

5 July 2013

Ref: KK2013.025

**Brooklands Court
Tunstall Road
Leeds LS11 5HL**

The Pharmacy Manager

«Trading_As»

«Address_1»

«Address_2»

«Address_3»

«Town»

«Postcode»

Tel: 0113 272 7560**www.cpw.org**

Dear Colleague

Community Pharmacy West Yorkshire will be taking over the Service Administration for the Bradford Supervised Consumption (Methadone and Buprenorphine Supervision) Service from the 1st August 2013. We will be using PharmOutcomes to record activity and to capture data for the claims for the service.

Accessing PharmOutcomes

The PharmOutcomes platform is accessed at www.pharmoutcomes.org.uk.

Passwords and log on were sent to each pharmacy when the initial Pharmabase service was launched. If you have lost or forgotten your details please contact the Helpdesk by going to www.pharmoutcomes.org.uk and clicking the help key on the toolbar.

It is useful if each member of staff entering data uses their own unique log on as each entry is assigned to the person who enters the data. A guide to creating new users has been included with this letter.

User Guides

There are several guides to assist you with using the new PharmOutcomes. These can be accessed by logging onto PharmOutcomes and then clicking the help tab. We have provided you with copies of four guides to help you with getting started but please look at the other guides available.

Recording Service Activity

The process for recording of supervisions will change from a monthly record of all supervisions to a system of recording supervisions at the end of each supervised FP10 MDA prescription.

Step 1

Register the client in the 'Supervised Consumption- Registration Service'.

This only needs to be completed once for each client. Supplies are made under the 'Supervised Consumption- Supervision Service' which will look up the client details from this registration stage.

Step 2

At the end of each dispensing episode, i.e. last day of dispensing/completion of dispensing from a FP10 MDA prescription, the days that the medication was supervised should be recorded on PharmOutcomes. As the recording is triggered at the completion of a script this will allow pharmacies to record the necessary data and then to safely file the script ready for submission to the PPD.

Next to each date you need to record the action taken. It is important that the action taken is recorded as below:

PharmOutcomes entry	Description
Supervised	Medication supervised as per prescription
Take home dose	Not supervised as dose supplied on a previous day
Did not attend	Script indicated supervision but client did not attend pharmacy
Refused supply	Script indicated supervision, client attended pharmacy but was refused supply
New prescription issued	New script was issued to replace existing script
Prescription complete	Script was for less than 14 days. Mark all days not covered by the script with this option.

Choosing the supervised option against a date will generate a claim (£1.40 for methadone and £2.85 for buprenorphine). Ensure that supervised is recorded next to a date only when the script indicated a supervision AND the client came to collect the medication AND the dose was supervised.

Supervisions should be recorded in a timely fashion onto PharmOutcomes (i.e. on the last day of dispensing).

Details of missed pick-ups for non-supervised clients are recorded using the Missed Pick-up service on PharmOutcomes. The missed pick-up fee (£1.40) can be claimed for non-supervised, daily-pick up clients who miss either 3 consecutive days' doses or any four doses in one prescription where the pharmacy has notified the prescriber. Missed pick-ups for supervised clients must not be recorded in the Missed Pick-up Service as this will lead to



incorrect and false claims. Missed pick-ups for supervised clients should be recorded within the supervision service by choosing the missed pick-up option for the date the missed supervision and the action taken (eg contacted prescriber) recorded in the notes section.

Cross over between paper claims and PharmOutcomes

Pharmacies will need to ensure that they don't claim for the same supervision twice during the transfer between two different systems (paper claims and PharmOutcomes). If the following principles are followed the claims made will be correct.

- Claim for all supervised FP10 MDA scripts which are completed, or have a last day of dispensing on or before the 31st July on the paper claim form
- Record all supervised FP10 MDA scripts which are completed, or have a last date of dispensing, on the 1st August onwards on PharmOutcomes

IMPORTANT: Do not split claims between, or claim for the same script, on both the paper and PharmOutcomes system.

Claims

At the end of each month the system will automatically claim payment for the services you have entered into the system. Data input onto PharmOutcomes should be checked for accuracy at month end and any adjustments made to ensure that the claim generated is accurate. Pharmacies do not need to submit a claim. Pharmacies can view their expected claims by clicking the Claims button on the tool bar.

PharmOutcomes will **not** allow you backdate service delivery. To ensure that you are paid correctly, all service activity should be entered promptly, ideally on the last day of the script.

Payments will be made on the 28th of the month following service activity with a remittance advice following on. Where the 28th falls on a weekend, or Bank Holiday, then the payment will be made on the first working day following the 28th.

A bank details form is enclosed with this letter and should be returned to us as a matter of priority. Without these details we are unable to make any payments for service activity.

Paper claims cannot be made under this new system.

We will be paying for any supervisions that are undertaken from scripts with the last day of dispensing from the 1st August onwards. **Ensure that the claim you submit for July includes any script with the last day of dispensing on or before the 31st July** and is submitted promptly at the beginning of August to Bradford Council. Community Pharmacy West Yorkshire is unable to make payment for any scripts which completed before the 1st August 2013.



Summary of actions

1. Check that you have passwords and log on details for PharmOutcomes
2. Complete and submit the bank details form
3. Complete the paper-based July claim as usual and submit promptly to Bradford Council for payment in the first week of August
4. Set up processes in the pharmacy to ensure that the relevant staff (including locums) know when, and how, to input data onto PharmOutcomes. Ensure that the process prevents data being entered twice.

Assistance

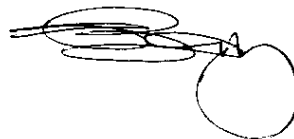
If you have any questions or need help regarding the changes please contact us on 0113 272 7560 or email info@cpwy.org and we will do our best to help.

If your query relates to an issue with your log on or access to PharmOutcomes please contact the PharmOutcomes helpdesk via the help tab on PharmOutcomes or call 0330 660 0689 and leave a message stating your location, your phone number and a brief description of the problem you are experiencing.

Yours faithfully



Ruth Buchan
Service Development Manager
Community Pharmacy West Yorkshire



Liz Barry
Commissioning Manager for Substance Misuse
and DIP - Joint Commissioning Team
City of Bradford Metropolitan District Council
Department of Public Health

Encl: PharmOutcomes Guides x 4
Bank Account Details Form

Bank Account Details

From 1st August 2013 Community Pharmacy West Yorkshire will act as an agent between the commissioner and each community pharmacy and will process service claims for the Supervision Service on behalf of the commissioner.

Payment will be made by BACS transfer, direct to your bank account. Please complete the form below and return to:

Freepost RSXK-TTAT-BXGU
Community Pharmacy West Yorkshire
Brooklands Court
Carr Moor Side
Leeds LS11 5HL

This form must be received by Community Pharmacy West Yorkshire no later than 28th August 2013 in order to ensure your payments are made on time.

«Trading_As»
«Address_1»
«Address_2»
«Address_3»
«Town» «Postcode»

Bank Name:

Bank Address:

Postcode:

Sort Code:

Account No:

Account Name:

Reference No:
(if required)

Signed:

GPhC No:

Print Name:

Date:

Position:
