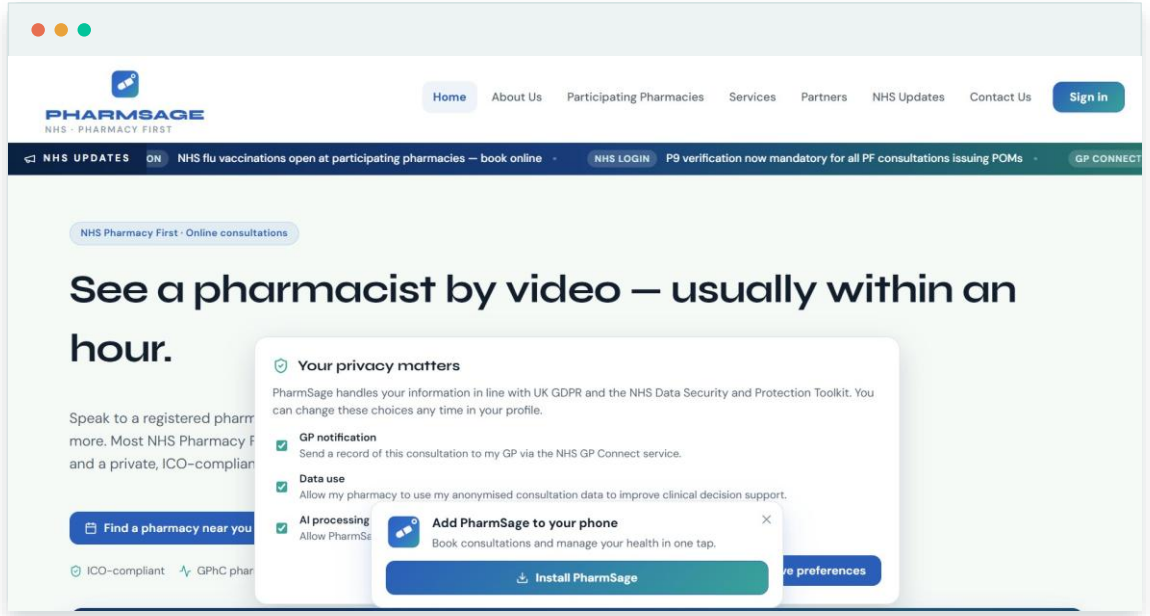
PRODUCT TOUR · SURFACE 1 OF 5

The patient app

Find a pharmacy by postcode. Book a pharmacist by video.

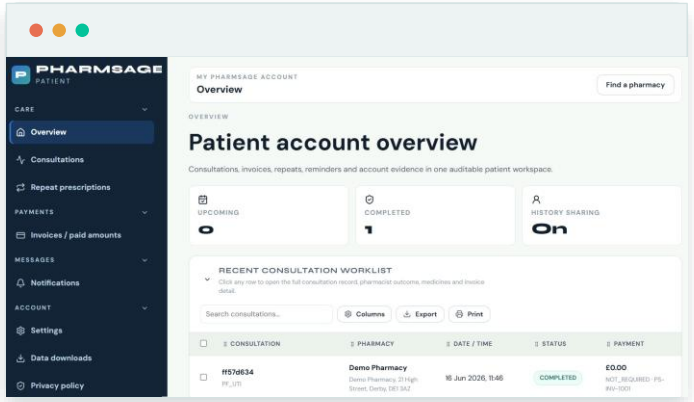


Public marketplace · postcode + service + symptom search

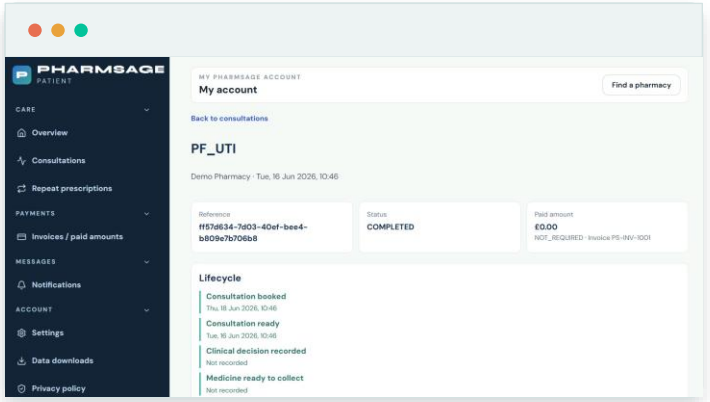


Home · consent-led privacy (GP notification, data-use, AI) + PWA install

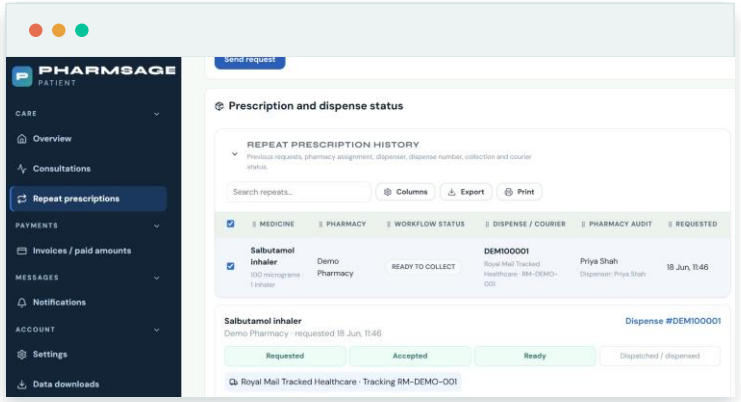
One auditable workspace: consults, repeats, reminders, data rights.



