

NHS Prescription Services

Information for pharmacy contractors on the sorting, submission and endorsement of prescription forms

NHS Prescription Services receives over 10,000 prescription batches every month from pharmacy contractors (and additionally from doctors and other types of dispensers). To facilitate the accurate processing of these batches, pharmacy contractors should follow the basic principles outlined below when sorting, submitting and endorsing prescription forms.

Sorting the monthly prescription batch

The main sorting requirements are shown on the Account Identifier document that is sent to you each month. Pharmacists can also download and print a replacement Account Identifier document via MYS. These instructions include:

- Sort the FP10 submission into five groups:
 - exempt (including no charge contraceptives)
 - exempt – red separator
 - chargeable
 - chargeable – red separator
 - old charge rate (where applicable).
- Sort the forms within these groups as described on the Account Identifier document (i.e. by form type, prescriber type, etc.). It is particularly important to sort any other forms separately (e.g. Repeat Authorising forms, ETP tokens for non-payment, and FP57s) but submit as part of same account.

We also ask all pharmacy contractors to separate the following exempt and chargeable prescriptions from the main body of your batch in the red separators provided with the account identifier document:

- Any prescription forms containing items for free supply (FS) of sexual health treatment.

- Any prescription forms containing items where SSP is claimed.
- Any bulk prescription items for Schools or Institutions.
- Any prescription forms containing the abbreviation HMP.
- Any prescription forms containing items where broken bulk is claimed.
- Any prescription forms containing expensive items which are individual items with a net ingredient cost of £100 or more.
- Any prescription forms containing items where 'out of pocket expenses' have been claimed.
- Any prescription forms containing 'specials', which are unlicensed medicines manufactures 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 or extemporaneously prepared by the contractor (see Drug Tariff Part VIII B).
- Any prescription forms containing items where the prescriber has provided additional information e.g. preservative-free or sugar-free within the dosage instructions.
- Any prescription forms containing items where the prescriber has made a handwritten alteration or addition.
- Any prescription forms where the prescriber's signature touches or goes over the details of the last item on the prescription form.

These exempt and chargeable red separator prescriptions should be secured separately and placed on top of your batch before you dispatch it. They do not need to be sorted alphabetically by prescribing doctor name.

Filling in the Monthly Submission information on MYS

Paper Prescriptions

Enter how many forms and items are being submitted on paper prescriptions and how many are exempt, paid or paid at old rate.

EPS Prescriptions

Enter how many forms and items are being submitted on EPS prescriptions and how many are exempt, paid or paid at old rate.

Additional Activities

Check the relevant box if you completed any of these activities:

FP57 forms – enter the number of forms submitted and the total amount in pounds and pence refunded.

Appliance Use Reviews (AURs) – enter the number of AURs on your premises or subsequent reviews for users living at the same location within a 24-hour period and enter the number of AURs at patient's home.

New Medicine Services – enter the number of New Medicine Services undertaken.

Serious Shortage Protocols (SSPs) – enter the number of supplies made in accordance with SSPs.

Summary and Declaration

Check the figures you have entered for Paper prescriptions, EPS prescriptions and Other activities are correct. Read the declaration, complete the name section and email section (optional), check the 'I agree' box and click Send submission.

Once the submission is complete a replacement Account Identifier document can be printed if necessary. The document should then be placed at the top of the forms being submitted to NHS Prescription Services so that the barcode and contractor information is visible.

Packing and submitting the monthly prescription batch

The simple advice is:

- Submit with appropriate claim form.
- Sort as appropriate.
- Submit in a secure manner that enables tracking and tracing of the delivery.
- Submit no later than the fifth day of the month following that in which the supply was made.
- Place the prescriptions which have been sorted into five groups into a plastic bag(s), which should be sealed.
- Place the sealed prescriptions into a strong box of the right size with the invoice, and wrap/seal this carefully.

Pharmacy contractors in England that are enrolled in the Pharmacy Earlier Payment Scheme will need to secure delivery to NHS Prescription Services by the 3rd or 8th day of the month to be able to access funds early.

Occasionally prescription batches are received by NHS Prescription Services in a damaged condition. The main cause relates to prescriptions being placed in a box that is too big for the size of the batch and as a result they have been subject to damage within the postal delivery system. By following the basic principles above your batch will arrive safely and securely.

Common problems encountered during processing include:

- The use of staples, paper clips, too many elastic bands, string or sticky labels and folded forms.
- Prescriptions aren't bundled at all and are put loose into their outer packaging so we have to sort them.

Endorsement of prescription forms

The purpose of endorsements added by the dispenser is to ensure that NHS Prescription Services has clear, accurate and unambiguous information against which we can make the appropriate reimbursement and remuneration. Adding unnecessary endorsements on the prescription form is a common problem, particularly those generated by computer endorsing systems. Although there are many reimbursement and remuneration rules that require endorsements, there are three very basic rules:

- For generic medicines listed in Part VIII of the Drug Tariff, we will reimburse at the Drug Tariff rate automatically. You do not need to add endorsements unless there is more than one pack size listed in Part VIII, in which case pack size endorsements are required.
- For generic medicines that are not included in the Drug Tariff, the supplier should be endorsed, along with the pack size, if more than one pack size exists.
- Most proprietary medicine orders do not need any endorsement, other than the appropriate pack size.

Further help and advice

For more information, you can contact our helpdesk by telephone on 0300 330 1349 or by email at nhsbsa.prescriptionservices@nhsbsa.nhs.uk. You can also subscribe to our quarterly electronic newsletter by emailing communicationsteam@nhsbsa.nhs.uk. Please include "Hints & Tips for Dispensing Contractors" in the subject line. Previous editions can be accessed here: <http://www.nhsbsa.nhs.uk/3191.aspx>