

Update-Current position

NHSmail shared mailbox accounts are now being issued at scale so that pharmacies can utilise them for NUMSAS. More than 3,000 shared mailbox accounts and 7,500 personal accounts have been issued since 1st December 2016 and continue to be issued daily.

Over 2,000 pharmacies have registered to deliver NUMSAS and a number of areas successfully achieved sufficient coverage to Go Live before Easter. Many other areas are working towards planned Go Live dates shortly after the May bank holidays.

Problems in both the technical and operation processes for the allocation of NHSmail have resulted in a significant delay in the mobilisation for NUMSAS across a number of NHS 111 areas. NHS Digital is working hard with Accenture to resolve the governance and technical issues that had arisen in the first 3 months that led to the delays. In addition a review of the help provided via the NHSmail pharmacy administration mailbox is under review to ensure they are able to meet demand and respond efficiently to enquiries.

Going forward a number of steps are being taken:-

- The Citizen Space links for individual pharmacy contractors to request NHSmail have been extended. This process will be replaced with a portal currently being tested by NHS Digital aiming to go live by June.
- NHS Digital produces a list of pharmacies that have been allocated with new shared mailbox accounts for the NHS England Pharmacy Contracting team to use to follow up pharmacies to register for NUMSAS
- The NHS BSA registration portal is now being actively used for NUMSAS sign ups and local NHS England teams will receive a list each week of new registrations, including those where there has been a query or issue with the email address provided. .

To help with any local issues, 4 new regionally aligned Community Pharmacy Integration Leads have been appointed and have been in post since April. Their priority is to support local areas with the mobilisation of NUMSAS with the emphasis on:-

- engaging the urgent care stakeholders and NHS 111 providers; and
- encouraging community pharmacy contractors to sign up to provide the service.

They are starting to make contact with local teams.

FAQs

Q: What type of service is NUMSAS?

A: This is a pilot of a national advanced service as part of the Community Pharmacy Contractual Framework – the service is available to all pharmacies in the area that meet the eligibility criteria to sign up to participate. This advanced service is currently running as a pilot, and part of the evaluation of the service will look to review the process and set up at a national

level, using local learning from across England. The evaluation of the pilot is under development and a key part of that is the patient feedback, so encouraging completion of the patient questionnaire after a patient has received NUMSAS is important.

Q. Once I have my shared NHSmail account, how do I register to provide NUMSAS?

Once you have your new pharmacy's shared NHSmail account, you can proceed to registering to provide NUMSAS on the [NHS BSA website](#). You must register using your pharmacy's shared NHSmail account (including the NHSParmacy prefix at the beginning of your email address) NOT your personal NHSmail account; if a personal NHSmail account is used to register to provide the service, your application will not be processed.

Q. How does NUMSAS work in my area because there is already a local PURM service in place?

A. In some areas, local commissioners may decide to continue with a local walk-in scheme and consequently contractors may decide to provide the local service and NUMSAS as a referral from NHS 111. This is possible and just needs careful consideration to avoid confusion about how pharmacies claim for payment and monitor activity. Other areas are transitioning over to NUMSAS from a local PURM service which just included referrals from NHS 111. It is important that the NHS 111 DoS lead has the pharmacy details correctly recorded for each service.

Q: How do we know if NUMSAS is ready to 'go live' in our area?

A: That's a decision for each local implementation team to make led by the NHS England Pharmacy Contract Manager. The local NHS England Pharmacy contracts team, CCG Commissioner Clinical Lead, NHS 111 Provider, DoS lead and the local LPC need to be aware of the 'go live' date and contractors need to be advised when this will happen. To 'go live' successfully an area needs a reasonable number of pharmacies registered to provide NUMSAS which are geographically spread and open at surge times when patients are likely to access NUMSAS. In some areas this may only be a very small number of pharmacies e.g. Guildford and Waverley CCG area went live with 6 pharmacies and Cambridge and Peterborough CCG area went live with 15 pharmacies in December 2016 and then more pharmacies have been joining the service in the area since then. It is not essential that every village/small town is covered initially. If there is no local or convenient pharmacy for a patient who has contacted NHS 111 they will be directed to the GP OOH service as they were before.

Registering on the NHS BSA website for NUMSAS does not mean that you can start providing the service. Each area will need to be assured of coverage and a technical test may be carried out to confirm that a referral from NHS 111 can be received by the pharmacy. Some areas may choose to do a technical test with all pharmacies registered via the NHS BSA before a 'go live' date is agreed.

Q: What happens if the patient contacts NHS 111 but there are no local (or convenient) pharmacies offering NUMSAS to refer the patient to at the end of the call?

A: The patient will be referred to the GP OOH service as they would have been before NUMSAS was available. Even if patients are offered the opportunity to be referred to a pharmacy that offers NUMSAS, they are not obliged to use this service and may still choose to use the GP OOH service.

Q: If I don't have the medicines or appliances that the patient requires in stock, how do I send the referral on to another pharmacy that provides NUMSAS that does have the medicines or appliances in stock?

