

Hints & Tips

Dispensing Contractors

Issue 21



Pharmacy

Dispensing
Doctors

Prescribing-only
GPs (Personal
Administration)

Appliance
Contractors

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Welcome to the October 2015 issue of Hints & Tips, your regular newsletter full of ideas and advice!

This month we're highlighting the importance of community nurse practitioners using the correct 'prescriber/initiative' description, free EPS Masterclass training now available to all community pharmacy and dispensing appliance contractor staff, and how and when you should claim for vaccines on FP34D/PD Appendix forms.

We've included information on claiming Out of Pocket Expenses correctly, the new flu vaccination service to be provided by community pharmacies and the latest developments in the NHS Business Services Authority's transparency initiative. We've also included details of products which now have licensed equivalents available, changes to Community Pharmacy Assurance Framework (CPAF) questionnaires and how to claim training grants for pre-registration pharmacy students.

There's also advice on making sure you endorse appliance catalogue numbers or order codes when necessary and using computer-printed and handwritten endorsement correctly, and on how you might be able to reduce the volume of referred back items you receive in EPS Release 2.

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

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Claiming Out of Pocket Expenses (OOP/XP)



If you need to make a claim for Out of Pocket Expenses (OOP) as described in Part II, Clause 12 of the Drug Tariff, you will need to provide the details of your claim on the relevant prescription form or EPS Release 2 prescription message before submitting it to NHS Prescription Services for reimbursement. You only need to claim once for each incidence of OOP incurred, giving the details of the amount claimed for the relevant prescribed item. If claiming OOP on an EPS Release 2 prescription message, you need to use endorsement code XP. If claiming OOP on a prescription form, you must use 'XP' or 'OOP' to indicate your claim. Please make sure that you add the details directly adjacent to the item for which you are making the claim otherwise the claim may not be reimbursed (for example if the details are added next to a prescribed item for which OOP is not allowed). You do not need to claim OOP against all items on that particular form unless expenses have been separately incurred for each item.

Please remember that amounts claimed for OOP should only represent the cost of the expenses incurred in obtaining the item, not the cost of the item itself. VAT and/or the cost of the item mustn't be included in a claim for OOP.

Claiming on FP34D/PD Appendix forms



The seasonal flu vaccines programme is due to begin, so this is a good time to consider how you claim for your personally administered vaccines. GPs making a claim for high volume personally administered vaccines or a combination of these vaccines must make the claim on an FP34D/FP34PD Appendix form (for dispensing doctors and prescribing-only doctors respectively), as stated in paragraph 23.16 of the Statement of Financial Entitlements.

These arrangements apply to the following six vaccines or combinations of these vaccines:

- Influenza
- Typhoid
- Hepatitis A
- Hepatitis B
- Pneumococcal
- Meningococcal

When filling in your FP34D/PD (Appendix) form, please remember to supply all the required information to make sure the correct payment can be made for your influenza vaccines. An entry of 'flu vaccines' on your form does not give sufficient detail and may cause a delay to your payment.

Where a manufacturer makes two or more brands of one vaccine, tell us both the manufacturer and brand for all relevant vaccines in the 'Brand / Makers name' column. For example, Abbott

Healthcare Products Ltd makes both Imuvac and Influvac; Novartis Vaccines and Diagnostics Ltd makes both Fluvirin and Agrippal.

It's also very important that the pack size is added to your claim in the Presentation/Pack endorsement column and that you tell us the quantity of vaccines that you're claiming for in the Total Number of Doses Administered in the month column.

Example:



Prescription Services

FP34PD (Appendix) Practice PCT: Practice Tel

CLAIMS FOR VACCINES PURCHASED AND PERSONALLY ADMINISTERED UNDER SFE PART 4
PARAGRAPH 23 DURING MONTH OF _____

Only details of the following six vaccines or combinations of the listed vaccines e.g. Twinrix, Hepatyrix, to be entered below. Incomplete details may result in payment delays.

