

# How we support NHS pharmacies to fulfil their contractual obligations

We provide education, feedback and guidance to NHS contractors





# Our role

The NHS Business Services Authority (NHSBSA) is an Arm's Length Body of the Department of Health and Social Care. Experts in managing healthcare transactions and information at scale, we oversee £36 billion of NHS expenditure annually, delivering a range of national services. As a forward-thinking, responsive organisation, we're aligned with the Government's national agenda on health and social care, the NHS Long Term Plan, and we're committed to working with partners to support the wider health and social care system.



We process **1 billion** prescriptions



We acquire vast amounts of **data** which we make publically available through our dynamic dashboards

Our Provider Assurance team support pharmacies to fulfil their contractual obligations on behalf of NHS England and NHS Improvement.

## What's our role?

*"We **engage** with NHS community pharmacies to ensure any matters are resolved with contractors and commissioners collaboratively."*

**Graham Mitchell**, Provider Assurance, Service Development Lead

*"We **evaluate** payment claims and identify areas of variation. We use an evidence-based approach to conduct reviews with pharmacist oversight."*

**Alan Ball**, Provider Assurance, Service Lead

*"We support contractors with advice and guidance to **enable** them to understand their contractual obligations, best practice and the appropriate payment claiming process. Our team of caseworkers are accessible by email and telephone and are there to support our NHS pharmacies."*

**Julie Lawson**, Provider Assurance, Service Delivery Manager

# Pharmacy Quality Scheme

We want you and your customers to benefit from your pharmacy meeting clinical effectiveness, patient safety and patient experience criteria. You could be eligible for a Pharmacy Quality Scheme (PQS) payment. Here's our top tips to help you meet the gateway criteria:

## 1. NHSmail

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Register for a shared pharmacy mailbox through [NHS Digital](#). All appropriate pharmacy staff need access to this account. You must have at least two active email accounts able to send and receive mail from the shared account.

## 2. Advanced services

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On the day of the declaration, you must offer one of the following advanced services:

- flu vaccination service
- new medicine service (NMS) reviews

## 3. NHS.UK profile

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Ensure your NHS.UK profile is up-to-date. You need to update your profile to state if you provide flu vaccinations and/or NMS reviews. Remember to check your opening hours are correct. To update your pharmacy profile, log in to the [NHS profile editor](#).

## 4. Safeguarding (level 2)

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At least 80% of all registered professionals working in your pharmacy need to have achieved safeguarding for children and vulnerable adults level 2. They must have completed the training in the last 2 years prior to declaration. Training can be organised [here](#).



For support, please contact us: [nhsbsa.pharmacysupport@nhs.net](mailto:nhsbsa.pharmacysupport@nhs.net)

# Advanced Services

## Medicine use review

A medicine use review (MUR) is an 'advanced service' within the NHS Community Pharmacy Contractual Framework. From 1 October 2019 until the 31 March 2020, at least 70% of MUR service consultations should be carried out with patients who:

- are taking a high risk medicine (Non-steroidal anti-inflammatory drug, anticoagulants including low molecular weight heparin, anti-platelets and diuretics)
- have had changes made to their medication and have been discharged from hospital within the last 8 weeks

**From 1 April 2019 and 31 March 2020 the maximum number of MURs you can claim for is 250**

## MUR benefits

- improve patients understanding of their medicines
- highlight problematic side effects and propose solutions where appropriate
- improve adherence
- reduce medicine wastage, usually by encouraging the patient only to order the medicines they require

**Source: PSNC**

## New medicine service

New medicine service (NMS) is another 'advanced service' within the NHS Community Pharmacy Contractual Framework. Since the introduction of NMS, more than 90% of community pharmacies in England have provided the service to their patients.

**(Statistic from PSNC)**

**The number of NMS reviews you can claim for depends on how many prescription items you dispense. More information is available in the Drug Tariff here**

## New medicine service benefits

Improve patient adherence which will generally lead to better health outcomes

- reduce hospital admissions due to adverse events from medicines
- increase patient engagement with their condition and medicines, supporting patient making decisions about their treatment and self-management
- support the development of outcome and/or quality

