# Background to service

The national NHS Urgent Medicine Supply Advanced Service has been introduced as a pilot service to reduce the burden on urgent and emergency care services of handling urgent medication requests. It ensures patients have increased access to the regular medicines they need. Patients who contact NHS 111 to access urgently needed medicines or appliances are referred to a pharmacy providing this service for assessment and potential supply.

Remuneration for this service includes a £10 consultation fee and an administration fee of £2.50, regardless if a supply is made or not. Where a medicine or appliance has been supplied, a supply fee of £1.50 will be made for the first item and an additional £0.50 for each additional item supplied.

The service specification can be found at the following link: [Service specification for the NHS Urgent Medicine Supply Advanced Service pilot](https://www.england.nhs.uk/publication/nhs-urgent-medicine-supply-advanced-service-pilot-community-pharmacy-service-specification-november-2016/)

# Before you begin

Contractors must notify NHS England that they intend to provide the service via a declaration on the [NHS BSA website](https://www.nhsbsa.nhs.uk/ums) and can only register for the service with their pharmacy’s shared NHS email account. You must also have a consultation room that meets the standard requirements in order to provide this service. A checklist for contractors can be found here: [PSNC Briefing 033/17: Checklist for the NHS Urgent Medicine Supply Advanced Service (NUMSAS)](https://psnc.org.uk/wp-content/uploads/2017/06/PSNC-Briefing-033.17-Checklist-for-the-NHS-Urgent-Medicine-Supply-Advanced-Service-NUMSAS.pdf)

The Royal Pharmaceutical Society’s [guidance on emergency supply](https://www.rpharms.com/resources/quick-reference-guides/emergency-supply) and the [Urgent care: a focus for pharmacy](https://www.cppe.ac.uk/programmes/l/urgent-p-01/) distance learning from CPPE may also provide useful knowledge to support provision of the service. The contractor must ensure that all pharmacy staff involved in provision of the service is appropriately trained on the operation of the service.

# Hints and Tips

* Ensure all staff including locum pharmacists, in particular during out of hours, are aware of the service and how it is delivered
* Make sure everyone can access PharmOutcomes and the NHS shared mailbox**.** NHS email should be checked regularly throughout the day and before closing
* Ensure you have the facilities to print on tokens, check with your IT team if necessary on how to do this
* Have a Directory of Services to hand if referral is necessary
* Store the tokens in a designated place and submit together at the end of the month
* No supplies for Sch2 or 3 CDs should be made except Phenobarbital for epilepsy
* Professional judgement should be used when considering quantity to supply, particularly for painkillers and drugs liable to abuse

# Claiming

Contractors must ensure both their premises and all pharmacists providing the service meet the requirements as outlined in the service specification. They must also notify the NHS England of their intention to provide the service through the [NHS BSA website.](https://www.nhsbsa.nhs.uk/ums) If this is not received prior to claims being made, they will not be processed.

The FP10DT EPS dispensing tokens must be submitted along with the NHS Urgent Medicines Supply Advanced Service Pilot claim form to the BSA by no later than the 5th of the following month. Gather together the NUMSAS tokens and claim form, place together in an envelope clearly marked as NUMSAS and submit with your other FP10 forms. PharmOutcomes will also generate an invoice but this is not a claim for the service. All claims must be made to the NHS BSA.

A copy of the claim form can be found on the following link [NHS Urgent Medicines Supply Advanced Service Pilot claim form](https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/nhs-urgent-medicines-supply-advanced-service-pilot)

# Running the service in pharmacy

The following is an overview of the service and is not intended to replace an in pharmacy SOP; however it may be used as a guideline.

