

# Hints & Tips

## Dispensing Contractors

Issue 20



Pharmacy

Dispensing  
Doctors

Prescribing-only  
GPs (Personal  
Administration)

Appliance  
Contractors

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Include the following:

- Name
- What type of contractor you are e.g. pharmacy, appliance, dispensing doctor or GP who dispenses personally administered items (PADM)
- Trading name



## Welcome to the July 2015 issue of Hints & Tips, your regular newsletter full of information and advice.

In this issue we're highlighting new live service reports available to EPS users, Electronic Repeat Dispensing guidance published by NHS England and helping you find the GMS Statements of Financial Entitlements, as well as discussing changes to the Misuse of Drugs Regulations. There's also a separate article on how the changes to these Regulations will affect EPS.

We've included information on accessing a PDF version of the Drug Tariff and making exempt or chargeable declarations in EPS Release 2, plus the prescribing reports available for GP practices and cost centres on the Information Services Portal, details of the enhanced EPS prescription tracker and how the NHS Business Services Authority will be changing its Open Day events to make them even more accessible to contractors.

There's also a special section looking at the meaning and application of Referred Back codes to help you make sure you include all the information we need when resubmitting affected prescription forms.

**If you have any suggestions for topics you'd like see included in a future edition, please contact us at: [nhsbsa.communicationsteam@nhs.net](mailto:nhsbsa.communicationsteam@nhs.net)**

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Pharmacy

Dispensing Doctors

Prescribing-only GPs (Personal Administration)

Appliance Contractors

## Clarification

Regular readers might remember that the April 2015 issue of Hints & Tips included an article on checking declarations of exemption from prescription charges. This article included advice that to sign a declaration of exemption on a patient's behalf, a pharmacist would need to have seen proof of their entitlement. We'd like to clarify that although it is recommended that pharmacists see proof of a patient's entitlement in this scenario, there is no requirement to do so.

The NHS Business Services Authority apologises for any confusion caused by the original advice given.

## Changes to the Misuse of Drugs Regulations



The Misuse of Drugs Regulations 2001 have been amended to ensure that the regulatory framework on controlled medicines is effective, reflects current policy and complements changes in the health sector. Most of the changes were effective from June 2015, including:

- the introduction of independent prescribing authorities for physiotherapists and chiropodists
- authority for the electronic prescribing of Schedule 2 and 3 controlled drugs (n.b. it will not be technically possible to implement this immediately as changes need to be made to all EPS enabled prescribing and dispensing systems).
- changes to requirements for writing prescriptions for temazepam.

Use of a standard requisition form will be mandatory from November 2015.

There are also several other changes and a summary from the Home Office is available at: <https://www.gov.uk/government/publications/circular-0192015-a-change-to-the-misuse-of-drugs-regulations-2001/circular-0192015-misuse-of-drugs-amendment-no-2-england-wales-and-scotland-regulations-2015-si-2015891>



## Controlled Drugs and EPS implementation update



As described in [Changes to the Misuse of Drugs Regulations](#), legislation came into force on 1 July 2015 allowing Controlled Drugs listed under schedules 2 and 3 to be prescribed and dispensed using EPS. However, it will not be technically possible to implement this immediately as changes need to be made to all EPS enabled prescribing and dispensing systems.

All dispensing systems must be updated and fully deployed across all pharmacy sites before the new functionality can be enabled. This is to avoid the possible risk of a prescriber sending a prescription for a Controlled Drug to a pharmacy which can't then dispense it.

The Health and Social Care Information Centre (HSCIC) has issued all prescribing and dispensing system suppliers with the new and amended technical requirements which they must comply with (<http://systems.hscic.gov.uk/eps/library/compliance/index.html>). Suppliers have been asked to consider when they will be able to implement the changes and until all suppliers provide this feedback, a decision can't be made regarding implementation timescales. Any system amendments can only go live after they have undergone relevant compliance testing. The HSCIC has adopted a streamlined approach to the way that it will assure that supplier systems meet technical and clinical requirements to speed up this process.



