

NHSBSA PPC Pharmacy sales - disruption procedures and advice

We have put together a list of common queries that we receive from pharmacies, please follow the instructions below to help us handle your query efficiently.

For any of the following scenarios, please ensure you reply to the automatic out of office email that you have received from nhsbsa.patientservicetechnicalteam@nhs.net. If you send a new email you will receive the out of office email again.

1. If you require a password reset:

Please complete the table below, providing the information as requested.

Pharmacy ODS code (This is your username when logging in e.g., FXXXX)	
Pharmacy name (e.g. Boots, Lloyds etc.)	
Pharmacy postal address and contact number	

We will then send you a PDF containing your temporary password, enter this on the log on screen and you will be instructed to create a new password and re-enter to confirm. Your new password is case sensitive and should be something that is memorable for you and other pharmacy staff to remember.

Note: The NHSBSA will have no record of the new password you set.

2. If you have a PPC sales enquiry and would like us to provide a record of sales logged under your ODS code, please provide:

Pharmacy ODS code	
Month you require PPC sales records for	

3. If you have received a technical error message and are advised to call us from the PPC Pharmacy sales application. This could be due to the customer having an existing or pending application with us. It could also be due to a fault in our address look up function; in these cases we recommend you complete the customers address manually for future applications.

Pharmacy ODS code (This is your username when logging in e.g., FXXXX)	
Pharmacy name (e.g. Boots, Lloyds etc.)	
Pharmacy postal address and contact number	
Customers First and last name	
Customers date of birth	
Customers full address (this is where the PPC will be posted)	
The date the PPC was sold	
PPC start date (we can only start the PPC one date before or after the date it was sold)	
Certificate length (12 month or 3 month)	

4. In instances where you have processed a PPC via Pharmacy sales application and a certificate number was not provided at the point of completion, you can check if the exemption has been successful on our website services.nhsbsa.nhs.uk/check-my-nhs-exemption/start

If no exemption has been found, please reprocess the PPC application.

5. Where a PPC has been purchased but not processed via PPC Pharmacy sales application as it is over one month since the PPC was sold and the customer has received a PCN, you must advise to follow the instructions on www.nhsbsa.nhs.uk/pay-or-challenge-penalty-charge-notice

6. Where a PPC has been purchased and not processed via PPC Pharmacy sales application as it is over one month since the PPC was sold, please provide the following information:

Pharmacy ODS code (This is your username when logging in e.g., FXXXX)	
Pharmacy name (e.g. Boots, Lloyds etc.)	
Pharmacy postal address and contact number	
Customers First and last name	
Customers date of birth	
Customers full address (this is so where the PPC will be posted)	
The date the PPC was sold	
PPC start date (we can only start the PPC one date before or after the date sold)	
Certificate length (12 month or 3 month)	
We also require proof of purchase such as a bank statement or till receipt; you must attach this to your email.	

7. If any information is incorrect on the customers PPC due to a typing error made at the pharmacy please provide:

Pharmacy ODS code	
PPC certificate number	
Customers first and last name	
Customers date of birth	
Customers address	
What needs to be updated	
Where the certificate length is incorrect and the customer has already received the PPC. We require proof of purchase such as a bank statement or till receipt; you must attach this to your email.	

For anything else please provide as much information as possible and your ODS code at all times.