

# **NUMSAS**

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**The NHS Urgent Medicine  
Supply Advanced Service  
Pilot**

# OVERVIEW

- Background
- Service specification and requirements
- IT support
- Roll out of the service
- The practical process for provision of the service
- Fees and reimbursement
- Registration

# What is important to know?



- Urgent and acute healthcare provision is moving toward a future of integrated provision around a neighborhood hub
- Community pharmacy has an opportunity to shape its future by supporting demand pressured urgent and acute providers
- The NHS Urgent Medicine Supply Advanced Service (NUMSAS) Pilot is funded by £2 million from the Pharmacy Integration Fund

# BACKGROUND

- PSNC proposed an emergency supply service as part of its service development and counter proposals to DH and NHS England
- NHS England proposed that the PhIF could fund a pilot scheme to test and evaluate a service to inform possible future commissioning
- The national **Emergency Supply Audit** conducted by community pharmacies in 2015 and existing locally commissioned services have informed the development and design of the service

# AIMS OF THE SERVICE



To reduce demand on the rest of the urgent care system, particularly GP Out of Hours (OOHs).

\*Around 2% of calls to NHS111 are for requests for medicines



To increase patients' awareness of the electronic Repeat Dispensing (eRD) Service.



To identify problems and to recommend potential solutions that lead to individuals running out of their regular medicines or appliances.

# The WHY factor

- New national service to increase your skill set
- Increase in revenue and potential new custom
- Quality payments; Gateway, SCR, MUR
- First shot at urgent care
- MORE TO FOLLOW!?



# REQUIREMENTS

- Pharmacies must have a **consultation room** that meets minimum requirements
- The pharmacy contractor must have a **SOP** in place covering the provision of the service
- The pharmacy's **Business Continuity Plan** should be updated to cover the service
  
- Training requirements
  - Pharmacists' core knowledge includes making emergency supplies
  - *Urgent care: a focus for pharmacy* (CPPE) may provide useful background knowledge
  - Ensure other staff know how the service operates
  - **Make sure locums know how to operate the service**



# IT REQUIREMENTS

The pharmacy must be enabled to receive and dispense

- Electronic Prescription Service (EPS) Release 2 prescriptions
- Pharmacies must have a **shared NHSmail inbox**
- Access to the Directory of Services
- If available, pharmacists providing the service should have access to the **NHS Summary Care Record (SCR)**



- Locally commissioned IT support, e.g. PharmOutcomes, may be used to support referrals from NHS 111 and notifications to GPs



# NUMSAS

vs

# Pharmacy First

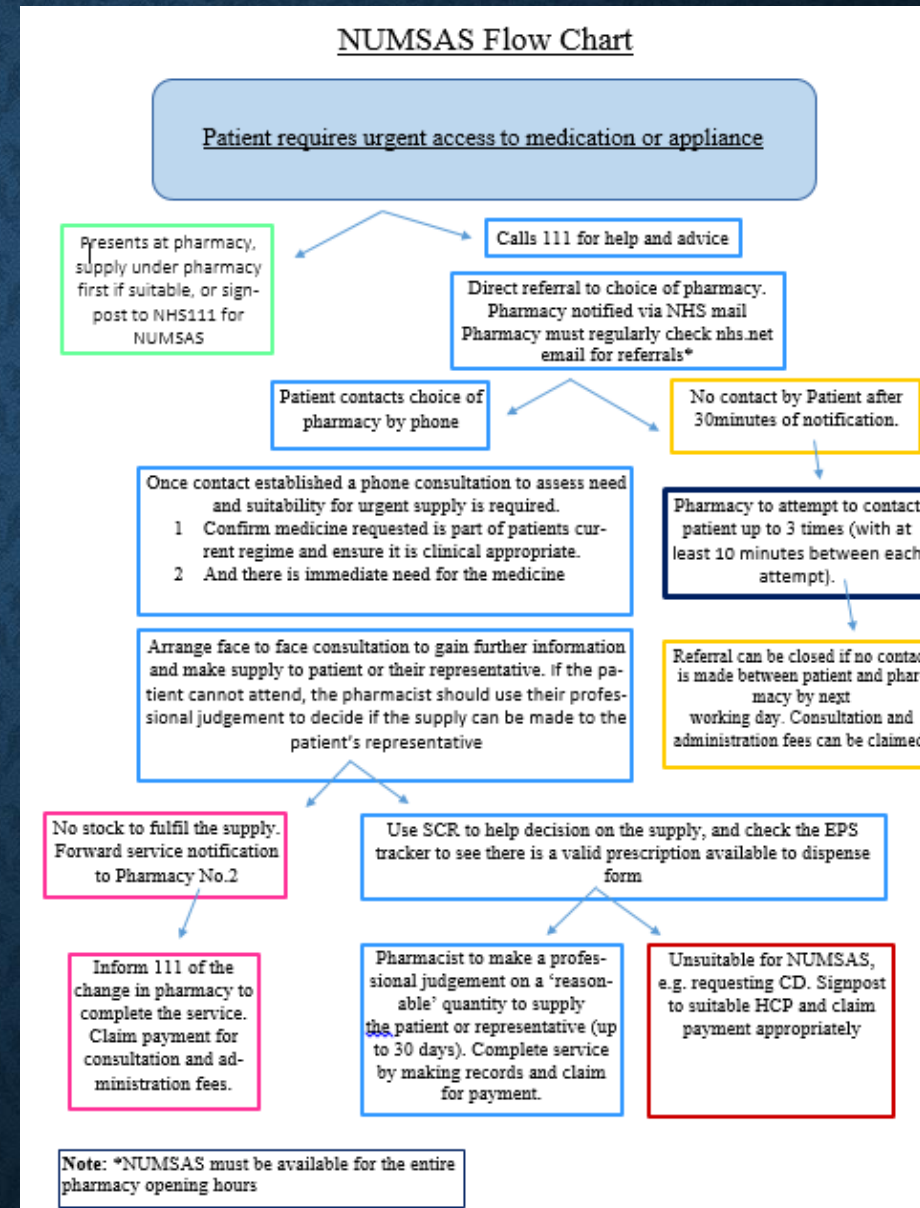
- Anytime – Anyone
- 111 Referral Only
- National service
- NHS BSA

