

Endorsing Guidance

For Electronic and Paper Prescriptions
Version 1.10 - January 2016

Practitioner Services Division and
Community Pharmacy Scotland



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1 Introduction

This section provides an overview of the differences between paper and electronic endorsing requirements and emphasises the importance of correct endorsing with respect to the payment process.

IMPORTANT ~ it is essential that Section 1, Section 2.1 and Section 2.1.1 are read as a minimum.

1.1 Important General Information

The information contained in this booklet should be used to support community pharmacists* in submitting both electronic and paper claims. It explains when endorsements should be applied during the electronic process and if any corresponding paper endorsement is required.

There is also information given to assist community pharmacists in recognising GP electronic endorsements which can be made available through scanning the prescription form but should also be visible on the prescription form. **(Please refer to Appendix 5)**

To ensure that Practitioner Services Division (PSD) has the correct information for accurate reimbursement and remuneration, it is essential that, where applicable, community pharmacy contractors endorse NHS prescriptions correctly.

As we continue to increase the automation of prescription items, we now use the electronic information, where available, as our primary source of data within the payment process including the manual processing of prescription items.

The advent of the Electronic Transfer of Prescriptions (ETP) means that endorsing information now has to be detailed in the electronic claim message. Therefore, it is essential that both electronic and paper endorsements contain all relevant information to ensure payments are made accurately.

Please remember that it is the contractor who submits a claim for payment who is responsible for the accuracy of the endorsement.

In addition, the introduction of automation to payment processing now means that prescription items which have all attributes required for full automation will no longer be seen by an operator and will go straight through to payment.

NB Use of an endorsement printer requires the community pharmacist (CP) to apply electronic endorsements for printing on the paper form.

The following guidance assists in ensuring accuracy of payment.

Additional guidance information can be found at:-

www.communitypharmacy.scot.nhs.uk/documents/documentation_page/NES-ETP.pdf

Keep up-to-date –

All information contained in this guide was correct at the time of printing. As new information becomes available to us future updates can be found at:-

http://www.communitypharmacy.scot.nhs.uk/endorsing_guide/Section1/introduction.html

www.psd.scot.nhs.uk/professionals/pharmacy/endorse-prescriptions.html

* community pharmacists and pharmacy support staff such as technicians and dispensers.

1.2 Purpose of this Guide

The purpose of this endorsing guide is to support effective and efficient claiming by:

For electronic claims:

- outlining the endorsements that **do not** have to be added to electronic claim messages:
- highlighting the common unnecessary endorsements and explaining what other endorsements are not required because of the way your PMR system builds the electronic claim messages: and
- defining the endorsements that should be added to electronic claims.

For paper claims:

- defining how and when to apply endorsements to the paper prescription:
- explaining when the paper prescription may be used in place of the electronic endorsement: and
- reminding you of the things to check before you submit your paper prescription forms.

This guide does not cover how to apply electronic endorsements to electronic claims as this is specific to the PMR system that you are using. Guidance on how to apply electronic endorsements is contained in the help files and user guide for your PMR system supplier:

The guide is split into the following sections:

- Section 2.1 - Reimbursement ~ Standard Endorsements
- Section 2.2 - Reimbursement ~ Other Endorsements
- Section 3 - Remuneration Endorsements
- Section 4 - Minor Ailments Service (MAS)
- Section 5 - Chronic Medication Service (CMS)

The guide contains the following appendices:

- Appendix 1 - Contact Details
- Appendix 2 - Electronic endorsement codes
- Appendix 3 - Checking electronic claim data (xml)
- Appendix 4 - Different Pack Types – Pricing Rules
- Appendix 5 - GP electronic endorsements
- Appendix 6 - Reimbursement for Specials

1.3 How PSD process electronic and paper claims for Payment

The same pricing engine is used by PSD to determine payment whether the claim comes from paper or electronic message. The difference is in how the priceable item is derived. This is as follows:

- **Paper Prescriptions**
The priceable item is derived from the **prescribed item** on the paper form coupled with any endorsements supplied by the CP. For example, the packsize, brand or manufacturer and quantity. A member of PSD's processing staff (a PSD operator) sees the prescription image on the screen and determines what the priceable item is using PSD's business rules and the endorsement values. In some cases the business rules will over-ride an endorsement.
- **Electronic Claims**
The priceable item is derived from the **dispensed item** in the electronic claim. This is represented by a dm+d code (which, in general, will uniquely define the packsize, brand and manufacturer) and is supplied in the electronic message by the PMR system based on the particular item the CP has chosen to dispense. This makes it important when labelling to select the product you wish to be reimbursed for, for example the correct packsize or brand where there is a choice. The **quantity** dispensed is also taken from the electronic message and will be the quantity entered/confirmed by the CP at the time of dispensing. Where ePay cannot determine a priceable item the claim is passed to a PSD operator to process from an image of the electronic claim data (including endorsements).

dm+d codes

There is a UK drug dictionary called the **dictionary of medicines and devices (dm+d)**. It is used within the ePharmacy Programme to share prescribed and dispensed information between GPs, CPs, PSD and NSS Information Services Division (ISD).

Prescribing is, in general, at a generic product level without reference to either the pack size or brand although a GP can also prescribe an actual branded medicine.

Dispensing requires the selection of an actual product to be dispensed and will also identify the **pack size** of what is dispensed and, in the case of branded products, will also identify the **brand** and **manufacturer**.

1.4 How prescription claims are automated at PSD

When the paper prescriptions arrive at PSD they are scanned. Where a barcode is successfully read from the paper form the associated electronic message is used as the basis of the claim process. This is passed to ePay (software that processes electronic claims).

ePay undertakes a series of checks on electronic claims to determine whether the claim can be processed without intervention from a PSD operator. The main functions of these checks are:

- To validate that the dispensed dm+d item is an allowed dispensed item against the prescribed dm+d item. This check will also fail when there is no electronic prescribe message or the prescribed or dispensed dm+d code was not available in the prescribing or dispensing system:
- To validate that the quantity dispensed is acceptable against the prescribed quantity within the context of PSD Business rules. i.e. quantity tolerance:
- To determine if the electronic claim contains any additional electronic endorsements such as special price etc, which would require the claim to be processed from paper: and
- To determine if the dispensed item is on PSD's list of items that can be automated (as agreed with CPS).

It is therefore important that you remember to add any **necessary** additional endorsements electronically as their absence will allow an electronic claim to be automated without reference to the paper prescription/endorsement. In other words if the electronic claim contains sufficient data to allow ePay to automate the claim, and no electronic additional endorsement is supplied that would otherwise pass the claim to a PSD operator, the claim will be passed straight through for payment.

If any ePay check fails then the claim is passed to a PSD operator for completion and where available, they will use the electronic prescribed and dispensed data and any electronic endorsements as the primary source of data to process the claim. If there is no electronic support available the operator will refer to the paper prescription form and any endorsements annotated upon it to process the claim.

1.5 Accurate Reimbursement requirements

The fundamental requirements for accurate payment are that PSD must know:

- The item name
- The physical manifestation (commonly known as formulation type) where available
- The strength where applicable
- The correct product dimensions and order number for dressings and appliances where applicable.
- The quantity ordered

If the above elements are not present or dispensing options are available, a clarifying endorsement will be necessary to complete the data required.

