

Hints & Tips

Dispensing Contractors

Issue 24



Pharmacy

Dispensing
Doctors

Prescribing-only
GPs (Personal
Administration)

Appliance
Contractors

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- Trading name

Welcome to the July 2016 issue of Hints & Tips, your regular newsletter full of ideas and advice!

In this issue you'll find information on EPS nomination and endorsing your FP10MDA forms correctly. There's advice on requesting replacement FP34 submission documents and making sure your dispensing checking stamps don't obscure valuable data. We've also included details of how you can support us in ensuring eligible patients can access help with their health costs, plus information on how you can get involved with NHS Prescription Services. There's also a reminder of the importance of medical prescriber codes, and why it's so important that patient applications for prescription prepayment certificates are submitted promptly. We've also included plenty more besides which we hope you'll find useful.

If there are any topics you'd like us to cover in future issues please let us know at the email address below.

If you have any suggestions for topics you'd like see included in a future edition, please contact us at:
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NHS Help with Health Costs – you can help to spread the message



The NHS Business Services Authority administers NHS Help with Health Costs (HwHC) on behalf of the Department of Health. A big part of providing this service is ensuring that patients know how to access any help with health costs that is available to them.

GP surgeries and pharmacies play a significant role in providing information to patients and you can help to us to spread the word about HwHC. For people on low incomes, it may be difficult to budget for the cost of prescriptions, dental treatment, glasses or travelling to hospital and other places of treatment. Many people do not know that help with these costs is available or how to access it, which may lead to them missing healthcare appointments or choosing not to seek the care they need because of the costs involved.

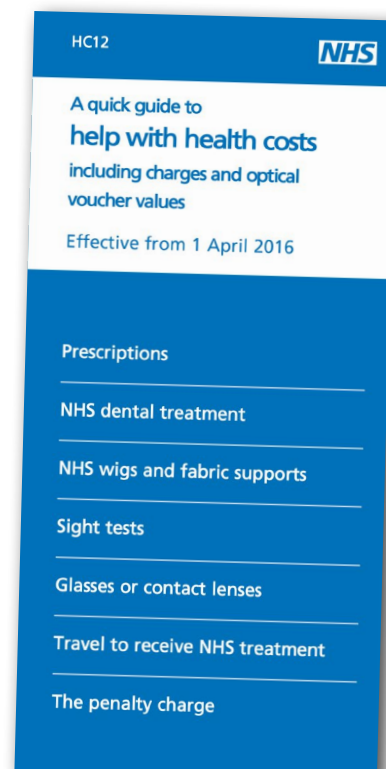
Starting this month, new distribution arrangements mean that you will receive a regular supply of HwHC materials as part of NHS England's provision of Primary Care Support England (PCSE). This will include:

- an HC10 poster each year, giving details on where to find further information on help with health costs
- an HC20 poster each year, containing information on prescription prepayment certificates
- 20 HC12 'Quick Guide to Help with Health Costs' leaflets each quarter. This patient leaflet gives information on the help available and how to access it. It also contains details of the current value of patient charges and optical vouchers, and the penalties patients may face if they claim exemption from a patient charge when they are not entitled to do so.

You can order extra copies of the HC10, HC20 and HC12 **free of charge** through the form ordering service at PCSE.enquiries@nhs.net or by calling 0333 014 2884.

Your support in promoting these materials within your surgeries and pharmacies will help to ensure that patients can access this information easily and do not miss out on the healthcare they need because of financial constraints.

You can find more information about HwHC at www.nhs.uk/healthcosts.



EPS nomination



Just over 80% of GP practices are now live with EPS and over 19 million patients have a community pharmacy and /or a Dispensing Appliance Contractor nomination.

What are the benefits of nomination for dispensing contractors?

- Less need to type patient information into your dispensing system.
- Fewer reimbursement queries as prescription endorsement is done electronically.
- Electronic prescriptions can't be lost.
- Order stock and prepare prescriptions in advance.
- No need to collect paper prescriptions from GP practices, saving you time and money.