Influenza Typhoid Hepatitis A Hepatitis B Pneumococcal Meningococcal

Please note:

1. Individual FP10s for these vaccines WILL NOT be accepted in doctors accounts.
2. CLAIMS FOR VACCINES OBTAINED FROM CENTRAL SUPPLY SHOULD NOT BE INCLUDED ON THESE FORMS.

Name of Doctor (see note 6.1)	Doctor Index Number (see note 6.1)	Vaccine	Brand / Maker's Name (see note 6.2)	Presentation / Pack Endorsement (see note 6.3)	Patient Dosage (see note 6.4)	Total Number of Doses Administered in the month (see note 6.5)
Dr Jones	123456	Influenza	Abbott Imuvac	1	0.5ml	35
		Influenza	Abbott Influvac	1	0.5ml	10
		Hep A	Avaxim	10	0.5ml	3
Dr Smith	987654	Influ. Inact	Pfizer - Enzira	1	0.5ml	138
		Hep B	Engerix B	Pre-filled 10	1ml	4
		Hep A	Havrix Mono	10	1ml	3
Dr Green	654321	Influenza	Wyeth Pharm	10	0.5ml	140
		Hep A + B	Twinrix	Pre-filled - 10	1ml	3
		Typhoid	Typhim VI	1	0.5ml	2
Dr White	456789	Influenza	Novartis Agrippal	10	0.5ml	36
		Influenza	Novartis Fluvirin	1	0.5ml	10
		Hep A	Havrix Junior	1	0.5ml	3
		Hep B	HB Vax PRO	Pre-filled - 1	1ml	2

For further information, including how to obtain and complete an FP34D/PD Appendix form, please see:

<http://www.nhsbsa.nhs.uk/PrescriptionServices/933.aspx>

We have also recently identified an increase in the number of FP34D/FP34PD Appendix forms and FP10 prescription forms claiming payment for vaccines where practices have later identified these as having been 'centrally purchased'.

In England 'centrally purchased vaccines' are those vaccines used for routine immunisation programmes. They are ordered and delivered from a specialist pharmaceutical distribution company via the Department of Health's ImmForm website. Centrally purchased vaccines should only be used for purposes approved by the Department of Health. The 'Green Book' reminds healthcare professionals that if centrally purchased vaccines are knowingly used for non-approved circumstances this may be considered fraudulent. Please remember that where vaccines and other items are obtained and dispensed on a centrally supplied basis by GP practices providing dispensing services (i.e. dispensing doctors and personally administered account types), reimbursement cannot be made by NHS Prescription Services for these items. An FP34D/PD Appendix or FP10 form should only be submitted for payment to cover the dispensing of the vaccine for personal administration where the vaccine has been purchased by the practice.

Referred Backs (returned items) in EPS Release 2



EPS Release 2 prescriptions are referred back to contractors due to missing information far less frequently than paper FP10s, but we do still receive messages with information missing in certain areas.

In particular, there has been a high number of referred back items for the reason code RB3D 'The Appliance order/ endorsement is incomplete. The type of Appliance must be present'. For this reason code, the type or brand name of the product dispensed which is listed in the Drug Tariff Part IX should be endorsed.



This reason code is often used when an appliance item is ordered generically but is only listed by brand in Part IX of the Drug Tariff. In the examples below, only an endorsement of the brand supplied is needed. There is no need to endorse a price.

Example of generic appliance order	Example of endorsement required
Carmellose 0.5% 1 x 10ml	Carmize 0.5%, Optive Plus, PF Drops Carmellose etc.
Hypromellose 0.3% pf 1 x 30 unit dose	Hydromoor, Hypromol, Lumecare Singles etc.
Hypodermic needle for pen injectors screw on 5mm/31G	BD Microfine+, Comfort Point, Unifine Pentips etc.
Hypodermic lancets 0.31mm/31G	CareSens, GlucoRx, Microdot etc.
Disposal unit for hypodermic equipment	Sharpsafe, Sharpsguard

In EPS Release 2 to provide 'brand, manufacturer or wholesaler' information you need to return the actual medicinal product (AMP) or if there is more than one pack size the actual medicinal product pack (AMPP). An AMP/P uniquely identifies every product. Please speak to your system supplier to make sure you know how to do this.

