

Factsheet: Seven steps to check your Serious Shortage Protocols (SSPs) totals

We recommend pharmacy teams spot check the number of SSPs performed and declared versus the number NHSBSA priced using these steps.

1. Use endorsing guidance: Use Community Pharmacy England SSP endorsing guidance and your Patient Medical Record system-specific-guidance. If you have any queries about PMR SSP functionality, raise this with suppliers in the usual way. Make sure to add SSP endorsements only if the relevant criteria are fulfilled.

2. Tally your SSP totals: Keep a tally of the genuine SSPs carried out. This tally may differ from your PMR total if your team or system inadvertently endorses 'SSP' without intending to carry out . NHSBSA will only price valid SSPs.

3. Submit your SSP total: Enter the tally number of SSPs onto your monthly submission on the Manage Your Service (MYS) portal. Refer to 'Figure 1' for more information.

4. Digitally file your MYS confirmation email and records of submitted totals: This is saved into your MYS portal history (see 'Figure 2').

5. Await pricing of the month and compare priced to declared totals: Wait for your Schedule of Payment and then compare the totals. You can find the priced totals in the 'Details of Other Amounts Authorized' section which is typically on page 2 or 3. Refer to 'Figure 3' for visual guidance. Verify that the priced totals match your MYS email totals.

6. Spotting a discrepancy: If you can identify specific SSPs, check if they were included in the dispensing month in question (further info: [EPS submission timing](#)). Also, consider whether the SSPs in question were endorsed correctly. You can view previous prescriptions within your PMR for more information. If you suspect that the PMR system supplier needs to be made aware of an issue, use the [PMR escalation route](#).

7. Still worried? If there is a payment discrepancy and you believe that the correct SSP endorsing guidance was followed, pharmacy owners may consider requesting a re-check of relevant prescriptions. The NHSBSA will be able to rectify the payment or explain why the claim was incorrectly unpaid, if appropriate (cpe.org.uk/recheck). We have not yet received evidence of valid EPS SSP endorsements going 'unpriced'.

Read more: [SSPs](#); and [Reconciliation](#).

May Submission

Additional activities

Did you complete any of the following activities?

Select all options that are relevant to you.

Are you sending any FP57 forms?

Did you complete any New Medicine Services?

No. of New Medicine Services undertaken

Did you complete any Serious Shortage Protocol provisions?

No. of supplies made in accordance with Serious Shortage Protocols (SSP)

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Paper and EPS Prescriptions Total		Category	Forms	Items
TOTAL			2721	5428

Other activities		Category	Yes/no	Quantity	Amount
		New Medicine Service	Yes	-	-
		Serious Shortage Protocols	Yes	16	-
		Appliance Use Reviews (Assessments)	No	-	-

Dispensing Month:		
CHARGES		
Collected excluding elastic hosiery	@ 9.35	£
Collected elastic hosiery	@ 9.35	
FP57 refunds		
Total of charges (including FP57 refunds)		
DETAILS OF OTHER AMOUNTS AUTHORISED		
Pharmacy Access Scheme Payment		£
SSP Remuneration		85.60