Nomination and Prescription Collection Services (PCS)

Nomination could be likened to existing prescription collection services offered by some pharmacies, as it removes the need for patients to call at their GP practice to collect a paper prescription form.

Speak to all your patients using your (PCS) and ask them to nominate you. These patients won't experience any changes if they nominate, but you will no longer need to collect these prescriptions from the practice.

View the number of nominations you have online

The Health and Social Care Information Centre (HSCIC) now publishes the number of nominations for every pharmacy and dispensing appliance contractor in England. You can view these here:

<http://systems.hscic.gov.uk/eps/stats>

Tips to increase your nominations

- Ensure all staff are aware of the nomination process, including setting, changing and cancelling a patients' nomination.
- Have patient leaflets and posters available in the pharmacy to help patients to understand the process better, which may help to increase nominations.
- Make sure you speak to every patient about EPS and nomination.

Future EPS and nominations

In the future, EPS will become the default option for prescribing, dispensing and reimbursement of prescriptions. All patients who do not have a nomination will be given a token to present at any pharmacy/appliance contractor to obtain their item(s). This token will contain a unique barcode which can be scanned to retrieve the prescribed item's details and dispense the item.

All nominations that have previously been set will still remain valid and you won't need to re-nominate these patients. You will continue to process these prescriptions in exactly the same way as you do now.

The future changes to EPS will deliver the following benefits to contractors:

- The majority of your prescriptions will be processed electronically.
- One main process for prescriptions will lead to a more efficient, faster and secure service.
- Fewer paper claims so less time spent on the claim process at the end of month.
- The risk of dispensing duplicate prescriptions is reduced as electronic prescriptions can't be lost.
- It will be possible to track and trace the majority of prescriptions on the EPS Prescription Tracker.

Remember the rules when nominating

Patients must be provided with sufficient information about EPS before a nomination can be set on the system.

Nomination doesn't have to be in writing; you just need to have an auditable process in place.

Nominations should be entered onto your pharmacy system on a regular basis (most sites do this at the end of each day).

Patients must not be influenced or persuaded to nominate a specific dispensing contractor and inducements can't be offered.

There can be no changes made to a patient's nomination unless they request it.

Nominations do not expire; they can be changed or removed, but only at the request of the patient.

All staff need to know about EPS and should be able to explain EPS and nomination to patients in the pharmacy and over the phone (including delivery drivers).

For more information visit www.hscic.gov.uk/epspharm.

Did
you
know...?

EPS dispenser refresher training

The programme of EPS dispenser refresher training events organised by the EPS Team at the Health and Social Care Information Centre (HSCIC) has now come to an end. Don't worry if you weren't able to make any of the sessions, as more are being arranged for September. Look out for more information on the [EPS website](#) closer to the time.



Endorsing your FP10MDA forms correctly



When items are prescribed on FP10MDA forms to be dispensed in instalments, it's important that dispensers accurately record the details of each dispensing event on the right-hand side of the form. This is to comply with regulations and also ensures that we can make accurate payment for the item(s) dispensed.