1.6 Other Things to Check before Submitting Your Prescriptions to PSD

Always check that:

- The prescription form has been signed by the prescriber before sending to PSD for payment. Pay particular attention to prescriptions for controlled drugs.
- Required for new patients - The patient declaration has been completed. If the patient is exempt make sure that there is a cross in ONE of the exemption category boxes.
- **Do not use red pen on any part of the prescription form. The prescription form scanners will not pick up this colour of ink therefore will not become visible to a PSD operator.**
- For instalment dispensing – ensure that the GP has indicated instalment dispensing instructions on the prescription form. The CP should ensure that the instalment dispensing information needed for pricing has been clearly endorsed on the prescription form in the correct format and replicates the information in the electronic claim.
- Any endorsement is clear and in the correct place, ensuring that the corresponding electronic endorsement(s) has been applied to the relevant item. Check that computer printed endorsements are legible. If the endorsement is faint it may not be seen on the visual image produced by the scanners.
- Prescribers have used the correct form for their prescription. Check that the prescriber code matches the form type. (e.g. Nurse prescribers may not use doctors' GP10s and *vice versa*)
- You have completed your GP34 correctly.
- You have included any invoices and endorsed the prescription form with the net prices (excluding VAT), ensuring that the corresponding electronic endorsement(s) has been applied to the relevant item.
- You have claimed any out-of-pocket expenses, ensuring that the corresponding electronic endorsement(s) has been applied to the relevant item.
- Pharmacy stamp or any other markings does not obliterate the CHI number, prescriber code, serial number, barcode or endorsements.
- For scripts for schedule 2 and 3 controlled drugs, ensure that the person who collects the prescription has signed the appropriate area on the back of the form.
- Oxygen claims(GP64A)
 - Prescription serial number is imperative
 - Service claimed must match that prescribed
 - Delivery claim must match that prescribed

More comprehensive guidance on oxygen claims can be found at:

<http://www.psd.scot.nhs.uk/professionals/pharmacy/oxygen-service.html>

2 Reimbursement Endorsements

The reimbursement endorsements convey information to ensure PSD knows how to reimburse the CP correctly for the item dispensed

2.1 Standard Reimbursement Endorsements

Electronic claim messages with dm+d codes provide PSD with all of the standard endorsement information they require to make a payment. The table below should help you decide which information you need to apply electronically and then transfer to the paper form.

| Endorsement | Electronic format | Paper format |
|---|--|--|
| Packsize (PSZ) | No The electronic message will contain the pack size information from the chosen dm+d code. | Yes The chosen pack size, should be endorsed on the paper form if there is more than one pack available, as per normal practice, but is not required for the majority of Part 7 items. |
| Quantity Supplied (QSP) (where dispensed quantity differs from the prescribed) | No The electronic message will contain the quantity entered/confirmed during the dispensing process. | Yes The dispensed quantity should be endorsed on the paper form, as per normal practice (eg Q 60) |
| Manufacturer (MAN) | No The electronic message will contain the manufacturer from the chosen dm+d code | Yes Manufacturer should be endorsed on the paper form, as per normal practice , but is not required for Part 7 items |
| Brand (BRD) | No The electronic message will contain the brand from the chosen dm+d code | Yes Brand should be endorsed on the paper form, as per normal practice , but is not required for Part 7 items |

These 3 letter endorsement codes in the first column are what can be seen in the electronic xml message (Please refer to Appendix 2)

2.1.1 Why are the standard endorsements not required in electronic claims?

The reason the pack size, quantity, manufacturer or brand endorsements are not required in an electronic claim message is that having scanned a barcode on a prescription form and pulled down the electronic prescribed message the labelling part of the dispensing process automatically starts to build an associated electronic claim message for you to send. The data that you enter / select for both the **product** and **quantity** to be dispensed as part of the labelling process is automatically included by your PMR system in the claim. **This means that you do not need to endorse this information in an electronic claim message.**

Most important facts about endorsing electronic claims:

- Ensure that the relevant/intended item is chosen from your PMR
- Ensure all relevant additional endorsements are applied electronically before submitting the claim

2.1.2 Pack Size Endorsement (on paper forms only)

Remember: these endorsements do not require to be added to the electronic claim message

The pack endorsement is used to indicate the size of pack used to dispense the quantity.

Under the pricing rules:

- If there is only one packsize available the CP does not need to endorse the pack size:
- If there is more than one pack size available PSD pricing rules assume that the CP is using the most economical pack sizes available:
- If the pack size the CP is using differs from the most economical pack size, they must endorse the pack size used. In the absence of an endorsement the CP will be paid from the default pack: and
- Any pack size endorsed which is not on PSD's price file will be ignored. This applies particularly to parallel imports, none of which are included in PSD's pricing file. Pricing will default to the most cost effective option.

The four boxes in the right hand column of the prescription form represent the pack size details. All other endorsements should be printed under the four boxes in the space for each item on the prescription.

The only data included in the box should be the pack size in numeric quantity only, completed from the **left** hand side. **Please do not** enter units of measure such as 'g' or 'ml'.

Pharmacist Notes

GPI0(SS)(5) NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Ms Pat Services
 Address: 1 South Gyle Crescent, Edinburgh
 Postcode: EH 1 2 9 E B

Age if under 12 yrs: Yrs / Mths:

CHI No. 0101704445

CEFALEXIN caps 250mg
 Send <28> capsule(s)
 Label: TAKE ONE 4 TIMES/DAY
 <000000000323883007>

A881 1300 005G 0MVP

One prescription on form

20.05.2011

SAMPLE

Signature of Doctor: 11118
 Dr Christine Green
 Atos Origin Test Practice
 3 Appleton Place
 Appleton Parkway
 Tel: 01506 606375
 111112

Date: 20.05.2011

EH54 7EZ
 88113

00830083

| Electronic format | Paper format |
|---|--|
| <p>Not Required - The electronic message will contain the pack size information from the chosen dm+d code.</p> | <p>Required – Only if there is more than one pack available, the chosen pack size should be endorsed on the paper form, completed from the left hand side</p> <div style="border: 1px solid black; width: 100px; height: 20px; margin: 10px auto; display: flex; justify-content: space-between; align-items: center;"> 2 8 </div> |

2.1.3 Quantity supplied ~ (on paper forms only)

Remember: these endorsements do not require to be added to the electronic claim message

Quantity supplied (As prescribed)

There is no requirement to endorse the paper form with a quantity if the quantity dispensed is an exact match to the quantity prescribed.

Note: This rule does not apply to products designated as Whole Packs, e.g. Tacrolimus/Prograf (Please refer to Appendix 4 for example)

For further information on whole packs please refer to Part 14 of the online Scottish Drug Tariff:-

<http://www.isdscotland.org/Health-Topics/Prescribing-and-Medicines/Scottish-Drug-Tariff/>

For Pack Type definitions - Please refer to Appendix 4

Quantity supplied (Not as prescribed)

Where the quantity dispensed differs from the quantity prescribed, this change must be endorsed on the paper form. The quantity supplied may differ from the quantity prescribed when the prescriber prescribes an amount which cannot be dispensed exactly, due to the nature of the pack. The quantity change that is allowed is related to the type, size and number of packs available, subject to the PSD pricing rules.

The Pricing Rules are included in the Scottish Drug Tariff:-

<http://www.isdscotland.org/Health-Topics/Prescribing-and-Medicines/Scottish-Drug-Tariff/>

| Pharmacist Notes |
|-------------------------|
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GPI0(SS)(5) NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Ms Pat Services
 Address: 1 South Gyle Crescent
 Edinburgh

Age if under 12 yrs: Yrs / Mths:

Postcode: E H 1 2 9 E B

No. of Days Treatment: CHI No. 0101704445

CIMETIDINE tabs 400mg
 Send <56> tablet(s)
 Label: TAKE 2 TIMES/DAY
 <000000000317223001>

Barcode: A881 1300 005H ALL6

One prescription on form

Signature of Doctor: 11118
 Dr Christine Green
 Atos Origin Test Practice
 3 Appleton Place
 Appleton Parkway
 Tel: 01506 606375
 111112

Date: 20.05.2011

EH54 7EZ
 88113
 00830083

| Electronic format | Paper format |
|---|---|
| Not Required - The electronic message will contain the quantity entered/confirmed during the dispensing process. | Required - The paper form should be endorsed with the dispensed quantity, as in the example format above ~ Q60 |

2.1.4 Endorsements For Missing Units of Measure

There are a number of products where if the prescriber does not clearly state the quantity to be prescribed then PSD will use the business rule to determine what they will pay unless a quantity endorsement is included. In the main this happens because the GP has not included a unit of measurement in the quantity to be prescribed details. Examples include Xalatan eye drops where Q <2> is prescribed and the pack size is 2.5 mls. In this example a CP may give 2.5 ml by rounding up to the nearest whole pack or 5 ml (2 x 2.5 ml) assuming the 2 refers to 2 packs. The table below gives some examples of what PSD will pay in the absence of any endorsement and if an endorsement is added by the CP.

| Item | Prescribed Quantity | Pack Sizes Available | Pack size Endorsement | Endorsed | PSD Will Pay |
|-------------------------------|---------------------|----------------------|-----------------------|----------|--------------|
| Xalatan eye drops | <2> | 2.5ml | | | 1 X 2.5ml |
| Xalatan eye drops | <2> | 2.5ml | 2.5 | Q2 | 1 X 2.5ml |
| Xalatan eye drops | <2> | 2.5ml | 2.5 | Q5 | 2 X 2.5ml |
| Lancets BD Microfine 33 Gauge | <1> | 100 | | | 1 Lancet |
| Lancets BD Microfine 33 Gauge | <1> | 100 | 100 | Q100 | 100 Lancets |

Note:

Electronic claim

The dispensing process requires the CP to enter a quantity. If, using the example above, 2 packs of Xalatan were dispensed then this will be reflected in the quantity dispensed (Q5) contained in the electronic claim message.

