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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Dispensing Doctors
Prescribing-only GPs (Personal Administration)
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Sign up for the information services newsletter
Foreword

Welcome to the October 2019 issue of Hints & Tips, your regular newsletter full of helpful ideas and advice.

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

GP practices across England upgrading to EPS Phase 4 from November

The national roll out of EPS Phase 4, which allows EPS to be used for patients without a nomination, will start on Monday 18 November 2019.

GP practices that use TPP SystmOne will have the new functionality enabled over the coming months. Specific dates are available on the EPS Phase 4 deployment schedule on the NHS Digital website.

As more GP practices begin to use Phase 4, you need to be aware that you will be far more likely to receive prescription tokens from patients. More than 3,000 dispensers across England have already processed and dispensed prescriptions as part of the Phase 4 pilot.

With EPS Phase 4, patients without a nomination receive a prescription token with a scannable barcode instead of a signed FP10. You should scan the barcode and dispense it as you would any other electronic prescription. Patients can choose to take their token to any dispenser in England so you should be prepared to dispense a Phase 4 prescription.

It is important that all staff in your pharmacy, including locums, are aware of the introduction of Phase 4 and what it means for your team.

As with all EPS prescriptions, dispense notifications and endorsements need to be added to the electronic prescription using your dispensing system. Endorsements written or printed onto any type of EPS token will not be processed by the NHS Business Services Authority.

The national rollout comes following a successful pilot which tested the functionality in all four GP prescribing systems. The pilot began in November 2018 and involved 60 GP practices across England.

Details of the roll out for EMIS, Microtest and Vision practices will be available soon.

Read more about what EPS Phase 4 means for dispensers on the NHS Digital website. More information is also available on the PSNC website.
EPS reaches 70% milestone

Electronic prescriptions now account for over 70% of all prescriptions issued in England for the first time ever.

The NHSBSA EPS Support team has been working with primary care staff to maximise EPS use. The team provides bespoke support and guidance through workshops, webinars, phone calls and one-to-one training sessions.

We’ve also developed a comprehensive range of resources to help primary care providers increase their use of EPS.

EPS could save millions of pounds that could be re-invested in patient care. This is especially true for patients who get regular or repeat prescriptions, using Electronic Repeat Dispensing (eRD) – a process that allows regular medicines to be prescribed for suitable patients in batches of up to a year.

The next step for EPS will be Phase 4 – the point at which EPS will become the default for prescribing, dispensing and processing for all eligible primary care prescriptions in England.

Steve Cottam, NHSBSA Lead Team Manager for Business Improvement, said: “Phase 4 is expected to increase the proportion of prescriptions sent electronically to around 95%. We’ll continue to work with primary care providers to support their use of EPS and eRD and promote best practice.”

For more information and for tools and resources to help you maximise EPS and eRD visit the NHSBSA website or contact nhsbsa.epssupport@nhs.net

Top tips for EPS and eRD

As EPS use increases, more and more items will be submitted electronically. For dispensers, introducing best practice, such as regular submissions throughout the month, can help speed up the reimbursement process and improve the patient experience.

Here are a few handy hints to help you get the most from EPS:

- Encourage patients to nominate a pharmacy for EPS and eRD. This helps to improve the patient experience and provides continuity of care.
- Before dispensing items, check the prescription tracker.
- Submit regular claims throughout the day or week, rather than waiting until the end of the month. This helps to ensure timely reimbursement and avoids time consuming last minute, mass submissions. It also reduces the risk of delays to the claim being received and reimbursed.

  - Before dispensing eRD items, remember that dispensers have a contractual obligation to ask the patient four questions:
    1. Have you seen any health professional since your last repeat was supplied?
    2. Have you recently started taking any new medicines either on prescription or that you have bought over the counter?
    3. Have you been having any problems with your medication or experiencing any side effects?
    4. Are there any items on your repeat prescription that you don’t need this month?

How to set up EPS for a new pharmacy or after a change of ownership

If your pharmacy circumstances are going to change (for example you are a new pharmacy or you are changing ownership) you must take steps to ensure you are still able to use EPS and eRD.

This can take up to one month, so it is important that you begin the process as soon as possible.

Visit our website for a full step-by-step guide for pharmacy contractors to find out how to ensure EPS has been completely set up for a new pharmacy or in the event of a change of ownership.
Extension of Serious Shortage Protocol for fluoxetine

This October, the government agreed a serious shortage protocol (SSP) for the selective serotonin reuptake inhibitor (SSRI) antidepressant Fluoxetine, in an effort to cope with shortages.

