NUMSAS Top Tips

PharmOutcomes
This is method used by NHS111 across the North-West to send referrals to the pharmacy and for the pharmacy to report and record action taken. The only need for any paper-based activity is if the pharmacy does not have the stock to fulfil the request and needs to refer the patient to another pharmacy.

Submitting your claims
At the end of the month, you can print your declaration to the NHSBSA directly from the claims tab on PharmOutcomes. This should be matched against printed tokens. **Put them into an envelope marked 'NUMSAS' and include it with your usual monthly bundle.** (Make sure NUMSAS tokens are separate from your other tokens to ensure you are reimbursed.) See Claiming Payment on http://psnc.org.uk/numsas for more information.

Making the decision to supply?
NUMSAS uses existing emergency supply legislation and pharmacists need to use their professional discretion as to whether a supply is appropriate or not. Take extra care with requests for schedule 4 & 5 drugs and those liable to abuse. If you wouldn't issue an emergency supply before this service, don't supply it now.

Emergency supply regulations are available to view on PharmOutcomes to help you make your decision.

N.B. Only 5 days supply of schedule 4/5 CDs may be issued under emergency supply regulations. (there is a reminder regarding this on PharmOutcomes).

Summary Care Records
We strongly advise you to make use of summary care records to give you as much information as possible when making the decision whether to make a supply or not. SCR can be used alongside other methods of determining the appropriateness of supply, such as PMR records (if the patient is known) or the repeat side (RHS) of a prescription.

Unable to provide a referred patient with their medication
Please do not ask the patient to contact NHS111 again to be re-referred. You may still claim for a consultation fee if you have had a consultation with the patient, without a supply made.
It is the responsibility of the NUMSAS pharmacy to:

- Contact another NUMSAS provider to re-direct the patient to if you have insufficient stock.

or

- Refer the patient into the GP out of hours service. Details of the Out of Hours Service can be found on PharmOutcomes.

NHS111 call handlers are not clinicians
They follow an algorithm on their screen and do not know which cannot be supplied. This may on occasion result in an inappropriate referral such as a schedule 2 or 3 controlled drug and can cause frustration for the patient. Please ensure that patients understand the reasons why this has happened and refer to the Out of Hours Service.

Availability
The service MUST be available for all the time the pharmacy is open. Make sure all pharmacists, including locums are trained to provide the service and that you have enough pharmacists / staff with NHS net e-mail address and access to the shared mailbox in case a referral is needed.

Make sure that counter and dispensary staff are well briefed and able to support the process.

If your pharmacy does not have the required stock
1. Copy and paste the referral from PharmOutcomes into a message within your NHS shared mailbox.
2. Ring the receiving pharmacy, check they can accept the patient, then send the copied details via the NHS shared mailbox.

3. The receiving pharmacy must process the request manually as described in the service specification as the referral has not come via PharmOutcomes.
4. Both the transferring and receiving pharmacy can claim a full NUMSAS fee which covers the costs of time and effort spent making the referral.

Please let your LPC know if you are experiencing any issues with this service, which we will feedback to the relevant organisation (NHSE/PharmOutcomes/NHS111) and identify any common themes for the evaluation.

How to access your NHSmail Shared Mailbox
Having an NHSmail account is necessary for any pharmacy contractor that wishes to provide NUMSAS.

You should have received an email from NHS Digital outlining the process for setting up a shared NHSmail account by providing some information on the NHSmail registration portal.

This will include the creation of up to three personal accounts which will be used to access the shared account (more accounts are available on request and may be needed for those pharmacies who are open for extended hours). Once you have completed your registration using the portal, you will be sent login details for the accounts so that you can activate them.