Paper claim

The CP should also endorse the paper form with the quantity dispensed (endorse Q5).

This is because the CP has selected to dispense a quantity which differs from the prescribed quantity and this would not be how a PSD operator would pay using the PSD business rules in the absence of an endorsement.

The CP should ensure that the electronic and paper claims match.

Pharmacist Notes

2.1.5 Brand / manufacturer (on paper forms only)

Remember: these endorsements do not require to be added to the electronic claim message

To ensure accurate payment for items prescribed generically which are not in the Drug Tariff, the CP should provide the name of the brand or manufacturer supplied.

The electronic message will automatically contain the brand or manufacturer from the chosen dm+d code.

On the paper form the CP must endorse the brand or manufacturer under the pack size boxes. In the example listed, the CP could have chosen and dispensed from several manufacturers.

In the absence of an endorsement the CP will be paid from the agreed preferred list of manufacturers below:

LIST OF PREFERRED GENERIC MANUFACTURERS

Company

- ALLIANCE – (ALMUS, AMCO BOOTS, & UNICHEM)
- AAH
- T & R – (CARE)
- TEVA – (IVAX, PLIVA & RATIOPHARM)
- ACTAVIS
- WOCKHARDT
- MYLAN – (GENERICS – UK)
- KENT
- NUMARK
- BR PHARMACEUTICALS

LIST OF PREFERRED HOMEOPATHIC MANUFACTURERS

- NELSONS
- WELEDA
- AINSWORTH
- HELIOS

GPI0(SS)(5) NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Ms Pat Services
 Address: 1 South Gyle Crescent, Edinburgh
 Postcode: EH 1 2 9 E B

Age if under 12 yrs. Yrs / Mths

No. of Days Treatment CHI No. 0101704445

SODIUM CROMOGLICATE
 aqueous eye drp 2% w/v
 Send <10> mls
 Label: AS DIRECTED
 <000000000330507008 >

A881 1300 005J BD53

One prescription on form

20.05.2011

SAMPLE

Signature of Doctor: 11118
 Dr Christine Green
 Atos Origin Test Practice
 3 Appleton Place
 Appleton Parkway
 Tel: 01506 606375
 111112

Date: 20.05.2011

EH54 7EZ
 88113

00830083

| Electronic format | Paper format |
|--|--|
| Not Required - The electronic message will contain the brand or manufacturer from the chosen dm+d code. | Required - The paper form should be endorsed with the brand or manufacturer name, as in the example format above. |

2.2 Other Reimbursement Endorsements

2.2.1 Additional Item

This endorsement should only be used where the prescriber has not prescribed an item that is required for the prescribed item. This is the case when the prescribed product does not contain an applicator or other instrument for administration and also applies where sterile water (or another diluent) is dispensed with a dry powder injection.

| Pharmacist Notes |
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2.2.2 Broken Bulk

This refers to a claim made for a full pack when only part is prescribed and dispensed, and no further prescription forms are expected in the next 6 months.

For example, the prescription is for a quantity of 56 tablets, but a pack of 100 is claimed.

In the electronic message the CP must add a Broken Bulk endorsement and the PMR system will add the date of dispensing and the whole pack quantity being claimed into the electronic message.

On the paper form the CP must endorse the pack size in the pack size box, add a 'BB' endorsement plus the claimed quantity below and then the date.

The handwritten date format on the paper form should always be in the form 'ddmmyyy'.

NB Endorsing printers will automatically print dates on the paper form with slashes.

Subsequent prescriptions for the same drug submitted for payment within six months of the BB claim will be taken as dispensed from the same pack until it has been used up. There is no need to make any additional endorsement to this effect.

| Pharmacist Notes |
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2.2.4 Item Not Collected

This denotes that the item has been dispensed, but was never handed over to the patient

To indicate that an item has not been collected, the CP should apply the 'not collected' endorsement in the electronic claim message and on the paper form should print 'NC' under the pack size boxes for that item.

For PSD purposes:

- a not collected endorsement will only allocate a dispensing towards dispensing pool allocation

| Pharmacist Notes |
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GPI0(SS)(5) NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Ms Pat Services
 Address: 1 South Gyle Crescent, Edinburgh
 Age if under 12 yrs:
 Yrs / Mths:
 Postcode: EH 1 2 9 EB

CHI No. 0101704445

Pharmacy Stamp

No. of Days Treatment: CHI No. 0101704445

Dispersing Endorsements

TEMAZEPAM tabs 20mg
 Send <14> tablet(s)
 Label: TAKE ONE AT NIGHT
 <000000000321153009>

Pack size Numbers only

Barcode: A881 1300 004W M2GK

One prescription on form

NC

Pack size Numbers only

Pack size Numbers only

SAMPLE 14.02.2011

Signature of Doctor: 11118
 Date: 14.02.2011

Dr Christine Green
 Atos Origin Test Practice
 3 Appleton Place
 Appleton Parkway
 Tel: 01506 606375
 111112

EHS4 7EZ
 88113

00830083

| Electronic format | Paper format |
|--|--|
| <p>Required – Not Collected endorsement should be applied. NB ~ Guidance relating to application of endorsements can be found in your supplier User Guide / Manuals</p> | <p>Required –The paper form should be endorsed, as in the example format above.</p> |

2.2.5 Item Not Dispensed

There may be occasions where a patient decides not to take an item, which has been prescribed. In these instances, the item should be endorsed as '**Not Dispensed**' both in the electronic claim by selecting the 'not dispensed' endorsement and on paper by printing 'ND' under the packsize boxes for that item.

- a not dispensed endorsement pays no item or no allocation towards dispensing pool count

| Pharmacist Notes |
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GPI0(SS)(5) NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Ms Pat Services
 Address: 1 South Gyle Crescent, Edinburgh
 Postcode: EH12 9EB

Age if under 12 yrs. _____
 Yrs / Mths _____

CHI No. 0101704445

AMOXICILLIN syrp
 250mg/5ml
 Send <100> mls
 Label: 1X5ML SPOON 3 TIMES/DAY
 <000000000323733007>

PARACETAMOL tabs 500mg
 Send <28> tablet(s)
 Label: TAKE 1 OR 2 4 TIMES/DAY
 <000000000322236009>

Two prescriptions on form

Signature of Doctor: 11118
 Dr Christine Green
 Atos Origin Test Practice
 3 Appleton Place
 Appleton Parkway
 Tel: 01506 606375
 111112

Date: 20.05.2011

EH54 7EZ
 88113

00830083

| Electronic format | Paper format |
|--|--|
| <p>Required – Not Dispensed endorsement should be applied. NB ~ Guidance relating to application of endorsements can be found in your supplier User Guide / Manuals</p> | <p>Required - The paper form should be endorsed, as in the example format above</p> |

2.2.7 Measure and Fitted

If an item requires measuring and fitting, the endorsement is F

GPI0(SS)(5) NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Ms Pat Services
 Address: 1 South Gyle Crescent, Edinburgh
 Postcode: EH 1 2 9 EB

Age if under 12 yrs. []
 Yrs / Mths []

No. of Days Treatment [] CHI No: 0101704445

Elastic Hosiery circular knit below knee stocking Class 1
 Send <1> hose
 Label: AS DIRECTED
 <007279111000001105>

One prescription on form

Signature of Doctor: 11118
 Dr Christine Green
 Atos Origin Test Practice
 3 Appleton Place
 Appleton Parkway
 Tel: 01506 606375
 111112

Date: 14.02.2011

RH54 7EZ
 88113

00830083

| Electronic format | Paper format |
|--|---|
| <p>Required – Measuring and Fitting endorsement should be applied.</p> <p>NB ~ Guidance relating to application of endorsements can be found in your supplier User Guide / Manuals</p> | <p>Required - The paper form should be endorsed, as in the example format above.</p> |

2.2.8 Prescriber Contacted (PC) / Patient Medication Record (PMR)

These endorsements should be used to indicate any changes made to the prescribed item(s) and also to clarify any ambiguous information.