If you do not endorse a brand, the item may be referred back which could lead to a delay in your payment. Endorsing a brand will ensure that the item is reimbursed correctly on the initial submission and reduce the number of referred backs that you receive.

Did
you
know...?

Appliance catalogue numbers or order codes



An appliance catalogue number or order code may be needed to identify the exact product dispensed for some appliances, such as catheters, incontinence appliances, stoma appliances and some lymphoedema garments. When a catalogue number is needed (i.e. if it's not stated in the prescribed order), you must endorse the number as listed in the Drug Tariff. An endorsement of PIP code or other order number not listed in the Drug Tariff is unnecessary and we may be unable to determine the intended item, resulting in a delay to your payment.



Computer printed or handwritten endorsements



A significant proportion of prescription items referred back for clarification are those which have a computer-generated endorsement printed on the form which has then been overwritten with updated dispensing information. These items are referred back because the resulting endorsement is ambiguous and/or contradictory and we're unable to determine exactly what should be reimbursed.

If you need to add handwritten information to a prescribed item to override a pre-existing computer-generated endorsement, please remember to cross out the whole computerised endorsement. You also need to include all of the relevant information (manufacturer name, list price and pack size) in the new handwritten endorsement. If the computer-generated endorsement is not crossed out or the handwritten endorsement doesn't include all of the necessary information, we may be unable to determine the required product or the relevant reimbursement price which could lead to delayed payment.

Free EPS masterclass training



To help dispensers to get the most out of EPS, new masterclass training is available for all staff working in community pharmacy and for dispensing appliance contractors (DACs). This includes counter staff, dispensing technicians, pharmacists and locums. Whether you're new to EPS or an experienced user, the training will help you to make EPS work better for you.

The free training is being organised by the EPS Team at the Health and Social Care Information Centre (HSCIC), in conjunction with Local Pharmaceutical Committees (LPCs), dispensing system suppliers and the NHS Business Services Authority (NHSBSA).

Over 800 events will be held throughout England. They're already underway and will continue until June 2016.

What's included in the training?

1. Dispensing system training tailored specifically to your PMR system and covering how to use EPS Release 2.
2. Business process change and how to get the best out of EPS, including business continuity.
3. A Claiming and Endorsing Masterclass presented by the NHS Business Services Authority.

At least one event for every PMR system will be held in each local LPC area. There will be at least seven events in each LPC area.

The masterclass training has been endorsed by the Centre for Pharmacy Postgraduate Education and attendance counts towards your continued professional development.

For further information including dates and locations, please visit the HSCIC website:

<http://systems.hscic.gov.uk/eps/dispensing/pharmatraining>

Don't forget to claim training grants for pre-registration pharmacy students



Remember that if you take on a pre-registration pharmacy student for training, a support grant is payable. If you're providing this training you need to submit a claim to your NHS England team at the start of the training period.



Did
you
know...?

Licensed equivalents are now
available for the following products:

Generic description	Licensed product
Amlodipine 5mg/5ml (1mg/1ml) oral solution sugar free	AAH Pharmaceuticals Ltd x 150ml Alliance Healthcare (Distribution) Ltd x 150ml Rosemont Pharmaceuticals Ltd x 150ml Thame Laboratories Ltd x 150ml
Amlodipine 10mg/5ml (2mg/1ml) oral solution sugar free	AAH Pharmaceuticals Ltd x 150ml Alliance Healthcare (Distribution) Ltd x 150ml Rosemont Pharmaceuticals Ltd x 150ml Thame Laboratories Ltd x 150ml
Clobazam 5mg/5ml (1mg/1ml) oral suspension sugar free	AAH Pharmaceuticals Ltd x 150ml Perizam 1mg/ml oral suspension x 150ml (Rosemont Pharmaceuticals Ltd) Tapclob 5mg/5ml oral suspension x 150ml (Martindale Pharmaceuticals Ltd)
Clobazam 10mg/5ml (2mg/1ml) oral suspension sugar free	AAH Pharmaceuticals Ltd x 150ml Perizam 2mg/ml oral suspension x 150ml (Rosemont Pharmaceuticals Ltd) Tapclob 10mg/5ml oral suspension x 150ml (Martindale Pharmaceuticals Ltd)
Colecalciferol 3,000units/ml (15,000units/5ml) oral solution	AAH Pharmaceuticals Ltd x 100ml Alliance Healthcare (Distribution) Ltd x 100ml Thame Laboratories Ltd x 100ml
Everolimus 250microgram tablets	Certican 0.25mg tablets x 60 pack (Novartis Pharmaceuticals UK Ltd)
Everolimus 500microgram tablets	Certican 0.5mg tablets x 60 pack (Novartis Pharmaceuticals UK Ltd)
Everolimus 750microgram tablets	Certican 0.75mg tablets x 60 pack (Novartis Pharmaceuticals UK Ltd)
Midodrine 2.5mg tablets	Bramox 2.5mg tablets x 100 pack (Brancaster Pharma Ltd)
Midodrine 5mg tablets	Bramox 5mg tablets x 100 pack (Brancaster Pharma Ltd)
Oxybutynin 5mg/5ml (1mg/1ml) oral solution sugar free	AAH Pharmaceuticals Ltd x 150ml Alliance Healthcare (Distribution) Ltd x 150ml Thame Laboratories Ltd x 150ml

Community Pharmacy Assurance Framework (CPAF) questionnaires



The NHS Business Services Authority (NHSBSA) has been reviewing the completion of Community Pharmacy Assurance Framework (CPAF) pre-visit questionnaires with NHS England and PSNC. These were previously requested from pharmacy contractors in June. Depending on the responses, NHS England Area Teams would then decide whether to carry out a monitoring visit to help ensure that patients and members of the public receive safe, effective and high quality pharmaceutical services.

This year the process has been reviewed and an abbreviated questionnaire containing 10 questions covering the terms of service set out in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 has been designed. The results of this together with additional information collated by the NHSBSA and NHS England will be used to prioritise monitoring visits. The full CPAF questionnaire will then be sent to any pharmacy contractors who are under consideration for a visit.

NHS England has asked the NHS Business Services Authority to carry out the national administration of the 2015/2016 CPAF questionnaire on its behalf. This will be achieved using an online application which will allow you to complete your return securely.

You will have four weeks to complete the abbreviated CPAF questionnaire, available from Monday 5 October 2015 until Sunday 1 November 2015. The questionnaire should only take around 20 - 30 minutes to complete and you will receive information and instructions on how to access and complete the questionnaire in advance of the availability date.

Once you have submitted the completed questionnaire you will be able to save, print or access your responses for future reference.

The NHSBSA or your NHS England Area Team will contact you to provide log-on details. You should have received a link to the questionnaire on 5 October. If you have not yet heard from either the NHSBSA or your NHS England Area Team, please contact nhsbsa.help@nhs.net.



Transparency



Some of you might already access your FP34 Schedule of Payments through the Information Services Portal (ISP). To help make payment information even more transparent to dispensing contractors, the NHS Business Services Authority (NHSBSA) will soon be introducing a more detailed monthly dispensing activity information report to the ISP. This new report will provide line by line information on how you have been reimbursed for your dispensing activity.

We're currently working with a small number of dispensing contractors to ensure the report meets requirements. When this has been confirmed, the report will be rolled out to all pharmacy and appliance contractors nationally.

If you have already signed up for access to the ISP you will receive an email advising you when you can log onto the system to access the new report. If you have not yet registered you can do so if you are authorised to discuss payment information relating to your account with the NHSBSA. To register you will need to complete the Payment Information Registration Form found [here](#).

Nurse prescribing



The NHSBSA regularly receives prescription forms for nurses listed on our systems as community practitioner nurses (nurse formulary) who have used the 'prescriber/initiative' description 'NURSE INDEPENDENT/SUPPLEMENTARY PRESCRIBER' on computer-generated FP10s. These nurses are also registered with the Nursing and Midwifery Council as community practitioner nurse prescribers, and the correct prescriber/initiative to use in this scenario is 'COMMUNITY PRACTITIONER NURSE PRESCRIBER'. The item(s) prescribed on these forms will be disallowed if the nurse does not have the correct prescribing status to prescribe them.

