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Electronic Prescription Service Paper Token Specification

Overprinting Requirements for EPS Prescription and Dispensing Tokens

Version 1.0
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Amendment History:

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1.0	September 2021	This document replaces the previously issued separate Prescribing Token Specification and Dispensing Token Specification.

Document Status:

This is a controlled document.

Any printed copies of the document are not controlled.

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1 About this document

1.1 Purpose

The purpose of this document is to specify the overprinting requirements for the FP10 stationery that is used with the Electronic Prescription Service (EPS), for example the FP10 SS Prescription Token and the FP10 DT Dispensing Token. This document is to be used in conjunction with the FP10 overprinting requirements defined and published by the NHSBSA at <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/prescribing-and-dispensing/prescription-forms/prescription-form-overprint-specifications>

A separate specification for digital prescription tokens is available from NHS Digital at <https://digital.nhs.uk/services/electronic-prescription-service/eps-requirements>

1.2 Audience

This document has been written for system suppliers

1.3 Scope

The scope of this specification covers all areas where there is a requirement to print an EPS token.

For details of the usage of the prescription token during the prescribing process, refer to the document "Prescribing Systems Compliance Specification".

For details of the usage of the dispensing token during the dispensing process, refer to the document "Dispensing Systems Compliance Specification".

1.4 Additional requirements

This specification details what must and could be printed on a token. Only the information specified must be printed in the designated areas. Suppliers are not permitted to print anything other than what is specified in this document in areas 1,2,3,5,6,7,8,9,10 and 11 (i.e. all areas except for 4 – Endorsement column). If system suppliers identify the need for anything else to be printed then they must contact the NHSBSA to discuss whether this can be incorporated into a new version of the specification.

White Space at the top of a prescription form - this area is usually 6mm in depth although there is a tolerance of +/- 2.0mm, therefore 8mm should be allowed to ensure the print appears in the correct location for the other areas of the form.

FP10 stationery is 70gsm. Every printer that is used for printing FP10 stationery must be capable of handling 70gsm paper.

2 Layout

The following diagrams identify the various areas of the FP10 and will be used in the next section to specify what must be printed

Prescription Token

The diagram shows a Prescription Token form with the following numbered areas:

- 1: Pharmacy Stamp
- 2: Age and D.o.B.
- 3: Title, Forename, Surname & Address
- 4: Endorsement column
- 5: Prescribed medication area
- 6: RHS top column
- 7: Signature of Prescriber
- 8: Date
- 9: For dispenser No. of Prescns. on form
- 10: Prescriber details area
- 11: RHS bottom column

Additional text on the form includes: "Please don't stamp over age box", "Number of days' treatment", "N.B. Ensure dose is stated", "NHS Number:", "Endorsements", "Signature of Prescriber", "Date", "For dispenser No. of Prescns. on form", "NHS", "37433489262", and "FP10SS1219".

Dispensing Token

The diagram shows a Dispensing Token form with the following numbered areas:

- 1: Age
- 2: D.o.B.
- 3: Title, Forename, Surname & Address
- 4: Endorsement column
- 5: Prescribed Medication
- 6: RHS top column
- 7: DISPENSING TOKEN - Not to be used as a prescription, even if signed by an authorised prescriber.
- 8: Date
- 9: For dispenser No. of Prescns. on form
- 10: Prescriber details area
- 11: RHS bottom column

Additional text on the form includes: "Age", "D.o.B.", "Title, Forename, Surname & Address", "NHS Number:", "Prescribed Medication", "DISPENSING TOKEN", "DISPENSING TOKEN - Not to be used as a prescription, even if signed by an authorised prescriber.", "Date", "For dispenser No. of Prescns. on form", "NHS", and "FP10DT1219".