In some cases it may be necessary to contact the prescriber before dispensing an item, usually when there is missing, ambiguous information or a request from the patient relating to:

- Formulation
- Strength
- Quantity
- Missing/incorrect measurements

The CP then needs to endorse the missing information, a prescriber contacted (PC) endorsement and the CP's initials and date.

The handwritten date format on the paper form should always be in the form 'ddmmyyy'.

NB Endorsing printers will automatically print dates on the paper form with slashes.

Occasionally the CP may be unable to contact the prescriber and/or the relevant information may be available from the PMR system in which case the CP can use the endorsement PMR instead of PC.

| Pharmacist Notes |
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2.2.10 Other

This endorsement can be used for both AMS and CMS.

There are exceptional instances where the pharmacy staff will occasionally write details on a GP10 prescription form which do not fall into one of the recognised endorsement categories. The 'Other' endorsement has been created to allow pharmacy staff to be able to replicate the details that they have handwritten on a prescription form.

The endorsement code OTH will be used to indicate that there are other details relating to the dispensing of a product which do not fit into any of the other standard endorsing rules.

| Pharmacist Notes |
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2.2.11 Specials & Unlicensed Products

2.2.11.1 Drug Tariff Specials Part 7S

All the prices in Part 7S are:

- **Inclusive of a handling/carriage charge.** Only in exceptional cases can you claim any out of pocket expenses on Part 7S items and you must seek prior HB authorisation. **Exclusive of VAT. VAT must not be claimed.**
- **Zero Discount.** No discount will be deducted from Part 7S items. These items will be treated as whole packs (**Please refer to Appendix 4**).
- **For liquid preparations/product names** - there is one price, the Part 7S price for all of the different liquid preps of a compound (e.g. solution, suspension, liquid, syrup etc). If there is a Part 7S price of a liquid preparation of a drug, then you will be paid that price whatever the liquid formulation. The Part 7S product name is also inclusive of any variation of excipients, e.g. sugar-free, colour-free, lactose-free etc. All will be priced at the Part 7S price.

Pharmacist Notes

2.2.11.2 Drug Tariff Unlicensed Products Part 7U

From 1 December 2013, the Scottish Government introduced a new section to the Drug Tariff — **Part 7U**.

The new section has been introduced to facilitate transparent reimbursement of the costs of these products. It will also remove any need to seek authorisation from the NHS Board before these products are supplied.

- This new section lists pack sizes and prices for products without a formal marketing authorisation which are readily available from wholesalers.
- These products are not included in the ACBS list, but are supplied from time to time on prescription.
- Each line is expected to be held in stock by a large pharmaceutical wholesaler.
- Payment of "out of pocket expenses" will not be allowed for these products.
- No further endorsements will be accepted on Part 7U drug
- The products will be subject to generic claw back unless specifically listed as ZD
- If a product in Part 7U becomes licensed, it will be moved to Part 7
- Items in Part 7U will also still be subject to pay and report if they currently fall under this grouping

2.2.11.3 Products Not Included in Part 7S or 7U

PSD does not hold prices for unlicensed products.

Just like endorsements for Specials, in the electronic message the CP must add the specific price endorsement by entering in the **NHS net cost price for the quantity dispensed, excluding VAT**. The PMR system will format the claim.

On the paper form the CP must endorse the code SP, followed by **NHS net cost price for the quantity dispensed, excluding VAT**, of the product in format 'pppp'.

An invoice should be submitted as evidence of the claim, but the price claimed **must** be declared on the prescription form or no payment will be made.

If there is an additional handling or postage and packing charge this can also be claimed separately as an Out of Pocket expense. **(Please refer to Section 2.2.12 for guidance)**

Circular PCA(P)(2015)17 describes new arrangements for the dispensing of specials and imported unlicensed medicines effective from 1st September 2015. **Please refer to Appendix 6** for further information on endorsing requirements.

If a prescribed item requires to be made as an extemporaneous preparation, and the CP elects to order it from a specials manufacturer then this usually incurs a much higher cost. **This type of product is classed as a "Special"**. The products falling into this category are generally topical products which have originally been prescribed by a hospital skin clinic.

They may contain ingredients that cannot be sourced in reasonably small quantities. They are likely to contain at least one ingredient which is in the Drug Tariff. (E.g. soft white paraffin) Please see the entry for "Specials" in Part 1 of the Drug Tariff.

Considerable differences can exist between the prices charged by different manufacturers of unlicensed specials. Please note that, under the terms of the Scottish Drug Tariff, there is no obligation to make full reimbursement for a special sourced from a third party unless the NHS Board agrees to complete such a payment.

The CP should always contact their NHS Board for initial approval before contracting with a specials manufacturer.

PSD will generally pass the following type of 'special' without question:

- Where the preparation has Coal Tar or Cade Oil as one of the ingredients
- Sterile products
- All Products from Special Order Hospital Manufacturing Units. A list of the Special Order Manufacturers can be found at:- http://www.medicinescomplete.com/mc/bnf/current/106216.htm#_106216

In the electronic message the CP must add the special price endorsement by entering in the **NHS net cost price for the quantity dispensed, excluding VAT**, of the product. The PMR system will format the claim.

On the paper form the CP must endorse the code SP, followed by the **NHS net cost price for the quantity dispensed, excluding VAT**, of the product in format 'pppp'.

The invoice, or a legible copy, should be submitted to PSD with the paper prescription form as evidence of the claim, but the price claimed **must** be declared on the prescription form or PSD cannot make an accurate payment.

If there is an additional handling or postage and packing charge this can also be claimed separately as an Out of Pocket expense. **(Please refer to Section 2.2.12 for guidance)**

PSD will assess the prescription, and pay those where it is clear that the item had to be prepared by a third party and that there is no alternative route of supply.

In all other cases PSD will pay for the ingredients and refer to the Board. The balance of the full cost will only be made if authorised by the Board. PSD will inform the CP of the Board's decision.

2.2.11.4 Manufacturer / License and Batch Number

This functionality will be made available on your PMR system as each supplier delivers this enhancement. These endorsements should be used to provide the Manufacturers / Importers License number and the batch number information.

The new Part 7S tariff, introduced by the Scottish Government in February 2013 requires introduces two new requirements:

Where the medicine is not included in part 7S and the unlicensed medicine is manufactured under a specials license or sourced under an importers license issued by the MHRA, the contractor shall endorse the

- invoice price including any additional cost incurred less discount/rebates (the actual price paid for the product)
- manufacturer's/importer's license number (MIL)
- batch number of the unlicensed medicine. (BAN)

The invoice price will be endorsed by using the existing Special Price Endorsement functionality. **(Please refer to Section 2.2.11.3 for guidance)**

Example :- illustrates the endorsement information required for manufacturer import license number 123456 and batch number 201 only.

NB All additional endorsement which may be required can be found in the relevant sections within this guide.

GP10(SS)(5) NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Ms A Example
 Address: 42 Queen Street, Edinburgh

Age if under 12 yrs. []
 Yrs / Mths []

Postcode: EH2 3NH

Pharmacy Stamp []

No. of Days Treatment [] CHI No. 123456789

Dispensing Endorsements []

Melatonin Capsules 1 mg
 Send <60> capsule
 Label 1 TABLET AT NIGHT

Pack Size Numbers only []

<007720811000001103>

MIL 123456
 BAN 201

Pack Size Numbers only []

Pack Size Numbers only []

15Apr2014

Signature of Doctor: Dr A Prescriber
 Date: 15Apr2014

90085857665 00830083

| Electronic format | Paper format |
|---|--|
| <p>Required (and when available on your PMR system) - MIL and BAN endorsements should be applied.</p> <p>NB ~ Guidance relating to application of endorsements can be found in your supplier User Guide / Manuals</p> | <p>Required - The paper form should be endorsed with the relevant details, as in the example format above</p> <p>NB Endorsing printers will automatically print dates on the paper form with slashes</p> |

2.2.12 Out of Pocket Expenses

The CP can claim reasonable 'Out of Pocket' expenses, for certain items. The CP **can not** claim out of pocket expenses for any items in Parts 2 - 7 and 9 of the Scottish Drug Tariff.

