

How to get the most from endorsements

The recent news that £120m is to be taken out of Category M between October 2010 and March 2011 means that times are going to be tight for community pharmacy. It is therefore imperative that contractors get their prescription endorsements right, to try to minimise any losses that might arise from incorrect pricing. To help contractors do this, we have put together a short guide to cover some of the areas where losses might occur. (Whilst these are correct at the time of going to press – please always check the current Drug Tariff ensure accuracy).

NCSO

When there are shortages of products in part VIII of the DT, contractors may have to dispense an equivalent product that is only available at above the set DT price. When this happens, PSNC can apply to the DH for the 'No Cheaper Stock Obtainable' (NCSO) Concession. If granted, contractors will be paid based on their endorsement rather than the DT price but it is essential that contractors endorse the prescription fully with:

- the letters 'NCSO' and
- **full details of the product dispensed** (e.g. manufacturer, brand name or price if it is an uncommon item and pack size) and
- **sign and date**

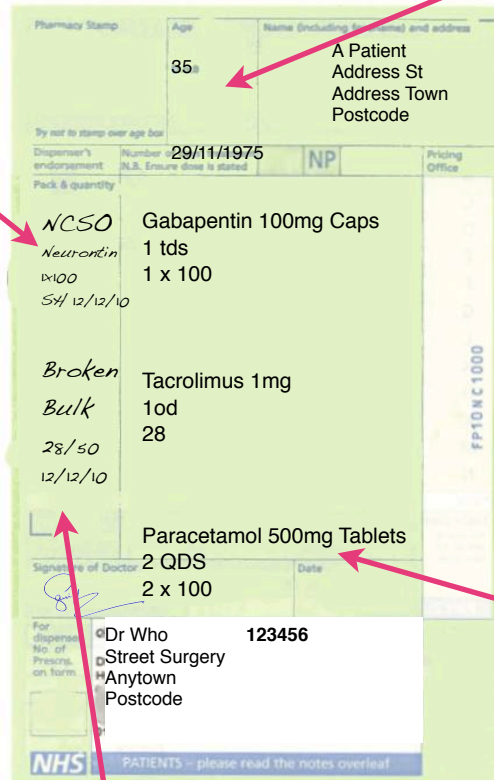
If any of this information is missing, payment will be based on the Drug Tariff price rather than the endorsed product.

If an item is in Category A or M of Part VIII of the Drug Tariff, out of pocket expenses can't normally be claimed. However if the NCSO Concession has been granted and the prescription is properly endorsed, **out of pocket expenses can also be claimed.**

The NCSO concession only lasts for the month it is granted and if problems remain, PSNC has to reapply at the beginning of the next month. In this situation PSNC have a FAQ response as shown below:

Q. Can I endorse a prescription 'NCSO' in advance of the NCSO Concession being agreed by the DH?

A. Yes, where a Part VIII product cannot be obtained at the Drug Tariff price because of a supply problem and a more expensive product has had to be dispensed, the prescription could be endorsed in anticipation of the NCSO Concession being granted. The full endorsement required is the initials, 'NCSO', full details of the product dispensed and the endorsement must be initialled and dated. NHS Prescription Services will reimburse based on the standard Part VIII price where the product was not been granted the NCSO Concession in the month concerned.



Pharmacy Stamp	Age	Name (including forename) and address
	35	A Patient Address St Address Town Postcode
By not to stamp over age box		
Dispenser's endorsement	Number	Pricing Office
	29/11/1975	NP
P.S. Ensure times is stated		
Pack & quantity		
NCSO	Gabapentin 100mg Caps	
Neurontin	1 tds	
1x100	1 x 100	
54/12/12/10		
Broken Bulk	Tacrolimus 1mg	
	10d	
28/50	28	
12/12/10		
Signature of Doctor	Date	
<i>[Signature]</i>		
For dispenser's use only	123456	
No. of Presc. on form	Street Surgery	
	Anytown	
	Postcode	
NHS PATIENTS - please read the notes overleaf		

Slipped date of birth / age printing

It is essential to check that the age / DoB is shown clearly in the box, as if it is obscured or printing has slipped, then these prescriptions could be switched if they have been included in the exempt bundle on age grounds, as the pricing computer won't recognise the age exemption. **If the age / DoB has any slippage or overprinting, make sure the back of the prescription has been signed and ticked for the relevant exemption.**

Slipped prescription item printing

Occasionally a prescription item is partially printed over the prescriber's signature box. Prescription Services has advised that if less than 50% of the item is printed within the signature box, then the prescription should be included in **the red separators to sort separately when sending for pricing at the end of the month**, to ensure it gets priced manually and not missed by the pricing computers.