This was the first time pharmacists could dispense an alternative to the prescribed medication without contacting a GP under an SSP.

The Department of Health and Social Care (DHSC) has now announced that Serious Shortage Protocols for fluoxetine 30mg and fluoxetine 40mg capsules are being varied to extend the end date, which was previously 31 October 2019.

The revised end dates for these SSPs are now:
• Fluoxetine 30mg capsules – 20 November 2019
• Fluoxetine 40mg capsules – 11 November 2019

More information about these SSPs is available on the NHSBSA’s website.

Following the successful implementation of SSP01, the DHSC has announced that sufficient stock is now available of fluoxetine 10mg capsules to supply normal demand.

The Serious Shortage Protocol for fluoxetine 10mg capsules (SSP01) has therefore been withdrawn from 23:55 on Friday 25 October 2019. Any prescriptions for fluoxetine 10mg capsules after this date must be dispensed in accordance with the prescription, as the SSP will no longer be valid for use.

If the DHSC decides there is a serious shortage of a specific medicine or appliance, then an SSP may be issued.

The contractor must use their professional skill and judgement to decide, alongside medical experts, whether it’s reasonable and appropriate to substitute the patient’s prescribed order for the active SSP. The patient would also have to agree to the alternative supply for that dispensing month.

Updated supporting guidance for these protocols will be published online via the NHSBSA website.

NCSO status for non-SSP items

The use of a No Cheaper Stock Obtainable (NCSO) status was last granted in April 2013 and therefore the NCSO endorsement should not be currently used for non-SSP items.

The use of the NCSO endorsement is not a valid endorsement for a price concession; these will be automatically handled by the NHSBSA.

The NCSO endorsement will be used to indicate the dispensing of a Serious Shortages Protocol (SSP) item.

For more information on SSP, see the guidance on the NHSBSA website or visit the PSNC website.
DHSC protocols and correct endorsements – don’t get caught out

The DHSC may issue other protocols in the future to relieve shortages of different products.

You may submit an SSP via one of three routes:

- Paper prescription (in the red separator)
- Electronic Reimbursement Endorsement Message (EREM) - previously known as the EPS Dispense Claim Information message
- EPS Token (in the red separator of your account) if your system does not support the NCSO functionality

You should not submit both an EREM and EPS token together. If the EPS token is submitted, the EREM should be marked as not dispensed.

To enable the NHSBSA to process your SSPs, the endorsement must include the:

- NCSO
- pharmaceutical form
- strength
- quantity dispensed, which coincides with the relevant protocol guidance

This information may be truncated where endorsing space is at a premium. For example, ‘NCSO, fluoxetine 20mg capsules x 60’ can be endorsed as ‘NCSO, 20mg caps x 60’.

In order to ensure timely reimbursement please clearly endorse the relevant information that is required under the active SSP when submitting your claim to Prescription Services.

You should not submit both an EREM and EPS token together.

Further endorsing guidance and current protocols can be found on the NHSBSA website.

Tips for SSP endorsing

- For any SSP item to be processed the Dispensed Additional Information must be clear and correct to ensure processing staff can determine what was supplied.
- Contractors are not required to initial and date an SSP claim. If you are able, you may delete these details to free up space to provide a more comprehensive endorsement.
- If you submit any SSP items with incorrect or unclear information, you can retrieve the message and use the claim amend facility.
- The current SSP does not require you to state a supplier/manufacturer. Reimbursement will be based on the Part VIII price.

How to endorse a valid SSP claim

Fluoxetine 20mg capsules with double quantity of 120 supplied, substituted for Fluoxetine 40 mg capsules.
Melatonin now available as licensed medicine

Melatonin 3mg tablets (Colonis Pharma Ltd) has now been licensed by the UK Medicines and Healthcare products Regulatory Agency (MHRA). The drug has therefore been added to the dm+d.

Instead of using an Imported or Special melatonin 3mg standard release tablet option, the UK MHRA licensed Melatonin 3mg tablets (Colonis Pharma Ltd) product should be considered for use instead.

Pharmacy teams asked for views on Medicines A to Z

Pharmacy professionals have the opportunity to help improve the Medicines A to Z on the NHS website (formerly NHS Choices).

With two million visitors per month, this online directory offers patient-friendly information on commonly used medications, with guidance on dosage to self-management of side effects.

Take the 10-minute survey (closes 30 November 2019).

A guide to prescription charges and exemptions

If a patient claims free NHS prescriptions or NHS dental treatment when they’re not entitled, they could face a £100 penalty charge. Even if it’s by mistake.