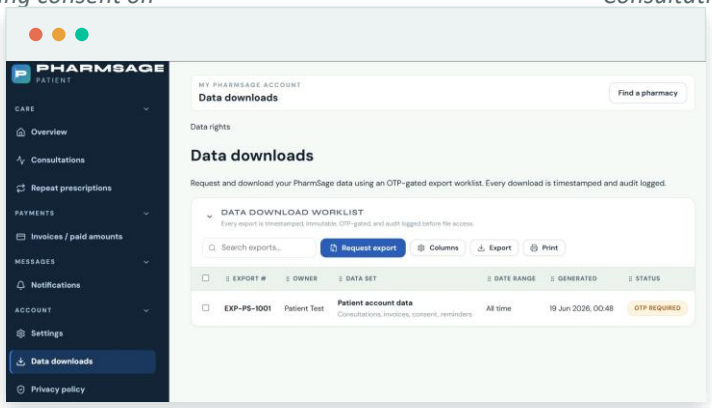
Overview · history-sharing consent on



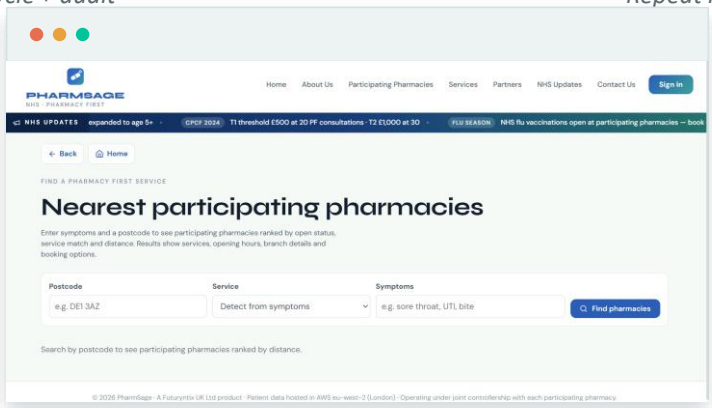
Consultation lifecycle + audit



Repeat Rx · courier tracking



OTP-gated data export

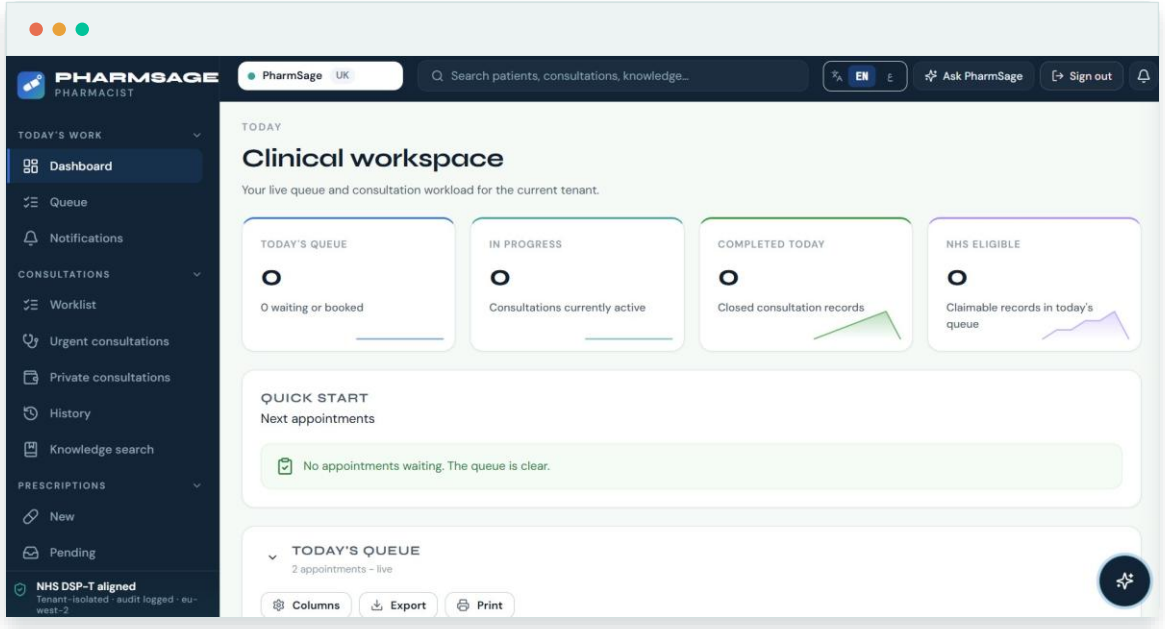


Find a pharmacy, any time

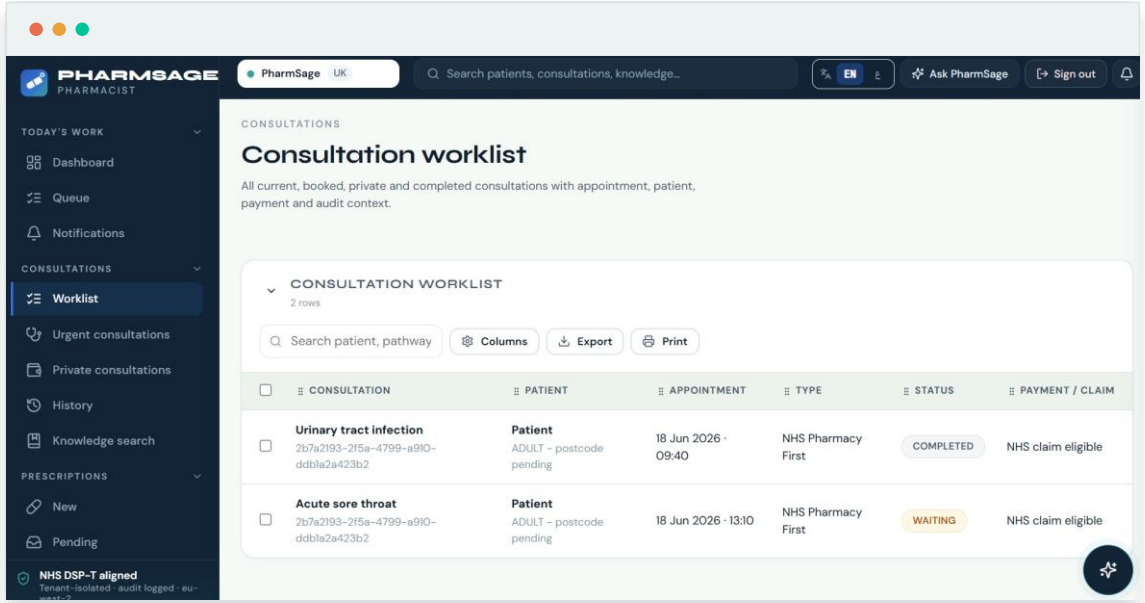
PRODUCT TOUR · SURFACE 2 OF 5

The pharmacist clinical workspace

Live queue and claim-aware worklist for the current tenant.