# Where can I find the General Medical Services Statement of Financial Entitlements Directions (GMS SFE)?



The GMS SFE Directions governs payments made by NHS England to a contractor under a general medical services contract. Section 23 relates to dispensing, with Paragraph 23.3 specifying amounts payable in relation to the provision of drugs and appliances. Paragraph 23.4 details the products for which a contractor who is providing services under a GMS contract may be entitled to the payments listed in Paragraph 23.3.

Annex G of the Directions relates to Dispensing Payments, with Part 1 containing the Discount Scale. Part 2 specifies the dispensing feescale for contractors that are authorised or required to provide dispensing services (Dispensing Doctors), while Part 3 details the dispensing feescale for contractors that are not authorised or required to provide dispensing services (prescribing-only GPs, i.e. Personally Administered accounts).

You can find the consolidated Directions at:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/233366/gen\\_med\\_servs\\_statement\\_financial\\_entitlements\\_directions\\_2013\\_acc.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/233366/gen_med_servs_statement_financial_entitlements_directions_2013_acc.pdf)

Later amendments detailing updates to specific sections of the Directions (including the feescales at Annex G) are available at:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/299591/SFE\\_amend\\_directions\\_2014.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/299591/SFE_amend_directions_2014.pdf)

and at:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/363905/Directions\\_2014.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/363905/Directions_2014.pdf)





## New live service reports for EPS

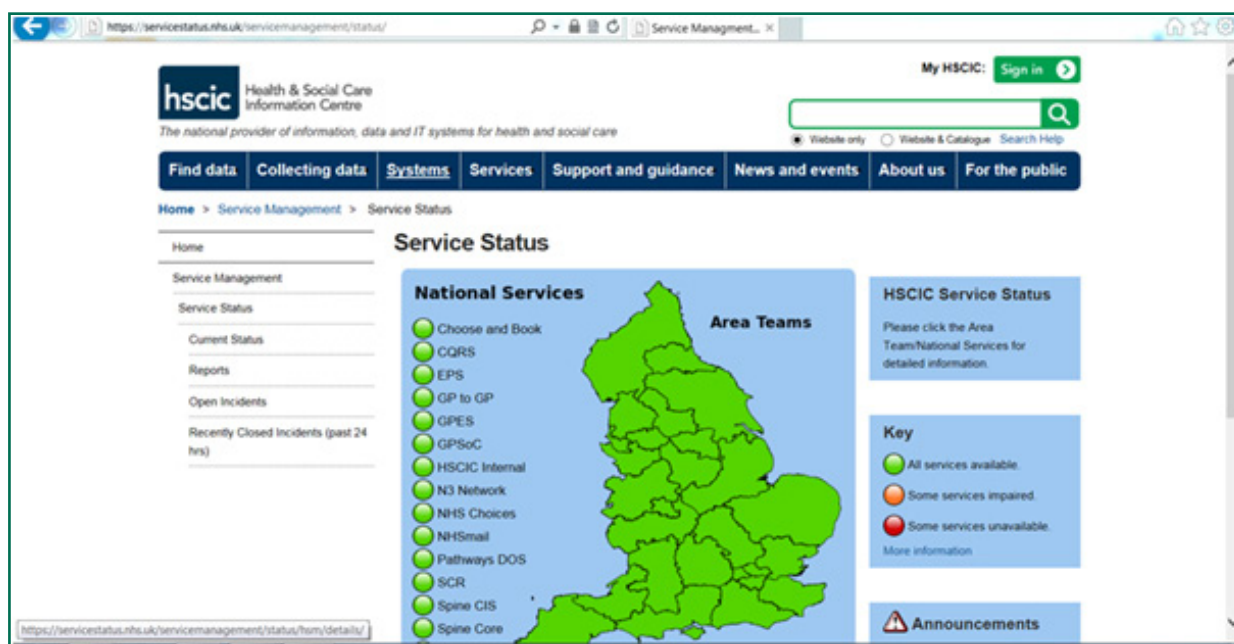


The Health and Social Care Information Centre (HSCIC) has made live service status information available to pharmacies and dispensing appliance contractors through their Smartcard. The HSCIC Service Status pages show the availability of national infrastructure services such as EPS, Spine, N3 and the Care Identity Service, which manages Smartcard access.

