

Welcome to Hints and Tips for Dispensing Contractors

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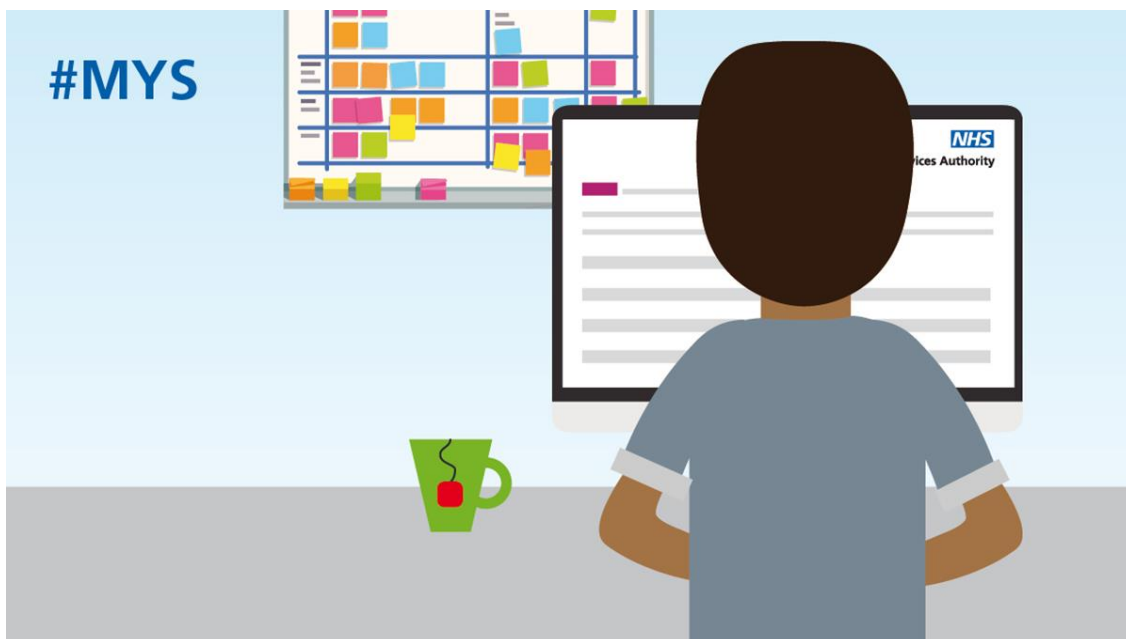
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FP34C to move to MYS in April



From 1 April 2022, for prescriptions dispensed on or after 1 March 2022, all pharmacy contractors must complete and print an FP34C and enclose this with your batch. If you do not do this it could delay your payment.

The last paper FP34C will be sent to contractors in February 2022 to be submitted in March 2022. From April 2022, you must print off your own FP34C from the Manage Your Service (MYS) portal and send it back to us as you would usually do.

You must continue to send your batches with the printed FP34C from MYS to us by the 5th of the following month in which the supply was made.

Contractors are reminded that while you must print an FP34C from MYS, it is the figures declared within MYS will be used for your declaration.

This change was announced in the September 2021 Drug Tariff.

[Read more about the changes to FP34C](#)

Extension to the Pharmacy Quality Scheme 2021/22

The timeframe for meeting the requirements of the Pharmacy Quality Scheme 2021/22 has been extended as a result of the COVID-19 vaccination efforts of pharmacy contractors.

Contractors now have from 1 April 2021 until 5 April 2022 to claim payments for the completion of a minimum of 20 completed New Medicine Service (NMS) provisions. This is a gateway criterion where the end date was previously 5 January 2022.

For the other scheme requirements, contractors have until 31 March 2022 to complete the gateway criteria and domains and until 30 June 2022 to collate the evidence to demonstrate compliance.

This excludes:

- PCN Domain – this required collaborative work on flu vaccination uptake which must have been completed by 31 December 2021.
- Advice on return of unwanted and used inhalers (Respiratory Domain) – the end of the period during which pharmacy teams should have conversations with patients dispensed an inhaler is still 31 January 2022.

Contractors must still submit their pharmacy's declaration on MYS by 23:59 on 2 March 2022.



Pharmacy teams required to collect signatures on prescription forms

Check before you tick



From 1 September 2021, the temporary suspension of patient signatures was withdrawn and the need for patients to sign the reverse of NHS prescription forms or EPS tokens resumed.

From this date, the monthly submission requirement of certain EPS tokens to the NHS Business Services Authority also returned.

This means that any time a patient makes a declaration that they are entitled to free NHS prescriptions, you must ask them, or their representative, to:

- produce evidence of their eligibility (unless verified using RTEC)
- mark the reason for exemption on the FP10 form/EPS token
- read and sign the declaration on the FP10 form/EPS token.

In addition, you must:

- note on your point of care system if the patient shows a valid exemption certificate, along with the expiry date of the certificate (unless already noted)
- mark the 'evidence not seen' section on the FP10 form/EPS token when evidence is not provided

Declarations are not required if:

- the patient is age exempt,
- their exemption has been verified by RTEC
- the item(s) prescribed are free of charge (e.g. contraceptives)

[Read more about collecting signatures on prescription forms](#)

Digital Referred Back/ Disallowed items (RB/DA)

The MYS portal offers an online alternative to the current paper-based process and access to a range of useful services.

You can request to receive your referred back and disallowed items using the portal instead of them being posted to you.