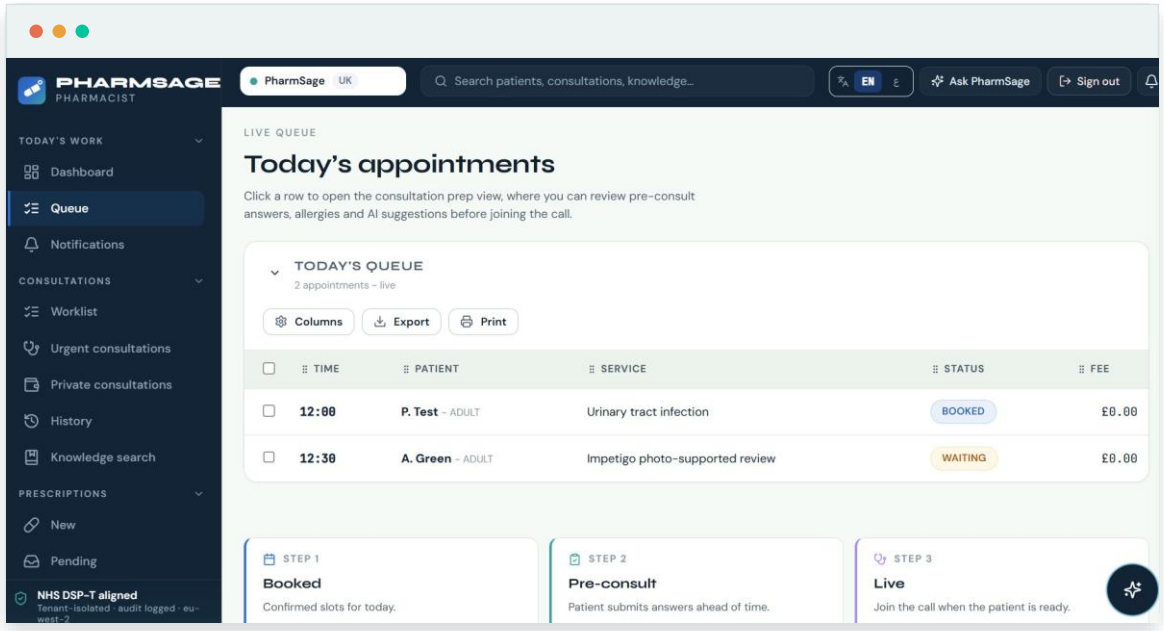


Clinical workspace · today's queue, in-progress, completed, NHS-eligible

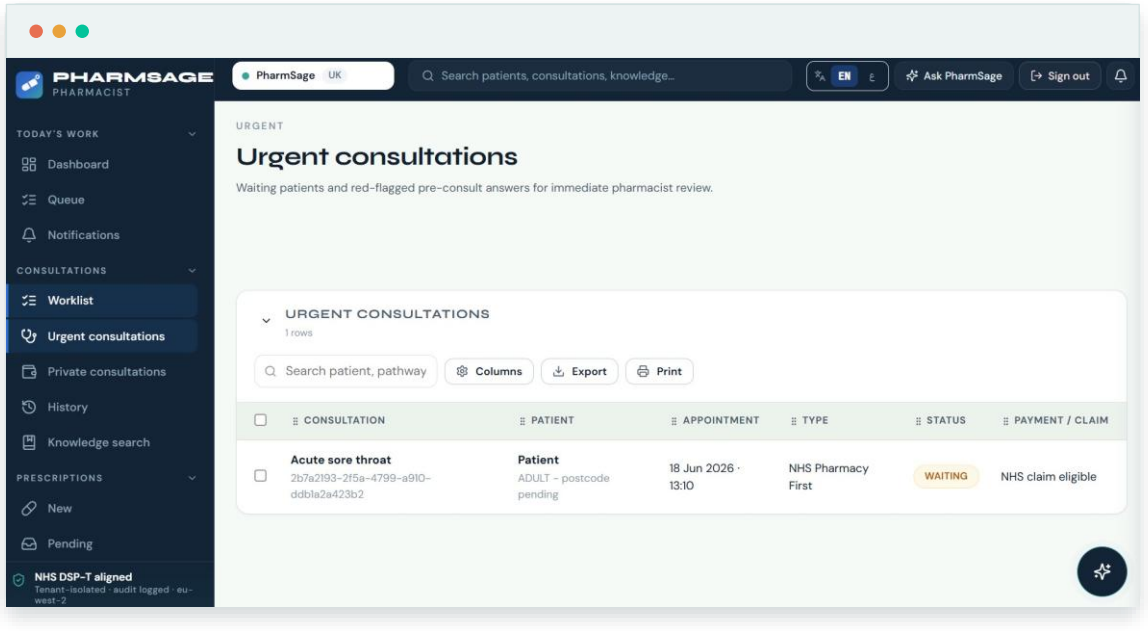


Consultation worklist · pathway, type, status, payment / claim

Urgent cases surface first. Nothing slips.

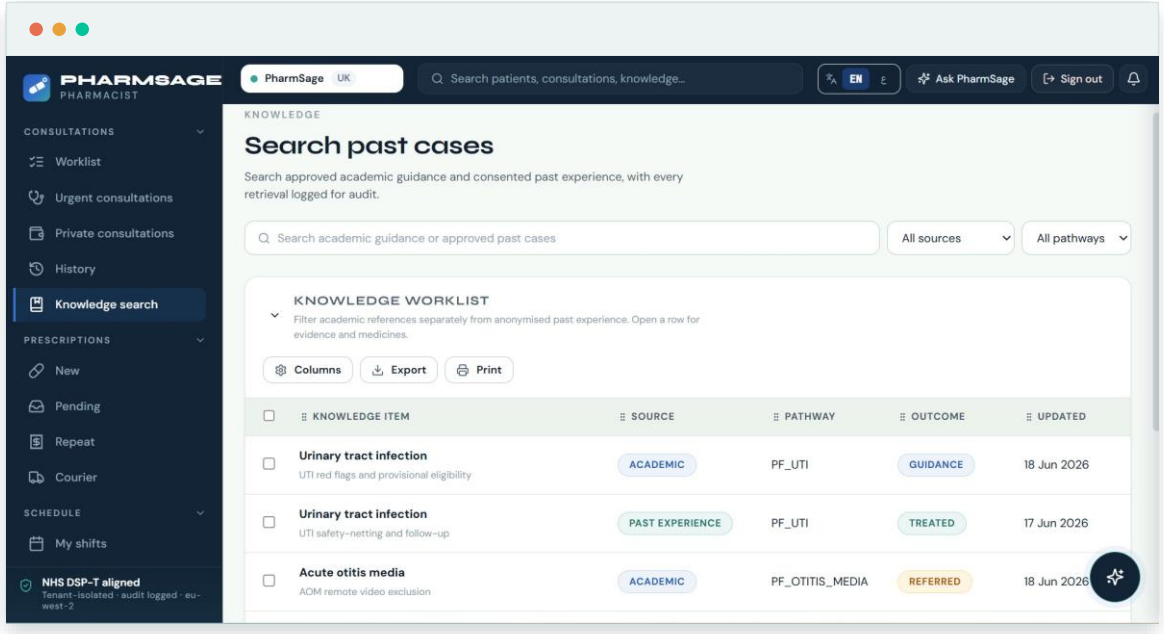


Today's queue · photo-supported review + booked→pre-consult→live

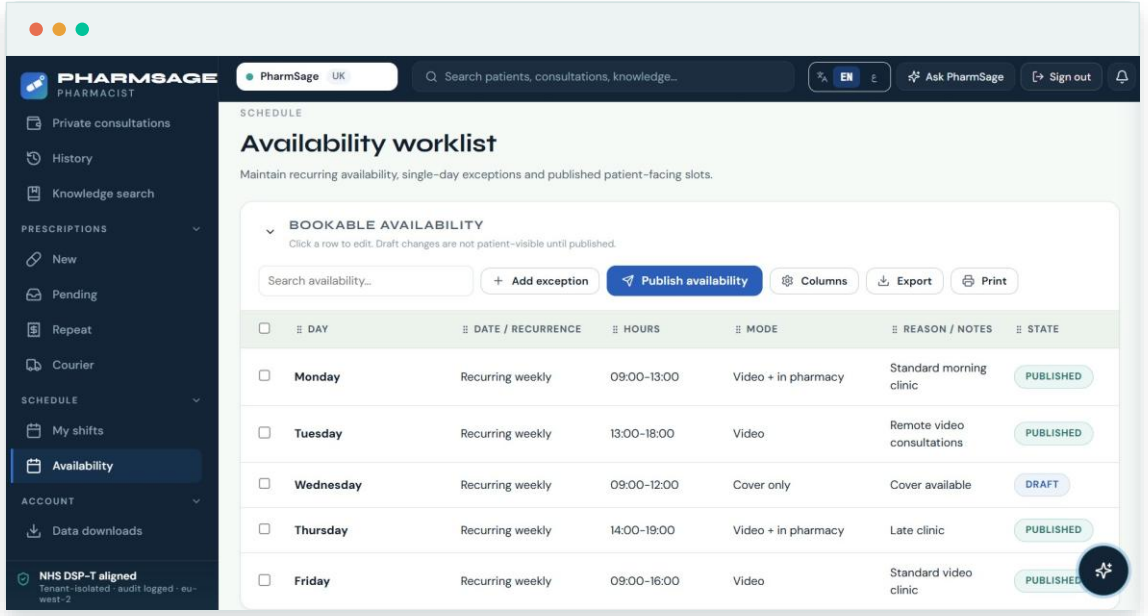


Urgent consultations · red-flagged pre-consult answers for review

Audit-logged knowledge. Published availability and remote modes.



Knowledge search · audit-logged; AOM remote-video exclusion enforced



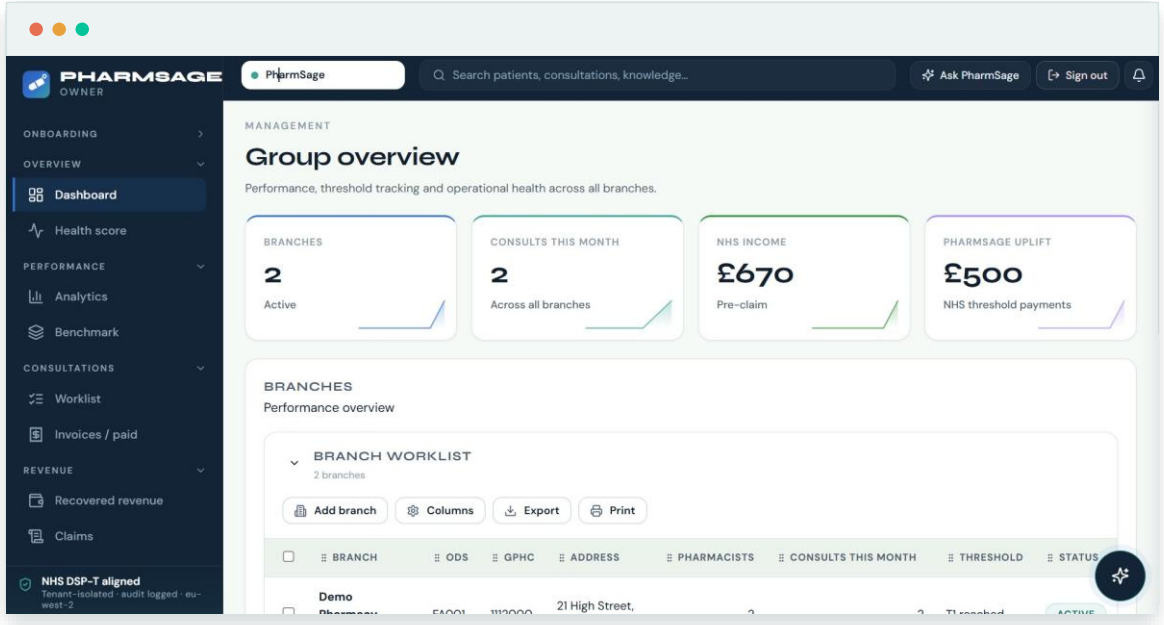
Availability · video / video+in-pharmacy / cover, published vs draft



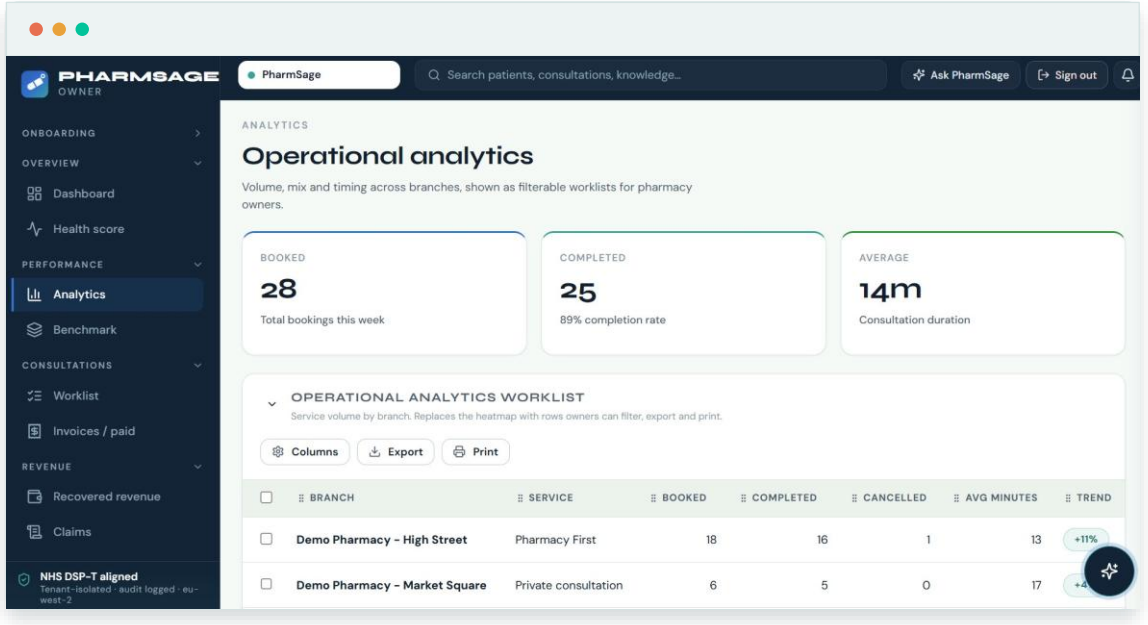
PRODUCT TOUR · SURFACE 3 OF 5

The pharmacy-owner cockpit

Group overview and operational analytics across every branch.

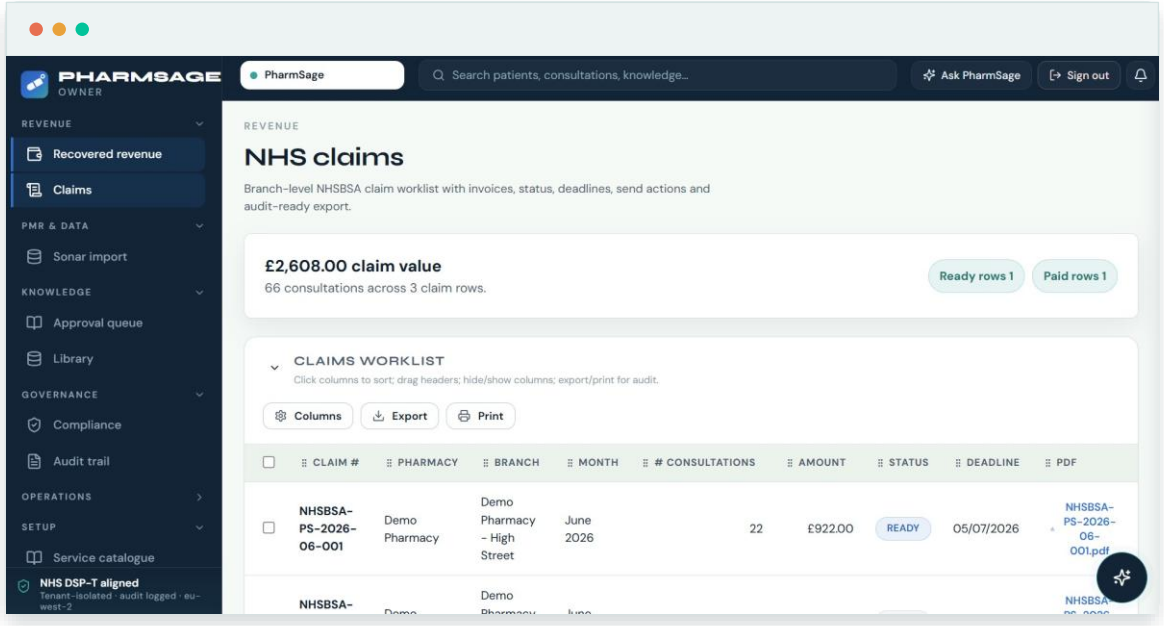


Group overview · branches, consults, NHS income, PharmSage uplift

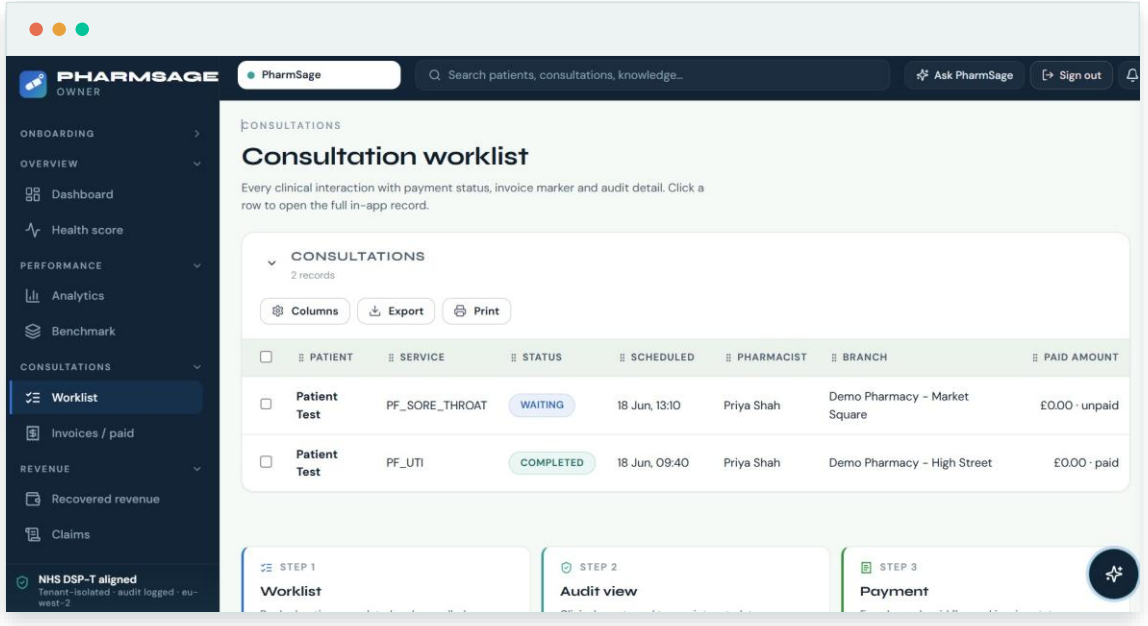


Operational analytics · volume, completion, duration by branch

NHSBSA claims and every clinical interaction, audit-ready.

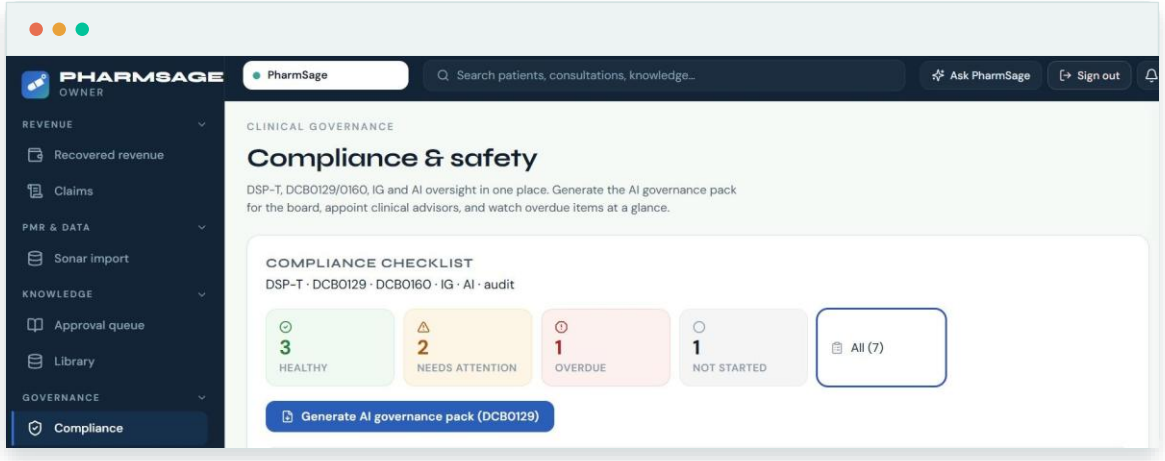


NHS claims · value, deadlines, status, audit-ready PDF export

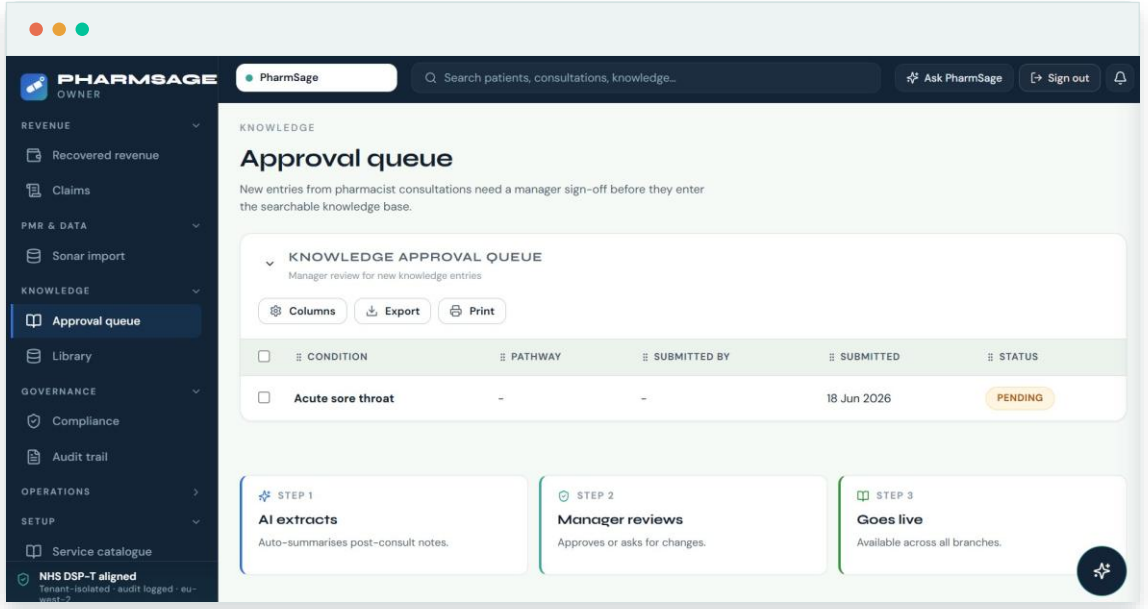


Consultation worklist · payment status, invoice marker, audit detail

Clinical governance and knowledge sign-off in one place.



Compliance & safety · DSP-T, DCB0129/0160, IG & AI oversight



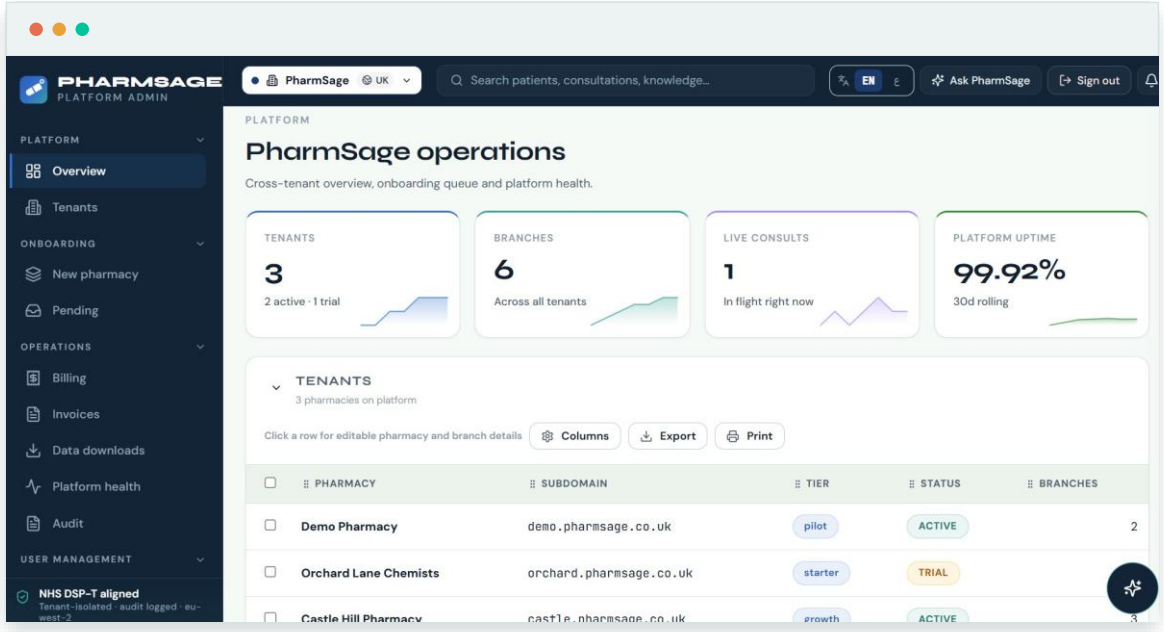
Knowledge approval · manager sign-off before entries go live