This means that if you're experiencing problems accessing or processing an electronic prescription you can see at a glance if there is a national service issue. If it is not a national service issue, it is likely to be a problem with your PMR system or with your local equipment or internet connection. In this case, you can be confident that you should contact your supplier's helpdesk for support.

Please bookmark the HSCIC service status page, available at: <http://servicestatus.nhs.uk/> where you can find information about the current status of the national infrastructure services. The page shows any known incidents or service outages. There are also details on any current incidents and recently closed incidents.

You can also sign up to receive text or email alerts and instructions are available at: <http://systems.hscic.gov.uk/eps/dispensing/help>



The HSCIC has undertaken a wide review of how incidents that affect EPS are logged, communicated and resolved. Analysis of the feedback from a recent questionnaire has provided a very clear picture of the main issue, the lack of information about incidents and outages for users. Making the service status pages visible to dispensers is the first major step in addressing this.

A series of recommendations to further improve service management are under development and will be tested by respondents of our earlier survey who volunteered to be further involved with the review.

More information was shared at the EPS Forum on 1 July, and will be included in the EPS bulletin. You can sign up for the bulletin and read the latest issues at:

<http://systems.hscic.gov.uk/eps/contacts/signup>

Did  
you  
know...?

## Electronic Repeat Dispensing guidance published

NHS England have published guidance on Electronic Repeat Dispensing and you can find this at <http://www.england.nhs.uk/ourwork/tsd/sst/erd-guidance/>. You can only use electronic repeat dispensing when both the prescribing and the dispensing systems are using EPS Release 2; it is not possible to use electronic repeat dispensing with EPS Release 1.

## Prescribing information on the Information Services Portal for GP Practice and Cost Centres

We are aware that many GP practices do not know that prescribing reports providing key areas of prescribing information are available on the Information Services Portal (ISP). You can use the ISP to help monitor your practice's prescribing trends, budget information and identify best practice. You can also compare and manage your prescribing performance against national and Primary Care Organisation comparators, reconcile personally administered items and extract prescribing data for GP appraisals.

Further details about the Information Services Portal, including details of how to register, are available at: <http://www.nhsbsa.nhs.uk/PrescriptionServices/3623.aspx>





## Exempt or Chargeable declarations in EPS Release 2



NHS Prescription Services are experiencing an increase in the number of calls where dispensing contractors have submitted an incorrect patient declaration of exempt/paid status for EPS Release 2 messages.

In EPS Release 2 the patient is required to sign either a Prescription Token or Dispensing Token to declare that they have paid the relevant number of prescriptions charges or to declare an exemption other than an age exemption (i.e. other than being under 16 years of age or 60 years and over). You must ensure that this information has been populated in the Patient Medication Record and is transmitted as part of the electronic endorsement claim message.



With the introduction of Spine 2 in August 2014 new functionality was made available to allow 'claim amend'. This functionality will allow you to submit an 'amended claim' within the normal reimbursement period. For example, you could send an amended claim for an incorrect paid/exempt declaration, a missing endorsement or to correct an incorrectly claimed endorsement. Both HSCIC and NHS Prescription Services are ready for dispensing system suppliers to develop and test this functionality.