- [1] Pharmacy stamp area
- [2] Age/D.o.B. area
- [3] Patient name and address area
- [4] Endorsement column
- [5] Prescribed medication area
- [6] RHS top column
- [7] Signature box
- [8] Date box
- [9] Number of items area
- [10] Prescriber details area
- [11] RHS bottom column

3 Overprint Requirements – Left Hand Side

3.1 Pharmacy Stamp Area

Area	Pharmacy Stamp Area - [1]
<p><i>For Prescription Token only –</i></p> <ul style="list-style-type: none"> No specific overprinting requirement for this area <p><i>For Dispensing Token only-</i></p> <ul style="list-style-type: none"> The dispensary name, address and code <u>must</u> be printed when the dispensing token is used for the purposes of capturing a patient / representative declaration for charge or charge exemption. The dispensary name, address and code <u>must not</u> be printed when the dispensing token is printed and given to the patient to allow them to visit a different dispensary for their medication with the prescription being returned to the EPS. As no dispensing event has occurred, this information about the dispensary cannot be printed at this time. <p>When the dispensary details are printed:</p> <ul style="list-style-type: none"> The dispensary name and address printed <u>must</u> be the same as used on the NHSBSA submission document. The dispensary name <u>must</u> be printed on the top line of this area. The font <u>should</u> be Arial [bold] 7.5pt and left justified. There <u>should</u> be a one line gap between the dispensary name and the start of the dispensary address. The address <u>should</u> be printed over 3 address lines. The postcode <u>must</u> be printed below the last address line. The community pharmacy 5 character organisation code <u>must</u> be printed below the postcode. For dispensing doctors this will be a 6 digit code. The name, address and code <u>must not</u> impinge on the patient details Age and D.o.B box. 	

3.2 Age/D.o.B. Area

Area	Age/D.o.B. Area – [2]
<p>Age and D.o.B</p> <p>The age and date of birth <u>must</u> be printed as a numeric in the appropriate area under the relevant field name.</p> <p>The font <u>should</u> be Arial [bold] 7.5pt and centred horizontally.</p>	

Vertically the details should be positioned below the relevant heading (within 4mm).

3.3 Patient Name and Address Area

Area	Patient Name and Address Area – [3]
<p>Title, Forename, Surname, Address & NHS Number</p> <p>The patient name, address and NHS number <u>must</u> be printed in the top right hand box.</p> <p>The font <u>should</u> be Arial [bold] 7.5pt.</p> <p>There <u>should</u> be a blank line between the name and the first line of the address.</p> <p>The address <u>must</u> be printed on no more than five address lines.</p> <p>The postcode <u>should</u> appear on the same line as the last address line and should be left aligned with the NHS number.</p> <p>There <u>should</u> be a blank line between the last line of the address and the NHS number.</p> <p>The NHS number <u>should</u> be right justified and there <u>should</u> be 5mm between the last character and the edge of the prescription.</p> <p>Notes</p> <ol style="list-style-type: none"> 1. The use of a patient's NHS number is mandated when using the EPS therefore the NHS number must be printed on the EPS token in all cases 2. The use of capital letters is not mandatory. 3. The format of the patient name <u>should</u> be agreed between the user and the system supplier. 4. If the patient name and/or address details do not fit into the designated field, a set of 'rules' <u>should</u> be agreed between the user and the system supplier which <u>must not</u> involve the wrapping of text. 	

3.4 Endorsement Column

Area	Endorsement Column – [4]
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The prescription/dispensing token is not used to support the dispensing reimbursement process¹ therefore no dispenser endorsements are required to be printed.

Many Dispensers use a stamp for accuracy/clinical checking. The printing of a checking stamp is optional but if one is being printed then it is permissible to print a checking stamp in this area providing:

- The Blue L printed on FP10 SS and FP10 DTs in the endorsement column

is not covered or obscured in any way

- The stamp does not impinge into any other area of the form and must be wholly contained within this column