The CP should provide information on the cost of the out of pocket expense, including the nature of the expense, and the value claimed. **The claim should be the NHS net cost price for the 'Out of Pocket' expense, excluding VAT.** This includes providing documentary evidence (normally the invoice or a legible copy of it) with the prescription form.

In the electronic message the CP should select the out of pocket expenses endorsement, highlighting the reason (e.g. postage and packaging, handling charge or other reason) and then enter the cost. The PMR system will format the claim. The PMR system will only allow the CP to select a maximum of two reasons for an out of pocket expense.

On the paper form the CP must endorse the code XP (in uppercase), followed by cost in format 'pppp' and then the reason: 'pp' for [Post & Packing], 'hc' for a [Handling Charge] and 'xp' for any other reason. The reason should be annotated in lowercase.

If there is no claim on the prescription form no out of pocket expense payment will be made.

All 'Out of Pocket' expense claims should be the NHS net cost price excluding VAT.

| Pharmacist Notes |
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| GPI0(SS)(5) | | NATIONAL HEALTH SERVICE (SCOTLAND) | |
|---|---|--|---|
| Name | Ms Pat Services | | |
| Address | 1 South Gyle Crescent Edinburgh | | |
| Age if under 12 yrs. | | | |
| Yrs / Mths | Postcode | E H 1 2 9 E B | |
| No. of Days Treatment | CHI No. | 0101704445 | |
| | Livwell GF square rolls [LIVWELL] Send <160> gram(s) Label: AS DIRECTED <ACBS> <A> <016536611000001100> | | Pharmacy Stamp Dispensing Endorsements Pack size Numbers only XP 1500 hc Pack size Numbers only Pack size Numbers only |
| A881 1300 005K N2LO | | One prescription on form * | |
| SAMPLE | | 20.05.2011 | |
| Signature of Doctor | | Date | |
| 11118 Dr Christine Green Atos Origin Test Practice 3 Appleton Place Appleton Parkway Tel: 01506 606375 111112 | | EH54 7EZ 88113 | |
| 00830083 | | | |

| Electronic format | Paper format |
|---|---|
| <p>Required – Out of Pocket endorsement should be applied with additional information relating to Postage & Packing and/or Handling Charge.</p> <p>NB ~ Guidance relating to application of endorsements can be found in your supplier User Guide / Manuals</p> | <p>Required - The paper form should be endorsed with the relevant details, as in the example format above.</p> <p>Please ensure that the price endorsements are written as 'pppp'</p> |

2.2.13 Short Supply

Short supply is used on a Part 7 item only where the pharmacist has had difficulty in obtaining supply of a particular item. Short supply is subject to agreement between Community Pharmacy Scotland (CPS) and Scottish Government Health & Social Care Directorates (SGHSC).

Where Short supply is endorsed, information must also be provided to indicate either the proprietary product (and pack size if needed) or the generic price for the total quantity dispensed.

If you do not endorse an invoice price or brand name of a proprietary product you will be paid the current DT Part 7 price.

Electronic claim – the CP must apply a Short Supply (SHS) endorsement **and** either apply a Special Price endorsement (SPE) detailing the **NHS net cost price for the quantity dispensed, excluding VAT** or select a brand name of a proprietary product.

Paper claim - the CP must indicate Short Supply (SHS) **and** either endorse the code SP to indicate special price, followed by the **NHS net cost price for the quantity dispensed, excluding VAT**, of the product in format 'pppp' or endorse the brand name of a proprietary product. Any documentary evidence (normally the invoice or a legible copy of it) should be submitted with the prescription form.

Please do not endorse the current Drug Tariff price.

It is important that you endorse the prescription form with all relevant information to ensure you are paid correctly.

| Listed In Short supply | Short Supply endorsement | Special Price endorsement | Automation action |
|------------------------|--------------------------|---------------------------|----------------------------------|
| Yes | Yes | Yes | Automate with special price |
| Yes | Yes | No | Pass to keyer for pay from paper |
| Yes | No | No | Pass to keyer for pay from paper |

| Listed In Short supply | Short Supply endorsement | Special Price endorsement | Automation action |
|------------------------|--------------------------|---------------------------|----------------------|
| No | Yes | Yes | Automate at P7 price |
| No | Yes | No | Automate at P7 price |
| No | No | No | Automate at P7 price |

Short Supply Claim using Special Price Endorsement

| | | | |
|---|------------------------------------|---|--|
| GPI0(SS)(5) | | NATIONAL HEALTH SERVICE (SCOTLAND) | |
| Name | Ms Pat Services | | |
| Address | 1 South Gyle Crescent Edinburgh | | |
| Age if under 12 yrs. | | | |
| Yrs / Mths | Postcode | E H 1 2 9 E B | |
| No. of Days Treatment | <input type="checkbox"/> CHI No. | 0101704445 | |
| GABAPENTIN caps 300mg | | Dispensing Endorsements | |
| Send <100> capsule(s) | | Pack size Numbers only | |
| Label: TAKE ONE 3 TIMES/DAY | | | |
| <000000000323014008> | | SHS SP 2030 | |
|  A881 1300 0056 M9KU | One prescription on form | | |
| | * * * * * | | |
| | * * * * * | | |
| | * * * * * | | |
| | * * * * * | | |
| | * * * * * | | |
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| | * * * * * | | |
| | * * * * * | | |
| | * * * * * | | |
| | * * * * * | | |
| SAMPLE | | 18.02.2011 | |
| Signature of Doctor | | Date | |
| 11118 | | | |
| Dr Christine Green | | | |
| Atos Origin Test Practice | | | |
| 3 Appleton Place | | | |
| Appleton Parkway | | EH54 7EZ | |
| Tel: 01506 606375 | | | |
| 111112 | | 68113 | |
| 00830083 | | | |

| Electronic format | Paper format |
|--|---|
| <p>Required – A Short Supply endorsement should be applied along with any additional relevant information.</p> <p>NB ~ Guidance relating to application of endorsements can be found in your supplier User Guide / Manuals</p> | <p>Required - The paper form should be endorsed with Short Supply and any additional relevant information, as in the example format above.</p> |

2.2.14 Stoma Products

Stoma service supply is restricted to dispensing contractors who have signed up and been accepted on to the list of suppliers.

Note - Currently these endorsements can only be applied on the paper prescription form. At this stage, there is no corresponding electronic endorsement to be applied.

One Delivery Fee per item should only be claimed where the patient requests delivery, the service specification requires Stoma service suppliers to deliver within 48 hrs - but only where so required by the patient.

The classes of items which are considered to be customisable for the sake of the Customisation Fee are the following by reference to the current list of Stoma Appliance items which may be prescribed and dispensed under current Scottish arrangements:

- one-piece bags (see 'colostomy bags');
- drainable bags (see 'ileostomy bags') and bags with tap (see 'urostomy bags');
- items under 'two piece ostomy system' and 'flanges';
- 'skin protectors': and
- 'stoma caps'.

Delivery Fees should only be claimed where the patient requests delivery, the service specification requires Stoma service suppliers to deliver within 48 hrs - but only where so required by the patient.

Stoma service suppliers seeking the customisation fee and/or the delivery fee must submit prescriptions to PSD for payment with the relevant line items duly endorsed as 'Cust', 'Del', or 'Cust & Del'. Stoma service suppliers claiming endorsement will be required to maintain appropriate records for post payment verification purposes to show where customisation and/or delivery had taken place.

All Stoma service suppliers wishing to claim customisation and delivery fees and/or with an activity level of 1,200 items or more in a month must complete a separate monthly claim form to be submitted at the same time as prescriptions submitted for reimbursement. The monthly claim form must be hand signed, scanned and sent electronically to PSD or may be posted to PSD.