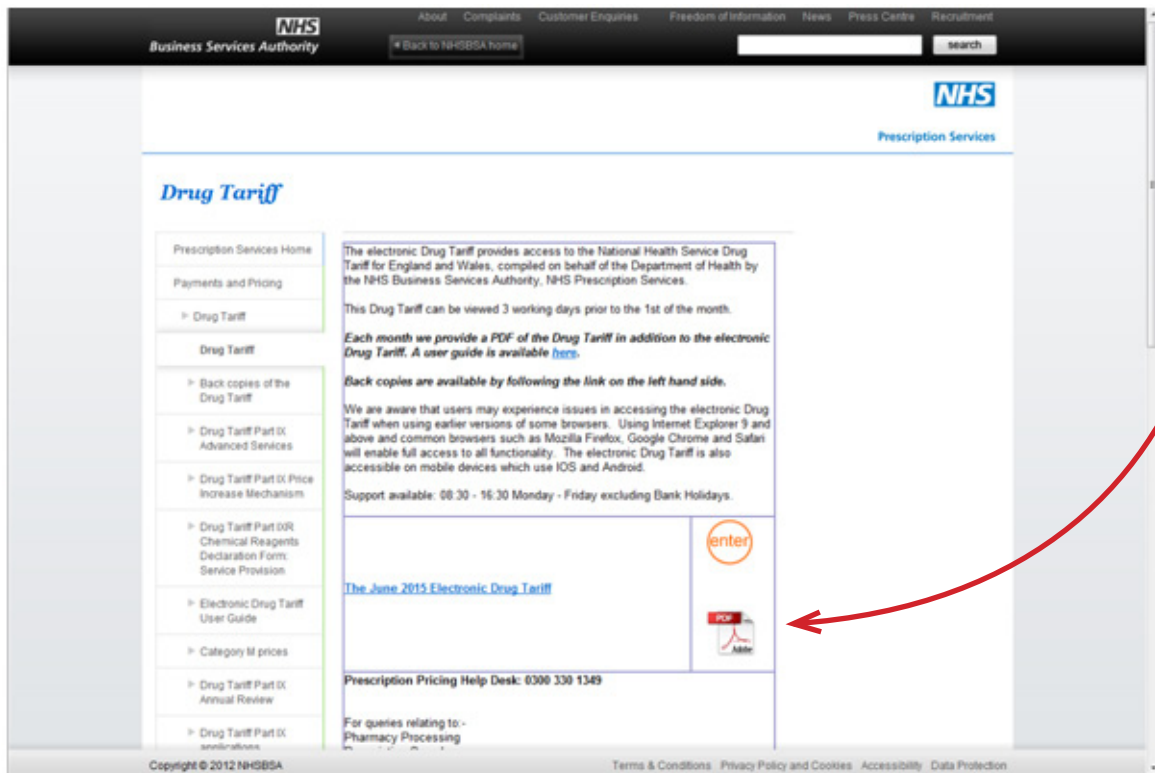
- Where the patient's age (calculated using the date of birth and date of dispensing in the message) is under 16 years or 60 years or over then these prescriptions will automatically be treated as exempt. Where patients are exempt from prescription charges due to their age, you must not submit the Token to NHS Prescription Services. Tokens for patients who are not age exempt must be sorted correctly and submitted along with your monthly batch of prescriptions.
- A prescription for a contraceptive, as listed in Part XVI of the Drug Tariff, will have no charge deducted when submitted even if submitted as 'paid'.
- An 'electronic claim' can only be sent when all of the items have either been 'fully dispensed' (i.e. no further dispensing activity will take place) or are marked as 'not dispensed'.
  - Remember an item is not 'dispensed' until it has been handed or delivered to the patient. You should send the electronic dispense notification as close to the exact time as possible.
- Without 'Claim Amend' functionality in your dispensing system an 'electronic claim' cannot be amended once submitted.
  - Speak to your system supplier to find out when they will be developing the claim amend functionality.

Did you know...?

## The Drug Tariff is also available as a PDF

A PDF version of the Drug Tariff is also available on the NHSBSA website, alongside the electronic version. To access the PDF, simply click on the PDF logo located on the Drug Tariff homepage at <http://www.nhsbsa.nhs.uk/PrescriptionServices/4940.aspx>.

You can navigate the document using either bookmarks or the search feature.



## Enhanced EPS Prescription Tracker

The EPS tracker (<http://systems.hscic.gov.uk/leps/library/rxtracker>) which allows prescribers and dispensers to check the status of a prescription has recently been enhanced. A search by NHS number, date range or prescription status, now also shows the nominated dispenser. A factsheet is available at <http://systems.hscic.gov.uk/leps/library/pretrackfact.pdf>. More information is available on the EPS website and the tracker itself has an online help function.

