Hints & Tips
Dispensing Contractors

Pharmacy
Dispensing Doctors
Prescribing-only GPs
(Personal Administration)
Appliance Contractors
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### Subscribe to Hints & Tips

If you would like to receive Hints & Tips by email, please let us know and we’ll add you to the distribution list. Please email nhsbsa.communicationsteam@nhs.net and put ‘Subscribe to Hints & Tips – Dispensing Contractors’ in your subject line. 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
Foreword

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

We’ve now introduced our new look website and we’d love your feedback, so do have a look at www.nhsbsa.nhs.uk and let us know what you think by completing our short survey. There’s information on submitting your NMS and MUR data and details of the Community Pharmacy Quality Payments Scheme and the NHS Urgent Medicines Supply Advanced Service.

We discuss why it’s important to include the correct invoice price on EPS messages, and there’s advice on resubmitting referred back items plus an update on licensed medicines now available.

We’ve also included advice on Universal Credit recipients who are claiming free NHS prescriptions, and there’s information submitting private prescriptions and the new SCR registration process.

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

New NHSBSA website now available!

As part of the NHS Business Services Authority’s work towards digitising our services, a number of new or replacement online services are being developed. Our website acts as both a gateway to these services and our biggest source of customer information, so we’ve replaced our outdated website with a new one that better meets our customer and business needs.

We’ve ensured that our users have been involved from the beginning and throughout development of the new site. It has been designed around what they actually told us, and has been subject to the Government Digital Service (GDS) approval process throughout.

The new site launched in the week commencing 17 April. You won’t notice any change to our content, but it looks and feels more user friendly and there are other benefits including easier navigation and an improved search facility.

We’re keen to hear your feedback on the new website, so why not have a look at www.nhsbsa.nhs.uk and let us know what you think? Your views are really important, so please tell us about your experience of using the new website by completing our short survey.

“We’ve now introduced our new look website and we’d love your feedback.”
Submitting your NMS/MUR data

The NHS Business Services Authority (NHSBSA) administers the collection of completed MUR and NMS electronic reporting templates from pharmacy contractors on behalf of NHS England. You therefore need to submit your completed quarterly MUR and NMS electronic reporting templates to the NHSBSA rather than emailing the report to your local NHS England team.

You must submit your completed MUR and NMS electronic reporting templates to the NHSBSA within 10 working days from the last day of the quarter the data refers to (i.e. last day of June, September, December and March).

There are two ways to submit your electronic reporting templates to the NHSBSA and you can choose which method to use. Instructions on how to submit the electronic reporting template are available at https://www.nhsbsa.nhs.uk/prescription-data/general-information-and-release-calendar/medicines-use-review-murnew-medicine-services-nms

If your store is part of a multiple chain, you might want to check with your head office to establish whether they will submit this information on your behalf or if you’re expected to do this yourself.

Feedback suggests that the online tool is the quickest and easiest way to submit the data but to help you decide which method suits you best NHS Prescription Services host webinar sessions to provide guidance. If you would like to take part in a session, dates and times can be found at https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/hints-and-tips-open-days-and-webinars

Feedback suggests that the online tool is the quickest and easiest way to submit the data.
Licensed medicines now available

Instead of using Folic acid 5mg/5ml oral solution (Special Order) which is unlicensed, Folic acid 5mg/5ml oral solution sugar free (Colonis Pharma Ltd) which is licensed should ideally be considered.

Naproxen 250mg/5ml oral suspension (Thornton & Ross Ltd) is now licensed and available. Unlicensed Naproxen 250mg/5ml oral suspension (Special Order) has been discontinued on the NHS dictionary of medicines and devices (dm+d).

Community Pharmacy Quality Payments Scheme

The Community Pharmacy Quality Payments Scheme 2017/18 forms part of the Community Pharmacy Contractual Framework which is effective from 1 December 2016 until 31 March 2018.

The Quality Payments Scheme rewards contractors for delivering quality criteria in three quality dimensions: Clinical Effectiveness, Patient Safety and Patient Experience.

The details of the Quality Payments Scheme are outlined in Part VII of the Drug Tariff which is available at http://www.nhsbsa.nhs.uk/PrescriptionServices/4940.aspx.

There are two review dates during the year at which quality payments can be claimed; the first in April 2017 and the second in November 2017.

