

Primary Care Services

Lost Prescription Batch Process

1. Introduction

There is currently no agreement in NHS Wales to make payments for lost prescription batches and the discretion to do so remains with the Health Board (HB) that the contractor resides in.

NB If a prescription batch has gone missing and not been delivered, then there is a potential loss of Patient Identifiable Information and this will need to be reported to the Information Commissioners Office. Therefore, it is advisable to make sure that a full investigation is undertaken to establish that the batch has gone missing and is not still in "transit".

1.1 Definition of a Lost Prescription Batch

A prescription batch will be treated as being lost if it has not arrived at Primary Care Services (PCS), before the end of the submission month, and the contractor confirms that it has been dispatched more than 21 days ago.

2. Lost Prescription Batch Procedure

- 2.1 After last expected delivery to PCS, any outstanding batches will be investigated by PCS Document Scanning Team.
- 2.2 If the batches are still in the pharmacy, the contractor will be reminded to dispatch ASAP.
- 2.3 If a batch has been dispatched the contractor will be asked to use their courier tracking code to locate the batch.
- 2.4 If the contractor is part of a pharmacy chain e.g. Boots, Well etc. PCS will email the head office contact to alert them and to initiate an investigation.
- 2.5 Once a batch is confirmed by PCS and contractor as lost (not arrived 21 days after submission), PCS will contact the appropriate Payment Team and appropriate HB lead to inform them of the lost batch.
- 2.6 PCS will send a standard letter (Appendix 1) and standard form (Appendix 2) to the contractor to complete.
- 2.7 When the completed claim form is received with supporting documents, PCS will forward this to the appropriate HB lead with standard letter (Appendix 3).

3. Payment

3.1 PCS will provide information to assist the HB if they wish to make a discretionary payment. This information will be forwarded to the HB once a decision has been made.

3.1.1 When payment figure has been approved, HB lead will contact Payment Team to make payment.

We recommend that the full estimated payment should be calculated as follows:

*A nett contractor average prescription value based on the previous six months contractor average prescription value. **See Appendix 4 (Contains example information)***

3.1.2 The HB lead may wish to notify Welsh Government Finance of the payment so that it can be adjusted in WG funding promise/year end settlement.

3.2 If the batch is received prior to any decisions or payments being made then the Lost Prescription Batch procedure will no longer apply. The batch will be processed within the current month, depending on the system periods.

3.3 If the batch is received after the Lost Prescription Batch process has been implemented and a payment has been made. PCS will process the batch and make a remedial adjustment.

N.B. Any sums of money paid by insurance companies in respect of the loss prescriptions are repayable to Primary Care Services and deducted from final payment.



Appendix 1

Pharmacy/Practice Contact

Address

Primary Care Services

3rd Floor

Companies House

Crown Way

Cardiff

CF14 3UB

Tel: 02920 904030

Email:

Date:

Lost Prescription Batch

Acc No:

Processing Month:

Dear (input name)

With reference to your lost batch, please find enclosed a claim form for completion.

Please complete and return the form as soon as possible for the attention of the person named below. Primary Care Services will then pass your completed claim form to the appropriate Health Board. They will assess your claim and it is at the discretion of the Health Board to make a payment. Primary Care Services will assist the Health Board with any information required.

If you have reported a batch as lost and later find the prescriptions, please inform the PCS immediately on the number shown above.

Yours sincerely

Name

Job Title

Tel no:

Email:



Appendix 2

Lost prescription batch claim form.

Please complete all fields as failure to do this could result in non-payment of claim.

Pharmacy/Practice name and stamp:

Address:

Account Number:

Contact number:

Date loss occurred:

Submission Details	
Number of forms submitted	
Number of Items(copy of WP34c if available)	
Is a print of the dispensed items from the PMR system available for the month of loss?	

Incident Details	
Name of courier/method of postage	
Date/time collected & description of how the package went missing (if known).	
Is there insurance in place to cover the courier service/ loss of package?	
What insurance is in place and how much (if any) will be claimed?	
Description of action to be taken by courier company	

(contact details if available)	
Is the package likely to be recovered? E.g., it was delivered to the wrong address?	
Please supply the date the loss of Patient Identifiable Information was reported to the Information Commissioners Office.	

If your prescriptions have been lost by the postal /courier service used please contact them to initiate an incident/search.

NB Any sums of money paid by your insurance company in respect of the loss prescriptions are repayable to NWSSP Primary Care Services.

Signature of contractor or authorised signatory

Name and position in company

Please return the completed form with supporting documents (e.g. copy of WP34c, proof of postage etc.) to:

Professional Services Team Manager
Primary Care Services
3rd Floor
Companies House
Crown Way
Cardiff
CF14 3UZ



Appendix 3

To: Health Board Lead

Address

From: Primary Care Services
3rd Floor
Companies House
Crown Way
Cardiff
CF14 3UB

Tel: 02920 904030

Email:

Date:

Pharmacy/Practice Number:

Pharmacy/Practice name:

Dear **input name**

This is to confirm that the prescriptions batch of the **month/year** prescriptions have been lost.

Please find enclosed the completed claim form from the contractor plus proof of postage/supporting documents etc. I will notify the contractor and inform you immediately if the prescriptions arrive at PCS.

If you wish to authorise a payment PCS will provide the information required, please use the contact details below.

Regards

Name

Job Title

Tel no.

Email:



Appendix 4

PRIMARY CARE SERVICES LOST PRESCRIPTION BATCH PROCESS CALCULATION OF AVERAGE ITEM COST FORM

ACCOUNT NUMBER.....

NAME & ADDRESS OF
PHARMACY.....

Submission month of lost prescription batch: July 2017

Number of items submitted: 9486

Nett contractor average item cost based on previous six months:

Month	Total Amount of Account £ *	Professional Fees/Items
Jan-17	80,762.97	9394
Feb-17	72,336.50	8576
Mar-17	85,755.21	9736
April -17	71,712.90	8394
May-17	84,953.28	9367
June-17	94,226.97	9858
Total	489,747.83	55,325
Nett average item cost = £8.85		
Lost prescription items declared by pharmacy - 9486		
Payment certified by PCS = £83,951.10		
Money paid by Insurance Company = £25,000		
Total payment due = £58,951.10		

*Total amount of account = cost of drugs and appliances, professional fees, expensive item fees, Essential Services payments, container allowance, consumables and discount deducted.

Payment Authorised by:

Print Name:	Signature:	Position:
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Appendix 5

To: Health Board Lead

Address



From: Primary Care Services
3rd Floor
Companies House
Crown Way
Cardiff
CF14 3UB

Tel: 02920 904030

Email:

Date:

Account Number:

Pharmacy/Practice name:

Dear **input name**

This is to confirm that the batch of the **month/year** prescriptions previously lost have now arrived at Primary Care Services.

The batch will now be processed through the normal system.

If you need any further information, please use the contact details below.

Regards

Name

Job title

Tel no.

Email: