

Friday 17th October 2025

We're currently experiencing an NHS connectivity issue. **Inbound connectivity remains offline, and we're working closely with Redcentric as they work to restore this service.** In the meantime, pharmacies can attempt to activate **Business Continuity Mode** via the NHS portal to manage urgent prescriptions - though please note the portal is currently **intermittently available**, so access may be inconsistent.

NB: This does not affect Titan software access nor Private Pharmacies

Priority Scenario: Patients waiting for prescriptions prescribed today

If a patient arrives needing medication prescribed today, follow this process:

- 1. Access the EPS Portal**

Go to the [NHS Spine EPS Portal](#) and activate **Business Continuity Mode**.

Note: Our access to the portal is currently unstable - if you're unable to access it, please ask the patient to return later or tomorrow.

- 2. Search for the Patient**

Use the portal to locate the patient and view the prescribed items.

- 3. Create an Emergency Supply in Titan**

In Titan, manually create a new **Emergency Supply** for the items listed.

- 4. Dispense the Medication**

Dispense the medicine to the patient using the emergency supply prescription on Titan.

- 5. Automatic Reconciliation**

Once EPS services are restored and the original prescription downloads, Titan will automatically reconcile it against the emergency supply.

Patient Guidance during this Outage

As yet there is **no confirmed timeline** for the fix, patients who are **not in urgent need** of medication should be asked to **return the next working day**.

- Pharmacies should **prioritise patients who are waiting in person** for prescriptions issued today.
- For **non-urgent prescriptions**, we recommend **delaying dispensing until services are restored**.

Stay Updated

We're posting updates every **30 minutes** via:

- Our **WhatsApp channel**
- Our **Status Page** <https://status.titanpmr.com>

Thank you for your continued patience and professionalism.