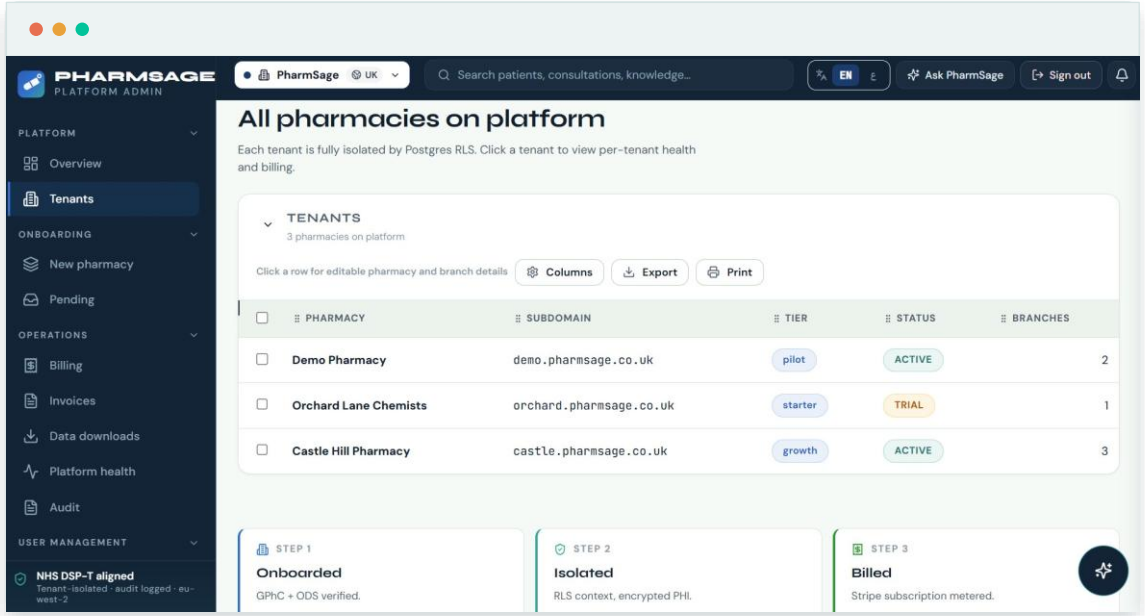
PRODUCT TOUR · SURFACE 4 OF 5

The platform-admin operations cockpit

Run the marketplace. Tenant-isolated by Postgres RLS.

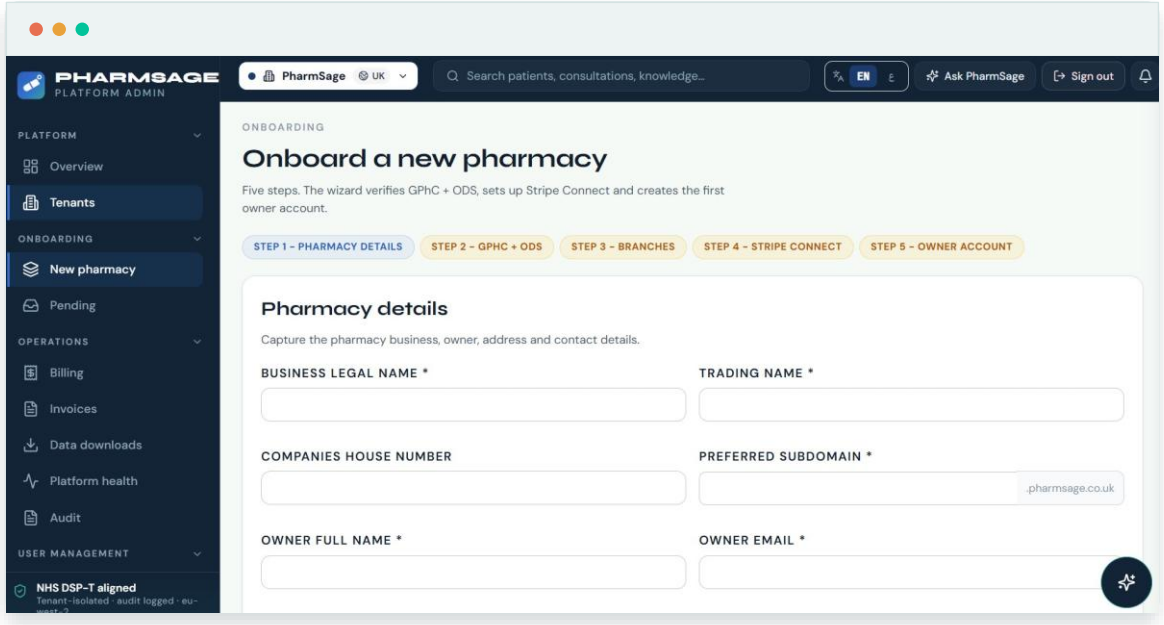


Operations · tenants, branches, live consults, 99.92% uptime

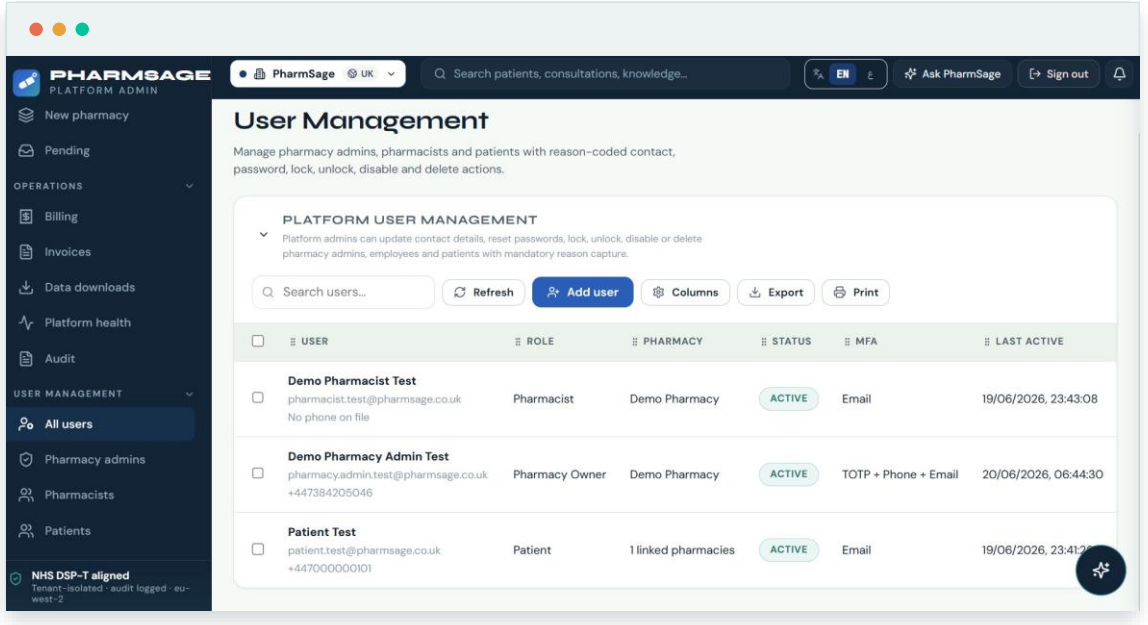


Tenants · RLS isolation, GPhC+ODS verified, Stripe-metered billing

Pharmacy go-live in days. Reason-coded user control.