The online declaration on the NHSBSA website will open for declarations:

For review Point One (28 April 2017) from Monday 10 April 2017 at 09:00 and will close on Friday 12 May 2017 at 23:59.

For review Point Two (24 November 2017) from Monday 13 November 2017 at 09:00 and will close on Friday 8 December 2017 at 23:59.

When making your declaration please note that once it has been submitted it cannot be altered, so remember to check your declaration thoroughly before finally submitting. You can start adding your data and re-enter at a later date to add information if you wish; however, you must remember to re-enter the portal and submit the declaration before Friday 12th May 2017 11.59pm otherwise you will not be entitled to a Quality Payment.

There are two review dates during the year at which quality payments can be claimed.

This is commissioned as a fully integrated service, and as such it requires a number of key elements to be in place prior to contractors being able to go live.

Any pharmacy that is able to meet the criteria set out in the service specification is able to register, but it will only be able to receive referrals from NHS 111 and provide the service when the service goes live in that area. The pharmacy will be notified by the relevant local NHS England team when they have decided there are enough pharmacies in the area to provide the service and it can ‘go live’.

A key requirement to register for the service is that the pharmacy must have a premises specific shared NHSmail mailbox. You must not proceed to register to provide the service until you have such a mailbox. A personal NHSmail account cannot be used for the service, and any registration that uses a personal NHSmail address will be removed.

Some pharmacies have previously been issued with premises NHSmail accounts which are not shared NHSmail mailboxes. These can be identified if the only way to allow multiple staff access to that email account is by sharing the password. You must not register to provide the service if this is the type of mailbox you have, but wait until you have a premises specific shared NHSmail mailbox.

If you intend to provide the service, you must register by completing the form on the NHSBSA website at https://www.nhsbsa.nhs.uk/prescription-data/general-information-and-release-calendar/nhs-urgent-medicines-supply-advanced-service-pilot. You cannot submit a claim for payment relating to this service without first completing the registration form.

Once you have registered for the service the NHSBSA will contact you to advise of the submission process, including the address that the claim form and tokens should be sent to. This process will be separate to the submission of other FP10 forms and you will need to complete a form for every month in which you have provided the service.

To claim payment for this service you must complete the NHS Urgent Medicines Supply Advanced Service pilot claim form available at https://www.nhsbsa.nhs.uk/prescription-data/general-information-and-release-calendar/nhs-urgent-medicines-supply-advanced-service-pilot and submit it to the NHSBSA along with the completed FP10DT EPS dispensing tokens.

If you no longer intend to provide the service, you must provide NHS England with one month’s advance notice by completing a separate deregistration form which is also available at https://www.nhsbsa.nhs.uk/prescription-data/general-information-and-release-calendar/nhs-urgent-medicines-supply-advanced-service-pilot.

A key requirement to register for the service is that the pharmacy must have a premises specific shared NHSmail mailbox.
Correction

In the last edition of Hints and Tips we stated in the article ‘Changes to prescribed products in EPS’, that:

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.

We would like to correct this statement as for prescriptions dispensed from April 2015 onwards we have been capturing the following additional information for general trends and correlations to support more effective planning of NHS Services:

<table>
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<th>Data</th>
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<tr>
<td>Age</td>
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Endorsing the correct price on EPS messages

If you’re endorsing a price on an EPS message using the IP function, remember to take care to endorse the correct amount. We sometimes see prices endorsed which seem very expensive and which are later confirmed by the contractor as having been endorsed in error.

Example 1 Invoice price endorsed is £9999.99 for 56, but when queried the actual price was £9.99 for 56:

Example 2 Invoice price endorsed is £0 for 1 capsule:

You need to endorse the invoice price for the pack size of the item you have dispensed, and clearly state the size of that pack. Remember, don’t endorse the basic price of the quantity dispensed if this is different from the pack size, as this may lead to incorrect reimbursement.
Referral Back (returned) items explained

The table below shows the codes we use for referred back prescriptions and what we need from you when you resubmit these items for payment:

<table>
<thead>
<tr>
<th>Code</th>
<th>Information we need</th>
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</table>
| RB1A  | • Brand name or supplier/manufacturer  
• Pack size, and  
• Basic price (excluding VAT)  
for a non-Part VIII A item/ingredient. |
| RB1B  | • Brand name or supplier/manufacturer  
• Pack size, and  
• Basic price (excluding VAT)  
for a non-Part VIII A item/ingredient.  
(We often use this code where the pack size and basic price have already been endorsed but the supplier/manufacturer/brand name was not included). |
| RB1C  | • Brand name or supplier/manufacturer  
• Pack size, and  
• Basic price (excluding VAT)  
for a non-Part VIII A item/ingredient.  
(We often use this code where the supplier/manufacturer/brand name has already been endorsed but the pack size and price was not included). |
| RB1D  | The pharmaceutical form dispensed for a liquid special (e.g. suspension or solution). |
| RB1E  | Manufacturer's name for a product which is available from more than one manufacturer with the same brand name. |
| RB2A  | • Presentation  
• Strength, and/or  
• Quantity |
| RB2B  | • Presentation  
• Quantity |
| RB2C  | • Strength |
| RB2D  | • Quantity |
| RB2E  | • Full product name |
| RB3A  | • Size (length and/or width)  
• Quantity  
• Type, and/or  
• Manufacturer's catalogue number |

Top tips for resubmitting items:

- endorse the additional information requested - don’t just repeat the same information as was included on initial submission  
- endorse the correct product dispensed  
- endorse the correct item on the form; if there’s more than one referred back item on a form, they’ll be 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 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 is different from the pack size, as this may lead to incorrect reimbursement.
Please don’t put stickers on your prescriptions!

Please remember not to put stickers on your prescriptions, as they can obscure the prescribed order, directions and/or the endorsement:

Trying to remove the stickers can be difficult and cause damage to the prescription:

This prevents NHS Prescription Services from determining the details of the affected items, meaning your payment may be delayed.

Universal Credit – claiming free NHS prescriptions

Remember that temporary arrangements are in place regarding an individual’s entitlement to free NHS prescriptions if they are receiving Universal Credit and meet the criteria, or are under the age of 20 and the dependant of someone receiving Universal Credit and meeting the criteria.

An individual qualifies for free NHS prescriptions if, on the date they claim help with health costs:

a) they receive Universal Credit and either had no earnings or had net earnings of £435 or less in their last Universal Credit assessment period; or
b) they receive Universal Credit, which includes an element for a child, and/or they (or their partner) had limited capability for work and they either had no earnings or had net earnings of £935 or less in their last Universal Credit assessment period.

If someone is part of a couple then the net earning threshold applies to their combined net earnings.

To prove their entitlement, an individual should present a copy of their Universal Credit award notice. As not all NHS treatment forms, including NHS prescriptions, have a tick-box for Universal Credit the individual should tick the box for income-based Jobseeker’s Allowance instead.

Submitting private prescriptions

Remember that you must only submit private prescriptions for Schedule 2 and 3 controlled drugs to NHS Prescription Services and that these must be the original prescriptions. The Misuse of Drugs Regulations were amended in September 2007 to allow this.

Please don’t submit any private prescriptions for any other drugs or devices. Private prescriptions for Schedule 4 and 5 controlled drugs and non-controlled drugs must not be submitted.
New SCR registration process

From 1 April 2017, a new process for pharmacies and pharmacy staff to register for access to Summary Care Records (SCR) was introduced. Details of the new process are outlined on the NHS Digital SCR website. The process to apply for SCR access is now through this website and there is no requirement to attend face to face training.

SCR provides pharmacists and pharmacy technicians with quick access to patient information, such as medication, allergies and adverse reactions, meaning there is less need to contact GPs, especially out-of-hours or during busy periods. Information is available for more than 55 million patients. Over 93% of community pharmacies now have access to SCR and over 24,000 pharmacy professionals have completed the SCR eLearning. From April 2017, having access to SCR will also become an NHS England measure under the Quality Payments Scheme for community pharmacy, helping to drive up quality of care.

There is eLearning on the website for community pharmacy SCR Governance Persons (SGPs) (formerly known as Privacy Officers).

If you have any enquiries about accessing SCR please email NHS Digital at scrpharmacy@nhs.net

Useful links on our website

NHS England and Wales Drug Tariff

Information about sending in your reimbursement and remuneration claims
www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/submitting-prescriptions/sending-your-claim

NHS Prescription Services open days and webinar session

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