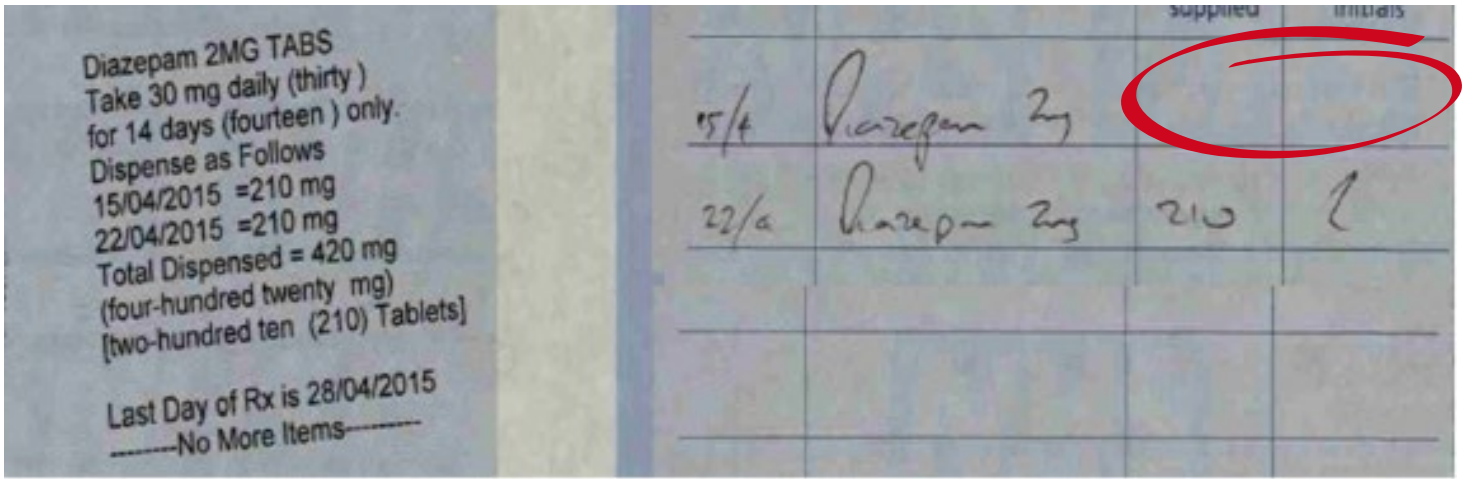
Date	Item	Quantity supplied	Pharmacist's initials
7/10/14	Physseptone 1mg/1ml Mixture SF	25ml	DM
8/10/14	" "	25ml	DM
9/10/14	NOT COLLECTED		
10/10/14	Physseptone 1mg/1ml Mixture SF	25ml	AM
11/10/14	" "	25ml	DM
12/10/14	" "	25ml	DM
13.10.14	NOT COLLECTED		
14.10.14	Physseptone SF Mixture 1mg/1ml	25ml	KW

The example above has been clearly endorsed with the total quantity dispensed (150ml) on the left, which matches the 6 x 25ml dispensed quantities on the right. Additionally, the two instalments that were not collected by the patient have been clearly marked as such.