Please note, you must have a legitimate reason to verify that a prescription exists or to identify a prescription status.



# Open Day visits to the NHS Business Services Authority



NHS Prescription Services regularly holds Open Day visits which offer the opportunity to come and see how your prescriptions are processed. Open Days are held at each of our 3 processing centres, which are located at Bolton (Middlebrook), Newcastle and Wakefield.

The visits are interactive and are led by NHSBSA staff who are directly involved in receiving and processing your accounts. You can see the scanning process in action and prescriptions being processed by experienced staff who can directly answer any queries you may have.

Building on the success of these events, we are working towards making NHS Prescription Services even more accessible to all contractor types. Alongside the existing Open Days currently held for pharmacy contractors, we will soon be introducing:

**Bespoke Open Days for each contractor type** (Pharmacy, Appliance Contractors, Dispensing Doctors and Prescribing-only GPs).

These events will usually be held at the processing centre directly involved in processing the accounts:

- Appliances – Wakefield
- Dispensing Doctors – Newcastle
- Prescribing-only GPs – Bolton

However, we may also be able to arrange these visits at other sites on request.

Visits for pharmacy contractors take place at all three of the sites on a rota basis throughout the year.

## Evening visits

Our Open Day events have traditionally been held during the day, but this doesn't always suit busy work schedules. We will therefore also be offering evening sessions for those of you



who can't make it during the day, providing the same valuable information as is covered during the daytime sessions.

## Webinars

These will enable access from all parts of the country without the need for travel, and will include 'Question and Answer' segments to replicate the interactivity of our in-house sessions.

## Off-Site Representation

If you are hosting conferences or other events we would love to be involved. Delegates from the NHSBSA who are experts in particular fields can attend your event and will be happy to talk to attendees about what we do and how we can help further. We may also be able to come and visit you at your place of work to provide a presentation similar to the one given at our on-site events.

For more information on any of these events please visit the NHSBSA website: <http://www.nhsbsa.nhs.uk/1984.aspx> which will be updated as details become available.

## Referred Back (returned) items explained



To clarify the extra information we need from you when we refer items back, the table below shows the codes we use along with the descriptions you will see on the referred back images and further detail on what these mean:

| Referred Back Indicator | Referred Back Reason   |
|-------------------------|--|
| RB1A                    | <p><b>Message on image:</b><br/>For orders that are not listed in Part VIII A of the Drug Tariff all of the following endorsements are required: Supplier/Manufacturer, pack size and basic price (excluding VAT). If a formula has been dispensed and any of the ingredients are not listed in Part VIII A, please supply the above information.</p>  |
|                         | <p><b>Explanation:</b><br/>Where any non-Part VIII A item is prescribed or an ingredient in a formula is a non-Part VIII A item, you need to endorse brand name or supplier/ manufacturer, pack size and basic price (excluding VAT) for that item/ingredient. NHS Prescription Services can't make reimbursement for the item without this information.</p>   |
| RB1B                    | <p><b>Message on image:</b><br/>For orders that are not listed in Part VIII A of the Drug Tariff a Supplier/Manufacturer is required. If a formula has been dispensed and any of the ingredients are not listed in Part VIII A, please supply the above information.</p>   |
|                         | <p><b>Explanation:</b><br/>Where any non-Part VIII A item is prescribed or an ingredient in a formula is a non-Part VIII A item, you need to endorse brand name or supplier/ manufacturer for that item/ ingredient, along with pack size and basic price (excluding VAT). NHS Prescription Services can't make reimbursement for the item without this information.</p> <p>This reason code is usually used where the pack size and price have been endorsed on initial submission, but the supplier/manufacturer/brand name was not stated.</p>  |
| RB1C                    | <p><b>Message on image:</b><br/>For orders that are not listed in Part VIII A of the Drug Tariff a pack size and basic price (excluding VAT) are required. If a formula has been dispensed and any of the ingredients are not listed in Part VIII A, please supply the above information.</p>  |
|                         | <p><b>Explanation:</b><br/>Where any non-Part VIII A item is prescribed or an ingredient in a formula is a non-Part VIII A item, you need to endorse pack size and basic price (excluding VAT) for that item/ ingredient, along with brand name or supplier/manufacturer. NHS Prescription Services can't make reimbursement for the item without this information.</p> <p>This reason code is often used where the supplier/manufacturer/brand name has been endorsed on initial submission, but the pack size and price was not stated. Where NHS Prescription Services does not hold a price for the item or it's not clear what pack size an endorsed price relates to, we can't make reimbursement.</p> |



