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**PAYMENT FOR ESSENTIAL SERVICES (PHARMACY CONTRACTORS)**


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**3. Repeat Dispensing (Wales only)**

- 3.1 All pharmacy contractors in Wales will receive a repeat dispensing annual payment of £1,500 from 1 April 2005. The payment will be paid monthly calculated as 1/12<sup>th</sup> of the annual payment (£125 per month).
- 3.2 Pharmacists undertaking repeat dispensing should undertake appropriate training. Appropriate training for these purposes includes successful completion of Welsh Centre for Postgraduate Pharmaceutical Education's 'Repeat Dispensing'.

**4. IM&T Services and Allowances (Wales)**

- 4.1 The NHS Wales Informatics Service (NWIS) sets and delivers the strategic direction and corporate IM&T policy for Community Pharmacy in Wales.
- 4.2 There are parallel strategic developments within England and Wales in relation to the technical architectures that underpin the 'NHS Care Records Service' (England) and the 'Welsh GP Record' (Wales).
- 4.3 However, differences in direction and pace of these respective programmes have meant that Wales, via a national community pharmacy IM&T programme board of representative stakeholders, has determined appropriate and comparable solutions, deliverable through a pragmatic, phased approach.

**Phase 1 - IT Infrastructure and Connectivity Services**

- 4.4 In 2005/06, two allocations of £1,300 (ie a total of £2,600) were paid to all pharmacy contractors included, at that time, in a pharmaceutical list maintained by a Local Health Board in Wales. Pharmacy contractors were directed to ensure investment in systems to support the Programme's key objectives associated with Phase 1; specifically, that funding must be targeted to ensure any investment in IT is "fit for purpose" and capable of running the latest version of the pharmacy contractors' PMR system. The allocations applied only to pharmacy contractors included, at that time, in a pharmaceutical list maintained by a Local Health Board.
- 4.5 In addition, from 2007, a recurring 'connectivity' payment of £200pcm is made available to all contractors capable of secure/managed access to the NHS Wales network and its connectivity services, such as web eMail and HOWIS (Health of Wales Information Services).
- 4.6 With effect from 30 September 2010 the recurring 'connectivity' payment of £200pcm, include Phase 1 and Phase 2 services.

**Phase 2 - Release 1 - 3**

- 4.7 Phase 2 is being addressed as three 'Releases', consisting of:

Release Number	Service/System	Available Date	Maximum Deployment Timescale
1	NHS Wales-compliant Email service ( <i>ENAS-Electronic NHS Alerts Service</i> )	1 April 2010	30 September 2010
2	ETP - 2D-Barcoded Prescription service	30 September 2010	30 September 2011
3	Electronic Transmission of Claims service	30 April 2017	31 March 2018

- 4.8 With effect from 31 March 2018 all Pharmacy Contractors are required to be compliant with Phase 2 Releases 1, 2 & 3.

From June 2019, compliance with phase 2, release 3 will be assessed against the percentage of ETC claim messages submitted for qualifying prescription items. Qualifying items are defined as those prescribed on a WP10 prescription containing a 2DRx barcode. In order to retain the IM&T allowance, each contractor must submit ETC claim messages to meet the following thresholds:

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Date	Qualifying items in monthly account
From 1 June 2019	40%
From 1 September 2019	55%
From 1 December 2019	70%
From 1 March 2020	80%

*Pharmacy contractors will be given at least three months' notice of their pharmacy IT system's capability to access each respective release of Phase 2. The following website shows the current status for each of the accredited systems/suppliers for Wales and status of all the Phase 2 Releases:*  
<http://howis.wales.nhs.uk/wmss>.