Pharmacist Notes

2.2.15 Urgent Dispensing

Note: - This endorsement should only be applied if there is a visible instruction for Urgent dispensing, from the GP, on the paper prescription form. **(Please refer to Appendix 5 for details)**

Where a prescription is endorsed '**urgent**' by the prescriber and the prescription is dispensed at a time when the **pharmacy is not normally open**, an urgent dispensing will be required.

The pharmacist should include the date and time that dispensing commenced. The endorsement is URG, followed by the date and time. The time must be in 24-hour clock.

The handwritten date format on the paper form should always be in the form 'ddmmyyy'.

NB Endorsing printers will automatically print dates on the paper form with slashes.

(The time format on the paper form should always be in the form hh.mm'.)

If it is a local public holiday other than Christmas and New Year, indicate this to PSD by the endorsement '**PH**'.

Where the prescription has not been endorsed as '**urgent**' by the prescriber but where, in order to meet the needs of the patient, the prescription has been dispensed urgently between 11pm and 8.30am or on Sundays or Public holidays, the urgent fee may be claimed. The prescription form should be endorsed '**Urg**' on 'ddmmyyy' at 'hh.mm' and signed by the patient or their representative.

To aid CPS and PSD in tracking urgent dispensing, CPs should use the electronic URG endorsement. Urgent prescriptions dispensed within fifteen minutes of each other are assumed to have resulted in only one call-out and only one urgent dispensing will be recognised.

GPI0(SS)(5) NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Ms Pat Services
 Address: 1 South Gyle Crescent, Edinburgh
 Age if under 12 yrs:
 Yrs / Mths:
 Postcode: EH12 9EB

URGENT

No. of Days Treatment: CHI No. 0101704445

FLUCLOXACILLIN caps 250mg
 Send <28> capsule(s)
 Label: TAKE ONE 4 TIMES/DAY
 <U> <000000000323464005>

Barcode: A881 1300 005P W603

One prescription on form

Signature of Doctor: 11118
 Dr Christine Green
 Atos Origin Test Practice
 3 Appleton Place
 Appleton Parkway
 Tel: 01506 606375
 111112

Date: 20.05.2011

BH54 7BZ
 88113

00830083

| Electronic format | Paper format |
|---|---|
| <p>Required – Urgent endorsement should be applied.</p> <p>NB ~ Guidance relating to application of endorsements can be found in your supplier User Guide / Manuals</p> | <p>Required - The paper form should be endorsed with the relevant details, as in the example format above.</p> <p>NB Endorsing printers will automatically print dates on the paper form with slashes</p> |

3 Remuneration Endorsements

Remuneration endorsements tell PSD what additional dispensing counts should be allocated to the CP.

3.1 Instalment Dispensing – Unsupervised

Note: - This endorsement should only be applied if there is a visible instruction to dispense in instalments, from the GP, on the paper prescription form. **(Please refer to Appendix 5 for details)**

When the final dispensing has occurred the CP must add an instalment endorsement to the electronic message which will detail the total quantity dispensed, the total number of dispensing instalments and the total number of supervised instalments, which in this case will be zero.

On the paper form the CP must endorse the total quantity dispensed, the total number of dispensing instalments and the total number of supervised instalments, which in this case will be zero.

The claim should be in the following notation:

Total Quantity - Total number of dispensing instalments - Number of supervised instalments (zero)
(Please note the hyphen separators)

Note:-

The CP must not submit the claim until all dispensings have been completed.

The prescriber must specify instalment dispensing or dispensing interval.

The CP should state the number of times that the product has been dispensed.

Electronic Claim – If the CP does not apply the electronic instalment endorsement and the item can be automated the CP will only be paid for one dispensing.

Paper Claim– If the CP does not put the instalment endorsement information on to the form and the item appears before a PSD operator then the CP will only be paid for one dispensing.

| Pharmacist Notes |
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GPI0(SS)(5) NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Ms Pat Services
 Address: 1 South Gyle Crescent, Edinburgh
 Age if under 12 yrs. []
 Postcode: E H 1 2 9 E B
 Yrs / Mths [] [] Pharmacy Stamp []

No. of Days Treatment [] CHI No. 0101704445
 Dispensing Endorsements []

DIAZEPAM tabs 5mg
 Send <140> tablet(s)
 Label: TAKE TWO TABLET(S) TWICE DAILY <DISPENSE WEEKLY>
 <I> <000000000321197008>
 140-5-0

Barcode: A881 1300 004G W2TK
 One prescription on form
 * * * * *
 * * * * *
 * * * * *
 * * * * *
 * * * * *
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 * * * * *
 * * * * *
 * * * * *
 * * * * *
 * * * * *
 * * * * *
 * * * * *
 * * * * *
 * * * * *

SAMPLE 14.02.2011
 Signature of Doctor: 11118 Dr Christine Green, Atos Origin Test Practice, 3 Appleton Place, Appleton Parkway, Tel: 01506 606375, 111112
 Date: 14.02.2011
 EH54 7EZ
 88113
 00830083

| Electronic format | Paper format |
|---|--|
| <p>Required - The instalment dispensing endorsement needs to be applied to ensure accuracy of reimbursement.</p> <p>NB ~ Guidance relating to application of endorsements can be found in your supplier User Guide / Manual</p> | <p>Required - The paper form should be endorsed with the dispensing details, as in the example format above ~ 140-5-0</p> |

3.2 Limited Life Products / Instalment Dispensing

The Instalment Dispensing endorsement should be used to indicate a Limited Life product which requires to be reconstituted, for example an antibiotic suspension.

When 2 x 100ml requires to be dispensed 1 week apart, starting on 20 May 2011, the following endorsement information would be required:-

Note

The CP must not submit the claim until all dispensings have been completed.

Electronic Claim – if the CP does not apply the electronic instalment endorsement and the item can be automated the CP will only be paid for one dispensing.

Paper Claim– If the CP does not put the instalment endorsement information on to the form and the item appears before a PSD operator then the CP will only be paid for one dispensing.

GPI0(SS)(5) NATIONAL HEALTH SERVICE (SCOTLAND)

Name: Ms Pat Services
 Address: 1 South Gyle Crescent, Edinburgh
 Age if under 12 yrs:
 Yrs / Mths:
 Postcode: EH 1 2 9 EB
 CHI No.: 0101704445
 AMOXICILLIN syrp
 250mg/5ml
 Send <200> mls
 Label: 1X5ML SPOON 3 TIMES/DAY
 <000000000323733007>
 One prescription on form
 A881 1300 005N X0BR
 20.05.2011
 Signature of Doctor: 11118
 Dr Christine Green
 Atos Origin Test Practice
 3 Appleton Place
 Appleton Parkway
 Tel: 01506 606375
 111112
 00830083

| Electronic format | Paper format |
|--|--|
| <p>Required – The instalment dispensing endorsement needs to be applied to ensure accuracy of reimbursement.</p> <p>NB ~ Guidance relating to application of endorsements can be found in your supplier User Guide / Manuals</p> | <p>Required - The paper form should be endorsed with the dispensing details, as in the example format above ~ 200-2-0</p> |

3.3 Instalment dispensing ~ Supervised (Methadone)

When the final dispensing has occurred the CP must add an instalment endorsement to the electronic message which will detail the total quantity dispensed, the number of dispensing instalments and the number of supervised instalments.

On the paper form the CP must endorse the total quantity dispensed, the number of dispensing instalments and the number of supervised instalments.

The claim should be in the following notation:

Total quantity dispensed - total number of instalments dispensed - total number of supervised instalments
(Please note the hyphen separators)

Note:-

The CP must not submit the claim until all dispensings have been completed.

**The prescriber must specify instalment dispensing or dispensing interval.
The CP should state the number of times that the product has been dispensed.**

Electronic Claim – If the CP does not apply the electronic instalment dispensing endorsement and the item can be automated then the CP will only be paid for one dispensing.

Paper Claim– If the CP does not put the instalment endorsement information on to the form and the item appears before a PSD operator then the CP will only be paid for one dispensing.

Remember also that local agreements may exist for claiming instalment and supervision fees for Methadone. Contractors should contact their pharmacy adviser to determine the process for their Health Board.

PC70 forms – whilst not used by PSD for payment purposes, these must be completed to meet regulatory requirements.

| Pharmacist Notes |
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4 Minor Ailments Service (MAS)

Since MAS prescriptions are generated by community pharmacists it follows that very little endorsement should be necessary. Please remember that all MAS prescriptions are priced using the rules in place for the pricing of GP10 prescriptions.