|      |  |
|------|--|
| RB1D | <b>Message on image:</b><br>For unlicensed medicines (specials) where the presentation is a liquid, please clarify the type of liquid, e.g. suspension or solution.  |
|      | <b>Explanation:</b><br>Where a liquid special is ordered without a pharmaceutical form or as 'liquid' you need to endorse which form you have dispensed (e.g. suspension or solution).   |
| RB1E | <b>Message on image:</b><br>More than one Manufacturer is available for this product. Please indicate which Manufacturer has been supplied.  |
|      | <b>Explanation:</b><br>Some proprietary products are available from more than one manufacturer with the same brand name. You need to endorse the manufacturer of the item you supplied as without this information NHS Prescription Services can't make reimbursement for the item.  |
| RB2A | <b>Message on image:</b><br>The order/endorsement is incomplete. The following details must be present: presentation, strength and quantity.   |
|      | <b>Explanation:</b><br>The presentation, strength and/or quantity details for the item are not included in the prescribed order or in the endorsement. You need to endorse presentation, strength and/or quantity as relevant as without this information NHS Prescription Services can't make reimbursement for the item. |
| RB2B | <b>Message on image:</b><br>The order/endorsement is incomplete. The presentation must be present.   |
|      | <b>Explanation:</b><br>The presentation details for the item are not included in the prescribed order or in the endorsement. You need to endorse the presentation dispensed (e.g. caps, tabs, suspension, amp, etc.) as without this information NHS Prescription Services can't make reimbursement for the item.          |
| RB2C | <b>Message on image:</b><br>The order/endorsement is incomplete. The strength must be present.   |
|      | <b>Explanation:</b><br>The strength details for the item are not included in the prescribed order or in the endorsement. You need to endorse the strength dispensed as without this information NHS Prescription Services can't make reimbursement for the item.   |
| RB2D | <b>Message on image:</b><br>The order/endorsement is incomplete. The quantity must be present.   |
|      | <b>Explanation:</b><br>The quantity details for the item are not included in the prescribed order or in the endorsement. You need to endorse the quantity dispensed as without this information NHS Prescription Services can't make reimbursement for the item.   |