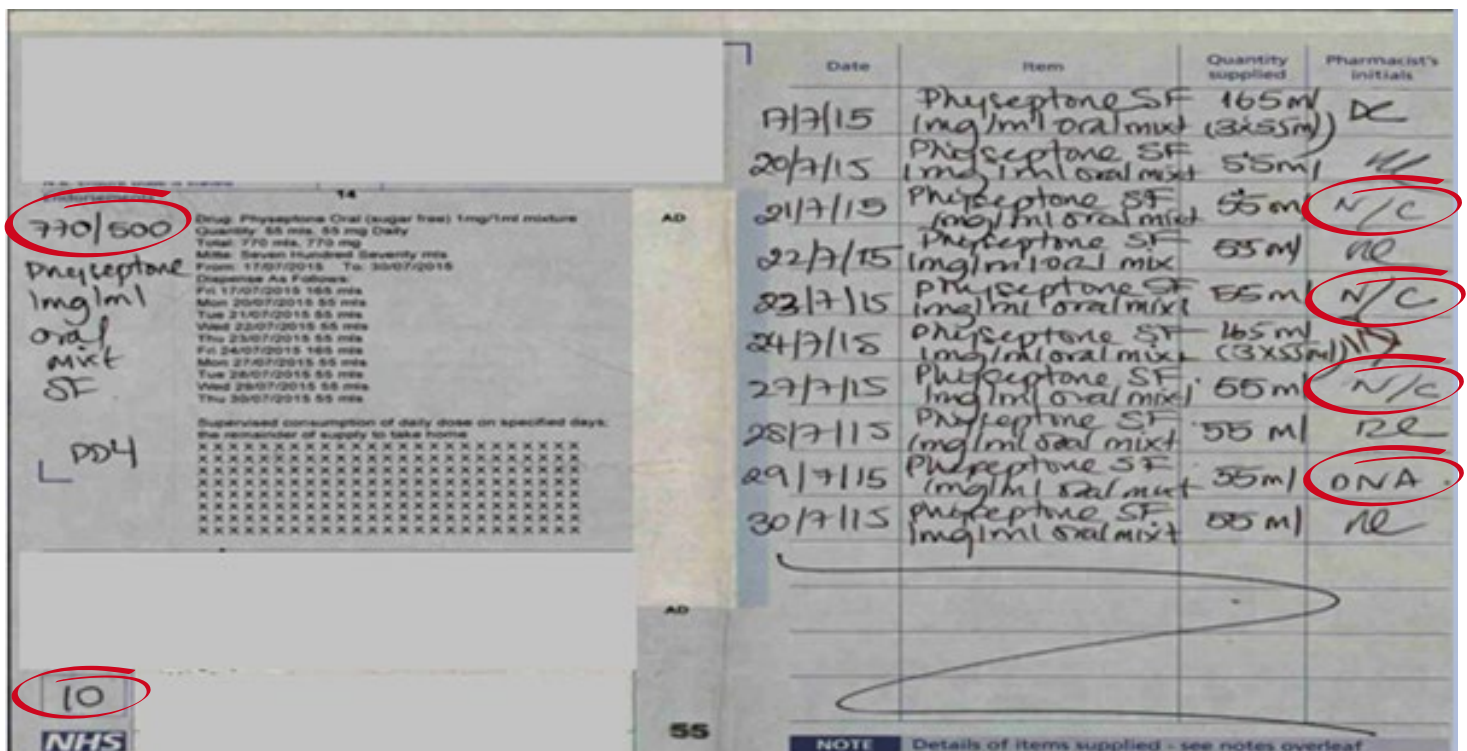
Unfortunately, many FP10MDA prescription forms are currently returned to contractors for more information because our processing staff are unable to determine exactly what has been dispensed. This will delay payment.

The endorsement information on the right-hand side of the form must reflect what has been supplied to the patient. This information mustn't conflict with what has been prescribed. Some examples of missing or misleading information are shown below:

- In this example, it's not clear whether the instalment for the 15th has been dispensed or not, because there's no quantity stated and no initials but neither is it endorsed 'ND':



- This example shows conflicting information as the total quantity prescribed (770mls) has been endorsed on the left and 10 is stated in the 'No. of prescriptions' box, but it looks like some of the instalments may not have been dispensed. Please do not use abbreviations in the 'Pharmacist's initials' box to represent not dispensed, did not attend or not collected as it's not clear whether these are abbreviations or the pharmacist's initials. Instead, where instalments have not been dispensed, please make this clear in the 'Item' box and 'Quantity supplied' box:



- For this example we're unable to determine the total quantity dispensed. There are no endorsements of item, quantity or initials from 18th to 25th and only 5 fees have been claimed in the 'No. of prescriptions box', but the form has not been endorsed ND (not dispensed) against the 'missing' instalments:

Date	Item	Quantity supplied	Pharmacist's initials
12/18/15	Diazepam 2mg	4x7mg	BU
13/18/15	"	" 7x2mg	BU
14/18/15	"	" 4x2	BU
15/18/15		8x2	PP
17/18/15		4x2	BP
18/18/15			
19/18/15			
20/18/15			
21/18/15			
22/18/15			
24/18/15			
25/18/15			

Endorsements
Diazepam 2mg Tablets
Daily Dose as Follows: 4x2mg Tablets
Total: 56x2mg Tablets (97y six Tablets)
Treatment Period: 12/08/2015 to 25/08/2015 (dates inclusive)

Please Dispense:
Wed 12/08 4x2mg Thu 13/08 4x2mg Fri 14/08 4x2mg
Sat 15/08 8x2mg Sun 16/08 0x2mg Mon 17/08 4x2mg
Tue 18/08 4x2mg Wed 19/08 4x2mg Thu 20/08 4x2mg
Fri 21/08 4x2mg Sat 22/08 8x2mg Sun 23/08 0x2mg
Mon 24/08 4x2mg Tue 25/08 4x2mg

Daily dispensing as indicated above. (Apart from Bank Holidays and weekends, when doses to be given on day preceding closure.)

