

Hints & Tips

Dispensing Contractors

Issue 14

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If any dispensing contractor would like to receive Hints & Tips by email, please let us know and we'll add you to the distribution list.

Please email:

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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

If you've got a hint or tip that you would like us to write about in a future edition, please email it to nhsbsa.communicationsteam@nhs.net.

Accuracy of batches and declarations

It's very important that your batches are correctly sorted before submission and the information declared on your FP34A / FP34C / FP34D / FP34PD submission document is accurate.

If we have any queries about the declaration of items or prescription charges on your submission document, we'll get in touch with you to clarify. This will unfortunately lead to a delay in processing your batch.

If your batch does not reach us in a good state or is not prepared correctly, this can again result in a delay in processing your batch. Here are some tips that can help you make sure your batch reaches us in the same condition you send it:

- The prescriptions should not be packed in a box that is too large; this will help to ensure prescription forms do not move around inside the box during transit.
- It's good practice to put the bundled prescriptions into a polythene bag before placing in a strong box appropriate to the size of the parcel. The box should then be securely sealed to prevent opening in transit.
- Sort your prescriptions into exempt and chargeable, and secure these two separate groups with strong elastic bands or string.
- It's very important that you sort prescription forms by doctor name within each group, but there is no need to separate individual doctors by using elastic or paper bands. Forms in the red separator should be secured with an elastic band and FP10MDA forms left unfolded at the top of each sorted group.



Contents

Page 2

Private controlled drugs accounts

Page 3

Is it allowed on an FP10 prescription?

Page 4

Your views are important to us!

Submitting electronic claims for prescriptions using Electronic Prescription Service Release 2

With electronic prescriptions in EPS Release 2, dispensing contractors are required to send an electronic claim message to the NHSBSA 'not later than the 5th day of the month following that in which the supply was made and the dispense notification sent.'

Dispensing contractors should note that any electronic claim messages not sent at the correct time must be sent at the earliest opportunity and **no later than 180 days** after the dispense notification. After this point the prescription message will expire on the Spine and it will not be possible to submit a claim message.

EPS Release 2 contractors:

- should review dispensing procedures and protocols to ensure EPS Release 2 claim messages are sent to the NHSBSA at the correct time.
- do not need to wait until the month end to submit a claim message. This can be done at any time after the prescription is marked on the system as dispensed or collected.
- must ensure that all outstanding claims are submitted electronically as soon as possible after dispensing and always within 180 days of the prescription being fully dispensed.
- should carefully check for unclaimed prescriptions that may not be displayed on the pharmacy system due to filters being applied.
- should check with their system supplier if they are unsure how to check for unclaimed prescriptions, or if they are unsure how to submit an electronic claim message.

Further information on submitting an electronic claim message is covered in EPS Release 2 Guidance found at www.nhsbsa.nhs.uk/PrescriptionServices/1706.aspx. Information on sending the FP34 submission document to the NHSBSA is also available at www.nhsbsa.nhs.uk/2473.aspx.

Private controlled drugs accounts

The Shipman Inquiry made a number of recommendations on the safer management of Controlled Drugs (CDs).

When contractors dispense CD items which have been prescribed on private prescription forms FP10PCD, the original form must be submitted to NHS Prescription Services for audit purposes. Contractors also need to submit any controlled drug requisition forms (FP10CDF) along with these prescriptions.

CDs are those included in Schedules 2 or 3 of the Misuse of Drugs Regulations 2001.

Private CD prescription forms and requisitions must be submitted **through private CD accounts only**. They must not be submitted alongside any NHS prescription forms or as part of an NHS account for reimbursement purposes. To request a private pharmacy account code, contact your local NHS England Area Team (this will be the same contact managing the pharmacy's NHS contract).

Original forms FP10PCD and FP10CDF (not photocopies) should be submitted with this account, along with a single FP34PCD submission document each month. This is available to download, along with guidance on how to complete the form, at: <http://www.nhsbsa.nhs.uk/2473.aspx>

Please note that non-standard private prescriptions (i.e. prescribed on a form other than FP10PCD) should not be submitted.

Is it allowed on an FP10 prescription?