|      |   |
|------|---|
| RB2E | <p><b>Message on image:</b><br/>The order is incomplete. The product name must be present for the item to be processed.</p>   |
|      | <p><b>Explanation:</b><br/>The full product name is not included in the prescribed order or in the endorsement. You need to endorse the exact product dispensed as without this information NHS Prescription Services can't make reimbursement for the item.</p> <p>This reason code is often used where a brand name indicates a range of products rather than a single product and you need to endorse which product from the range was dispensed. For example, a brand name of 'ABC' might not exist as a product in its own right but has variants in the range including 'ABC Extra', 'ABC Plus' and 'ABC Compact'. In this case, you need to endorse which of the available variants was dispensed.</p> |
|      |   |
| RB3A | <p><b>Message on image:</b><br/>The Appliance order/endorsement is incomplete. One or more of the following are required: size (length/width), quantity, type and/or Manufacturer's catalogue number.</p>   |
|      | <p><b>Explanation:</b><br/>The size (length and/or width), quantity, type and/or Manufacturer's catalogue number details for the item are not included in the prescribed order or in the endorsement.</p> <p>You need to endorse size (length and/or width), quantity, type and/or Manufacturer's catalogue number as relevant as without this information NHS Prescription Services can't make reimbursement for the item.</p>   |
|      |   |
| RB3B | <p><b>Message on image:</b><br/>The Appliance order/endorsement is incomplete. The size (length/width) must be present</p>  |
|      | <p><b>Explanation:</b><br/>The size (length and/or width) details for the item are not included in the prescribed order or in the endorsement. You need to endorse size (length and/or width) as without this information NHS Prescription Services can't make reimbursement for the item.</p>  |
|      |   |
| RB3C | <p><b>Message on image:</b><br/>The Appliance order/endorsement is incomplete. The quantity must be present.</p>  |
|      | <p><b>Explanation:</b><br/>The quantity details for the item are not included in the prescribed order or in the endorsement. You need to endorse the quantity dispensed as without this information NHS Prescription Services can't make reimbursement for the item.</p> <p>This reason code is often used when appliances are ordered as a number of 'boxes'. You need to endorse the total quantity dispensed (i.e. not the number of boxes dispensed).</p>   |
|      |   |
| RB3D | <p><b>Message on image:</b><br/>The Appliance order/endorsement is incomplete. The type of Appliance must be present.</p>   |
|      | <p><b>Explanation:</b><br/>The type or brand of appliance dispensed is not included in the prescribed order or in the endorsement. You need to endorse the type or brand dispensed as without this information NHS Prescription Services can't make reimbursement for the item.</p> <p>This reason code is often used when an appliance item is ordered generically but is only listed as branded items in Part IX of the Drug Tariff (e.g. soft silicone wound contact dressing). For these examples, you need to endorse the brand supplied.</p>  |
|      |   |



|      |  |
|------|--|
| RB3E | <p><b>Message on image:</b><br/>The Appliance order/endorsement is incomplete. The Manufacturer's catalogue number must be present.</p>  |
|      | <p><b>Explanation:</b><br/>The catalogue number is not included in the prescribed order or in the endorsement. You need to endorse the catalogue number as without this information NHS Prescription Services can't make reimbursement for the item.</p>   |
|      | <p>The catalogue number (as listed in the Drug Tariff) may be required to identify the exact product dispensed for catheters, incontinence appliances, stoma appliances, lymphoedema garments, etc.</p>  |
| RB4  | <p><b>Message on image:</b><br/>This form is incompatible with the account type in which it has been submitted. Please resubmit in an appropriate account type.</p>  |
|      | <p><b>Explanation:</b><br/>Each account type is restricted in which form types can be submitted within it. Form types which are not allowed in a particular account type are referred back so they can be resubmitted in the correct account type.</p>   |
|      | <p>This reason code is often used for private Controlled Drug forms and Out of Hours Non FP10 Supply forms which are submitted in pharmacy contractor NHS accounts.</p>  |
| RB5  | <p><b>Message on image:</b><br/>The order/endorsement is incomplete. The following details must be present: size of vial, ampoule or cartridge.</p>  |
|      | <p><b>Explanation:</b><br/>The size of the vial, ampoule or cartridge dispensed is not included in the prescribed order or in the endorsement. You need to endorse the size dispensed as without this information NHS Prescription Services can't make reimbursement for the item.</p>   |
|      | <p>This reason code is used where there are numerous sizes of vial, ampoule or cartridge available for the prescribed product and the size dispensed is not indicated.</p>   |
| RB6  | <p><b>Message on image:</b><br/>For Controlled Drug orders to be processed the Prescriber must include the strength, quantity and presentation required in the order.</p>  |
|      | <p><b>Explanation:</b><br/>The strength, quantity and/or presentation of the Controlled Drug dispensed is not included in the prescribed order. This information needs to be included in accordance with The Misuse of Drugs Regulations 2001.</p>   |
|      | <p>This reason code is often used if there are contradicting printed and handwritten endorsements against an item or if handwritten prescribed orders/endorsements are illegible.</p>  |
| RB7  | <p><b>Message on image:</b><br/>We are unable to determine exactly what was prescribed, or supplied. Please supply additional information that will assist us to process the annotated item(s).</p>  |
|      | <p><b>Explanation:</b><br/>The prescribed order and endorsement do not contain enough information to enable NHS Prescription Services to determine the item intended. You need to endorse the exact item dispensed to enable us to make reimbursement for the item. You may also need to endorse any other relevant information, e.g. supplier, invoice price, pack size, strength, quantity, presentation, etc.</p> |
|      | <p>This reason code is often used if there are contradicting printed and handwritten endorsements against an item or if handwritten prescribed orders/endorsements are illegible.</p>  |