- 4.9 From April 2021, the Microsoft 365 NHS Wales email service will be the only NHS Wales-compliant email service. To comply with Phase 2, release number 1, pharmacy contractors must ensure that the Microsoft 365 NHS Wales email service is adopted by 1 April 2021.
- 4.10 Appropriate arrangements must be in place to require a pharmacist or pharmacy technician to access their Microsoft 365 NHS Wales email daily, to deal appropriately and timeously with communications concerning patient safety from the Welsh Ministers, the Medicines and Healthcare products Regulatory Agency (MHRA) and NHS Wales communication issued via the NHS Wales Electronic National Alert Service (ENAS).
- 4.11 The arrangements required by 4.10 should detail the actions required by pharmacy staff to appropriately deal with all communications concerning patient safety, including keeping a record of actions undertaken to implement and/or comply with the communication. 'Appropriately' means that the Pharmacy Contractor has taken action to deal with the notice and Pharmacy Contractors are expected to meet the notice deadline in order to be considered to be acting in a 'timeously' manner, i.e. action is taken within the required timescale.
- 4.12 Pharmacy Contractors **are required to** inform the NHS-Shared Services Partnership-Contractor Services division whenever: 1) they commence connectivity to their individual premises, 2) have a change of system supplier, 3) have a change of accredited connectivity provider. This advice must be submitted using the ETP1 or ETP2 Claim Form, as appropriate.
- 4.13 A pharmacy contractor must submit the appropriately completed ETP Monthly Allowance Claim Form to **NWIS** not later than the last day of the first month that the premises can demonstrate that it is able to operate the services in Phase 2 Releases 1, 2 & 3. This will instigate receipt of the monthly allowance for that month and subsequent months. The monthly recurring payment is subject to the pharmacy premises' ongoing compliance with the specified services and their terms. If at a later date a pharmacy premises becomes unable to comply with the requirements of this part they must as soon as is practicable notify their LHB and NWIS in writing of the date from which the pharmacy ceased to be compliant. The LHB may then determine whether payment of the recurring connectivity payment should be stopped on a permanent basis or suspended for a month (or period specified by the LHB). On resumption of the service, an updated ETP Monthly Allowance Claim Form should be submitted and connectivity and compliance to the services will have to be demonstrated by the pharmacy contractor.
- 4.14 LHBs may monitor and audit pharmacy contractor and individual premises compliance with the services in Phase 2 Releases 1, 2 & 3. Where NHS Wales audit and monitoring identify a pharmacy premises to be non-compliant with the services in Phase 2 Releases 1, 2 & 3, and where that non-compliance is within the control of the pharmacy contractor, action may result in the suspension of the recurring connectivity payment and NHS connectivity.
- 4.15 In 2007/08, to support the implementation requirements of Phase 2, an additional one-off payment of £1,000 was paid to all pharmacy contractors included, at that time, in a pharmaceutical list maintained by a LHB in Wales. The allocation applied only to pharmacy contractors included, at that time, in a pharmaceutical list maintained by a LHB.
- 4.16 Failure to place an order for respective Releases of a NHS Wales compliant system or service within three months following the maximum deployment date advised could result in the £1,000 allowance also being reclaimed.

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**NHS Wales Video Consulting Service**

- 4.17 A single payment of £60 will be paid to pharmacies in Wales where the conditions 4.17.1 to 4.17.3 are met:
- 4.17.1 The pharmacy has engaged and completed the required NVCS system training and platform set-up with the NHS Wales Informatics Service (NWIS).
- 4.17.2 The pharmacy has completed a test consultation, registering a time period of more than 30 seconds, using the platform.
- 4.17.3 The payment is used to meet the cost incurred in obtaining the appropriate hardware required for the platform, as described in the specification detailed by NWIS.

**Further Information**

- 4.18 These allowances and guidelines will be published in Part VIA of the Drug Tariff, the most recent edition of which can be found online at: <http://www.nhsbsa.nhs.uk/PrescriptionServices/4940.aspx>
- 4.19 Further supplementary guidance on procedures to support the implementation of forthcoming developments will be provided, as appropriate.

5. **Scheme to engage Community Pharmacy in a proportionate response to the emerging pandemic influenza infection (Wales only)**

- 5.1 Pharmacy Contractors in Wales who engage in the delivery of arrangements to enable the dispensing of antiviral medication from the national stockpile will receive the fee of £4 per item of this stock dispensed. No other fees or allowances will be payable for or in respect of items dispensed under this scheme.
- 5.2 This applies to stocks of antiviral medication delivered by LHBs to each community pharmacy across Wales in a pandemic situation namely:
- Oseltamivir (Tamiflu) all presentations**
- Oseltamivir Oral solution (NHS manufactured special) 15mg in 1ml**
- Zanamivir (Relenza)**
- 5.3 Under the scheme GPs will write WP10 prescriptions for patients as outlined in the Chief Medical Officers letter dated 2 July 2009 and community pharmacists will dispense these prescriptions in accordance with the essential services element of their contract.
- 5.4 The prescriptions for this treatment will be processed in the usual way through the prescription pricing system.
- 5.5 The £4 per item of stock dispensed fee has been agreed in collaboration with Community Pharmacy Wales upon the principle that participation in the scheme should not afford the pharmacy contractor any loss of income nor should participation afford an opportunity to profit as a result of assisting in the delivery of services during a pandemic.
- 5.6 Fees and allowances as described above shall only be payable during an influenza pandemic and subject to notification of pharmacy contractors by the Welsh Government.
- 5.7 In situations other than an influenza pandemic, where a pharmacy contractor dispenses antiviral medication in accordance with the conditions described in Part XVIII B, normal remuneration and reimbursement mechanisms shall apply. Pharmacy contractors should not normally dispense antiviral medication from the national stockpile other than in those circumstances described above.
- 5.8 This provision applies to prescriptions dispensed on or after 1 December 2010.

6. **Arrangements for patients shielding or self-isolating during COVID-19 (Wales only)**

- 6.1 Community pharmacies in Wales that have arrangements in place for shielded patients and those who are self-isolating and who have no social network to continue to receive the medicines they need will receive a fee of 7.4p per item dispensed