

Community Pharmacy England briefing factsheet: Prescription Item Reports (PIRs)

For a detailed view of NHS payments each month, pharmacy owners can access their pharmacy Prescription Item Reports (PIRs) via the NHS Business Services Authority (NHSBSA) Information Services Portal (ISP).

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

The PIR provides a detailed item-level breakdown of payments for each product supplied against NHS prescriptions and for certain NHS services. This report can be used by pharmacy owners to:

- view a breakdown of payments (reimbursement and remuneration) for individual products supplied each month
- reconcile monthly payments against any claims submitted for NHS prescriptions and for certain NHS services
- Investigate any payment errors or discrepancies which may prompt a request for a prescription re-check, if required
- identify any staff training needs on dispensing processes to help reduce any endorsing and/or prescription claiming errors

What information is contained in the PIR?

Analysing PIRs regularly can help pharmacy owners stay on top of their monthly NHS payments. The monthly PIR includes the following information:

- **Prescription form and item number / identifier:** which can be used to trace back to the original claim submitted
- **Product description:** ensures the correct product and pricing information has been applied as defined by the Drug Tariff and/or NHS Dictionary of Medicines and Devices (dm+d)
- **Pack size and pack price used to determine reimbursement:** to show how payment was calculated by the NHSBSA for each item
- **Quantity reimbursed:** to confirm the final quantity reimbursed taking into account any special container rules or +/- 10% Original Pack Dispensing (OPD) rules, if utilised
- **Fees paid** – shows the number of single activity fees (SAFs) and other allowances paid for each item
- **Dispenser endorsements applied (e.g. BB, OOP, SP):** to check if any additional fees were paid based on the endorsements applied to prescriptions for eligible items
- **Charge status** – highlights if any patient charges were deducted by the NHSBSA for the items supplied
- **Prescriber code and redacted NHS Patient number**
- **Unique claim serial number** – for prescriptions this is column heading for the Dispensed Item ID provided by your EPS IT supplier as part of your EPS claim messages sent to NHSBSA.



Accessing and using PIRs

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: cpspricinginformation@nhsbsa.nhs.uk.
2. Although not required, we recommend sending the form using an NHSmail account (for security purposes).

B. Using the ISP for PIRs

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

1. Request access to PIRs.
2. Download PIRs and save these on to your computer.
3. Once set 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](#).
4. Only the last 12 months of PIRs are stored on the NHSBSA server, so it is advisable to download these each month if you wish to keep a full record of your monthly payments.

Note: The ISP also enables users to download [electronic Schedules of Payment & e-schedules](#) which facilitate easier analysis of payment data.

Reconciliation top tips

- ✓ Whilst reconciling you can also [use 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 from the ISP to help with analysing monthly payments. See our page [Understanding your FP34 Schedule of Payments](#)
- ✓ Check that the number of EPS items priced is the same as the number you claimed. Refer to cpe.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.

Future and next steps for PIR and pharmacy use of it

Community Pharmacy England continues to push for improvements to make PIRs more user-friendly. For example use of extra EPS identifiers within it, such as the EPS token form reference number so that pharmacy owners and their systems can more easily audit any unexpected discrepancies.

We recommend all pharmacy owners sign up to the ISP and download their PIRs monthly. The more pharmacies that use PIRs, the more likely we’ll see innovation from [IT solution providers](#) to support easier analysis.

Read more about: cpe.org.uk/ISP and cpe.org.uk/reconciling.