

## **NHS Fife Reclaim Appeals Process for Unlicensed Medicines and Special Preparations Reclaims**

Clawback emails sent out to contractors giving 28 days from the date sent to appeal

If the contractor wants to appeal the clawback they must contact the health board via the specials generic mailbox ([Fifife.specialsunlicensedmedicines@nhs.scot](mailto:Fifife.specialsunlicensedmedicines@nhs.scot)) and request an appeal proforma.

Proforma (Specials Unlicensed meds > Clawback Paperwork > Appeals) is emailed to the contractor from the specials generic mailbox with the relevant details completed by a member of the Medicines Management Team (MMT)

Contractor completes the rest of the form and emails back to the special generic mailbox within 28 days from the date on the reclaim letter.

A member of the MMT reviews the appeal and puts together a pack for the appeal panel to aid their decision. This should include a copy of the National Generic Framework with the relevant parts of the process that had not been followed highlighted, as well as any other supporting documentation that demonstrates the reason for the proposed clawback. Any sources or procedures cited by the contractor in the appeal should also be provided with the relevant cited sections highlighted. The Proforma is then anonymised to avoid any conflicts of interest at the appeal panel.

After the 28 day period, the appeal panel (consisting of NHS representatives from the Pharmacy Services Team and Finance as well as a representative from Community Pharmacy) meet to discuss whether contractors have;

- followed the Specials Authorisation Process that was in place at the time of dispensing
  - Provided sufficient evidence in their proforma to uphold the appeal

A decision is made as to whether the appeal is successful or unsuccessful

Health Board responds to the individual contractors in writing to advise on the decision

If the contractor wishes the appeal can be escalated to an independent review panel (consisting of the Director of Pharmacy, an alternative representative from Finance and either the Medical Director or a representative from the Health and Social Care Partnership)

