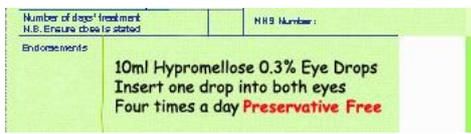
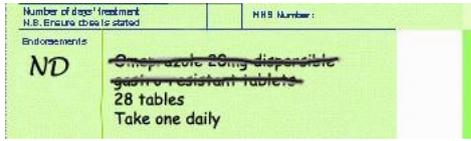


1. Daily dispensing checks: Below is a checklist of actions recommended to take before submitting your account for payment and could help to improve the accuracy of pricing.

DO	DO NOT				
<ul style="list-style-type: none"> ✓ Double-check all endorsements, particularly for expensive items and unlicensed specials/imports. ✓ Stick to the required endorsements only*, don't over endorse and keep all endorsements within the left-hand side margin of the prescription form. ✓ Check your endorsements are legible. Are all prices endorsed clearly? Can they be read easily by another person? ✓ Does your PMR system endorse automatically? Is your PMR making the endorsements correctly? Are the printed endorsements readable or does your printer ink cartridge need replacing? ✓ Pharmacy stamp: Make sure the pharmacy stamp does not obscure the patient's age or date of birth, or any endorsements. ✓ Not dispensed items: Ensure 'not dispensed' items are endorsed 'ND' in the endorsement column and that the product name is clearly crossed out by a horizontal line (see picture). ✓ Check exemption declarations on the backs of prescriptions (and in the electronic claim message for EPS release 2 prescriptions) are completed in full where necessary, and signed to avoid prescriptions being switched. Declarations are required unless the patient is age exempt and the DOB/ age is <u>computer-generated</u> on the front of either the electronic or paper prescription. ✓ Occasionally, prescribers include supplementary product information, for example a brand or manufacturer's name or an indication that a sugar free or preservative free prescription is required, as part of the dosage instructions rather than as part of the name of the prescribed product (see picture). As reimbursement of electronic prescriptions is based on the product code of the prescribed product, supplementary product information included in the prescriber's dosage instructions will not be considered when calculating payment; therefore prescribers should be encouraged to select the correct product to prescribe in the first place. (This is of particular importance when handling EPS release 2 prescriptions.) ✓ If possible, highlight and remove red separator prescriptions during the day's dispensing. 	<ul style="list-style-type: none"> ✗ Do not put labels or sticky notes on prescriptions during the dispensing process. The residual glue can affect the scanning process. ✗ Do not mark the prescribing area of the prescription form with ticks or other marks during the dispensing/checking process as these could affect how the prescription is priced (see picture). <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="font-size: 8px;">Number of days' treatment N.B. Ensure dose is stated</td> <td style="font-size: 8px;">NHS Number:</td> </tr> <tr> <td colspan="2" style="border: 1px solid black;"> Endorsements: ✓ Loratadine 10mg tablets 30 tablets Take one daily as needed </td> </tr> </table> </div> <ul style="list-style-type: none"> ✗ Avoid putting any information regarding quantities owing in the endorsement column as these could be interpreted as quantity dispensed. You could record owing information on your PMR system or attach a removable owings slip instead. ✗ Do not make endorsements (printed or handwritten) on any other part of the prescription form other than the designated left hand column only as there is a chance that these may not be seen during pricing. Also, if endorsements encroach onto an item on the prescription form, it can affect pricing of that item. 	Number of days' treatment N.B. Ensure dose is stated	NHS Number:	Endorsements: ✓ Loratadine 10mg tablets 30 tablets Take one daily as needed	
Number of days' treatment N.B. Ensure dose is stated	NHS Number:				
Endorsements: ✓ Loratadine 10mg tablets 30 tablets Take one daily as needed					



*For instance, Drug Tariff listed lines only require endorsement if they are a Category C item that comes in more than one pack size. Please see endorsing guidance for more information: psnc.org.uk/endorsing

2. Sorting your prescriptions prior to submission:

- Remove all pins, staples, paper clips, labels or invoices from prescriptions as these will have to be manually removed before pricing and can delay processing.
- Ensure prescriptions are submitted in the correct patient charge group (i.e. exempt, paid, and paid at old charge rate), taking extra care that no paid prescriptions are submitted within the exempt section as these will be switched. (Incorrectly filed prescriptions are a major cause of overpayments so please ensure that all prescriptions are filed in the correct charge group).
- Each charge group should be secured with one or two elastic bands. Avoid using too many elastic bands (see picture).
- Use the 'red separator' for separating:
 - expensive items*
 - specials and unlicensed products
 - items with broken bulk or out of pocket expense claims
 - items with hand written amendments
 - where the prescriber's signature encroaches over an item on the prescription

