Welcome to Hints and Tips
Dispensing Contractors

Pharmacy
Dispensing Doctors
Prescribing-only GPs
(Personal Administration)
Appliance Contractors

Issue 30
## Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>05</td>
<td>Can we help you increase your EPS use?</td>
</tr>
<tr>
<td>05</td>
<td>Electronic Repeat Dispensing (eRD): An overview</td>
</tr>
<tr>
<td>06</td>
<td>National Influenza Adult Vaccination Service Advanced Service – make sure you use the correct form</td>
</tr>
<tr>
<td>07</td>
<td>New report on the prescribing of Sodium Valproate</td>
</tr>
<tr>
<td>07</td>
<td>Changes to proof of exemption</td>
</tr>
<tr>
<td>08</td>
<td>Products now available as licensed medicines</td>
</tr>
<tr>
<td>08</td>
<td>Is it time to refill your printer cartridges?</td>
</tr>
<tr>
<td>09</td>
<td>EPS end of month submission process</td>
</tr>
<tr>
<td>10</td>
<td>Completing your FP34D/PD Appendix form correctly</td>
</tr>
<tr>
<td>12</td>
<td>Sorting and submitting your prescriptions</td>
</tr>
</tbody>
</table>

---

### 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](mailto: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
Welcome to the January 2018 issue of Hints & Tips, your regular newsletter full of helpful ideas and advice.

There’s important advice on using the correct form if you’re providing the National Influenza Adult Vaccination Service and on completing your FP34D/PD Appendix form correctly. We’ve included details of products now available as licensed medicines and information on changes to patient proof of exemption from prescription charges.

We discuss how we can help you increase your EPS use, and there’s advice on sorting and submitting your prescriptions and EPS messages at the end of the month.

We’ve also included a link to our short online video giving an overview of how electronic repeat dispensing (eRD) works.

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

” There’s important advice on using the correct form if you’re providing the National Influenza Adult Vaccination Service. “
Can we help you increase your EPS use?

The NHSBSA is working with NHS Digital and various CCGs to help GP practices increase their EPS use.

We recently wrote to many practices across the country to highlight their current level of electronic prescribing alongside their potential level, and to offer our support to help achieve this potential. If your practice received one of these letters and you’d like to know more about how the figures were calculated, more information is available on our website.

Don’t forget, communications templates for engaging with patients about EPS and step by step guides to relevant SystmOne functionality are available at: www.nhsbsa.nhs.uk/EPS

Increased EPS use offers significant benefits for practices, pharmacies, patients and the wider NHS. To discuss how we can help you realise these benefits, email your contact details to nhsbsa.pharmacysupport@nhs.net.

Electronic Repeat Dispensing (eRD): An overview

In collaboration with NHS Digital, we have produced a short online video to give GP practices and pharmacies an overview of how eRD works.

eRD saves time for patients, GPs and practice staff while improving pharmacy workflows. It also enables new and improved reporting on prescribing, medicines use and not dispensed items.

Watch the video at www.nhsbsa.nhs.uk/eRD.
National Influenza Adult Vaccination Service Advanced Service – make sure you use the correct form

The Community Pharmacy Seasonal Influenza Vaccination Advanced Service was recommissioned for 2017/18. Terms and fees for the service are set out in Drug Tariff Part VIC.

If you’re making a claim for providing this service, remember to make sure you sign the claim form and you use the correct version (V1 2017/18) - you can download it from the NHS Business Services Authority website. This will avoid the risk of any delays in payment. You need to include the form with your usual end of month submission for each month where you have provided the service.

To claim payment, you must send your completed form to NHS Prescription Services each month with your prescriptions and FP34C submission document.

V1 2017/18

**This claim form will not be accepted without a signature**

Final payment claims for vaccinations administered during March 2018 must be submitted to the NHSBSA by 5 April 2018, in line with the normal submission timetable (see Drug Tariff Part 1, Clause 5A.1. (b) (iv)). Any claims received later than this will not be processed.
New report on the prescribing of Sodium Valproate

A new report published on the NHSBSA website aims to identify the number of female patients of child bearing age that have received prescriptions for sodium valproate: Prescribing for Sodium Valproate

This data will be produced every 6 months to help with monitoring the effectiveness of actions to ensure safe and appropriate use of sodium valproate. For more information please see https://www.gov.uk/government/publications/toolkit-on-the-risks-of-valproate-medicines-in-female-patients

Changes to proof of exemption

Plastic cards as proof of exemption will soon be phased out as part of the NHSBSA’s service improvement programme. Replacing the plastic cards will also generate savings for the NHS and reduce the impact on the environment.

The plastic cards will begin to be replaced by paper certificates from March 2018 as an interim measure, with a view to using digital certificates in the future. Plastic cards are currently used for prescription prepayment certificates, maternity exemption certificates, medical exemption certificates and Tax Credit Exemption Certificates. From March 2018 these will be replaced by a double sided A4 paper certificate.

The information on the paper certificate will be very similar to that on the plastic cards. It will take up to five years for the plastic cards to be fully phased out so in the meantime both forms of exemption should continue be accepted as long as they are within their expiry date.
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 are available from Napp Pharmaceuticals Ltd and 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)

Products now available as licensed medicines

Is it time to refill your printer cartridges?