Activation: When you first login to your NHSmail account, review and accept the user agreement which should pop up on your screen. Each NHSmail user within your pharmacy can activate their account by logging in using their individual login details. Activation applies to each person. After each staff member has accepted the user agreement, each person should receive an email which explains that activation has taken place. If you are having difficulties with activating then please contact pharmacyadmin@nhs.net who will support you through the process.
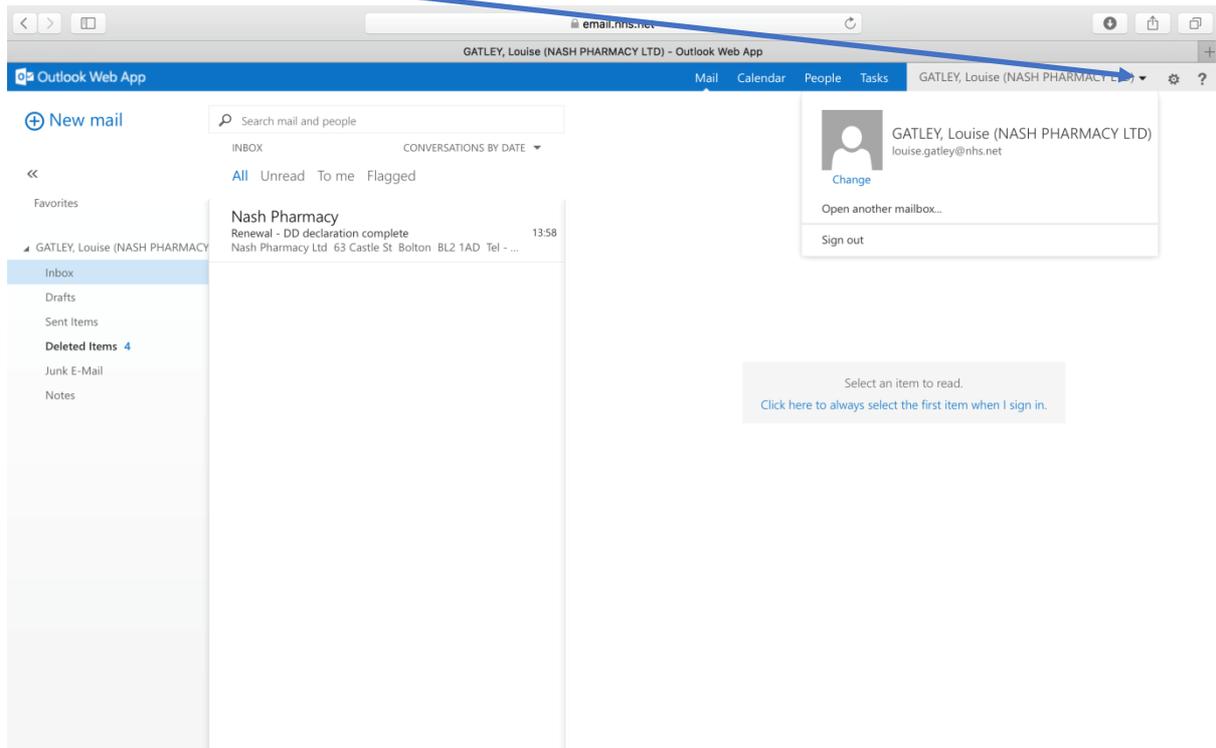
How to access the shared mailbox:
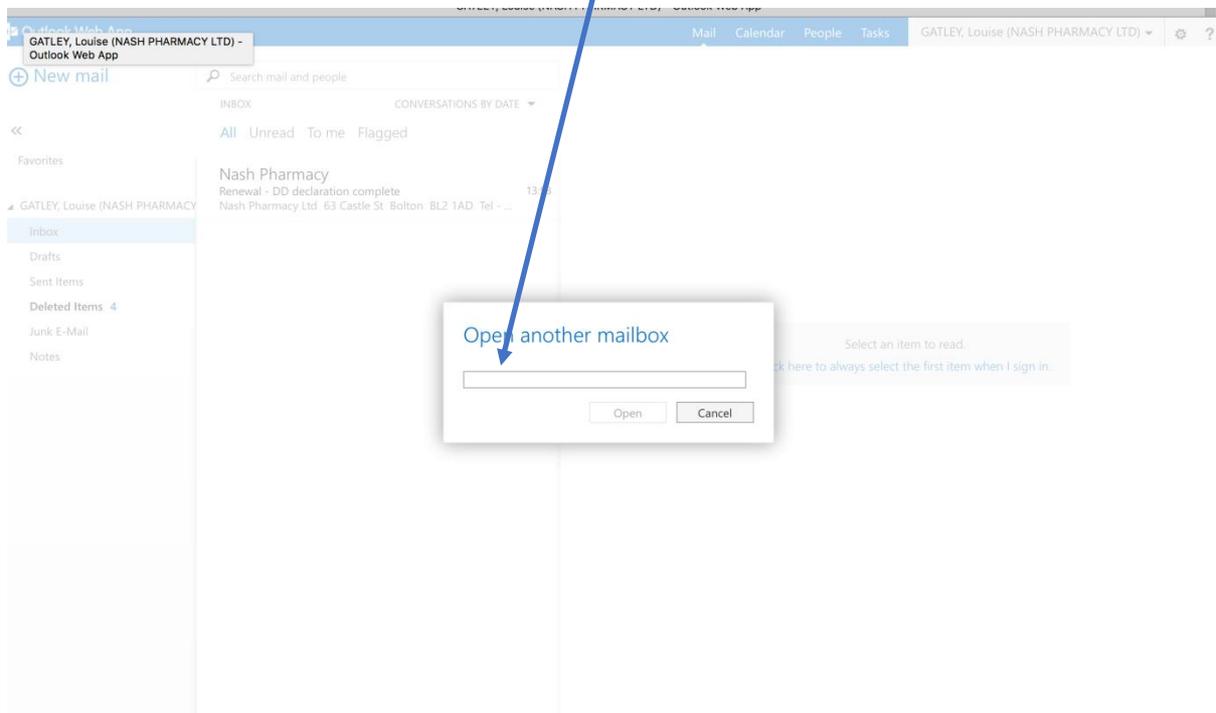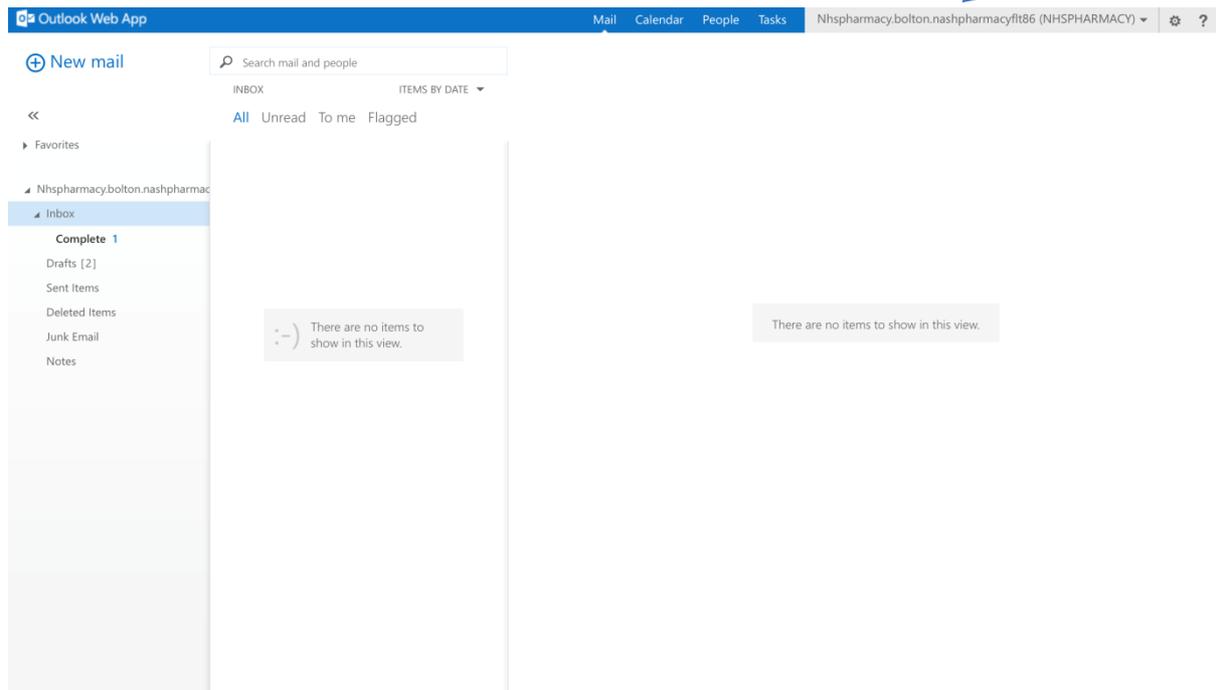- Login to your NHSnet address:

Click here:
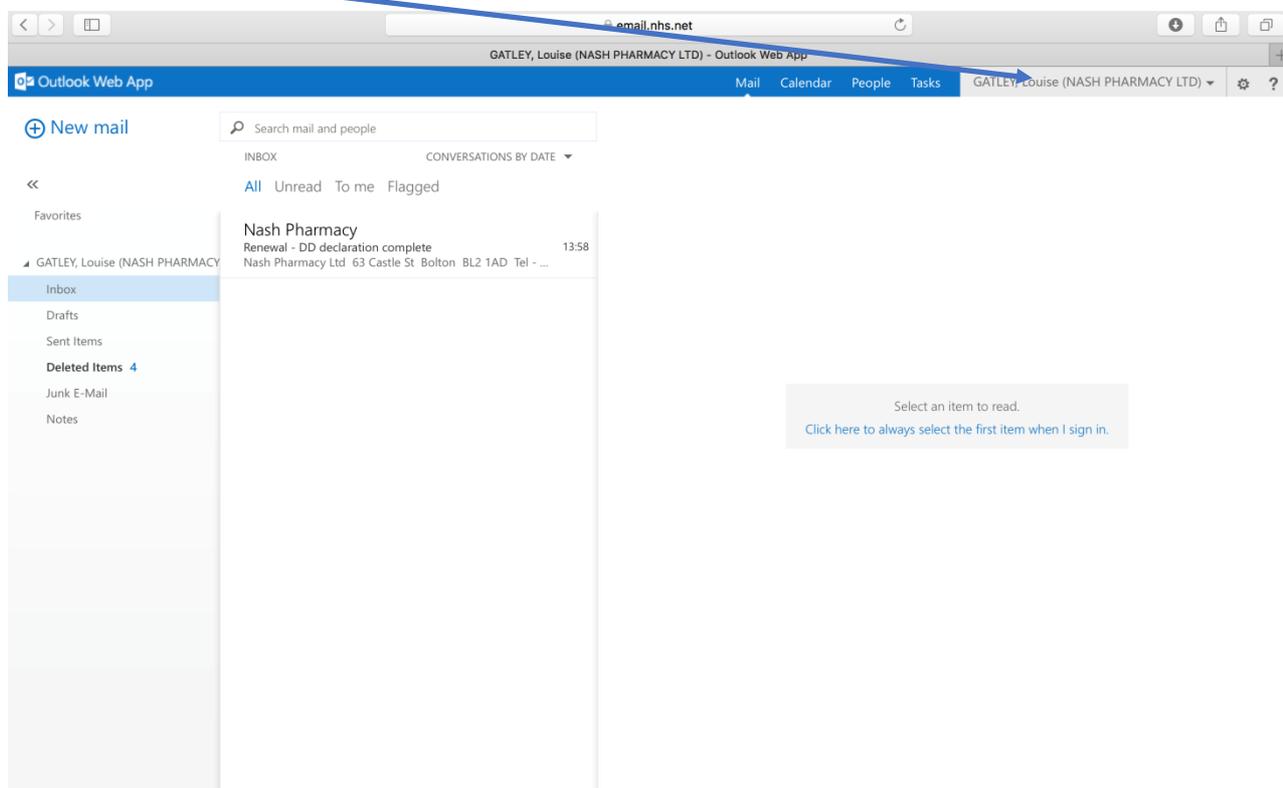
Click here:

Type in the shared mailbox address:

For example:
nhspharmacy.bolton.nashpharmacyflt86@nhs.net

You will now have accessed your shared mailbox.

NHS Digital has developed a guide which explains how to make use of NHSmail: Guide for Community Pharmacies using NHSmail. This guide includes further information about:

- logging in
- the Shared Mailbox Owner
- email signatures
- setting auto responses
- what to do if your name changes
- training links
- forgotten password process
- locked account process
- using the NHS Directory to find people; and
- service status