Dispenser No. of Prescs. on form
5

Please help us to correctly reimburse your FP10MDA prescriptions first time:

- complete all the required columns
- clearly indicate when instalments have not been dispensed by marking 'not dispensed' in the 'Item' box and 'Quantity supplied' box or alternatively crossing out the whole line entry for that instalment
- don't include any information other than the pharmacist's initials in the 'pharmacist's initials' box
- make sure that the quantities endorsed on each side of the form reflect the actual quantity that was dispensed to the patient.

Requesting replacement FP34 submission documents



Each month we distribute FP34 submission documents to all GP practices, pharmacies and appliance contactors. These are barcoded and are unique to each contractor for that particular month, so it's really important that you use the copy we send you to submit your monthly account to us.

If your submission document does not arrive by the 25th of the month, please let us know as soon as possible so we can arrange to print a replacement copy and send it to you before the submission deadline. You can email us at nhsbsa.prescriptionservices@nhsbsa.nhs.uk or call us on 0300 330 1349.

Replacement submission documents can only be emailed or faxed as a last resort, as the print quality of these may not be sufficient to be scanned successfully which will cause delays during the scanning process.

CPAF screening questionnaire – what happens next?



This year's annual CPAF screening questionnaire closed on Sunday 3 July 2016. The results of this screening questionnaire, along with other locally held information, will help NHS England local teams to identify which pharmacies should be considered for a contract monitoring visit and asked to complete the full CPAF questionnaire later in the year. If you didn't complete the screening questionnaire you will automatically be selected by your NHS England local team to complete the full CPAF questionnaire.

Now that the CPAF screening questionnaire has closed you can review your responses via a report available on the Information Services Portal at <http://www.nhsbsa.nhs.uk/3607.aspx>. Further information on how to access your responses can be found at: <http://www.nhsbsa.nhs.uk/PrescriptionServices/5028.aspx>

Got a question? Ask Us!



'Ask Us' is the NHSBSA's online knowledge base that puts answers at your fingertips 24 hours a day – just go to www.nhsbsa.nhs.uk/AskUs, click on the Prescription Services link and type in your question. 'Ask Us' answers thousands of questions for dispensing contractors every month, with some of the most popular subjects including prescription prepayment certificates, exemption from prescription charges (e.g. medical exemption, maternity exemption), items which can be claimed as personally administered and using the dm+d browser.

Please remember to tell us whether 'Ask Us' answered your question using the links at the bottom of the page – this helps us to continually improve 'Ask Us' for our customers.

Licensed equivalents now available



Generic description	Licensed equivalent
Naproxen 25mg/ml 100ml oral suspension	Orion Pharma (UK) Ltd

Naproxen 25mg/ml 100ml oral suspension has recently been licensed by Orion Pharma (UK) Ltd and should ideally be dispensed in preference to Naproxen 25mg/ml (Special Order).

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 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, along with pack size if there is more than one listed, is needed. There is no need to endorse a price.

