

Hints & Tips

Dispensing Contractors

Issue 26



Pharmacy

Dispensing
Doctors

Prescribing-only
GPs (Personal
Administration)

Appliance
Contractors

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- Trading name

Welcome to the January 2017 issue of Hints & Tips, your regular newsletter full of helpful ideas and advice.

This month we're discussing changes to prescribed products in EPS and the introduction of digital prescription returns, along with advice on centrally procured vaccines. There's information on endorsing the correct dispensed quantity in EPS and an update on items which are now available as licensed products.

We've included advice on managing your winter prescription workload with eRD and there's information on the procurement and supply of specials items, plus plenty more besides which we hope you'll find useful.

If you have any suggestions for topics you'd like us to cover in future issues please let us know at nhsbsa.communicationsteam@nhs.net

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'Changes' to prescribed products in EPS



EPS has been designed to prevent ambiguity over what has been prescribed, by using a combination of categorical codified information and mandatory numeric fields. To comply with data protection regulations and other information governance principles, we only take the fields required for reimbursement purposes into our processing system and calculation software. Reimbursement is based on the prescribed product, so if a prescriber adds information relating to, for example, the product or quantity into another field (such as the dosage instructions or additional information to pharmacy), this won't be considered during processing.



As a dispensing contractor, you will not be reimbursed based on this extra information. You should contact the prescriber and where appropriate return the prescription to the Spine. The GP can then cancel the prescription and issue a new EPS R2 prescription with the correct product or quantity stated in the correct field. This will also ensure that any future repeat prescriptions will reflect the prescriber's intention.



Digital prescription returns



The NHS Business Services Authority is currently working on a new digital solution for referred back and disallowed prescription items which would see us move away from the current paper based process to provide a more secure, transparent, easy to use online solution. We have spoken with a number of pharmacists, appliance contractors and dispensing GPs to develop a prototype that meets their needs and early feedback is really encouraging. We're now planning to start testing the prototype with a small group of users using live data.

At the same time we're also considering how this new solution might include the submissions process, and we're looking at very early prototype designs which we'd like to share with users to get feedback.

Initially this would be the FP34A, C and D submission forms (for appliance contractors, pharmacy contractors and dispensing doctors respectively) but the scope will extend to include the FP34PD submission forms used by prescribing-only GPs to submit personally administered items for payment.

If you are interested in finding out more about these projects or how you can get involved please contact: nhsbsa.insight@nhs.net



Centrally procured vaccines



Please remember that where vaccines have been centrally procured for your practice through Public Health England, you should not make a claim to NHS Prescription Services under personal administration arrangements using forms FP34D/PD Appendix or FP10.

An FP34D/PD Appendix or FP10 form should only be submitted for payment to cover the dispensing of a vaccine by personal administration where the vaccine has been purchased by the practice.

Endorsing the correct quantity dispensed in EPS



NHS Prescription Services needs contractors to supply clear, accurate and unambiguous information to enable us to make accurate reimbursement and remuneration. In EPS the quantity dispensed is contained within the 'Dispense Notification' message. The quantity field is mandatory and will always be populated but you must verify the quantity where a quantity is supplied at variance with that ordered.

Some products are now prescribed as the number of doses rather than the number of inhalers or sprays and prescribing systems, to help prescribers, have provided a 'pack conversion facility' allowing the prescriber to enter the number of inhalers or sprays which the system converts to the number of doses. Unfortunately sometimes the prescriber enters the number of doses instead of the number of inhalers and excessive quantities are therefore prescribed.

If an item is prescribed as a number of doses but you have dispensed less, you must populate the quantity that was actually supplied to the patient as the supplied quantity.

Example 1 – 14400 doses prescribed (this is equivalent to 120 x 120 dose nasal sprays) **dispensed quantity 14400 doses** – the item was returned to confirm the quantity dispensed and only 1 inhaler (120 doses) was supplied. This resulted in a delay to the contractor's reimbursement.