If you receive a prescription with the prescriber/initiative description as Nurse Independent/Supplementary Prescriber, check the Nursing and Midwifery Council website to establish the prescribing qualification of the nurse, i.e. whether they are an independent prescriber or a community practitioner nurse (nurse formulary). If the nurse is not qualified to prescribe the items stated you'll need to have the prescription reissued by an appropriate prescriber before dispensing and submitting to NHS Prescription Services for payment.



Flu vaccination service

As part of the 2015/2016 community pharmacy funding settlement, NHS England has arranged for community pharmacies in England to offer a seasonal influenza (flu) vaccination service for patients in at-risk groups. This service started in September 2015 and is the fifth Advanced Service in the English Community Pharmacy Contractual Framework (CPCF). Any community pharmacy in England can provide the service if it has a consultation room and appropriately trained staff, and can procure the vaccination and meet the data recording requirements.

Before starting this service you need to complete the notification form on the NHSBSA website [here](#). This informs NHS England of your intention to provide the service. If your pharmacy is part of a multiple you must complete a notification form for each individual store.

Payments will be made each month via the NHS Business Services Authority (NHSBSA). To claim payment, you'll need to submit the Community Pharmacy Seasonal Influenza Vaccination claim form which is also available on the NHSBSA website [here](#).

Please ensure that you submit payment claims as specified in the Service Specification; details are available at <http://psnc.org.uk/services-commissioning/advanced-services/flu-vaccination-service/flu-vaccination-service-spec-and-pgdl>. The NHSBSA will not accept separate submissions and these claims must be submitted promptly with the FP34C and prescription bundle for the month that the flu payment claim relates to.

The last month you will be able to submit a payment claim for providing the flu service will be March 2016, relating to services provided in February 2016. The service ends on 29 February 2016 and NHS England will not permit payment claims that stray into the next financial year i.e. 2016/2017.



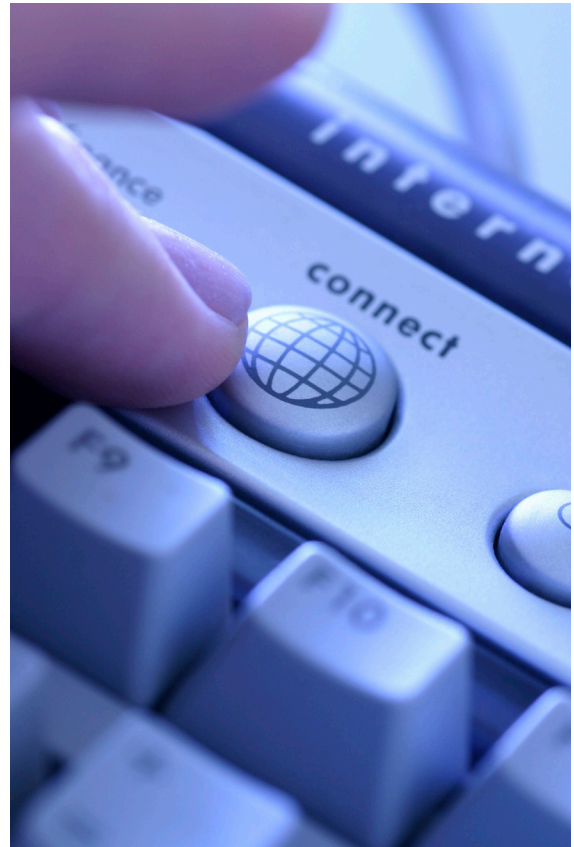
Useful links on our website

NHS England and Wales Drug Tariff
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



Your dedicated helpline



For further information
please contact the
NHS Prescription Services
helpdesk:

0300 330 1349

or email:

nhsbsa.prescriptionservices@nhs.net