

Hints & Tips

Dispensing Contractors



Pharmacy

Dispensing Doctors

Prescribing-only GPs
(Personal Administration)

Appliance Contractors

Welcome to Hints and Tips Dispensing Contractors

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Issue
29

Contents

- | | | |
|-----------|--|---------|
| 05 | New medical device: Sodium chloride 0.9% sterile solution 20 x 2.5ml | ● ● ● |
| 05 | Did you know...? Open Exeter system | ● ● |
| 06 | LIS checker tool | ● ● ● ● |
| 07 | New website provides high quality information about fertility treatments | ● ● |
| 08 | Realising the benefits of increased EPS use – how we can help | ● ● |
| 10 | Help your patients avoid costly mistakes | ● ● ● |
| 11 | Ordering stationery from the NHS Print and Forms contract | ● ● ● ● |
| 11 | Products now available as licensed medicines | ● ● |
| 11 | Community Pharmacy Quality Payments Scheme | ● |

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- 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 October 2017 issue of Hints & Tips, your regular newsletter full of helpful ideas and advice.

There's information to help your patients, including the launch of our Eligibility Checker Tool and helping them to avoid costly mistakes when claiming free prescriptions. There's also information from the Human Fertilisation and Embryology Authority (HFEA) on the services they provide and a new tool they've launched to give patients all the information they need quickly and easily.

We discuss the benefits of increased EPS use and how we can help, and there's advice on the Open Exeter system. We've also included details of a new medical device listed in Part IX of the Drug Tariff and on ordering stationery from the NHS Print and Forms contract.

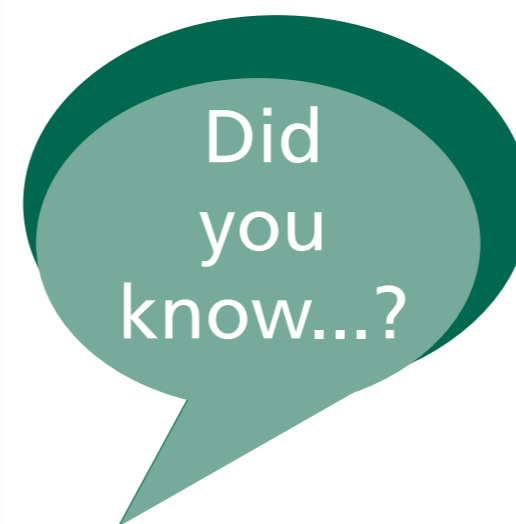
If you have any suggestions for topics you'd like us to cover in future issues please let us know at nhsbsa.communicationsteam@nhs.net

New medical device: Sodium chloride 0.9% sterile solution 20 x 2.5ml



A new medical device has been added to the Inhalation Solutions category of Part IXA of the Drug Tariff. The new item, Hydra-Neb, is a pack of 20 x 2.5ml Sodium Chloride 0.9% sterile solution nebulisers.

Unlike the Part VIII A Sodium Chloride 0.9% nebuliser liquid 2.5ml unit dose ampoules which are licensed as a medicine, please note that Hydra-Neb must not be mixed with any drugs for inhalation and must only be used on its own.