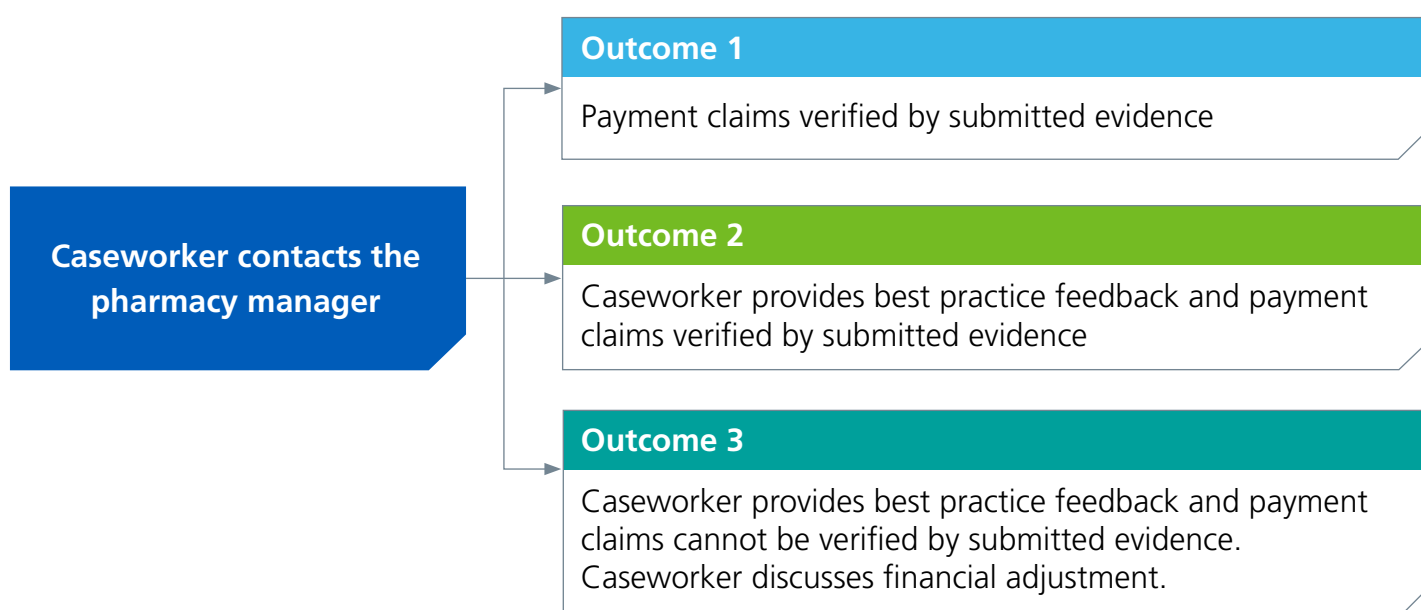
**Source: PSNC**



# Contract assurance

We review MUR and NMS claims to assure NHS England and NHS Improvement payment claims are appropriate and can be substantiated. Our team of caseworkers perform post payment verification (PPV) looking at high volume claimers as well as a proportion of random sampling. We do this by:

- 1 Sample is identified each month
- 2 We contact the pharmacy manager and request MUR or NMS patient consent forms to be sent in with the next batch of prescriptions
- 3 We review MUR or NMS patient consent forms
- 4 We communicate one of three possible outcomes to the pharmacy manager



## Why pharmacies receive feedback

Simon Craig, Senior Caseworker, explains:

*"We provide feedback based on the evidence we receive, for example, if more than one NMS payment claim is submitted for a single prescription, we will provide feedback to the contractor that their claim is invalid. Contractors can discuss more than one medication during an NMS review, however only one NMS payment claim can be made per prescription. We also provide feedback to contractors if there is no MUR or NMS patient consent form. It's important the patient signs the consent form to ensure they are happy to receive the service and they are aware their data will be shared with us. We issue feedback to encourage best practice and ensure contractors are paid for the work they complete."*

## Our next steps

We recognise the importance of community pharmacies and your critical role within primary care services. We're dedicated to providing you with guidance and supporting you to fulfil your contractual obligations. We are exploring extending the activities we currently perform to include best claiming practice for flu vaccinations and out of pocket expenses. We're also exploring providing guidance for contractors around patient exemption status.



We're passionate about collaborating with community pharmacies and I welcome you to join one of our open days. Visit us in Newcastle, Middlebrook or Wakefield to find out how we process the prescriptions you send us.

### **Graham Mitchell**

Service Development Lead, Primary Care Services

#### Newcastle

Thursday 10 October 2019  
Thursday 24 October 2019  
Thursday 7 November 2019  
Thursday 21 November 2019

#### Middlebrook

Wednesday 16 October 2019  
Thursday 24 October 2019  
Wednesday 13 November 2019  
Thursday 21 November 2019

#### Wakefield

Wednesday 9 October 2019  
Wednesday 11 December 2019

**Booking is essential due to limited availability.**

Visit our website for booking information.

## Did you know?

Lots of contractors ask us why prescriptions are switched between exempt and chargeable... We provide guidance on this, and how to submit your quarterly NMS & MUR data during our [webinars](#).

Email [nhsbsa.webinars@nhs.net](mailto:nhsbsa.webinars@nhs.net) to join our next webinar.



## For more information, please contact us:



[www.nhsbsa.nhs.uk](http://www.nhsbsa.nhs.uk)



[nhsbsa.pharmacysupport@nhs.net](mailto:nhsbsa.pharmacysupport@nhs.net)



[@NHSBSA](https://twitter.com/NHSBSA)

### Do you want to hear more from us?

We issue helpful information to dispensing contractors in our Hints and Tips quarterly newsletter.

Sign up with your email address [here](#).