Dealing with EPS product information within the dose area

Prescribers sometimes erroneously add product information into the prescription dose area. This factsheet for pharmacy teams explains this, and how to address the problem by requesting a replacement prescription or making use of the NHSBSA recheck process for specials, if needed.

Why product information shouldn't be included in the dose area?

Prescribers shouldn't include supplementary product information within the prescription dosage instructions area. If prescriptions are incorrectly issued with product information within the dose area, pharmacy teams and NHSBSA may miss this information and not take it into account. A prescriber that is not aware of this may free-type a note. E.g.: 'unlicensed', brand/manufacturer name, assorted flavours, 'FS' (free supply for an STI item) or sugar/preservative-free prescription) so that it appears as part of the dosage instructions (see image below).

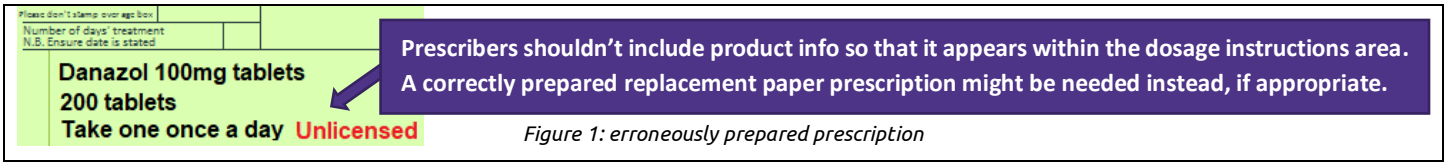

Figure 1: erroneously prepared prescription

Additionally, the pricing implications for such erroneously-prepared prescriptions are set out below:

- **Standard EPS pricing does not take into account the dose area information**. Standard EPS pricing is based on the prescribed product code. NHSBSA can't use the dose area for initial pricing of the prescription. Standard EPS pricing is based on the prescribed product code. Dose area info doesn't impact the initial payment calculation.
- **Paper prescriptions**: There is some risk that product information within the dose area might not always be used during the pricing process, even if the paper prescription is submitted within the red separator.
- **Reimbursement adjustment via NHSBSA's recheck process**: This may be used as a last resort (see below).

Requests for the prescription to be reissued or for NHSBSA to recheck and reprice an item?

If pharmacy teams receive prescriptions with product information included within the dose area, the prescriber can be contacted so that the items can be cancelled and a new prescription generated. The newly-issued prescription should include product information such as within the main-name entry (see image below).

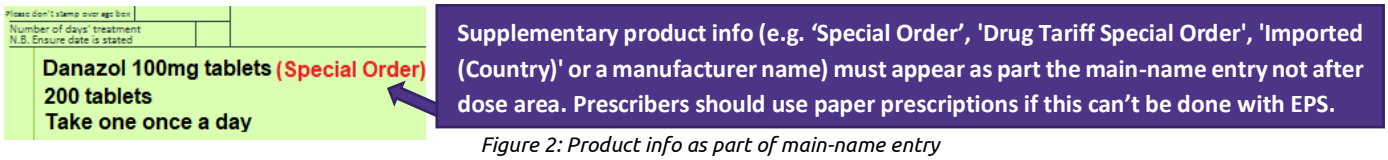

Figure 2: Product info as part of main-name entry

There will be occasions where a prescriber cannot issue the prescription they wish via EPS for technical reasons and should use a paper prescription instead. EPS prescribing may not be possible if the item is not listed either within the:

- NHS Dictionary of devices and medicines (dm+d); or
- the GP system (GP suppliers don't synchronize to every dm+d listing therefore some listings are not 'selectable' via EPS. Less common items (e.g. unlicensed ones) and items recently added to dm+d are particularly impacted.)

NHSBSA rechecks process for reimbursement adjustment (specials): Contractors may request NHSBSA recheck specific prescription(s) if 'specials' prescriber instructions were followed and the prescription was then priced. Contractors may attach to their recheck application visual evidence of prescriber's instruction e.g. a screenshot or token copy showing 'Unlicensed' was written by the prescriber in the dose area. NHSBSA won't have been able to initially use that prescriber instruction for pricing, but can adjust the reimbursement after a recheck and repricing of the item.

Read more at: psnc.org.uk/epsdispense, /dosearea, /dmd, /submission, and /recheck.