Item 1	Prescribed		
	Budesonide 64micrograms/dose nasal spray	14400	dose
	Dispensed		
	Budesonide 64micrograms/dose nasal spray (Sandoz Ltd) 120 dose 120.0	14400	dose

Example 2 – 22500 doses prescribed (150 x 150 dose nasal sprays), **dispensed quantity 22500 doses** – the item was returned to confirm the quantity dispensed and only 1 nasal spray (150 doses) was supplied, again resulting in a delay in payment.

Item 2 Prescribed			
Flixonase 50micrograms/dose aqueous nasal spray (GlaxoSmithKline UK Ltd)	22500	dose	
Dispensed			
Flixonase 50micrograms/dose aqueous nasal spray (GlaxoSmithKline UK Ltd) 150 dose 150.0	22500	dose	

Other excessive quantity examples seen by NHS Prescription Services include:

- Glyceryl trinitrate 400micrograms/dose pump sublingual spray x 32,400 dose (180 x 180 dose GTN sprays prescribed)
- Salbutamol 100micrograms/dose inhaler CFC free x 40,000 dose (200 x 200 dose inhalers prescribed)
- Juvela gluten free fibre loaf sliced (Hero UK Ltd) x 160,000 gram (400 x 400 gram loaves prescribed)



Help manage the winter prescription workload with eRD



Electronic Repeat Dispensing (eRD) is an integral part of the Electronic Prescription Service (EPS), which offers many extra benefits over paper repeat dispensing and repeat prescribing.

To highlight the benefits and increase understanding and use of eRD, NHS Digital has developed a new toolkit, e-learning package and webinars to promote the use of eRD.

On average, GP practices using EPS send over half of their prescriptions electronically, but electronic repeat dispensing makes up less than 12% of this total. [NHS England](#) says that 80% of current repeats could be transferred to electronic repeat dispensing, which could save over 2.7 million GP practice hours.

eRD simplifies the repeat prescribing process and offers dispensers a range of benefits including:

- improved stock control - the issues of an eRD prescription are downloaded seven days before they are due, allowing time to order any items which are out of stock and to prepare the prescription in advance of the patient arriving to collect it
- increased efficiency and more predictable workload
- reduced time spent collecting paper prescriptions from prescribing sites
- dispensers use their clinical skills to manage eRD prescriptions, which helps to enhance their professional long-term relationships with patients and prescribers
- no need to retain and store paper repeatable prescriptions and batch issues
- electronic reimbursement reduces the workload at the end of the month
- subsequent issues of an eRD prescription are automatically cancelled when the Personal Demographics Service (PDS) is updated with notification of a death.

It is important to remember though that dispensers are mandated to ask the following questions each time an issue of an eRD prescription is dispensed:

- have you seen any health professional (GP, nurse or hospital doctor) since your last repeat was supplied?
- have you recently started taking any new medicines - either on prescription or that you have bought over the counter?
- have you been having any problems with your medication or experiencing any side effects?
- are there any items on your repeat prescription that you don't need this month?

Based on the patient's answers to these questions, the dispenser will make a clinical decision to either dispense the medication or refer the patient back to their prescriber. If a patient doesn't require an item, the dispenser will mark it as 'Not Dispensed'.

If you'd like to find out more about eRD, download the [Maximising eRD toolkit](#), register for a [webinar](#) and follow the [e-learning package](#) to understand patient consent, cancellation and prescription synching, as well how to identify suitable patients.

Endorsing correctly in EPS



When dispensing a drug not listed in Part VIII of the Drug Tariff, you must endorse the pack size used and, if the order is in the 'generic' or pharmacopoeial form, the brand name or the name of the manufacturer or wholesaler from whom the supply was purchased. In EPS Release 2 you can select the actual medicinal product pack (AMPP), which tells us both the brand name/supplier and the pack size.

If you do not endorse a brand, manufacturer or wholesaler the item may be referred back which could lead to a delay in your payment.

Where the AMPP you select has a price listed in dm+d, you will be reimbursed at this price regardless of whether you have also endorsed an Invoice Price (IP).