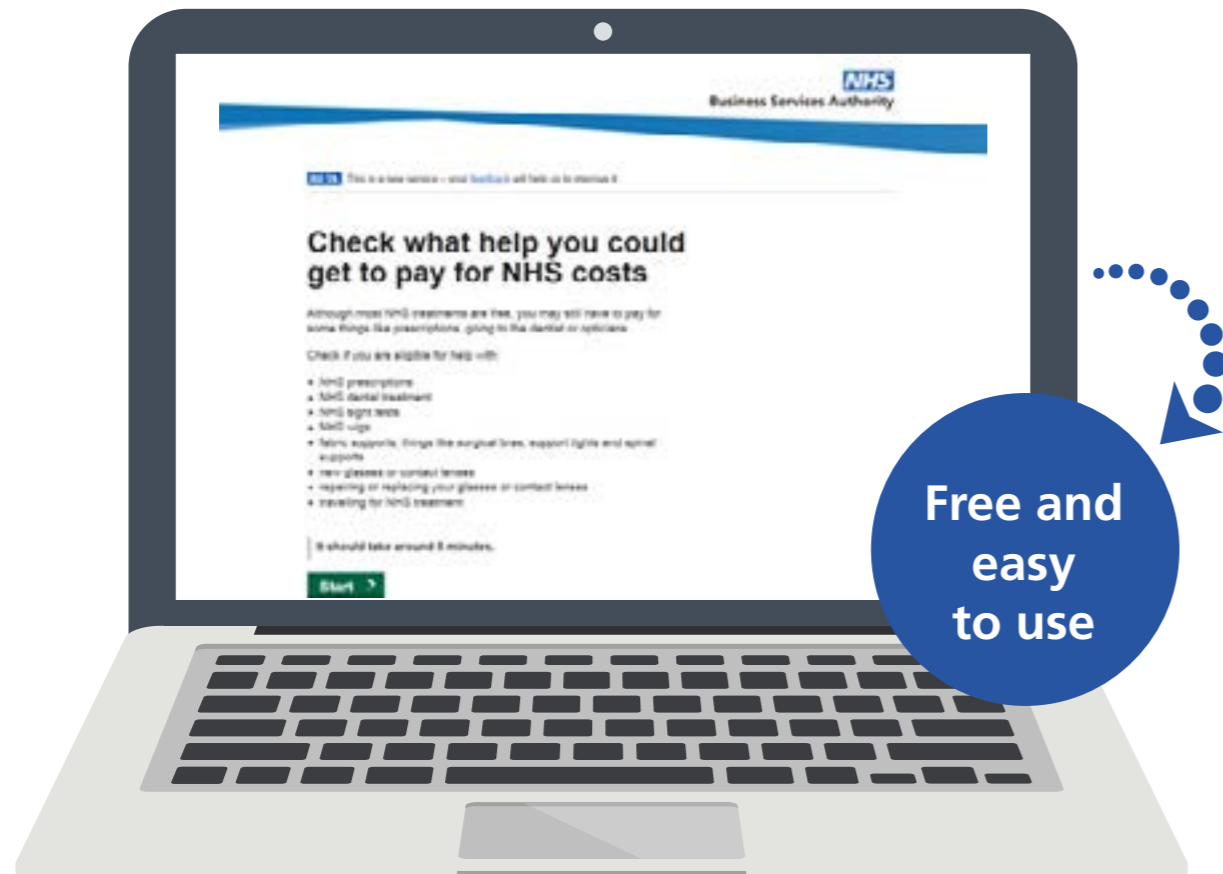
Open Exeter system



Open Exeter displays information provided out of the GP payments process. The system is operated and managed by Primary Care Support England (PCSE) on behalf of NHS England. PCSE provide support to practices on the payments process and further details can be found on their website:

<https://pcse.england.nhs.uk/services/gp-payments-and-pensions/>

If you have any queries on payments or statements, you can contact PCSE using the enquiries form available on the same web page or by calling 0333 014 2884.



LIS checker tool

People can get help with their NHS charges such as Prescriptions and Dental treatment in many different ways. For example, they can get help due to their age or the type of benefit that they are receiving. They can also gain help from actively applying to services that the NHS Business Services Authority (NHSBSA) administer such as the NHS Low Income Scheme or the prescription prepayment service. England, Scotland and Wales also have different arrangements for some NHS costs.

More information can be found at www.nhsbsa.nhs.uk/nhs-help-health-costs

Through research across a number of projects the NHSBSA has found that people find it very

difficult to learn what they are entitled to or need to do to get vital help with NHS costs. To help people with this we have designed and built a unique online tool. The 'Check what help you could get to pay for NHS costs' tool enables the user to find out in 5 minutes what they need to do to get help.

The online checker is now available at <https://services.nhsbsa.nhs.uk/check-for-help-paying-nhs-costs>. Please share this information with your patients to make sure as many people as possible know how they can get help.



New website provides high quality information about fertility treatments

The Human Fertilisation and Embryology Authority (HFEA) has recently launched a new website at www.hfea.gov.uk. As the specialist regulator of fertility treatment, HFEA wants patients to have access to high quality care – and that means high quality information and preparation for treatment, as much as it means the treatment itself. Their new site provides patients, donors and donor conceived people with friendly, impartial information in a clear, fresh design - easy to navigate from a phone, laptop or tablet.

The site lets people identify their personal situation and choose from a range of options - "I am...in a heterosexual couple/in a same sex couple/a single woman/ a donor/ a woman looking to freeze my eggs" – leading them down an interactive path designed to give all the information they need in exactly the order they need it. Alternatively, if they're looking for one specific piece of information, for example about a treatment and how it works, they will be able to get straight to the ones they're interested in.

As well as having the most up-to-date information on treatments, clinics and conditions, plus numerous valuable resources such as the Getting Started Guide, some changes have also been made to the 'Choose a Fertility Clinic' service that forms part of the website.