Don't forget, if you need to know whether an item is allowed to be dispensed on an FP10, try searching the electronic Drug Tariff: http://www.ppa.org.uk/ppa/edt_intro.htm

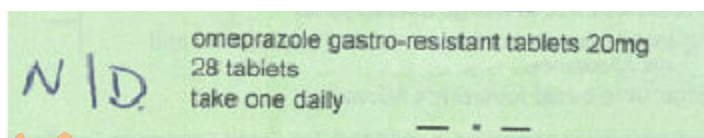
PSNC also has an [Is this item allowed?](#) section on their website and a [Common Disallowed Appliances List](#).

What is an unlicensed special?

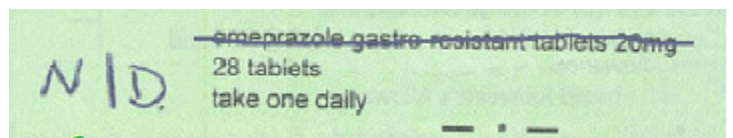
For more information about unlicensed specials and the Drug Tariff Part VIIIB arrangements, the PSNC website has more information <http://psnc.org.uk/unlicensed>

Endorsing items which have not been dispensed

Where an item has not been dispensed, the 'ND' endorsement should be made in the prescription's endorsement column immediately adjacent to the prescribed product name **and** a score should be made through the product name in the prescribing area of the form. If the prescribed item is not scored out, there is a risk of incorrect reimbursement.



Incorrectly endorsed non-dispensed item



Correctly endorsed non-dispensed item

Please refer to the 'Alphabetical Guide to Prescription Endorsement' which has been produced jointly by NHS Prescription Services and PSNC for further information on endorsement issues. This is available at: http://www.nhsbsa.nhs.uk/PrescriptionServices/Documents/PrescriptionServices/Alphabetical_Guide.doc

Pharmacy contractors - items to be included in red separators

The use of the red separator when submitting prescription forms for payment ensures that forms including certain items will be subject to an additional check before final payment is confirmed.

Only prescription items meeting the following criteria should be included in the red separator:

- items with broken bulk claims;
- items with a net ingredient cost of £100 or more;
- items where prescribers have included supplementary product information;
- Specials (unlicensed medicines manufactured in response to a prescription for an individual patient where a licensed product is not available);



- items where prescribers have made a handwritten amendment to the printed text (**note: handwritten prescription forms must not be included unless one of the other criteria are met**);
- prescription forms where the prescriber's signature encroaches on the text of the last item on the prescription form; and
- items where out of pocket expenses have been claimed.

Forms with these items on them should be wrapped in the red separators enclosed with your FP34C submission form and then secured for despatch to NHS Prescription Services.

Please note that only these items should be included in the red separator. If you include any other items in the red separator, it could lead to a delay in payment.

Can't find your submission document?

Sometimes contractors misplace their FP34A / FP34C / FP34D / FP34PD submission document and a new one needs to be mailed out. Try to keep this in a safe place until you need to use it. If you do need a new one, make sure you call our helpdesk on 0300 330 1349 in good time to arrange a replacement to be delivered.

Your views are important to us!

Our annual customer satisfaction survey is currently in full swing. Dispensing Contractors all over England are being contacted by our market research provider, **mrug**. Your feedback will help us to continue to review and improve the services we provide, so we'd very much like to hear your views about your experiences with us.

You may receive a phone call either in January or February 2014 asking you to take part in our survey which may take around 10 minutes to complete – please take the time to take part, as you can be sure that we'll be listening to your views.

Useful links on our website

NHS England and Wales Drug Tariff
www.nhsbsa.nhs.uk/prescriptions/drugtariff

NCSO products
<http://www.nhsbsa.nhs.uk/PrescriptionServices/935.aspx>

Information about sending in your reimbursement and remuneration claims
<http://www.nhsbsa.nhs.uk/2473.aspx>

NHS Prescription Services open days
www.nhsbsa.nhs.uk/prescriptions/opendays

For further information please contact the Prescription Pricing Helpdesk on: 0300 330 1349 or email: nhsbsa.prescriptionservices@nhs.net