The main impact of that for you is on the pricing of prescribed products where a version of that product appears in Part 7 of the Drug Tariff.

If you are prescribing a generic product which is in the Drug Tariff:

- You should endorse the pack size when more than one pack size is listed in the DT.
- Please note that if the product is in Part 7 of the DT you will be paid at the DT price as per usual business rules. Please also remember that many counter packs are either Black Listed or not on PSD's file because they are not generally prescribed by GPs.
- Any other endorsement will be ignored.

Remember to use your local formulary as a guide. You can find a more comprehensive guide to MAS pricing and pricing rules on the Community Pharmacy website

http://www.communitypharmacy.scot.nhs.uk/local_formularies.html

Part 7B - Additional Items For Minor Ailment Scheme

The Part 7B list can be found at <http://www.isdscotland.org/Health-Topics/Prescribing-and-Medicines/Scottish-Drug-Tariff/Drugs-and-Preparations-with-Tariff-Prices.asp>

It is provided solely to facilitate payment of the listed items when supplied on form CP2 as part of the Minor Ailment Service, when written using the generic title. All other items supplied on form CP2 will be subject to the usual pricing rules.

These products will not be subject to the Broken Bulk provisions. Contractors are reminded of the legal provisions of supply under part 3 of the Medicines Act 1968, and of any qualifications on supply as listed in the 'Medicines, Ethics & Practice Guide' published annually by RPSGB.

Contractors are reminded that unless a relevant Patient Group Direction is in force that the actual product supplied to a patient must be licensed as available for 'over the counter sale'.

Please note that inclusion of a product in this list does not confer a recommendation for supply. Equally, omission from this list does not indicate that a product should not be supplied, subject to restrictions as imposed within the terms of the Minor Ailment Service.

Prices are set against product prices for counter lines. A list of the reference products is available on written application to NSS.evadis@nhs.net

5 Chronic Medication Service (CMS)

Differences between CMS and AMS claiming and endorsing

It should be recognised that there are some significant differences between CMS and AMS which are noted here.

CMS claims can only be made electronically. Whilst the master prescription form should be submitted to PSD at the end of the dispensing period, the form is not used to support payments. The form will be scanned and its image retained at PSD but it has no role in the payment process. As a result no endorsements should be added to the master paper CMS prescription as they will not be seen by PSD operators. For CMS claims an image of the electronic claim data (including endorsements) is presented to the PSD operator to process.

This endorsing guide should be used to support electronic endorsing of CMS claims, but with some caveats.

Limited Life and instalment dispensing should not be used in conjunction with CMS claims.

A new endorsement (Other – OTH) was originally introduced to support CMS (**Please refer to Section 2.2.10**). This can be used by the CP to convey information to PSD that would normally be written onto the paper GP10 form. This information will then be seen by a PSD operator when the electronic claim is processed.

N.B. The use of this endorsement has now been implemented to support AMS prescription claims.

If there is no dm+d code available for a dispensed CMS item, some of the fundamental requirements will be unavailable electronically to PSD; therefore you must supply all relevant endorsements to ensure accurate reimbursement of the claim when the dm+d code is missing. This would include Packsize and Brand or Manufacturer endorsements when there is a choice of pack available to the Pharmacist. Quantity endorsements are not required for CMS claims as the quantity dispensed by the CP will always be supplied in the electronic claim.

Any documentation which supports a CMS claim e.g. invoice should be submitted to PSD at the end of the dispensing period along with the CMS master prescription.

Appendix 1 – Contact Details

Community Pharmacy Scotland, Pharmacy Services

Tel: - 0131 466 3540

Email:-csd-enquiries@communitypharmacyscotland.org.uk

Practitioner Services, ePharmacy Helpdesk, Gyle Square, Edinburgh

Tel: - 0131 275 6600

Email:-nss.psdhelp@nhs.net

Practitioner Services. ePharmacy Business Change Manager

Tel: - 0131 275 7062

Email:-sandra.tomsett@nhs.net

Practitioner Services, Pharmacy Payments, Gyle Square, Edinburgh

Tel - 0131 275 6356

nss.psd-pharmacy-paymnts@nhs.net

Practitioner Services, Sorting & Scanning, Bain Square, Livingston

Tel: - 01506 705100

Practitioner Services, Bridge View, Aberdeen

Tel: - 01224 358300

Practitioner Services, Gyle Square, Edinburgh

Tel: - 0131 275 7433

Practitioner Services, Meridian Court, Glasgow

Tel: - 0141 207 1615 / 1616

Appendix 2 – Electronic Endorsement Codes

| Electronic Endorsements that may force an electronic claim to be processed from paper by keyer (Must be included in the electronic message AND on paper to ensure correct payment) | | |
|---|-------------------|------------------------|
| Endorsement Description | Paper Code | Electronic Code |
| Additional Item | ADD | ADD |
| Broken Bulk Claim | BB | BBC |
| Extemporaneous Preparation | EXT | EXT |
| Instalment Dispensing | | IRX |
| Limited Life | LL | LLP |
| Measured and Fitted | F | MAF |
| Made To Measure | M | MTM |
| Manufacturer Import License and Batch Number | | MIL & BAN |
| Item Not Collected | NC | INC |
| Item Not Dispensed | ND | IND |
| Order Number | | ORD |
| Other | | OTH |
| Prescriber Contacted | PC | PCO |
| Prescriber not contacted (patient medical record) | PMR | PMR |
| Out of Pocket Expenses | XP | OXP |
| Short Supply | SHS | SHS |
| Special Price Endorsement | SP | SPE |
| Urgent Dispensing | URG | URG |

| Electronic Endorsements below should be auto-generated by your PMR (Not required to be applied by the user) | Paper Code | Electronic Code |
|--|-------------------|------------------------|
| Packsizes | | PSZ |
| Quantity supplied | Q | QSP |
| Manufacturer | | MAN |
| Brand | | BRD |

Appendix 3 – Checking the Electronic Claim Data - XML

Extendible Markup Language (XML) is a set of rules for encoding documents in machine-readable form which makes it possible to view the content of an electronic claim message on your PMR system. The message shows all of the data that is sent to PSD including both the prescribed and dispensed information. The dispensed item part of the message includes the name of the dispensed item, the dm+d code, the quantity dispensed and any additional electronic endorsements applied. If printed, the XML message is typically seven A4 pages long for a three item prescription. It is structured as follows:

- Prescriber Details
- Dispenser Details
- Patient Information
- Prescribed Item 1
- Dispensed Item 1
- Prescribed Item 2
- Dispensed Item 2
- Prescribed Item 3
- Dispensed Item 3
- Patient/Rep/Paid information

Note each prescribed item can have one or more dispensed items associated with it in the XML message. Therefore below each prescribed message you will always see a dispensed item that has an associated dispensed item ID of 1 e.g. prescribed item ID 1, associated dispensed item ID 1, prescribed item ID 2 associated dispensed item ID 1 etc.

Your IM&T facilitator can show you how to view an XML claim message. An extract of what a dispensed item claim looks like is shown in Figure 1.

Figure 1: An extract from an XML claim message showing dispensed item 1

XML extract from dispensed item 1

```

<DispensedItems>
  <DispensedItem>
    <ItemId>1</ItemId>
    <Medication>
      <DrugCode>
        <CodingSchemeDetails>
          <DrugDictionary>dm+d</DrugDictionary>
          <DrugDictionaryVersion>June 2009</DrugDictionaryVersion>
        </CodingSchemeDetails>
        <DrugCodeValue>004580411000001102</DrugCodeValue>
        <TextualDescription>Simvastatin 40mg tablets 28 tablet 4 x 7 tablets</TextualDescription>
      </DrugCode>
      <StructuredDosage>
        <InstructionsForUse>ONE to be taken DAILY</InstructionsForUse>
      </StructuredDosage>
      <DispensedQuantity>
        <QuantityValue>56</QuantityValue>
        <UnitOfMeasure>
          <QuantityUnitOfMeasure>tablet</QuantityUnitOfMeasure>
          <QuantityUnitOfMeasureCode>00000000428673006</QuantityUnitOfMeasureCode>
        </UnitOfMeasure>
      </DispensedQuantity>
    </Medication>
    <DispenserEndorsement>
      <EndorsementCode>INC</EndorsementCode>
    </DispenserEndorsement>
  </DispensedItem>
</DispensedItems>
  
```



dm+d code identifies
40mg
Simvastatin
28 pack



Quantity dispensed
explicitly recorded



CP has applied
'Item Not
collected'
endorsement

Appendix 4 – Different Pack Types - Pricing Rules

PSD's pricing rules dictate how much of a change in the prescribed quantity is allowed. The amount of leeway allowed differs depending on the 'type' of pack dispensed. The rules and the guidance below apply to both electronic and paper endorsing.