A: All pharmacies providing NUMSAS have a premises specific shared NHSmail address. Once another pharmacy that is offering NUMSAS is found that has the required medicine or appliance in stock and is willing to take the referral, the patient's details received from NHS 111 should be forwarded by NHSmail to the premises specific shared NHSmail address of the pharmacy accepting the referral. Emails sent from nhs.net accounts to other nhs.net accounts are secure, and this therefore ensures that patient details are protected. In some areas that are using an IT based documentation process, e.g. PharmOutcomes, a secure email message will still need to be used when sending information to other pharmacies providing NUMSAS.

Q: What do I do if the patient lets me know their medication (or via the referral notes) includes a Controlled Drug?

A: Pharmacists should refer to Regulation 225. Emergency sale etc by pharmacist: at patient's request of the Human Medicines Regulations (HMR) as of 9 November 2016 (available on page 15 of the NUMSAS service specification).

Q: My area does not have a telephone number for pharmacy contractors / healthcare professionals to contact the GP OOH service, e.g. if the patient has run out of a Controlled Drug. How do I ensure the patient is supported without asking them to phone NHS 111 again?

A: The patient should be referred to the GP OOH service operating in your locality. The contact details for the service can be located in the Mobile DoS at www.pathwaysdos.nhs.uk using the sign-in and password details provided to you by your local DoS lead. If mobile DoS is not available in your area, then the DoS lead should provide a contact list for the GP OOH service. Before you 'go live', the contact details need to be clarified and available to staff working in the pharmacy who will be providing NUMSAS.

Q. How should patients or their representatives complete the NUMSAS patient questionnaire?

All patients or their representatives must be invited to complete the patient questionnaire in the format that is best suited to their needs, e.g. online or on paper.

Online

Patients can access the questionnaire and complete this online by:

- using the website address of the patient questionnaire IT platform for patients: <https://numsas.nhsdatacollection.org/>; or
- using a QR code if the patient has a smart phone with a QR code reader App installed on it.

Pharmacy teams can print off personalised compliment slips which include the web address of the patient questionnaire IT platform and the QR code to provide to patients from the [NUMSAS pharmacy login section of the IT platform](#).

Paper

A paper copy of the questionnaire is available to print out by logging in to the NUMSAS pharmacy login section of the patient questionnaire IT platform. Please note, when patient questionnaires are completed on paper by patients, contractors should utilise the functionality, also available on the NUMSAS pharmacy login section of the patient questionnaire IT platform, to submit patients' responses to the questionnaire; the questionnaires should not be sent to the NHS Business Services Authority (NHS BSA).

Q: Can I claim back the postage costs for sending the NHS Urgent Medicines Supply Advanced Service Pilot claim form, along with the completed FP10DT EPS dispensing tokens, to NHS BSA each month?

A: No, the postage costs cannot be claimed back.

Q: Do I have to follow local OOH prescribing guidelines for NUMSAS?

A: When local prescribing guidelines exist, these should be noted and act as a guide.

Q: How do pharmacies who are offering NUMSAS provide feedback on the service?

A: During the evaluation, pharmacy contractors and NHS teams will have the opportunity to give feedback on NUMSAS. The process is under development and further guidance will be issued in due course.

Q: Some pharmacies on DoS are shown as company names instead of trading names - this is confusing especially when I want to forward patient details. How can I easily locate a pharmacy which is offering NUMSAS in these situations?

A: Within the DoS all pharmacies can be located by postcode. Use the patient's location postcode to find the nearest pharmacy that is offering NUMSAS.

Q: Will a supply of a medicine or appliance made to a patient through NUMSAS, show on their Summary Care Record (SCR)?

A: When a medicine or appliance is supplied as part of NUMSAS, the pharmacist is required to ensure that a notification ('Post Event Message') of any supply made as part of the service is sent to the patient's GP practice on the same day the supply is made or as soon as possible after the pharmacy opens on the following working day, so they are aware a medicine or appliance has been supplied to the patient. If this information has been received and added to the GP held patient record at the GP practice then it will be visible on the patient's SCR.

If the pharmacist dispenses an electronic prescription as part of NUMSAS instead of making a supply, then this will be visible on the patient's SCR.

Q: How do I give feedback to the NHS 111 provider about the referral process?

A: All NHS 111 providers have a local feedback process established as part of their service. Contact your local NHS 111 provider to find out how feedback, including in relation to any patient safety incidents, should be provided.

Q: What should I do if a patient makes a second or third request for a supply of medicines or appliances through NUMSAS?

A: Pharmacists are expected to use their professional judgment about any repeated requests for urgent medicine or appliance supplies that are referred to their pharmacy. If there are any concerns, these should be raised with the patient's GP as part of the feedback process and a review of the patient should be recommended. In some cases, it may be appropriate for the GP to add a Special Patient Note (SPN) to the patient's care record to flag this issue to NHS 111.