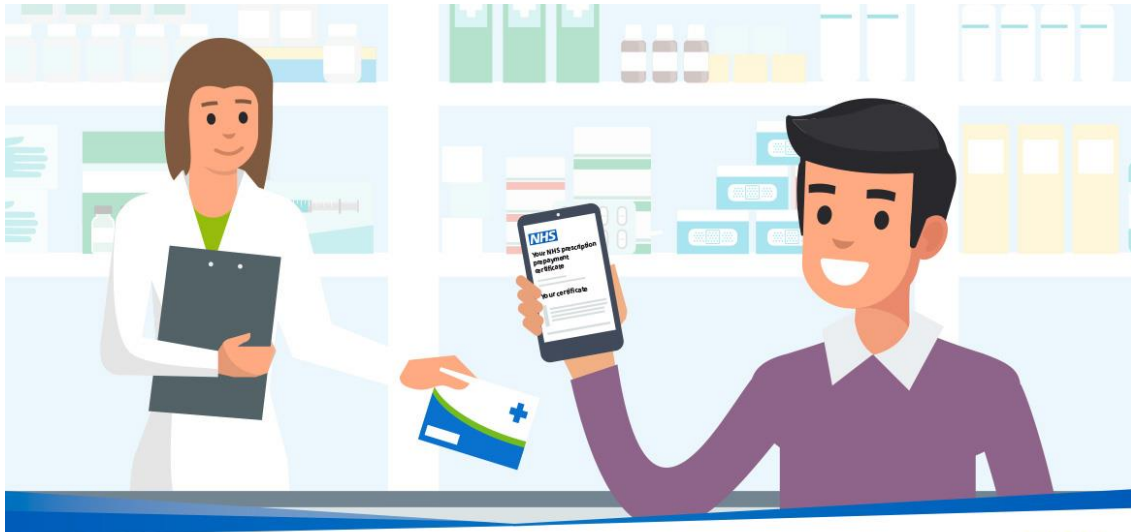
This means:

- you'll receive your referred back items sooner
- you can provide the information required to process the items faster
- you can track the progress of your referred back items throughout until the point they are processed
- there is no risk of losing them in transit

If you'd like more information about MYS or referred back and disallowed items, you can contact us:

- nhsbsa.mys@nhs.net
 - 0300 330 1368
-

Digital NHS Prescription Prepayment Certificates



NHS

Business Services Authority

A digital certificate is better for the environment and saves time and money for the NHS.

If your pharmacy is registered to sell NHS prescription prepayment certificates (PPCs) online, you can issue your customers a PPC instantly by email.

When completing the online form simply remind customers that if they provide an email, the certificate will be sent by email straight away, instead of having to wait for it to arrive by post.

If you haven't already registered your pharmacy, registering is quick and easy and can be done by completing the [pharmacy registration form](#).

You can also advise existing customers that they can switch from paper to a digital PPC by contacting us at www.nhsbsa.nhs.uk/contact-nhs-help-health-costs

[Register your pharmacy to sell PPCs](#)

Endorsing correctly: New endorsement for Serious Shortage Protocols (SSPs)

From 1 February 2022, the 'NCSO' endorsement will no longer be accepted for SSP claims.

Furthermore, any claims made using EPS tokens will also not be accepted after this date.

When claiming for an SSP product using the new endorsement on an electronic prescription, you must:

- endorse SSP and input the 3-digit reference number
- endorse the SSP product dispensed including strength, pharmaceutical form, and quantity

Where the prescribed item is replaced by two or more items and multiple dispensed SSP is not supported by the dispensing system, NHSBSA will input any additional items.

When claiming for an SSP product using the new endorsement on a non-electronic prescription, you must:

- endorse SSP and the 3-digit reference number
- endorse the SSP product dispensed including strength, pharmaceutical form, and quantity



[Further guidance and information is available on our website](#)

64,000 NHS medical exemption certificate expiry dates extended

The Department of Health and Social Care have agreed to extend all NHS medical exemption certificates which are due to expire between 14 December 2021 and 1 March 2022 for a further six months from the current date of expiry.

This is to help reduce the workload for GP practices during the COVID-19 vaccination booster programme.

[Read more about medical exemption certificates being extended](#)

100 million RTEC checks

Community pharmacy team members have now performed more than 100 million checks using the Real Time Exemption Checking (RTEC) system.

Pharmacies using RTEC have reported that it saves staff time and, because a patient who is found to be exempt via RTEC does not need to complete an exemption declaration on an EPS token, it reduces the use of paper, which decreases the risk of transmission of infection.

RTEC allows pharmacy teams to check digitally if their patients are eligible for free NHS prescriptions because they hold a specific exemption.

Contractors are not required to submit EPS tokens to NHSBSA where these have been confirmed real time exempt.

The majority of contractors are now using RTEC, with even more going live in the coming weeks.

Further information on RTEC, its deployment, and RTEC FAQs can be found on PSNC's [RTEC webpage](#).

Useful links

[NHS England and Wales Drug Tariff](#)

[Guidance on sorting your FP10s and using the red separator](#)

[Sending in your reimbursement and remuneration claims](#)

[Guidance on claiming for out of pocket expenses](#)

More information

For more information you can access our online [Knowledge Base](#) or

contact us via [email](#).

You can also call us on **0300 330 1349**.

Our opening hours are 8am to 6pm, Monday to Friday

Coronavirus (COVID-19) and contacting our services

If you need to contact us, our response times may be slower than usual during the coronavirus outbreak.

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

If you've been forwarded this newsletter, you can [subscribe to future editions](#).