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Improvements to how NHS Prescription Services processes expensive items

Dear Contractor

To support improvement in accuracy and following feedback from pharmacy contractors, NHS Prescription Services is changing the way we ask you to sort your prescriptions before you send them to us for processing so that we can pay particular attention to expensive and 'specials' items.

From April 2010 dispensed prescriptions (which you will send to us in May for processing) you are not required to sort calendar pack items into the red separators that we provide you. Instead you are required to sort separately prescription forms containing individual items with a net ingredient cost (NIC) of £100 or more and 'specials'.

Prescription forms where a 'broken bulk' claim applies to one or more items on the form will still need to be sorted.

From April 2010 dispensed prescriptions (which you will send to us in May for processing) you should use the red separators we provide to sort separately:

- **Broken bulk items (as you currently do);**
- **Items with a NIC of £100 or more; and**
- **'Specials'.**

Updated submission document

When you receive your submission document for your April 2010 prescriptions (which you will send to us in May) you will see that we have updated the instructions on page 2 "Sorting and Submission of forms" point 2.2.2 to reflect the new red separator sorting arrangements for specials and items with a NIC of £100 or more.

We have added additional notes/boxes on page 3, Part 2, Declarations of your submission document for you to enter information regarding appliance use reviews.



The other submission instructions on the FP34C submission document haven't changed.

What will happen if I do not sort as directed on the FP34C submission document?

The system has been developed on the assumption that the sorting requirements are followed. Unsorted batches may not be processed as efficiently or accurately as sorted batches.

Which 'specials' products are included within these sorting arrangements?

Include prescription forms with any of the following items within this sorting category:

- "Specials" - an unlicensed medicine manufactured in response of a prescription for an individual patient where a licensed product is not available. They may be procured from a third party e.g. specials manufacturer.
- Prescription items endorsed that they have been extemporaneously prepared (see Drug Tariff Part IIIA)
- Prescription items where the prescriber has provided additional product information not in the product information field e.g. preservative-free or sugar-free within the dosage instructions.

Why are the changes being made?

The change to the sorting requirements is to support improvement in accuracy, and has been agreed between the Department of Health and the Pharmaceutical Services Negotiating Committee.

Are there any other changes that I need to be aware of?

As stated at the top of this page, we have added additional notes/ boxes on page 3, Part 2 of the FP34C submission document ('Declarations of your submission document') for you to enter information regarding appliance use reviews. All other declarations required on page 3 remain the same.

Will I see this on my payment schedule?

Not straight away, but we will be changing the payment schedule over the next few months so that it lists separately any items that are priced with a net ingredient cost of £100 or more. When we've updated the schedule, we will send an explanation in writing to the person who normally receives the payment schedule (normally the owner or head office if you're in a chain).

If you have any questions about these changes please contact our helpdesk for help and advice. 0845 610 1171 or email prescriptionpricinghelpdesk@ppa.nhs.uk

Yours sincerely



Denise Hebron
Customer Service Manager