- Visitors anytime, locals OoH
- Attendance at pharmacy
- Local Service
- Pharmoutcomes

- Locum engagement
- SCR & Spine
- Records
- Payments

# HOW IT ALL WORKS

- Referral
- Consultation
- Supply
- Records



# REFERRAL



- Patients contact NHS 111 to request access to urgently needed medicines or appliances (previously supplied on script)
- Referral to a pharmacy, chosen by the patient, that is providing the service – referral via NHSmail or other electronic solution
- NHS 111 provide the phone number of the selected pharmacy to the patient, advising them to call the pharmacy in the following 30 minutes
- The pharmacist will assess the need for an emergency supply
- NHS 111 call handlers **will not** be assessing patients' suitability for emergency supply



- An initial **telephone consultation** will normally take place to:
  - Determine further information about the patient
  - Assess the need for an emergency supply (suitability and legality)
  - Decide whether or not to invite the patient to the pharmacy for a face-to-face consultation and/or supply
- If the patient indicates that they cannot visit the pharmacy, the pharmacist should use their **professional judgment** as to whether it is appropriate for a representative to collect the medication or appliance.

# FACE TO FACE

- If appropriate, the pharmacist can invite the patient or their representative to come into the pharmacy
- The pharmacist will then conduct a **face-to-face consultation**, to collect any additional information that was not obtained during the telephone conversation with the patient
- If appropriate the patient's **SCR** should be checked to confirm the previous **prescription history** and whether a prescription has recently been issued by the patient's general practice
- Where the requested item has recently been issued by the patient's general practice, the prescription may still be available on the **NHS Spine**
- The pharmacist can use the **EPS tracker** to see if a prescription is available; if so, this can be used to fulfil the patient's need for urgent medicines

# SUPPLY OR NOT SUPPLY?

- Supply and record appropriately
- If an emergency supply is not possible at any stage
- pharmacists should refer the patient:
  - to their own general practice; or
  - contact the local GP Out of Hours provider to discuss a solution
- Do not refer the patient back to NHS 111
- If the required medicine or appliance is not in stock, with the agreement of the patient, identify another convenient pharmacy (Pharmacy 2) that provides the service, call them to see if they have stock and if so, forward the electronic referral received from NHS 111 to them
- Pharmacy 2 will then contact the patient
- Inform NHS 111 of the onward referral to pharmacy 2
- If Pharmacy 2 does not hold the stock, contact the local
- GP OOH provider to discuss a solution




# RECORDS

- A blank **FP10DT EPS dispensing token** will be used to document ALL referrals received from NHS 111, irrespective of whether or not a supply has been made.
- Information will need to be **printed** or recorded in **legible handwriting** on the token – IT support may be available
- An **NHS prescription charge** per item should be collected, unless the patient is exempt from prescription charges
- The patient (or representative) must complete the relevant sections of the reverse of the token to **claim any exemptions** from NHS prescription charge payment and confirm supply when they receive the medicine or appliance at the pharmacy
- Make your usual records of the emergency supply in accordance with the HMR
- A **Post Event Message** notification to the patient's general practice must be sent either electronically, via hardcopy or fax on the same day or the next working day