Example of generic appliance order	Example of AMP endorsement required (*AMPP required where more than one pack is listed)
Hypromellose 0.3% eye drops 0.5ml unit dose preservative free	Lumecare Singles Hypromellose 0.3% eye drops 0.5ml unit dose preservative free (Medicom Healthcare Ltd) SoftDrops 0.3% eye drops 0.5ml unit dose preservative free (Farmigea S.p.A.)
Disposal unit for hypodermic equipment	Sharpsafe disposal unit Orange (Frontier Medical products Ltd) Sharpsguard disposal unit Orange (Daniels Healthcare Ltd) Sharpsafe disposal unit Purple (Frontier Medical products Ltd) Sharpsguard disposal unit Purple (Daniels Healthcare Ltd) Sharpsafe disposal unit Yellow (Frontier Medical products Ltd) Sharpsguard disposal unit Yellow (Daniels Healthcare Ltd)
Lancets sterile single use 0.31mm/30gauge	Advocate lancets 0.31mm/30gauge (Diabetes Care Technology Ltd) CareSens lancets 0.31mm/30gauge (Spirit Healthcare Ltd) Dario lancets 0.31mm/30gauge (LabStyle Innovations Ltd) Droplet lancets 0.31mm/30gauge (HTL-STREFA S.A.) GlucorX lancets 0.31mm/30gauge (GlucorX Ltd) *Microdot lancets 0.31mm/30gauge (Cambridge Sensors Ltd), 100 lancet *Microdot lancets 0.31mm/30gauge (Cambridge Sensors Ltd), 200 lancet

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.

Dispensing checking stamps – don't obscure your data



NHS Prescription Services have noticed an increasing number of prescriptions being submitted for payment where data has been obscured by dispensing checking stamps. The stamps are used to monitor the progress of scripts through the pharmacy, but must not be used in areas of the prescription that are needed for data capture by NHS Prescription Services. In particular, avoid stamping over areas containing drug, prescriber or patient details.



The information contained on prescriptions is captured by an Intelligent Character Recognition scanning system. The scanners can't accurately capture information which is obscured, so it's really important that all relevant data is clearly visible and is not obscured by pharmacy or dispensing checking stamps.

The information from prescriptions is used not only to make payments to dispensing contractors but also to provide prescribing and dispensing data to the Department of Health, NHS England and the wider NHS. It is also used to support analytic initiatives that provide valuable insight into patient care, safety and quality. It's therefore vital that we can capture the data accurately, so please make sure that you avoid using stamps over areas of the forms which include this information.



NHS Prescription Services Open Days, webinars and events



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 sessions 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. Full details of planned sessions are available at <http://www.nhsbsa.nhs.uk/1984.aspx>.

Building on the success of these events, we have now made NHS Prescription Services even more accessible to all contractor types. Alongside the existing Open Days currently held for pharmacy contractors, we have now introduced:

- **Evening visits** Our Open Day events have traditionally been held during the day, but this doesn't always suit busy work schedules. We therefore now also offer 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. More detail, including how to book your place, is available at <http://www.nhsbsa.nhs.uk/1984.aspx>.
- **Webinars** These sessions can be accessed from all parts of the country without the need for travel, and include 'Question and Answer' segments to replicate the interactivity of our in-house sessions. The topics currently available are **Exempt/chargeable prescriptions**, **Endorsing** and **Account submission**, with more to be introduced soon. You can find out more and register for these sessions at <http://www.nhsbsa.nhs.uk/PrescriptionServices/5479.aspx>.

We can also be available for off-site representation by arrangement, so if you're 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 onsite events.



For more information on any of these events please visit the [NHSBSA website](#).

Medical Prescriber Codes



NHS Prescription Services uses codes for prescribers and organisations to identify where the prescription costs should be assigned. The codes also enable us to provide data about the products being prescribed and by whom. If we don't have accurate and up-to-date information on the codes being used, this can therefore result in prescription costs being incorrectly assigned and inaccurate prescribing data.

