

Greater Manchester in-house procedure for dealing with prescription direction and nomination concerns

This flow chart should be used in conjunction with the issues and concerns flow chart/EPS nomination flow chart, which describes the process to be followed when concerns are first raised. This flow chart covers concerns which have followed that process, or have been raised directly with the NHSE&I Greater Manchester team.

1. Complaint received (which can be from a variety of sources)
2. Initial screening of the complaint to take place. This will involve a member of the optometry and pharmacy contracts team, and the pharmacy adviser. During this initial screening, other complaints/issues on file will also be considered
3. Acknowledgement to be sent to the complainant explaining the next steps
4. Next steps will be one of the three options
 - a. Advise the complainant to undertake local dispute resolution
 - b. Refer the complaint to the LPC/LMC, and ask for their support in resolving the issue
 - c. Begin an in-house investigation

IN HOUSE

5. Complete the template checklist to gather the required information
6. Assessment of the information to take place. This will involve a member of the optometry and pharmacy contracts team and the pharmacy adviser. This will result in either
 - a. No further action. Keep information on file
 - b. Letter to be sent to the implicated contractor(s) asking for an explanation

LETTER TO IMPLICATED CONTRACTOR(S)

7. Assessment of the information received from the contractor(s). This will involve a member of the optometry and pharmacy contracts team and the pharmacy adviser. This will result in either
 - a. Case to be closed
 - b. Referral - this may be to one of the following:
 - i. PAG
 - ii. PSRC
 - iii. IG
 - iv. GP team
 - v. CCG
8. If the contractor fails to respond to the letter, they will automatically be referred.

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