# CLAIMING

- Contractors who fail to notify NHS England that they intend to provide the service by completion of the NHS BSA form will **not be paid** if they submit any claims
- To claim payment, the contractor must complete the NHS Urgent Medicines Supply Advanced Service Pilot **claim form** and submit it to the NHS BSA along with the completed FP10DT EPS dispensing tokens
- This process **will be separate to the submission of other FP10 forms** and NHS BSA will advise contractors on this process as part of the registration process



NHS  
Business Services Authority

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**NHS Prescription Services**  
**NHS Urgent Medicine Supply Advanced Service Claim submission form**

You must register first before starting to provide the service.  
You can register online at: [www.nhsbsa.nhs.uk/UMS](http://www.nhsbsa.nhs.uk/UMS)

Pharmacy organisation code (begins with F):      Pharmacy name:

Telephone number (in case of queries):  Pharmacy stamp:

Pharmacy address (including postcode):

Service provided (month / year):  /

**Claim submission**

Total number of FP10DT forms	Total number of consultations (items not supplied)	Total number of consultations (items supplied)	Total number of items supplied	Total number of prescription charges collected
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Declaration:** I am claiming payment in accordance with the terms of the Urgent Medicine Supply Advanced Service, as set out in the service specification and the Pharmaceutical Services (Advanced and Enhanced Services) (England) (Amendment) Directions 2016.

I confirm that the pharmacy named above has been registered with the NHS Business Services Authority as a provider of this service and understand that this payment claim will not be approved if the pharmacy has not been registered.

I declare that the information on this submission form is correct and complete. Any drugs and scheduled appliances supplied on the enclosed FP10DT forms submitted/declared were supplied by the contractor in the period and from the premises stated above. If not, I understand that further action may be taken.

Name:  Date:  /  /

Signature\*:  On behalf of:

To claim payment, you must send your completed form with your FP10DT forms to NHS Prescription Services, Bridge House, 152 Pilgrim Street, Newcastle upon Tyne, NE1 6SN in a secure manner that enables tracking and tracing of the delivery; and not later than the 5th day of the month following that in which the service was provided.  
**\*This claim form will not be accepted without a signature**

Urgent Medicine Supply Advanced Service Claim submission form (V1.0) 11/2016



# FEES AND PAYMENT

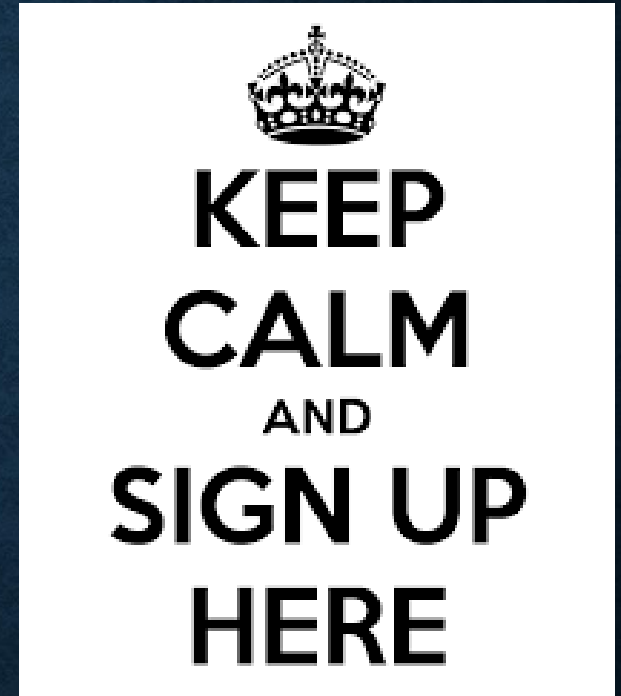
- a. For ANY referral received from NHS 111 for a request for an urgent
- b. medicine or appliance supply, whether or not a supply is made
- c. and irrespective of the reason for any non-supply:
- d.
  - I. A **Consultation fee of £10**, and
  - II.
  - III. An **Administration fee of £2.50 per consultation** to reflect the additional
  - IV. work/documentation required to support evaluation of the service
  - V.
- e. Where a medicine or appliance has been supplied, a **Supply fee of £1.50**
- f. will be made for the first item and an **additional £0.50** will be paid for
- g. each additional item supplied
- 
- The cost of medicines or appliances supplied under the
- service will be reimbursed using the basic price
- An allowance at the applicable **VAT rate** will be paid
- to cover the VAT incurred when purchasing the supplied
- medicine or appliance



# SIGNING UP?

Community pharmacy contractors are able to notify NHS England of their intention to provide the NUMSAS pilot by completing the notification form on the [NHS Business Services Authority \(NHS BSA\)](#) website.

- All contractors that meet the requirements set out in the service specification for the NUMSAS, including the requirement that the pharmacy has a shared NHSmail mailbox, are able to register; however, contractors will only be able to receive referrals from NHS 111 and provide the service when the service goes live in the contractor's area. Feb 2017 for us.



# THANK YOU