Medical prescribers need to use a single prescriber code on a prescription that identifies both them and the practice or cost centre that they are working in. If a doctor enters general practice in England the Health and Social Care Information Centre allocate a 6 digit number to the doctor, referred to as the Doctor Index Number (DIN). The DIN is passed to the requesting Clinical Commissioning Group (CCG) or organisation acting on their behalf. The authorised signatory of that CCG/organisation will then inform NHS Prescription Services using the appropriate notification form. You can find this form, along with the form for notifying deletions and changes, at <http://www.nhsbsa.nhs.uk/PrescriptionServices/3973.aspx>

Please remember:

- If you are a GP working in two different practices, you must use a different code at each practice.
- If you are a GP moving from one practice to another, the authorised signatory at your CCG (or CCGs if you are moving out of the area) must inform NHS Prescription Services. This is so that we can remove you from your original practice in our records and add you to the new practice.

We have recently been made aware of several instances where this has not occurred, resulting in a significant amount of work for CCGs.



Submitting EPS tokens



NHS Prescription Services will start to scan EPS tokens in the next few months to support the NHS Business Services Authority's Prescription Exemption Checking Service. Although EPS tokens will be scanned they will not be used for reimbursement purposes, so remember you will still need to include all your endorsing information on the electronic message. Any endorsing information entered onto the paper tokens will not be taken into account for reimbursement purposes.

Remember you need to follow the steps below when submitting white dispensing tokens and/or green prescribing tokens:

- You must keep all tokens separate from any FP10 prescription forms.
- You must print all tokens on official paper.
- You should submit tokens in the same month that the electronic claim is sent.
- You must submit all tokens that are signed by the patient/representative to capture payment/exemption declaration.
- Do not submit age exempt tokens (Categories A and C).
- Do not use adhesive tape, pins or staples as these have to be removed and can delay processing.
- You do not need to sort tokens by prescriber surname or separate them into exempt and paid groups (however forms FP10 must still be sorted/separated in this way).



Example of how to submit your FP10SS and EPS Tokens:



1 EPS tokens

2 RA forms (pharmacists only)

3 Exempt FP10 forms

4 Red Separator – Exempt (pharmacists only)

5 Charge paid FP10 forms

6 Resubmitted referred back forms

7 FP34 submission document

8 FP10MDA forms (pharmacists only)

9 Red Separator – Charge paid (pharmacists only)

Does your pharmacy sell prescription prepayment certificates to patients?

Prescription prepayment certificates (PPCs) are a great way for patients to save money if they need regular prescribed medicines and aren't exempt from NHS patient prescription charges. Pharmacists can help patients to access PPCs by using form FP95 to sell them on behalf of the NHS Business Services Authority (NHSBSA). You can also apply on customers' behalf using the pharmacy web portal at www.nhsbsa.nhs.uk/PPC#anchor.

When a patient applies for a PPC at your pharmacy, remember to check with them that they aren't already exempt from paying the patient prescription charge before taking payment. When you've taken payment and received the completed FP95 application form, remember that these applications must be sent to the NHSBSA each day – any delay in sending them to us could result in the patient receiving a penalty charge notice. This is because customers usually choose the date they make their payment to you as their certificate start date, and may make a claim for exemption from charges at any time after this date. However their data will only be added to our database when we receive their application form. If there is any delay in our receiving their application, the customer might therefore be identified in the meantime as claiming exemption from charges when they weren't entitled to.

You can find out more information and register to sell PPCs at <http://www.nhsbsa.nhs.uk/1127.aspx>. You can order FP95 application forms by email at pcse.enquiries@nhs.net or by calling 0333 014 2884. Call the NHSBSA on 0300 330 1341 to order prepaid envelopes for sending the PPC applications to us. Remember that when you send PPC applications to us, you also need to include your pharmacy OCS code.



Useful links on our website

NHS England and Wales Drug Tariff

www.nhsbsa.nhs.uk/prescriptions/drugtariff

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/opendays



More information

For more information you can access our online knowledge
base [‘Ask Us’](#) at



www.nhsbsa.nhs.uk/AskUs

or contact us at

nhsbsa.prescriptionservices@nhsbsa.nhs.uk

You can also call us on 0300 330 1349.
Our opening hours are 8am to 6pm, Monday to Friday