3.5 Prescribed Medication Area

Area	Prescribed Medication Area – [5]
<p>Token Description</p> <p>For a Prescription Token the token description shall be printed at the top of the prescribed medication area when the prescription is electronically signed. The description shall be printed on one line.</p> <p>For Nominated prescriptions: NOMINATED EPS TOKEN</p> <p>or</p> <p>For Non-Nominated prescriptions: EPS TOKEN</p> <p>An FP10DT – Dispensing Token – has the text DISPENSING TOKEN pre-printed.</p> <p>Where a prescriber initiative description is also required to be printed at the top of this area then the token description shall be printed above the prescriber initiative description.</p> <p>Where an electronically signed prescription contains information that spans multiple pages of FP10 stationery then the words “Page X of Y” shall be printed after the token description. Where ‘X’ is the current page number and ‘Y’ is the total number of pages, e.g. “EPS TOKEN Page 1 of 2”.</p> <p>For repeat dispensing prescriptions (eRD) the text “Repeat Dispensing Issue X of Y” must be printed at the top of the area, where X is the current issue number and Y is the total number of issues.</p> <p>The text should be Arial [bold] 7.5 to 10pt (the size of the font may need to be adjusted to ensure the text will fit on to the correct number of lines).</p>	

¹ At the time of writing there is a DHSC workaround for Serious Shortage Protocols where one option is for a contractor to endorse a Token

Prescribed Medication Items

For each prescribed medication item, the following must be printed;

- Dictionary of Medicines and Devices (dm+d) Product Name/Description²
- Prescriber Endorsements
- Dosage/Frequency
- Quantity³

Where the medication item is a Schedule 2 or 3 controlled drug then the quantity must be printed in both figures and words. The quantity in words is currently contained within the 'pertinentAdditionalInstructions' element of the EPS prescription message.

The dosage/frequency instructions should be printed on a separate line to medication item description and prescriber endorsements.

Additional instructions for the dispenser pertinent to the prescribed medication item must be printed on a separate line below the dosage/frequency and quantity.

Note this does **not** include the repeat medication information provided within <medication> tags or specific patient information provided within <patientInfo> tags.

There must be a one line gap between the medication item details and the medication item separator.

Each medication item should be separated by a solid or hashed horizontal line or similar separator.

Any remaining lines between last prescribed medication item and the bottom of the box should be printed with an 'X' character, or similar, centre aligned within the box.

Note: *For Prescribing Token Only* - it is common practice on paper CD prescriptions to display the quantity in words within parentheses. A complete quantity expressed in words and figures would be "28 (twenty eight) capsule"

All text should be Arial [bold] 7.5 to 10pt (the size of the font may need to be adjusted to ensure the text will fit on to the correct number of lines).

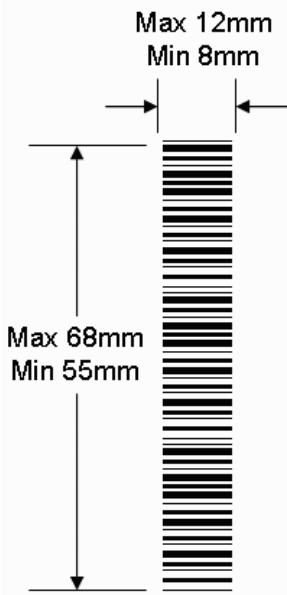
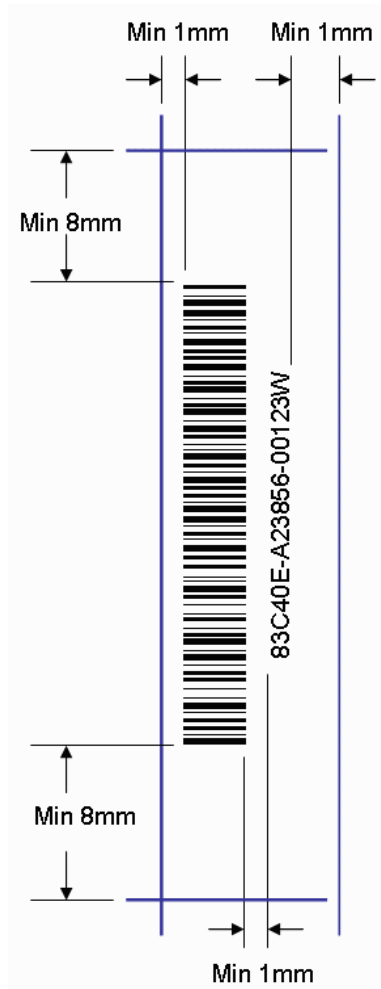
There must be a one line gap between the Token Description and the prescribed medication item details.

