

FAQs – Information Services Portal – Pharmacy and Appliance Contractors

These guidelines are intended to help in answering some common queries received from Users of our Information Services Portal

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Access Queries

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A. How do I get access to the Information Services Portal

Access will be granted if you are authorised to discuss payment information relating to your account with the NHSBSA. Access will not be granted to a 3rd party unless authorised by the owner

You will need to complete a proforma which is available on NHSBSA website – <http://www.nhsbsa.nhs.uk/PrescriptionServices/4809.aspx>

A. Who do I get to authorise my access to the system

This would be the Owner or a Director of the company.
We cannot accept authorisation from 3rd Parties.

A. I have not activated my account via the registration email. The link has now expired. How do I get access to the system

You will need to contact NHSBSA Prescription Services via email nhsbsa.prescriptionservices@nhsbsa.nhs.uk or Telephone NHSBSA Prescription Services on 0300 3301349.

Your id you have registered that has expired will have to be deleted from the system and you will have to complete another proforma to gain access to the system.

A. I have registered to use the Information Services Portal but I have now changed my email address do I need to re-register

If you have not activated your account you will have to re-register.

If you are an active user you will need to inform NHSBSA Customer Payments Team that you have now changed your email address and they will change your log in details

You can do this via email NHSBSA.cpspricinginformation@nhs.net

Technical Issues

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A. What screen resolution is best for viewing reports

Screen resolution should be set to a minimum of 1024 x 768 pixels

A. What are the system requirements required to run the Information Services Portal on my PC

The Information Services Portal is internet based so there are no specific system requirements to access and download data from the Portal

If you are downloading reports into other applications and there is a problem it may be to do with the settings on your PC

A. What Browser do I need to access Information Services Portal

The following browsers are supported by NHS Prescription Services but the system may work on other Browsers:

IE7, 8 and 9

Firefox

Google Chrome

IE10 and 11 is not currently supported and if you have any issues please try one of the browsers which are supported

A. Will there be any training courses available for using the system

There are no training courses available but there is a “User Guide” available to assist you in the use of the system

The User Guide have been designed to guide you through the functionality within the Information Services Portal and will enable you to utilise the many features within the system

User Guide – <http://www.nhsbsa.nhs.uk/PrescriptionServices/4809.aspx> - scroll down the page and select User Guide

A. Will there still be Help Desk support available for using the Information Services Portal

Help Desk support will be available Monday to Friday 08.00 to 18.00 excluding Bank Holidays

Telephone number 0300 3301349

E Mail nhsbsa.prescriptionservices@nhsbsa.nhs.uk

A. I have clicked on the “Contact Us” link and the link is not working and no email template has appeared on screen to populate

The reason this may have occurred could be due to the following:

There is no email client on your machine.

The email client software may have been preinstalled by the computer vendor, but never used or configured. If you click on a mailto link, either the browser will display an error to the effect that no default email client exists, or you will be subjected to a number of technical questions by the non-configured email client.

You may get an error because your browser cannot identify the email client
If you need to contact us please send an email from your own email account to
nhsbsa.prescriptionservices@nhs.net or telephone 0191 2035050

General Queries

[Q. When will Data available](#)

[Q. Where can I find Copies of Drug Tariff Past and Present](#)

A. When will data be available

On our website www.nhsbsa.nhs.uk go to:

- Prescription Services
- Payments and Pricing
- Payment schedules for pharmacists, GPs, and other dispensing contractors
- Select relevant link Appliance Contractors or Pharmacy Payments

A. Where can I find Copies of Drug Tariff Past and Present

On Website: <http://www.nhsbsa.nhs.uk/924.aspx> There are 23 back copies plus the current month

Information to help understand FP34 Schedule of Payments

There are a number of guides available on our website to help you understand FP34 Schedule of Payments:

On our website www.nhsbsa.nhs.uk go to:

- Prescription Services
- Dispensing Contractors – Payment Information
- Scroll down the page – “Information to help understand FP34 Schedule of Payments”
- Click on relevant link

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