## Top tips for resubmitting items:

### Make sure you:

- endorse the additional information requested and don't just repeat the same information as was already included on initial submission
- endorse the exact product dispensed
- endorse the correct item on the form. Prescriptions which include more than one referred back item are referred back separately for each affected item, so remember to check the item number stated at the bottom of the image before endorsing and resubmitting for payment
- endorse the additional information requested and don't resubmit without any further detail
- endorse the correct presentation for modified-release products where necessary. For example, where the product is prescribed without a presentation and a modified-release presentation is dispensed, make sure you endorse the item with that modified presentation. If you endorse 'caps' where only 'modified-release caps' are available, the item will be referred back for the basic price (ex VAT) of the caps endorsed leading to a delay in payment
- endorse the basic price for the pack size of the item you have dispensed and clearly state the size of that pack. Please don't endorse the basic price of the quantity dispensed if this differs from the pack size, as this may lead to incorrect reimbursement.



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## Useful links on our website

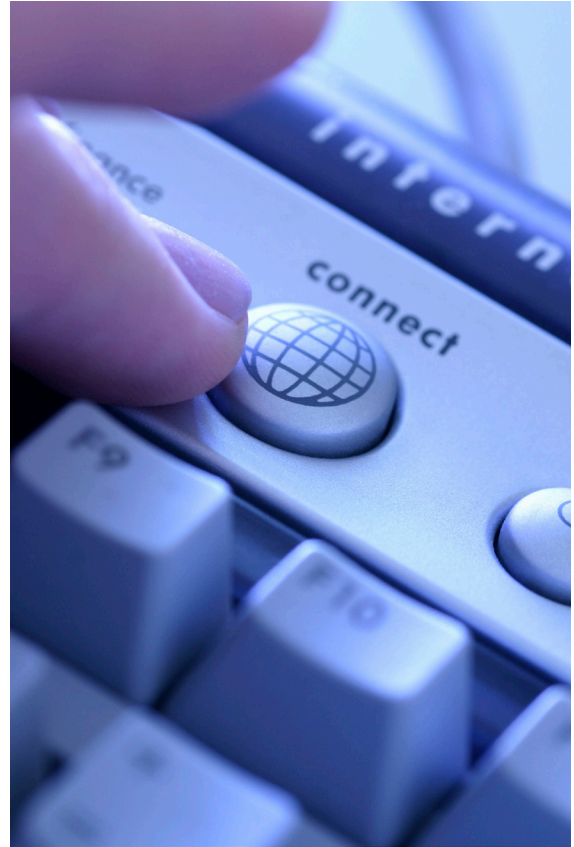
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NHS England and Wales Drug Tariff  
[www.nhsbsa.nhs.uk/prescriptions/drugtariff](http://www.nhsbsa.nhs.uk/prescriptions/drugtariff)

NCSO products  
<http://www.nhsbsa.nhs.uk/Prescription-Services/935.aspx>

Information about sending in your reimbursement and remuneration claims  
<http://www.nhsbsa.nhs.uk/2473.aspx>

NHS Prescription Services open days  
[www.nhsbsa.nhs.uk/prescriptions/opensdays](http://www.nhsbsa.nhs.uk/prescriptions/opensdays)



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## Your dedicated helpline

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For further information  
please contact the  
NHS Prescription Services  
helpdesk:

**0300 330 1349**

or email:

[nhsbsa.prescriptionservices@nhs.net](mailto:nhsbsa.prescriptionservices@nhs.net)