There are 4 types of pack:

- 1 Ordinary Packs (10% rule)
- 2 Calendar Packs (nearest sub-pack to cover the quantity)
- 3 Patient Packs (calendar pack with no sub-packs)
- 4 Whole Packs (pack and a half rule)

1 Ordinary packs (10% Rule)

These are mostly proprietary packs which often have to be broken if the quantity prescribed does not match a larger pack to within 10%. (They have no days of the week marked on the packaging)

You may dispense and be paid for:

- The exact quantity prescribed
- A quantity up to 10% more than the quantity ordered so long as this quantity coincides with a full pack quantity on PSD's master file. (NOT a Parallel import quantity unless it matches a British pack size)
- A quantity less than the quantity prescribed
- In the absence of endorsement you will be paid for the exact quantity prescribed

2 Calendar Packs – packs with days of the week printed on the strips

These are mostly proprietary packs. You may dispense and be paid for:

- the exact quantity prescribed
- the nearest sub pack to cover the quantity prescribed.
- a quantity less than the quantity prescribed
- in the absence of endorsement you will be paid for the exact quantity prescribed.

Example Actonel 5mg Tablets ~ Pack available 28/2

| Prescribed quantity | Pack size used | Quantity endorsement | PSD will pay |
|---------------------|----------------|----------------------|--------------|
| 30 | 28/2 | None | 30 |
| 30 | 28/2 | Q30 | 30 |
| 30 | 28/2 | Q42 | 42 |
| 30 | 28/2 | Q56 | 30 |
| 50 | 28/2 | Q56 | 56 |

NB Please remember that when you dispense electronically your PMR system will ensure that you choose a pack and confirm/enter the dispensed quantity.

3 Patient Packs

These are generic packs in Part 7 of the Drug Tariff. They are treated by PSD as 'Calendar packs with no sub-packs'. They cause confusion because most of them actually do contain sub-packs.

You may dispense:

- The exact quantity prescribed
- The full pack above the quantity prescribed
- A quantity less than the quantity prescribed
- In the absence of endorsement you will be paid for the exact quantity prescribed
- **Do not claim in sub-pack quantities which PSD does not recognise.** If you do you will be paid the exact quantity prescribed.

NB – Refer to CPS Pink DT Part 7 Booklet which annotates each item with its pack type.

Example Furosemide 40mg Tablets ~ Pack available 28

| Prescribed quantity | Pack size used | Quantity endorsement | PSD will pay |
|---------------------|----------------|----------------------|--------------|
| 30 | 28 | None | 30 |
| 30 | 28 | Q28 | 28 |
| 30 | 28 | Q30 | 30 |
| 30 | 28 | Q56 | 56 |
| 30 | 28 | Q42 | 30 |

NB Please remember that when you dispense electronically your PMR system will ensure that you choose a pack and confirm/enter the dispensed quantity.

4 Whole Packs/Special Containers

This rule appears to cause the most confusion. The problems arise because contractors do not always recognise what is a whole pack and is particularly confusing if a product is available in two pack sizes both of which are classed as Whole Packs. (E.g. Tacrolimus).

PSD will only ever pay in whole pack quantities.

- You should provide the drug in the pack or packs nearest to the quantity ordered. Endorse the quantity dispensed
- If you do not endorse PSD will pay the nearest number of complete packs
N.B. if the quantity prescribed is exactly a pack and a half (or 2 and a half packs etc.) in the absence of an endorsement PSD will round up and pay to the nearest whole pack above the quantity prescribed.
- You cannot be paid for the exact quantity prescribed unless it coincides with an exact number of packs

Example: Tacrolimus Caps 1mg – Packs available 50 and 100

| Prescribed quantity | Pack size used | Quantity endorsement | PSD will pay |
|---------------------|----------------|----------------------|----------------------|
| 112 | none | none | 100 |
| 112 | none | Q112 | 100 |
| 112 | 50 | Q112 | 100 |
| 112 | 100 | Q112 | 100 |
| 112 | 50 + 100 | Q50 + Q100 (Q150) | 50 pack and 100 pack |

NB Please remember that when you dispense electronically your PMR system will ensure that you choose a pack and confirm/enter the dispensed quantity.

Appendix 5 – GP Electronic Endorsements

Instalment Dispensing <I>

Instalment Dispensing can only be requested by the GP and not by the community pharmacist. PSD will not make payment based solely on an endorsement by the community pharmacist.

The request to dispense in instalments can be indicated either by a GP endorsement as follows:-

- The symbol <I> should be visible immediately before the dm&d code on a printed prescription form and indicates that the GP has made a request that the medication be dispensed at intervals. The frequency of these intervals will be available to the community pharmacist when the prescription form is scanned and the textual instructions should be available in printed format on the prescription form

OR

- By instructions embedded in the prescribed item

SLS (Selected List Scheme) <S>

SLS can only be requested by the GP and not by the community pharmacist. PSD will not make payment based solely on an endorsement by the community pharmacist.

The request to dispense an SLS item can be indicated either by a GP endorsement as follows:-

- The symbol <S> should be visible on the printed prescription form and indicates that the GP has prescribed an SLS item

OR

- SLS printed on the prescription form

Urgent <U>

Urgent can only be requested by the GP and not by the community pharmacist.

The request for an urgent dispensing can be indicated either by a GP endorsement as follows:-

- The symbol <U> should be visible on the printed prescription form and indicates that the GP has made a request for an urgent dispensing

OR

- Urgent printed on the prescription form

Contraceptive <C>

The electronic Contraceptive endorsement is used to indicate that the prescribed item is intended for contraceptive use.

The symbol <C> should be visible on the printed prescription form.

Appendix 6 - Reimbursement for Specials

Please Note – All relevant endorsing information requires to be added both electronically and on the paper prescription form.

This appendix details information relating to NHS Circular PCA(P)(2015)17 from 1st September 2015.

For guidance on paper & electronic endorsing - **Please refer to Section 2.2.11.3**

For Products included in Part 7S

1. Prices for a number of commonly used specials have been added to the Drug Tariff.
2. The price has been set at a level which is expected to cover out of pocket expenses unless exceptional circumstances occur (see Point 5).
3. No separate fees (including out of pocket expenses) will be paid.
4. The prices will be reviewed quarterly.
5. In exceptional circumstances, where next day dispensing is considered to be necessary and this will result in additional costs, then preauthorisation must be obtained from the NHS Board. Claims for these additional expenses should be submitted on the PSD claim form provided.

For Products not included in Part 7S and Part 7U

1. Items available from any NHS manufacturing unit in Scotland/England/Wales do not require pre-authorisation.
2. Full payment for specials not listed in Part 7S, items not available from an NHS manufacturing unit and imported unlicensed medicines will only be made where pre-authorisation has been obtained from the NHS Board. Pre-authorisation will normally last for 12 months when the cost of the product does not vary by more than 20%.
3. Payment for specials not listed in Part 7S or imported unlicensed medicines will be made on the basis of the price endorsed using SP. The price endorsed should be invoice price less any discount or rebate obtained.
4. **Dispensing of these items will attract a fixed handling charge for contractors of £30 which should be endorsed on paper and electronically as “hc 3000”.**
5. **Any additional out of pocket expenses or wholesaler handling charges should be endorsed on paper and electronically as “pp” with the appropriate value entered in “pence”.**
6. Contractors are asked to supply supporting information (e.g. invoice) to Practitioner Services.

For All Special Preparations and Unlicensed Imported Products

1. All items dispensed will be treated as Zero Discount items.
2. Contractors are asked to keep records of supplies made for 5 years.