Onboarding wizard · GPhC+ODS, Stripe Connect, first owner account

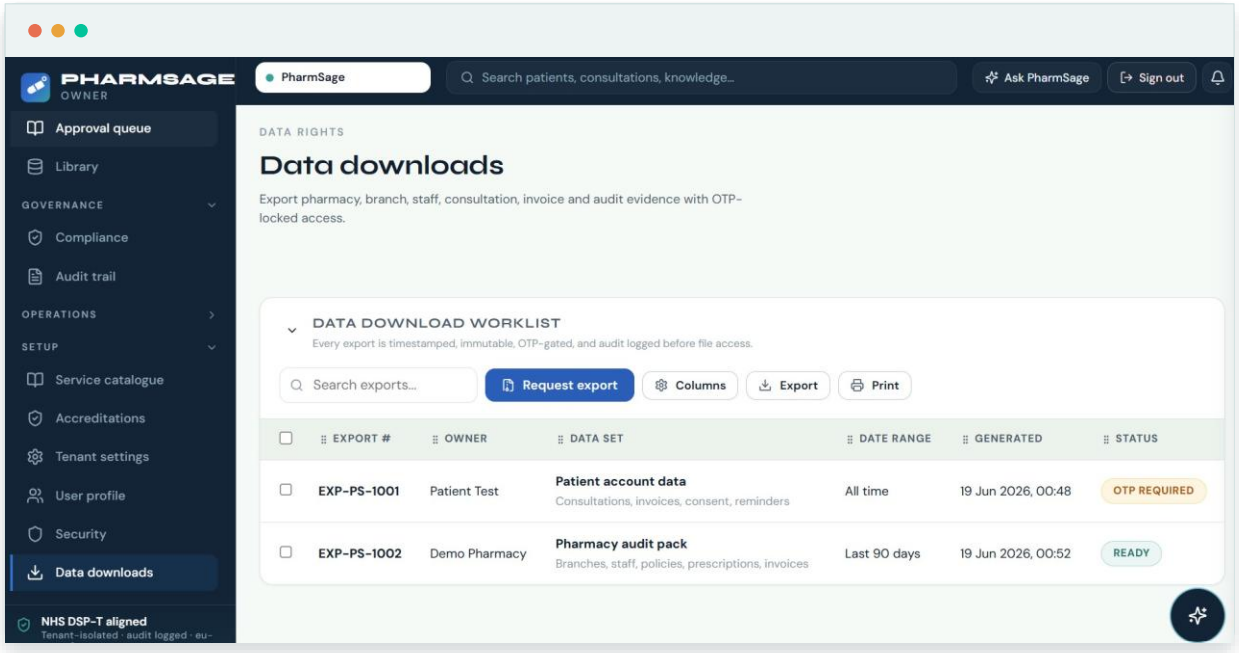


User management · MFA state, reason-coded lock/disable/delete

DATA SECURITY & PATIENT RIGHTS

Consent-led. Encrypted. Audit-logged end to end.

- Explicit consent: GP notification, data-use and AI processing toggles
- OTP-gated, timestamped, immutable data exports — every access logged
- Tenant isolation via Postgres RLS; encrypted PHI at rest
- UK GDPR + NHS DSP-T aligned; ICO-registered; eu-west-2 (London)
- Reason-coded admin actions on every user change



OTP-locked data downloads · patient & pharmacy audit packs

INTEGRATIONS

Sits next to your PMR and PharmOutcomes — replaces nothing.

PharmSage is the patient-facing + clinical-capture layer your PMR was never designed to be.



PharmOutcomes

Pinnacle Health Partnership

PharmSage captures the consult; the structured outcome still flows to PharmOutcomes for the NHS BSA claim — unchanged.



PMR (dispensing)

ProScript · Sonar · Cegedim Rx

Read patient, current Rx, allergies. Post repeat-request and clinical-check note. CSV bridge where no API exists.



NHS Spine

NHS Login · PDS · SDS

Patient identity, demographic verification and prescriber checks — read-mostly, with consent (production pending).

Integration posture: read-mostly with explicit consent · no double-write to dispense systems · every exchange logged for clinical-audit defence.

COMPETITION · THE MATRIX

No one combines marketplace + capture + claim in one product.

Capability	PharmSage	PharmOutcomes	PMR Vendors	GP-style Apps
Patient marketplace	✓	—	—	✓
Pharmacist video consultation	✓	—	—	✓
Pharmacy First service capture	✓	✓	—	—
Claim handoff to NHS BSA	✓	✓	—	—
Repeat prescription tracking	✓	—	*partial*	—
Chain-level cross-branch view	✓	—	*partial*	—
Clinical governance / audit record	✓	*partial*	—	—
Partner referral network	✓	—	—	—
White-label per pharmacy	✓	—	—	—

The moat isn't any one feature. It's the continuous loop.



One unbroken loop

Marketplace → consult → capture → govern → claim in a single record. Point tools own one link; PharmSage owns the chain.



Governance baked in

DSP-T, DCB0129/0160, pharmacist-led decisions, audit-logged knowledge. A 6–8 month barrier for any newcomer.



Cross-pharmacy record

Consented history that compounds with every consult — the data moat a single-pharmacy tool can't build.

Differentiators competitors can't quickly copy: photo-supported assessment · AOM remote-video exclusion · P9 verification enforced · bilingual EN/ عربية· on-demand AI governance pack · reason-coded audit on every action.

What an average 1,400 Rx/week pharmacy recovers in year one.

Anchored on CPCF 2024 figures, the NHS BSA fee schedule and reported under-claim rates from 2025 contractor surveys.

+£38,400

/yr

Pharmacy First revenue captured that was delivered but not claimed. ~150 services × £256 avg.

+£14,600

/yr

Private consultation revenue from same-day video booking. ~£30 × 470 consults/yr.

−12 hrs

/wk

Admin time recovered per pharmacist — triage, claim, recall and follow-up consolidated.

< 6 wks

payback

Including onboarding + training. Most pharmacies hit positive ROI on the first BSA cycle.

Net year one: ~£50,000 recovered revenue on a ~£3,500 subscription. ~8× ROI quoted conservatively on first-year capture maturity; scales with Rx volume.

ONBOARDING & NEXT STEPS

Three steps from sales call to first BSA claim.

DAY 1

30 min

Discovery workshop

Live demo against your pharmacy's data structure — Pharmacy First flow, claim handoff and chain view on screen.

WEEK 1

5 days

Pilot tenant

We provision your branch in production: GPhC + ODS verification, DSP-T evidence pack, pharmacist accounts, MFA.

DAY 30

first cycle

First claim

Your first BSA submission cycle through PharmSage. Real numbers replace estimates. Decision time on rollout.

Ready to start? aman.jain@futuryntix.com · +44 7384 205046 · pharmsage.co.uk