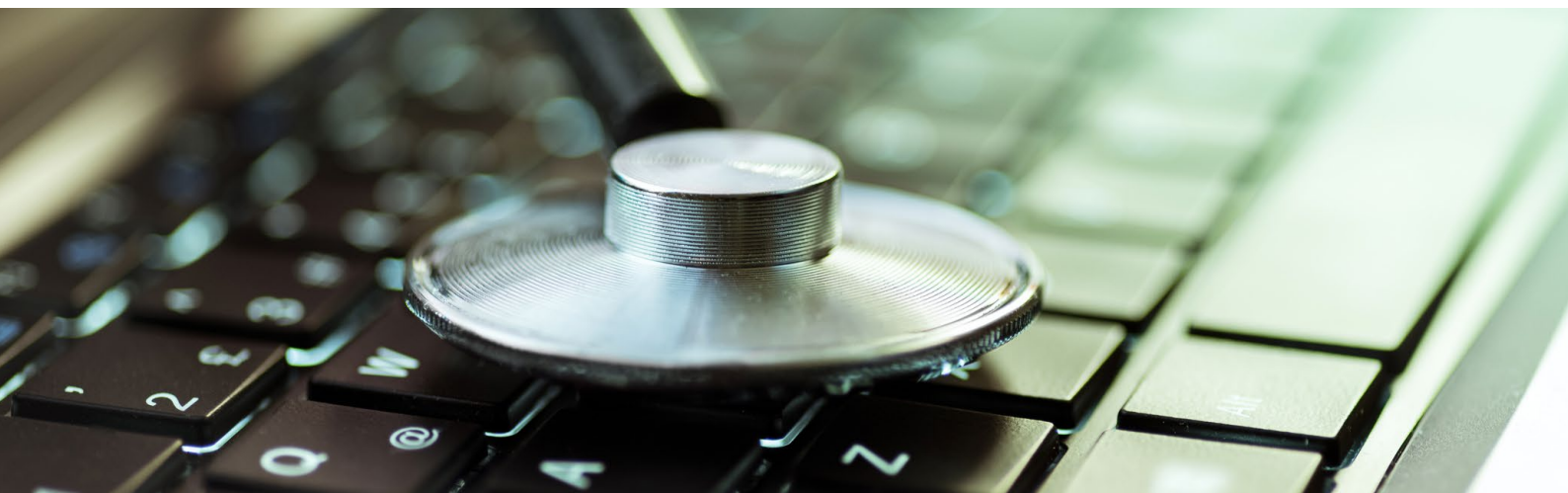
If you return an AMPP that has a price listed in dm+d, this can be processed automatically without being seen by processing staff so make sure you select the correct product and pack size. We have received several enquiries where an incorrect product or pack size has been endorsed. If you endorse the incorrect product or pack size, you will be reimbursed for the AMPP you have endorsed and not what you have supplied.

Example: Colecalciferol 400unit tablets x 28 prescribed

If you select the AMPP Cubicole D3 400unit tablets (Cubic Pharmaceuticals Ltd) x 30, you will be reimbursed for the Cubic product from the 30 pack size, even if you dispense the Special Order product and endorse an invoice price, pack and license number

If the product or pack size you want to dispense is not listed in dm+d, you should return the prescribed product (the generically prescribed VMP) and an invoice price endorsement including price, pack size and supplier details.

If you're adding an IP endorsement to an AMPP, please ensure that the AMPP pack size and the pack size included in the IP endorsement reflect the pack size you have supplied. If the AMPP pack size is different to the pack size included in the IP endorsement, this can lead to a delay in your payment as the prescription will be referred back for confirmation of which pack size was used to dispense the item.



Did
you
know...?

Community Pharmacy Seasonal Influenza Vaccination Advance Service

The last month to administer flu vaccines under the Community Pharmacy Seasonal Influenza Vaccination Advanced Service arrangements will be March 2017, so you need to remember to submit your claims in good time as set out in the service specification:

“Payment claims for those vaccinations administered during March must be submitted to the NHSBSA by the 5th of April in line with the FP34C process. Late claims will not be processed.”