The 'Choose a Fertility Clinic' service helps people to research clinics and view comparable information, without the statistics becoming a

league table. It presents rounded information about the quality of the clinic's service based on three measures: the inspection rating, a new patient rating, and whether the birth rate is consistent with the national average. HFEA has also produced an animation to help patients understand why these three measures are important, and what birth rates can and can't tell them.

The overarching aim for the new website is to help patients and donors make better, more informed decisions, and to improve the quality of care they receive. HFEA hopes they have achieved that with the new site, and they're keen for health professionals to share the details of the new website with any patients who are undergoing or considering fertility treatment.





“ We’ll be offering training on fundamental EPS principles such as nomination, dm+d, the EPS tracker and cancellation. ”

Realising the benefits of increased EPS use – how we can help

Did you know...?

Use NHS Digital’s Benefits Estimator to find out how much time you could save through increased EPS use:

<https://epsestimator.digital.nhs.uk/>

The NHSBSA has committed to helping prescribers, dispensers and NHS organisations increase EPS use to 75% by March 2019.

To achieve this, we’re working with colleagues at NHS Digital and in the prescribing and dispensing community to support local and regional projects that promote EPS use, particularly electronic repeat dispensing (eRD). We have also published a series of resources for GP practices (available at www.nhsbsa.nhs.uk/EPS), including communications templates for engaging with patients and step by step guides to relevant functionality in SystemOne.

In addition, we’re developing an EPS dashboard and reporting function within ePACT2. This function will provide data over time on a number of key metrics including EPS use, volume of eRD, EPS opportunity and not dispensed items. A subset of this data will be publicly available on the NHSBSA website. We’re also exploring how our prescription data can help practices identify suitable patients for electronic repeat dispensing.

We plan to provide practical support on how best to increase EPS use within general practice and community pharmacy, and we’ll be offering training on fundamental EPS principles such as nomination, dm+d, the EPS tracker and cancellation. This support will be targeted at practices whose EPS use is below the regional average and their affiliated pharmacies.

In collaboration with LPCs and the PSNC, we will work with all community pharmacies to support them in preparing for increased levels of electronic prescribing.

You may be contacted in the next few months by the NHSBSA as part of this programme of work, and we’ll keep you informed through Hints and Tips as more resources become available. As increased EPS use offers significant benefits for practices, pharmacies, patients and the wider NHS, your engagement and support is greatly appreciated.



Help your patients avoid costly mistakes

Every month, over 100,000 penalty charge notices are issued to patients who claim free prescriptions. If a patient can't prove their entitlement, they are required to pay a penalty charge of up to £100 – as well as the original prescription charge.

Don't forget:

- Universal Credit recipients are only entitled to free prescriptions if their earnings for their most recent assessment period were £435 or less (or £935 or less if their Universal Credit includes an element for a child or limited capability for work). Until the prescription form is updated, it's important that these patients tick the income-based Jobseeker's Allowance box.

- Patients who don't qualify for free prescriptions may save money by prepaying: www.nhsbsa.nhs.uk/ppc
- Prepayment and exemption certificates have expiry dates. Patients should check that theirs is still valid before signing their declaration.

[For more information](#)

The NHS Business Services Authority has developed a [new online tool](#) to help patients check their entitlement to free prescriptions and help with other health costs, and there's a [factsheet for dispensers](#) available from our website.



“ Every month, over 100,000 penalty charge notices are issued to patients who claim free prescriptions. ”

Ordering stationery from the NHS Print and Forms contract

On 1 September 2015, Capita plc took on responsibility for delivering NHS England's primary care support service – now called Primary Care Support England (PCSE). PCSE provides support services to GP practices, pharmacies, dentists and opticians.

The service is responsible for ordering secure and non-secure stationery from the NHS Print and Forms Contract on behalf of primary care services. If you need to place any orders for stationery, please use the PCSE ordering portal at <https://pcse.england.nhs.uk/>. If you have any queries you can email pcse.enquiries@nhs.net or call 0333 014 2884.



Products now available as licensed medicines

Fluoxetine 10mg tablets (Par Laboratories Europe Ltd) is now licensed and available. Unlicensed Fluoxetine 10mg tablets (Special Order) has therefore been discontinued on the NHS dictionary of medicines and devices (dm+d).

Community Pharmacy Quality Payments Scheme

Remember that you can make Quality Payments Scheme declarations from 09:00 on 13 November 2017 through the NHSBSA website. The window for declarations will close on Friday 8 December 2017 at 23:59.

➤ Useful links on our website

NHS England and Wales Drug Tariff

www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/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

www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/hints-and-tips-open-days-and-webinars

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