However, if more than 50% of the item is in the signature box then a new prescription must be sought from the prescriber.

Broken Bulk

Claims for 'Broken Bulk' should be made if the quantity that you have to order from the supplier ordered is unlikely to be used up during the following six months. Claims can apply to drugs, incontinence and stoma appliances in Part IXB and IXC and chemical reagents other than items supplied in special containers. Broken Bulk is not allowed on Part VIII Category E products but may be paid on the ingredients.

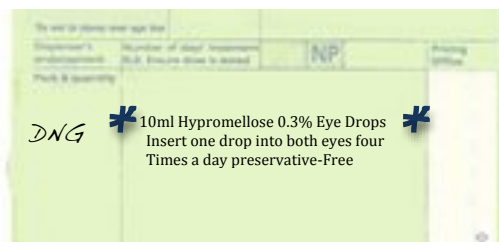
The endorsement should include '**BB**', the **pack size** supplied and the **date** of the claim.

Use the red separators to sort separately when sending for pricing at the end of the month; this ensures that they are manually priced as the **pricing computer does not recognise BB claims.**

Specials

Keep prescriptions for 'Specials' separate and use **the red separators to sort separately when sending for pricing at the end of the month**. This is so that they get priced manually and don't get put into the computerised system, which may miss that it is a special and just price on the first ingredient. Include Extemporaneously Prepared items in this category. PSNC has also suggested that the main section of the prescription is marked with an asterisk, to force the pricing computer to send it to a manual pricer (as if it were a hand written prescription), however the Prescription Services advice is that defacing a prescription is still technically illegal.

If you do not get any discount from your Specials supplier, remember to endorse 'DNG'.



FP34C Submission Document REV'D April 2010	FP34C Submission Document REV'D April 2010
SORTING AND SUBMISSIONS OF FORMS	
1. Complete one submission document only.	
2. FP10 prescription forms must be sorted as follows:	
2.1 Into patient charge group, i.e. exempt, paid, and paid at old rate. Each group should be segregated. PLEASE DO NOT use adhesive tape, pins or staples as these have to be removed and can delay processing.	
2.2 Within each group, sort in the order stated below:	
2.2.1 Resubmitted forms from previous month(s).	
2.2.2 Prescription forms with broken bulk claims, items with a net ingredient cost of £100 or more, items where prescribers have included supplementary product information (i.e. Specials). Please wrap these prescriptions in the red separators endorsed with this submission form to support identification at the NHD Prescription Services.	
2.2.3 Forms FP10 MDA by prescriber surname - where possible sorted open and flat.	
2.2.4 Forms FP10 D.	
2.2.5 Forms FP10RIG with RN indicator by prescriber surname.	
2.2.6 Forms FP10RIG with CN indicator by prescriber surname.	
2.2.7 Forms FP10RIG with SP indicator by prescriber surname.	
2.2.8 Forms FP10G/NC Hospital Forms.	
2.2.9 All other FP10 forms by prescriber surname (NB any prescriptions with fewer than 20 forms can be placed into a miscellaneous section at the end of each group).	
3. All of the following forms must be kept separate from the FP10 prescriptions in exempt and chargeable groups (submitted for processing and reimbursement as in paragraph 2) and collated by form type as follows:	
3.1 RA i.e. Repeat Authorising forms.	
3.2 ETP Tokens for non payment.	
3.3 FP57 forms.	
4. Enter the required submission/declaration figures in the boxes opposite including electronic prescriptions. Do not include the number of any ETP tokens for non-payment or the number of any Repeat Authorising forms in your FP10 forms/items declarations in Part 1.	
5. Please fold this submission document along the fold line on page 4, so that the bar code is visible on the top, do not tear the form. Place this completed submission document on top of the submitted forms, pack securely in accordance with guidelines issued by NHS Security Management Services. Despatch to the NHD Prescription Services by NO LATER THAN THE FIFTH day of the month following that in which they were dispensed, using the address label provided.	
Notes -	
A) Address labels (for submission of parcels to the NHD Prescription Services) are supplied by the NHD Prescription Services.	
B) Postage on parcels and correspondence sent to the NHD Prescription Services MUST be pre-paid.	
C) The forms must be despatched in a secure manner that enables tracking and tracing of the delivery.	
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FP34C Submission Document REV'D April 2010
Part 1 Submissions
FP10/Electronic Prescription Claims
Exempt from patient charge
Patient charge paid
Patient charge paid at old rate
Total - All Prescriptions
ETP Tokens for non-payment
Electronic Prescriptions (do not if any submitted)
No. of FP57 forms submitted
FP57 total amount refunded
£ [] [] [] [] pence
Part 2 Declarations
Total number of hours that pharmacists and staff members supporting the dispensing process work in an average week, rounded to the nearest whole number (See Drug Tariff part V/4)
No. of Medicines Use Reviews undertaken (See Drug Tariff part V/1)
No. of Appliance Use Reviews carried out at premises or subsequent reviews for users living at the same location within a 24 hour period (See Drug Tariff part V/6)
No. of Appliance Use reviews conducted at the users home (See Drug Tariff part V/6)
No. of items with Out of Pocket Expenses claimed (See Drug Tariff part II clause 12)
Total claim for Out of Pocket Expenses (only enter claim for out of pocket expenses)
£ [] [] [] [] p