The prescribed medication items text should be left aligned with a 5mm gap between the first and last character and the edge of the box.

² The dm+d VMP product name is made up of drug, strength and formulation e.g. "Aspirin 300mg tablets". The dm+d AMP description is made up of Name + Supplier e.g. Brand A 10mg tablets (ABC Ltd)

³ The quantity must include the numerical quantity value plus the associated unit of measure

3.6 RHS top column

Area	Right Hand Top Column – [6]
<p>Prescription Identifier Bar Code</p> <p>The prescription identifier <u>must</u> be printed in this area. The bar code must be a 1 dimensional (1D) Code 128 bar code.</p> <p>The bar code <u>must</u> be printed vertically. The dimensions of the bar code <u>must</u> be within the following tolerances;</p> <ul style="list-style-type: none"> • Width ≥ 8mm and ≤ 12mm • Height ≥ 55mm and ≤ 68mm <p>Where possible, the maximum dimensions <u>should</u> always be adhered to.</p>  <p>The bar code <u>must</u> be positioned vertically at least 8mm from the top and bottom of the box in which it appears. The bar code <u>must</u> be positioned horizontally at least 1mm from the left and 6mm from the right hand edge of the form area. The bar code <u>must</u> be printed directly onto the form (i.e. not an adhesive label).</p> <p>Prescription Identifier Character String</p> <p>The prescription identifier <u>must</u> be printed vertically as a human readable text string within the right hand column. The font of the character string <u>should</u> be at least Arial [bold] 7.5pt. The character string <u>must</u> be positioned vertically at least 8mm from the top and bottom of the box in which it appears. The character string <u>must</u> be positioned at least 1mm from the right of the bar code. If required, the character string can be printed to overlap the green strip at the edge of the FP10 stationery when printing a Prescribing token.</p> 	

3.7 Signature Box

Area	Signature Box – [7]
<p><i>For Prescription Token Only -</i> The text: PRESCRIPTION TOKEN – Not to be used as a prescription, even if signed by an authorised prescriber shall be printed within the Signature of Prescriber area.</p> <p><i>For Dispensing Token Only –</i> The FP10DT stationery signature area is pre-printed and no additional information <u>must</u> be printed in this area.</p> <p>Note – Dispensing Doctors Where a dispensing doctor is printing a token from the Prescribing system for example in the Consulting room for a non-dispensing patient or for a dispensing patient to take elsewhere then these would usually be printed on FP10 SS (green) prescription forms and the text PRESCRIPTION TOKEN – Not to be used as a prescription, even if signed by an authorised prescriber <u>must</u> be printed on the FP10SS.</p> <p>Where a Dispensing Doctor is printing a token from a Dispensing system for example in the dispensary then white FP10 DT stationery <u>must</u> always be used UNLESS the Dispensing system has been adapted and assured by NHS Digital to overprint the required text in the signature box (no systems to date).</p>	

3.8 Date Box

Area	Date Box – [8]
<p>The date <u>must</u> be the effective date of the EPS prescription and <u>must</u> be printed in the format “dd/mm/yyyy”.</p> <p>The font <u>should</u> be Arial [bold] 7.5pt and centred horizontally.</p> <p>Note: There are two dates within an EPS Release 2 prescription the author date which is the date and time the EPS prescription was signed and the effective date which is the date and time from which the prescription is effective – also known as ‘the appropriate date’. For the majority of prescriptions these two dates will be the same but for future dated prescriptions they will be different.</p>	

