**End of day checks – tips from PSNC**

- Double-check prescription endorsements, checking for:
  - expensive items;
  - unlicensed specials/imports;
  - broken bulk (BB) claims; and
  - out of pocket (OOP) expenses.

- **Endorse only as needed** – don’t over endorse as this can cause confusion and lead to incorrect reimbursement.

- Endorse clearly keeping all endorsements within the left-hand side margin of the prescription form – can someone else clearly read the endorsement? If your PMR system endorses, is the printer ink clearly visible?

- Avoid any marks in the prescribing area of the form, e.g. ticks or endorsements, this may affect how the prescription is priced. Quantities owing should not be annotated on the prescription, this could be interpreted as the amount dispensed.

- **Pharmacy stamp must not** obscure any patient details, prescribed items, or endorsements.

- **Items not dispensed** must be endorsed ‘ND’ and a horizontal line drawn through the item not dispensed.

- Exemption declarations must be completed in full where necessary to avoid prescriptions being switched between chargeable and non-chargeable. Signed declarations are required unless the patient is age exempt and their date of birth is computer-generated on the prescription.

- Ensure that on EPS prescriptions any supplementary product information (e.g. a particular brand or manufacturer) is part of the prescribed product and NOT the dosage instructions, to ensure this is considered when calculating payment.

- Separate any prescriptions to be filed in the red separator, such as:
  - expensive items (individual items with a net ingredient cost of £100 or more);
  - hand written amendments/alterations by the prescriber;
  - unlicensed medicines/imports;
  - BB or OOP claims;
  - prescription forms containing items where the prescriber has provided additional information, e.g. preservative-free or sugar-free within the dosage instructions; and
  - where the prescriber’s signature touches or goes over the details of the last item on the prescription form.

- **Make sure all prescriptions are filed in the correct patient charge group** – i.e. exempt, paid, old rate paid. Incorrectly filed prescriptions are a major cause of over payments.

- **Do not use labels or sticky notes on the form** as residual glue can affect the scanning process. Pins, staples, paper clips, labels and invoices should also be removed prior to submission or these will have to be manually removed before pricing which can delay processing of your bundle.

---

**Preparing your submission bundle**

This is how you need to arrange the prescriptions in the submission bundle:

Exempt from patient charges:
- All exempt EPS Tokens (Prescribing & Dispensing) excluding age-exempt EPS Tokens
- Repeat Authorisations (RA)
- Red Separator Prescriptions
- FP10MDDA Prescriptions
- FP100 Prescriptions
- Nurse Prescriptions
- FP10 Prescriptions

Normal charge prescriptions:
- All chargeable EPS Tokens (Prescribing & Dispensing)
- Repeat Authorisations (RA)
- Red Separator Prescriptions
- FP10MDDA Prescriptions
- FP120 Prescriptions
- Nurse Prescriptions
- FP10 Prescriptions

* Pharmacy teams must not submit EPS tokens where the patient is age exempt.

A larger version of this diagram is available at: ow.ly/dDaV30k2iCa

---

Here are some examples of both good and bad practice:
Checklist for completing your FP34C

1. Only use the barcoded FP34C document sent to you by the Pricing Authority for that specific month to declare the combined total of paper and electronic prescriptions (items/forms) being submitted for reimbursement—each FP34C has a unique barcode, so you cannot use another contractor’s form if you do not have one. Contact the Pricing Authority as soon as possible if your FP34C was lost or not received.

2. Stamp the form, complete the month where indicated, sign, print name and date the form. Send to the Pricing Authority in a secure package and in a manner that ensures prescriptions don’t get mixed up in transit, via a track and trace method before the 5th day of the month following that in which supply was made. Keeping a copy of the form is recommended as a point of reference in case of a suspected error.

3. When calculating total forms/items to be declared, double-check your calculations—recording totals regularly this may simplify this stage, e.g. daily/weekly records.

4. Ensure you complete your FP34C accurately and clearly—check numbers of forms/items (including EPS figures), MURs, AURs, NMS, etc.

5. Include the number of FP57 refund forms submitted and the value of the total amount refunded.

For paper prescriptions, declare the total number of forms and items physically included in the bundle (including returns).

For electronic prescriptions, the figures should relate to the total number of electronic forms (not tokens) 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 include products that attract multiple fees, e.g. a HRT preparation with 3 fees would be counted as 3 items. Check the number of fees claimed on MDA instalment forms. See psnc.org.uk/mda for more info.

For paper prescriptions, declare the total number of forms and items physically included in the bundle (including returns).

When calculating total forms/items to be declared, double-check your calculations—recording totals regularly this may simplify this stage, e.g. daily/weekly records.

Ensure you complete your FP34C accurately and clearly—check numbers of forms/items (including EPS figures), MURs, AURs, NMS, etc.

Include the number of FP57 refund forms submitted and the value of the total amount refunded.

If you are submitting EPS release 2 reimbursement claims in the above figures, ensure you tick the ‘EPS release 2 claim messages’ box and include the forms/items in the total numbers declared. Do not include the number of EPS tokens in the declaration as these are not used for calculating payment.

### Sortering and Submissions of Forms

<table>
<thead>
<tr>
<th>FP34C Submissions Document</th>
<th>REV July 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Complete one submission document only.</td>
<td></td>
</tr>
</tbody>
</table>