Unidentified non-medical prescriber prescription forms

NHS Prescription Services receives a substantial number of prescriptions from non-medical prescribers. Non-medical prescribers are independent or supplementary prescribers and include optometrists, pharmacists, physiotherapists, podiatrists, radiographers and dieticians. Where these prescribers have not been registered with NHS Prescription Services at the practice they are issuing prescriptions from, a high volume of unidentified NMP prescribing results which impacts on prescribing budgets and any clinical governance arrangements you have that rely on prescribing information provided by us.

To register NMPs at your practice you need to notify your authorised signatory (Primary Care Support England (PCSE), your CCG or an Agency acting on their behalf). They will submit a NMP registration form to the NHSBSA and all registration requests will be added to our database within five working days of receipt. A link to the form is available at

<http://www.nhsbsa.nhs.uk/PrescriptionServices/3971.aspx>

From 1 April 2017, if we're unable to identify the NMP from the prescriber details provided because the NMP isn't registered, we will attribute the prescribing to the lead prescriber based on the practice code and address provided.



NP8



A number of manufacturers, wholesalers and suppliers are detailing generic products not included in Drug Tariff Part VIII under a heading of 'NP8' or 'NP8 scheme' on their websites, price lists and promotional material. NHS Prescription Services receives an increasing number of prescription items endorsed 'NP8' by the contractor to indicate the supplier. However, as 'NP8' is not the name of a manufacturer, wholesaler or supplier it cannot be accepted as indication of this where required by Drug Tariff Part II Clause 9B.

To ensure accurate and timely reimbursement, please remember to include the following information in your endorsements when supplying generic products not listed in Drug Tariff Part VIII:

- Brand name of the product, or the name of the manufacturer or wholesaler that supplied the product
- Pack size from which the order was supplied
- Where appropriate, invoice price per pack size from which the product was supplied.

If you don't include all necessary endorsements, we won't be able to process the prescription and will return a copy of the form to you for more information. This will lead to a delay in making payment to you.

Specials



Specials are a category of unlicensed medicine that do not have a UK Marketing Authorisation or a centrally authorised EU Marketing Authorisation. They are manufactured or imported to meet the special clinical needs of an individual patient.

A special may only be supplied when there is no available licensed medicine which fully meets the patient's special clinical needs.

Pharmacists share accountability with the prescriber for supplying a special to a patient, and have a professional responsibility to liaise with the prescriber and the patient (or carer) to ensure that a special is and remains the most appropriate choice. For example, a different licensed medicine in the same class or a different class of medicine may be suitable for the patient, a newly licensed medicine may have become available or the patient's condition may have changed.

The Royal Pharmaceutical Society has provided professional guidance consisting of five guiding principles to support pharmacy teams with the procurement and supply of specials which can be found at:

<http://www.rpharms.com/unsecure-support-resources/specials-resources.asp>

Licensed equivalents now available



Instead of using Metformin 850mg/5ml oral solution and Metformin 1g/5ml oral solution, the following products which are licensed should ideally be considered:

- Metformin 850mg/5ml oral solution sugar free (Colonis Pharma Ltd)
- Metformin 1g/5ml oral solution sugar free (Colonis Pharma Ltd)

The following special order products have all been discontinued:

- Hydromorphone 10mg/1ml solution for injection ampoules (Special Order)
- Hydromorphone 20mg/1ml solution for injection ampoules (Special Order)
- Hydromorphone 50mg/1ml solution for injection ampoules (Special Order)

Instead of using these the following licensed options, available from Napp Pharmaceuticals Ltd, should ideally be considered:

- Palladone 10mg/1ml solution for injection ampoules (Napp Pharmaceuticals Ltd)
- Palladone 20mg/1ml solution for injection ampoules (Napp Pharmaceuticals Ltd)
- Palladone 50mg/1ml solution for injection ampoules (Napp Pharmaceuticals Ltd)



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

NHS Prescription Services webinar sessions

<http://www.nhsbsa.nhs.uk/5479.aspx>



More information

For more information you can access our online knowledge
base '[Ask Us](http://www.nhsbsa.nhs.uk/AskUs)' 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