Out of Pocket claims

Out of Pocket Expenses (OOP) can be claimed in exceptional circumstances on all medicines you don't supply frequently (except Category A or M of Part VIII of the DT, unless they have NCSO status). Out of Pocket Expenses can also be claimed on appliances in Part IXB and IXC of the Drug Tariff but cannot be claimed on items in Part IXA or IXR.

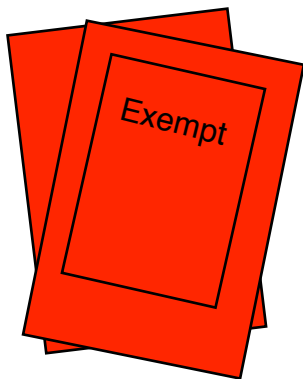
All Out of Pocket expenses must be claimed on the FP34C submission form (for payment) AND endorsed on each individual prescription (audit trail). The individual endorsement must include 'XP', amount of claim and reason for claim; invoices should not be sent but copies need to be kept in case of query or investigation.

Q. What can be claimed?

Actual costs incurred in during the process of obtaining specific items to fulfill patient prescriptions can be claimed this includes costs such postage, handling and the cost of phone calls to manufacturers or suppliers to order products.

Q. What can't be claimed?

Claims cannot be made for expenses which do not pertain to a specific product; this includes costs such as minimum order surcharges and fuel surcharges. Staff time costs can also not be claimed. The first 10p of any out of pocket expenses claim is retained by NHS Prescription Services.



Red Separator Warning

The red separators are to be used for Specials, broken bulk claims, slipped printing items and items where the NIC is over £100, to ensure manual pricing and help minimise errors due to the pricing computer misreading items. You may be tempted to put everything into the red separators, to ensure everything gets manually priced – **DON'T**. If it looks as though everything has been included in the red separators, NHS Prescription Services will put everything through the computerised system and you could lose out on broken Bulk claims and specials claims.

More information

There is a lot of information available on making sure endorsements are as accurate as possible.

PSNC have a number of helpful web pages (some of their information has been used in this article). They also have a free downloadable guide to dispensing, which is essential reading:

http://www.psn.org.uk/data/files/publications/87/Dispensing_Resource_Supplement_20089.pdf

The NPA have an online training programme (free for members) on the Drug Tariff, which includes a section on endorsing; this could be essential CPD for you and your staff.