Any time a patient declares they are exempt from paying a prescription charge, you must ask them to produce evidence. This is a legislative requirement under the pharmacy’s terms of service (paragraph 7).

If the patient has shown a valid exemption certificate, note this on your PMR system along with the expiry date. You do not need to ask the patient to show proof again until after the expiry date.

If a patient states they are exempt from paying a prescription charge, but is unable to provide evidence, put an ‘X’ in the ‘Evidence not Seen’ box on the back of the prescription or token. You should dispense the prescription items and advise the patient NHS checks are routinely undertaken to verify exemption status.

If a patient is unsure whether they are entitled to free prescriptions, you should:

- advise the patient to pay for their prescription
- give the patient an FP57 refund form
- advise the patient that refunds can be claimed within three months

Those in receipt of the following benefits are not eligible to claim for exemption:

- contribution based Jobseekers Allowance
- Employment and Support Allowance
- Pension Credit
- HC3 certificate for limited help with health costs
- asylum seekers without a HC2 certificate
- any benefit not listed on the back of a prescription

Visit the NHSBSA website for full guidance on prescription charges and exemptions, information about exemption certificates and how to apply, an online patient eligibility checker and the Check Before You Tick campaign.
Digital prescription prepayment certificate uptake hits 1m mark

The number of customers applying online for a prescription prepayment certificate (PPC) has hit the one million mark, saving more than £390,000 for the NHS so far.

A PPC lets the holder get as many NHS prescriptions as they need for a set price. If someone regularly pays for prescriptions, a PPC could save them money.

From 1 March 2019 plastic proof of exemption cards were phased out and replaced with digital or paper certificates as part of an initiative to make things easier for people who get help with health costs.

Applying for a digital certificate online is quick, easy and best of all it is instant. This means it can be purchased quickly if someone suddenly needs to collect several prescriptions at once and use it at the pharmacy straight away. Previously, a paper application would take up to 19 days to process.

The prescription charge in England is £9 per item. A prepayment certificate costs £29.10 for three months or £104 for 12 months. So people who buy two prescriptions per month save over £20 a month with a three month certificate, and over £110 with a 12 month certificate.

Customers can apply online at www.nhsbsa.nhs.uk/ppc online with a registered pharmacy, or if they need extra help to complete their application, by calling the NHSBSA Contact Centre on 0300 330 1341.

Brendan Brown, Director of Citizen Services at NHS Business Services Authority said: "I am pleased that our digital prepayment certificates have been so popular. We listened to patients who needed more than one prescription per month and they told us they’d like to be able to purchase a certificate more quickly and conveniently. We’re saving time and effort as well as money for our customers."

“We’ve also already made a significant positive environmental impact; and plastic and paper continue to be phased out. A million plastic cards would have ended up as all plastics do, polluting our marine life, our countryside and our waterways for many years to come."

Register your pharmacy to sell PPCs online

Postal prescription prepayment certificate (PPC) applications have now been replaced with an online service that enables you to issue digital certificates to customers, giving them instant access to all the benefits of having a PPC.

Paper applications sent by post to NHSBSA are no longer accepted. Instead, you need to register your pharmacy online via the NHSBSA website.

Registering is quick and easy. As soon as you receive your password you can start submitting PPC applications online straight away.

Digital PPCs mean:
• you can submit your customers’ PPC applications faster
• you can receive real-time confirmation that the application has been successful
• you can add the PPC number and expiry date straight onto your Pharmacy Management System
• there is no need to post PPC applications. This reduces the risk of them being lost in transit and customers receiving penalty charges

Register your pharmacy here.
Changes to the PPC application form

The PPC application form (FP95) has changed. You can use the new form to collect the customer’s details before completing the application online. Please do not send these directly to us as we cannot issue a PPC using these, and they will be returned for you to do the application online.

For more information visit our website at www.nhsbsa.nhs.uk/ppc

Our pharmacy sales section contains all the information you need to get started including our PPC guidance booklet.

PPCs go plastic free

PPCs and maternity exemption certificates are now being issued as digital certificates or doubled sided A4 paper certificates as part of an on-going initiative to phase out plastic cards.

People applying online will now receive an instant digital certificate via email.

Replacing the plastic cards is already generating savings for the NHS and reducing the impact on the environment.

Whilst the phase out of plastic cards is on-going, plastic, paper and digital forms of exemption will continue to be accepted as long as they are within their expiry date.

PPC customer enquiries

At the NHSBSA, we have seen a recent increase in the number of complaints from patients who have been given the Pharmacy Sales Helpline number in error.