3.9 Number of Items Area

Area	Number of Items Area – [9]
Nothing must be overprinted in this area	

3.10 Prescriber Details Area

Area	Prescriber Address Box
<p>The prescriber details printed in this area will vary depending on the prescriber type and employer.</p> <p>The prescriber name <u>must</u> be printed on the top line of the address box.</p> <p>There <u>should</u> be a one line gap between the prescriber name and the start of the prescriber address.</p> <p>The font <u>should</u> be Arial [bold] 7.5pt and left justified, except Prescribing Code, Postcode, the Practice ODS Code and Commissioners ODS Code.</p> <p>The postcode (Arial [bold] 7.5pt) <u>should</u> appear on the same line as address line 3 (GP prescribers), line 2 (non GP prescribers) but <u>should</u> be left aligned with the Prescribing Code, the Practice Code and Commissioners ODS Code (as appropriate).</p> <p>There does not need to be a 5mm gap between the last character of the postcode and the edge of the box.</p> <p>The Commissioners ODS Code <u>should</u> appear on the same line as the Commissioners name but <u>should</u> be left aligned with the Prescribing Code, the Practice Code and the Postcode.</p> <p>Preferred Font and Position for Prescribing Code, Practice Code and Commissioners ODS Code.</p> <p>The font <u>should</u> be Arial [bold] 12pt.</p> <p>The Prescriber Code <u>should</u> be printed on the same line as the prescriber name.</p> <p>The text <u>must</u> be positioned towards the right of the box.</p> <p>The Prescriber code, Practice code, Commissioners ODS code and postcode <u>should</u> be left aligned with each other.</p> <p>There <u>must</u> be a 5mm gap between the last character of the longest data item and the edge of the box.</p> <p>The prescriber code, 'AgentPerson.Person.id': <u>must</u> be taken from the Responsible Party <i>and</i> <u>must not</u> be taken from the Author field</p>	

Medical Prescriber Address Layout	
DR A JONES	PRESCRIBER CODE
ADDRESS LINE 1	
ADDRESS LINE 2	
ADDRESS LINE 3	POST CODE
TELEPHONE NUMBER	
COMMISSIONERS NAME	COMMISSIONERS CODE

Non-Medical Prescriber Address Layout	
MRS A JONES	PRESCRIBER CODE
SENIOR PARTNER/COST CENTRE NAME	PRACTICE/COST CENTRE CODE
ADDRESS LINE 1	
ADDRESS LINE 2	POST CODE
TELEPHONE NUMBER	
COMMISSIONERS NAME	COMMISSIONERS CODE

3.11 RHS Bottom column

Area	RHS Bottom Column – [11]
	The Prescriber Initiative for example SP, PN or HP <u>must</u> be printed at the top of this box

4 Overprint Requirements – Right Hand Side

This area must be used to meet requirement 6.7.8 from the EPS Dispensing Systems Compliance Specification. This requirement states:

“Patient specific clinical information represented as semi-structured text within the ‘Additional Instructions’ entity of the first medication line item must be made available to the patient.”

By printing this information on the right-hand side of the dispensing token, it can be made available to the patient. When printed the following requirements apply:

- The patient name, address, postcode, date of birth and NHS number must be printed at the top.
- The prescribing organisation name and address must be printed at the top, clearly distinct from the patient demographic information printed.
- Authorised repeat medication provided within <medication> tags must be printed.
- Specific patient information provided within <patientInfo> tags must be printed.
- Where multiple pages of right-hand side information are printed then at a minimum, the patient name and date of birth, plus the prescribing organisation name, must be printed at the top of each subsequent page.
- The current page number and total number of pages must be printed at the bottom.

When a dispensing token is printed purely to support local dispensing processes and therefore not required for either a patient exemption/payment declaration or to make information available to the patient, i.e. their repeat medications re-order form, then printing a right hand side on the token can be optional. This would prevent unnecessary pages printed if the patient has many authorised repeat medications.