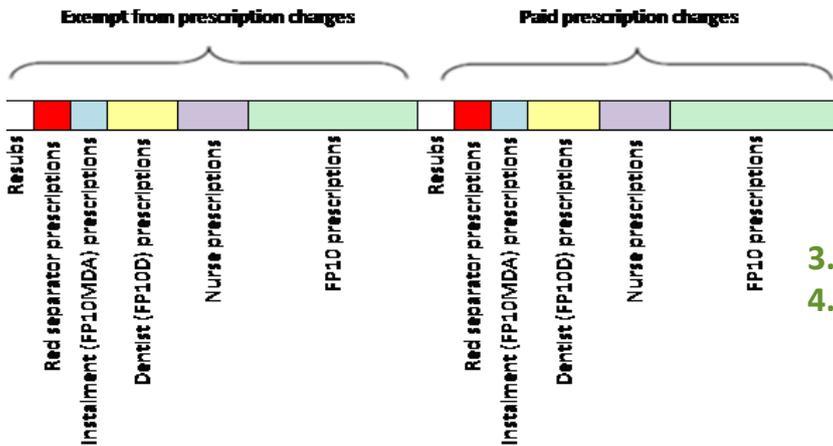


*PSNC recommends keeping a record of all expensive items dispensed and submitted in the month as this will facilitate the ability to perform reconciliation checks once you receive your Schedule of Payment.

Full details on which items to include is set out on the red separator document sent to you from the Pricing Authority.

- Keep the following forms separate from main prescription bundle but submit with your account:
 - repeat authorising forms (RA forms)
 - ETP tokens (note: these are not used for payment)
 - FP57 forms (relating to refunds of prescription charges)

You may find this diagram useful to help you organise your prescription bundle groups:



Please note: prescription forms within each group should be sorted into prescriber order. However, any prescribers with fewer than 20 forms can be placed into a 'miscellaneous' section at the end of each group.

3. Completing your FP34c Submission Document:

DO	DO NOT
<ul style="list-style-type: none"> ✓ Use the barcoded FP34c Submission Document for your pharmacy for that specific dispensing month to declare the combined total of paper and electronic prescriptions (forms and items) being submitted to the Pricing Authority for reimbursement. ✓ Ensure accurate, complete and clearly written declarations are made in Sections 1 and 2 (check numbers of forms/items, staff hours, MURs, AURs and NMS declared). ✓ Declare the <u>total</u> number of staff hours spent in the dispensing process and not an average as this can affect practice payment thresholds. ✓ For paper prescriptions, the figures should relate to the total number of forms and items that are physically included in the prescription bundle (including returns). ✓ For electronic prescriptions, the figures should relate to the total number of electronic forms and items that have been dispensed in the month being claimed and submitted to the Pricing Authority via an electronic claim message by midnight on the 5th of the following month. ✓ For both paper and electronic prescriptions, the number of items declared should be adjusted to take into consideration any additional fees due (e.g. if an HRT product attracts 3 fees, it should be counted as 3 items). ✓ If you are submitting EPS Release 2 reimbursement claims, ensure that you tick the relevant box and include the forms/items within the total numbers declared. ✓ When calculating the total forms/items to be submitted, double-check that your cumulative item and form totals have been calculated correctly. It may help to calculate the forms/items ratio for each day. ✓ Carefully check the number of fees claimed on MDA instalment forms (see psnc.org.uk/mda to find out more). ✓ PSNC also strongly recommends taking a photocopy of the completed FP34c form before submission as a reference in the event of a suspected error. 	<ul style="list-style-type: none"> ✗ Do not borrow/photocopy anyone else's as each barcode is specific to one pharmacy for one month. ✗ Do not separate out EPS and paper prescription figures, these should be totalled and included in the total figures entry. ✗ Do not include the number of ETP tokens or the number of RA forms in your form/items declaration. These are not used for payment. ✗ Do not include items on re-submitted forms which are not being queried. This is because payment will already have been received for all other items on returned copies of prescriptions. ✗ Do not include electronic prescriptions if the claim message was submitted after midnight on the 5th of the following month.

4. Dispatching your prescription bundle:

- Dispatch the bundle to your processing centre by a track and trace method no later than the 5th day of the month following that in which the supply was made.
- Send the prescription bundle in a secure package and in a manner that ensures prescriptions don't get mixed up in transit (see picture).



Correct as of **March 2014**. For the most up to date information, please visit the **PSNC website**: psnc.org.uk/cip