Patients who wish to re-order or buy an NHS prescription prepayment certificate (PPC) can do so via the PPC enquiry line on 0330 330 1341 or by visiting: https://apps.nhsbsa.nhs.uk/ppc-online/patient.do

Please remember not to give out the Pharmacy Technical Helpline number to patients or members of the public. The number for PPC Sales Portal is only for technical help for contractors.

Changes to Pharmacy Sales telephone number

We’ve launched our new Pharmacy Sales helpline number.

For advice about selling NHS prescription pre-payment certificates, or help logging on to the PPC Sales Portal, call us on 0300 330 1009

The helpline is open Monday to Friday 9:00-17:00.

For more information about selling PPCs, visit our website: www.nhsbsa.nhs.uk/ppc
Flu vaccination advanced service 2019/20

The community pharmacy seasonal influenza vaccination advanced service is now live.

Any community pharmacy in England can provide the service, as long as it:
- has a consultation room
- can procure the vaccination
- can meet the data recording requirements
- has appropriately trained staff

No registration or de-registration is required for the 2019/20 flu service. But all claims must be made via the Manage Your Service portal.

Visit our website for more information and a step by step guide to submitting your flu vaccination claim online.

MASTA confirm changes to the seasonal flu vaccination

From October 2019, the MASTA entry for the seasonal flu vaccine will be removed from your MYS claim form.

MASTA has confirmed that they will now be supplying the Sanofi Quadrivalent(e). Any future claims for reimbursement should therefore be claimed under Sanofi Quadrivalent(e) on your MYS digital claim form.

The MASTA entry will still be available up to and including the September 2019 submission.

Changes to Medicine Use Reviews

From 1 October 2019 until 31 March 2020, at least 70% of Medicine Use Reviews (MURs) should be carried out with patients who:
- are taking a high risk medicine (non-steroidal anti-inflammatory drug, anticoagulants including low molecular weight heparin, antiplatelets and diuretics)
- have had changes made to their medication and have been discharged from hospital within the last 8 weeks

No registration or de-registration is required for the 2019/20 flu service. But all claims must be made via the Manage Your Service portal.

Visit our website for more information and to access the updated list.

Changes to New Medicine Service

As outlined in Part VIC of the drug tariff, you should only do NMS with patients who've, for the first time, been prescribed a particular NMS medicine for the following conditions:
- Asthma and Chronic Obstructive Pulmonary Disease
- Type 2 diabetes drug list
- Antiplatelet/Anticoagulant Therapy
- Hypertension

The NHSBSA publishes a list of conditions and drugs that fall under the New Medicine Service. This list is refreshed on a monthly basis to include any new products. Visit our website for more information and to access the updated list.
Pharmacists reminded of Aspiration payment deadline

Pharmacies are reminded that the deadline to make an aspiration payment declaration is 11:59pm on 1 November 2019.

You must meet the gateway criteria before the February 2020 declaration. There is no requirement to meet the criteria at the time of submitting your aspiration payment declaration.

The four criteria are:

1. Offering New Medicine Service (NMS) reviews and/or the NHS community pharmacy flu vaccination service at the pharmacy.

2. Having at least two live accounts linked to your shared pharmacy mailbox (nhspharmacy.location.pharmacyname-ODScode@nhs.net). You must be able to send and receive mail from your shared pharmacy mailbox account.

3. Having an up to date NHS website profile to state if you provide NMS reviews and/or the seasonal influenza vaccination service. Your opening hours, including public and bank holidays, services and facilities must also be up to date.

4. Ensuring 80% of registered pharmacy professionals in your practice have achieved level 2 safeguarding status for children and vulnerable adults in the last two years, prior to the date of your declaration.

To receive the aspiration payment, you need to declare which of the six quality domains you aim to meet by the February 2020 declaration. At the time of the February 2020 declaration, you must also meet all of the gateway criteria.

The six quality domains are:

1. Risk management and safety
2. Medicines safety audits complementing General Practice (GP) Quality Outcomes Framework (QOF) Quality Improvement (QI) module
3. Prevention
4. Primary Care Networks (PCNs)
5. Asthma
6. Digital enablers

For more information, Kelvin Rowland-Jones (NHS England and NHS Improvement) and Alan Ball (NHSBSA) have created a ‘next steps for the Pharmacy Quality Scheme’ presentation available to download from our website.

PSNC has produced a ‘dates for the diary’ document outlining key dates to help you achieve the aspiration payment and the February 2020 declaration. You can download the document from their website.