More and more dispensing contractors now use computer generated printed endorsements instead of hand written endorsements. Computer generated printed endorsements contain all the information that is needed to process your prescriptions efficiently and they’re usually clear, easy to read and printed in the correct place. However, occasionally we find that some printed endorsements are too faint and we struggle to read the information supplied.

If the endorsement is not clear or is too faint, it makes it more difficult for us to process your prescriptions. We all want to get the most we can out of the equipment we use, so whether you choose to refill or replace your printer cartridges please remember to occasionally check the quality of your printed endorsements.
EPS end of month submission process

At the end of each month you need to complete one FP34 claim form to cover both your paper and electronic prescriptions and submit it to NHS Prescription Services.

On the form, indicate the total number of prescriptions and items you’re submitting (i.e. number of electronic and paper prescriptions and items combined).

Although there are no separate boxes for EPS messages, you may also find it useful to note on the submission document the number of EPS claims you are including in your totals. This will also help NHS Prescription Services to determine at the scanning stage whether any discrepancy between the totals declared and actual number of paper forms scanned is due to EPS claims; remember, NHS Prescription Services do not scan any EPS tokens. This will prevent the need for telephone calls to determine the reason for any discrepancy.

If you don’t include your EPS messages in these totals then your advance payment will not reflect these items, as it’s based entirely on the figures declared on your FP34.
Completing your FP34D/PD Appendix form correctly

Centrally purchased vaccines

We have recently received a 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.

FP34PD Appendix form example

Only submit an FP34D/FP34PD Appendix form or FP10 prescription form for payment to cover the dispensing of a vaccine for personal administration where the vaccine has been purchased by the practice.

Practices who have incorrectly submitted forms for centrally procured vaccines to NHS Prescription Services for reimbursement should contact nhsbsa.repricingrequest@nhs.net to request a payment adjustment.
**Brand/makers name information**

Remember to supply all of the required information when completing your FP34D/PD Appendix form. Incomplete claims impact on the processing of the form and may cause a delay to your payment. An entry of, for example, ‘flu vaccines’ and a quantity is not enough information for us to process your claim correctly.

Some vaccines are available as more than one product from the same manufacturer, so in these cases you need to state the brand supplied as well as the maker’s name to ensure correct payment. For example, Sanofi Pasteur MSD Ltd supplies Influenza vaccine as both Split virion, Inactivated 0.5ml PFS and Quadrivalent 0.5ml PFS.

They’re listed with different reimbursement prices on dm+d, so stating ‘Sanofi’ alone isn’t enough to tell us which vaccine you’ve dispensed or allow us to make correct payment to you – you also need to tell us the brand name of the product.

Example:

<table>
<thead>
<tr>
<th>Name of Doctor (see note 6.1)</th>
<th>Doctor Index Number (see note 6.1)</th>
<th>Vaccine</th>
<th>Brand / Maker’s Name (see note 6.2)</th>
<th>Presentation / Pack Endorsement (see note 6.3)</th>
<th>Patient Dosage (see note 6.4)</th>
<th>Total Number of Doses Administered in the month (see note 6.5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Jones</td>
<td>123456</td>
<td>Influenza</td>
<td>Sanofi Quadrivalent</td>
<td>1</td>
<td>0.5ml</td>
<td>250</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hep A</td>
<td>VAQTA PAED</td>
<td>1</td>
<td>0.5ml</td>
<td>5</td>
</tr>
<tr>
<td>Dr Smith</td>
<td>987654</td>
<td>Influenza</td>
<td>Sanofi Inact SV</td>
<td>10</td>
<td>0.5ml</td>
<td>250</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MEN C</td>
<td>MENVEO</td>
<td>1</td>
<td>0.5ml</td>
<td>4</td>
</tr>
<tr>
<td>Dr Green</td>
<td>654321</td>
<td>PNEUMO</td>
<td>AAH</td>
<td>1</td>
<td>0.5ml</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PNEUMO</td>
<td>M S&amp;D</td>
<td>1</td>
<td>0.5ml</td>
<td>10</td>
</tr>
</tbody>
</table>
Sorting and submitting your prescriptions

• Please make sure you don’t use any adhesive tape, pins or staples when preparing your prescriptions for submitting to the NHS Business Services Authority (NHSBSA). These all need to be removed so they don’t damage our scanners, which can delay processing. You should only use elastic bands to keep your batch together.

• Dispensing contractors (including doctors) are required under their terms of service to sort prescriptions into doctor order; this is not an NHSBSA instruction. Sorting the prescriptions this way helps us to capture the prescriber code accurately, ensuring that the prescribing information and costs are attributed to the correct NHS cost centre.

• Endorse and submit your paper prescriptions along with your completed FP34C form.

• Remember to include relevant EPS tokens and Repeat Authorisation (RA) forms.

• Only submit EPS tokens for patients who are not automatically age exempt.

• Make sure you don’t include Repeat Dispensing (RD) forms within the RA form bundle. RD forms need to be scanned to enable payment to be made to you, so if you include them in the RA bundle - which is not scanned - they may be missed and you may not receive payment for them.

• Secure your EPS tokens and RA forms separately from the main prescription bundle at the top of the exempt and chargeable groups, and tick the relevant boxes on your submission document. You don’t need to sort them into prescriber order, though.
Example:

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)
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.