

Updated September 2022

Briefing factsheet: How to access your Prescription Item Reports

This factsheet explains how pharmacy contractors can access their monthly detailed payment information from the NHS Business Services Authority (NHSBSA). The NHSBSA's Information Services Portal (ISP) enables contractors to access and/or download their detailed Prescription Item Reports ('PIRs') and more.

What is the PIR and what can it be used for?

The PIR is a monthly data report containing item-level payment information showing the reimbursement and remuneration calculated by the NHSBSA for each item submitted for payment by the pharmacy. The monthly PIR includes the following information:

- Prescription form and item number/ identifier
- Product description as defined by the Dictionary of Medicines and Devices (dm+d)
- Quantity reimbursed
- Pack sizes and pack prices used to reimburse the quantity of the product prescribed or endorsed
- Endorsements (e.g. BB, OOP)
- Fees paid (item-related)
- Charge status
- Prescriber code and redacted NHS Patient number.

Understanding and utilisation of PIRs can help contractors identify any payment discrepancies and request prescription rechecks, where required. Analysis of the PIR can also help contractors review and adjust their existing dispensing processes to minimise any risk of errors or inaccurate payment due to missing or incorrect endorsements.

PSNC has fed back to the NHSBSA that the PIR should continue to be developed so that the data is presented in a more usable format. PSNC recommends that all contractors sign up to use the ISP to regularly download these PIRs to assist with payment reconciliation. If more contractors decide to make use of their PIRs, this may lead to greater innovation amongst [IT or PMR suppliers](#) through additional support in the analysis of these reports.

A. Register to access PIRs

1. To register, download and complete the "Payment information registration form (for authorised users)" available from NHSBSA's '[Payment Information](#)' webpage and return the completed form by email to: nhsbsa.cpspricinginformation@nhs.net
2. Although not required, we recommend sending the form using an NHSmail account (for security purposes)

B. Using the ISP for PIRs etc

After registration contractors will be able to login via the [Information Services Portal \(ISP\)](#). Further steps:

1. Request access to PIRs, as well as reports on referred backs and disallowed items.
2. Download PIRs and save these on your computer.

3. After setting up, NHSBSA's ISP and PIR guidance can further assist you: [System requirements, user guides & FAQs](#); [ISP system requirements](#); [ISP overview & getting started](#); and [FAQs](#).

ISP enables download of [electronic Schedules of Payment & e-schedules](#) which facilitate easier analysis.

Reconciliation top tips

- ✓ Contractors are encouraged to use the Manage Your Service (MYS) portal for making their monthly submissions as it offers additional features including built-in validation to minimise risk of data entry errors for example, by preventing the value entered of the total number of prescription forms from being greater than the value of items claimed.
- ✓ If using paper FP34C for submissions, contractors should keep a copy of their completed forms for their records and for use when reconciling payments. See our page [Using your Schedule of Payment to monitor performance](#)
- ✓ Some specialist [IT suppliers](#) may also be able to use the PIRs to assist with more advanced prescription and payment reconciliation.
- ✓ Download a copy of the electronic Schedules of Payment each month to help with analysing monthly payments. See our page [Understanding your FP34 Schedule of Payments](#)
- ✓ Check that the number of EPS items priced is similar to the number you claimed. Refer to psnc.org.uk/epstotals for a short step-by-step process on how to do this.
- ✓ [System suppliers](#) can choose to set up the 'EPS claim acknowledgement' feature. This feature confirms within your PMR those claims which were submitted and received by the NHS Spine. This can provide reassurance that faults have not prevented messages from being sent to the central NHS Spine so that NHSBSA can retrieve and process these for payment.

For more information on the Information Services Portal, visit the PSNC website: www.psn.org.uk/ISP