MYS – the digital alternative for dispensers

Manage your service (MYS) is a digital portal that provides an online one-stop-shop for a range of services for pharmacists.

We know that pharmacy staff spend a lot of time processing end of month claims and use several different methods to complete a range of services with us. We aim to reduce this administrative burden by providing one portal to complete reimbursement and remuneration tasks.

Services available via the MYS portal include:
- end of month FP34C digital submission
- referred back and disallowed items
- Pharmacy Quality Scheme (formerly Quality Payment Scheme)
- paper prescription image requests
- seasonal flu vaccination advanced service claims
- NHS Community Pharmacist Consultation Service registration and claims
- non-steroidal anti-inflammatory drug (NSAID) audit

For more information and to register for MYS, visit www.nhsbsa.nhs.uk/mys.

CPCS goes live

The NHS Community Pharmacist Consultation Service (CPCS) is a national Advanced Service to refer patients requiring low acuity advice, treatment and urgent repeat prescriptions to community pharmacies.

The service, which went live on the 29 October, will replace the NHS Urgent Medicines Supply Advanced Service (NUMSAS) pilot and the NHS111 Digital Minor Illness Referral Service (NHS111 DMIRS) pilot.

CPCS aims to reduce pressure on the primary and urgent care system, particularly Accident and Emergency and GP out of hours, by supporting the integration of community pharmacy. NHS England and NHS Improvement have agreed with PSNC that any claims for referrals received between 29 October and 31 October will be incorporated into the November 2019 submission claim.

If you sign up to CPCS between 1 September 2019 and 11:59pm on 1 December 2019, you’ll receive a £900 transition payment. If you sign up between 2 December 2019 and 11:59pm on 15 January 2020, you’ll receive £600.

You can register for CPCS via the Manage Your Service portal.

For more information, visit the CPCS page of the NHS England website.
Dental Prescribing:

Did you know...?

The NHSBSA will accept a handwritten quantity on dental prescriptions where there is stamped drug information.

The payment you receive will be based on the prescribed order unless there is an endorsement indicating less.

⚠️ You don’t need to countersign the prescription if you have hand written the quantity.

✅ You do need to countersign the prescription if you have amended it, for example, crossed out the quantity and added another.

Completing your FP34D/PD appendix form correctly

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. So to ensure correct payment, please provide the information requested at the top of each column on the form, specifying:

- the brand supplied and the maker’s name if not claiming a drug tariff item
- the pack size and presentation. For example, 10, Vial or 1, Pre-filled syringe
- the dosage
- total number of doses

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<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>
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<td>1.05ml 20</td>
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 осуществляется в формате обработки данных.
How adding contact details to FP34D/PD Appendix forms can help

If you write a contact name and telephone number on your FP34D/PD Appendix form we can contact you much more easily and quickly if we need to, helping prevent any delay in your payment.

Did you know...?

If you write a contact name and telephone number on your FP34D/PD Appendix form we can contact you much more easily and quickly if we need to, helping prevent any delay in your payment.

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 and Social Care’s (DHSC) ImmForm website.

Centrally purchased vaccines should only be used for purposes approved by the DHSC. The ‘Green Book’ reminds healthcare professionals that if centrally purchased vaccines are knowingly used for non-approved circumstances this may be considered fraudulent.

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 that have incorrectly submitted forms for centrally procured vaccines to NHSBSA for reimbursement should contact nhsbsa.repricingrequest@nhs.net to request a payment adjustment.

Pharmacy Show speaker sessions

Working in collaboration with partners from across the NHS, the NHSBSA exhibited and delivered speaker sessions at this month’s Pharmacy Show at Birmingham NEC.

Our speaker sessions included:

Paperless pharmacy – dream or reality
Delivered in collaboration with NHS England and NHS Improvement, this session focused on EPS and the digital capability within pharmacies.

Long Term Plan: Improving wellbeing and health - how we help pharmacy contractors
A look at how the NHSBSA is supporting pharmacists with MYS, EPS and eRD. We also showed you how to access the data such as prescription item reports, CPAF screening results and FP34 schedule of payments.

Next steps for the Pharmacy Quality Scheme
A session delivered in collaboration with NHS England and NHS Improvement looking at the 2019/2020 gateway criteria and how our Provider Assurance team is supporting pharmacists to meet it.

All the NHSBSA presentations are available to download from our website.

Webinars

Did you know we host webinars? Our webinars cover:

- why prescriptions are switched between exempt and chargeable
- how to submit your MUR and NMS claims

Email nhsbsa.webinars@nhs.net to join our next session.
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 sessions

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