

SPECIFICATION OF REQUIREMENTS

for

**DISPENSING AND SUPPLY OF STOMA APPLIANCES TO PATIENTS IN
THE COMMUNITY FOR NHS SCOTLAND**

Applicable from: 1st July 2018 to 30th Jun 2020

This is a continuation of the current arrangement

Return Date: Friday 10 August 2018, or sooner

Date Issued: July 2018

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INTRODUCTION

This document sets out the service standards to be met by all Dispensing Appliance Suppliers and Community Pharmacy Contractors for the purposes of being placed on a list of approved suppliers authorised to dispense and supply Stoma Appliances and associated services to patients in the community. This document also sets out the ongoing standards to be met by Dispensing Appliance Suppliers and Community Pharmacists for the purposes of remaining on that approved supplier list. Failure to continue to meet the standards set out in this service standards document, as assessed on behalf of Scottish Government by National Procurement, a division of the Common Services Agency, a statutory body constituted pursuant to the National Health Service (Scotland) Act 1978 and having its headquarters at Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB (“Common Services Agency”) may result in such parties being removed from the list of approved suppliers.

This is a continuation of the arrangements previously sent out in 2016.

DEFINED TERMS AND INTERPRETATION

In this Specification of Requirements document, the following terms shall have the following meanings ascribed to them:-

“1978 Act”	means the National Health Service (Scotland) Act 1978;
“Community Pharmacy Contractor”	means a community pharmacy contractor on the Pharmaceutical Services list of a Scottish Health Board;
Authority	means the Common Services Agency (whose divisions include National Procurement (NP), Practitioner Services Division (PSD) and Information and Statistics Division (ISD))
“Customer”	means any patient or NHS employee as applicable within the context of the sentence;
“DAC”	means Dispensing Appliance Contractor
“DoH”	means English Department of Health
“GDPR”	means the General Data Protection Regulations 2016
“Stoma Appliances”	means the Stoma Appliances or accessories as detailed on the prescription for use by the patient;
“Scottish Stoma Listing”	Means the list of stoma appliance products from time to time in force as maintained by ISD and published on its web site and which may be prescribed by authorised prescribers.
“ISD”	mean the Information and Statistics Division, a division of the Common Services Agency;
“NP”	mean National Procurement, a division of the Common Services Agency;
“PS”	means Pharmaceutical Services as described in the 1978 Act;
“PSD”	means the Practitioner Services Division of the Common Services Agency;
“SG”	means Scottish Government;

Stoma service suppliers	means collectively DACs and Community Pharmacy Contractors.
GP10	means a GP10 Prescription form
HBP	means a Prescription issued by a Health Board from an appropriately qualified medical and/or nursing staff.
Despatch Address Point	Means the premises to which the patient directs a prescription and from which it is despatched

2. POSITION OF THE AUTHORITY

2.1 Stoma Appliances are no longer listed in the Scottish Drug Tariff of the 1978 Act and arrangements for the supply of Stoma Appliances to patients in the community in Scotland, accordingly fall outwith the scope of Pharmaceutical Services.

2.2 Separate arrangements outwith Pharmaceutical Services enable dispensing of specialist appliances to be effected by a wider cohort of suppliers with appropriate capability, including those located outwith Scotland. Health Boards in Scotland may also make additional dispensing arrangements, for instance through dispensing doctors if in their view this procurement provides inadequate geographical cover.

2.3 As a condition of being placed on a list of Stoma service suppliers entitled to supply Stoma Appliances and associated services to patients within NHS Scotland, Stoma service suppliers must agree to meet the service standards set out in this document. Stoma service suppliers must indicate their commitment to meet those standards by signing one copy of this document where indicated and returning a signed copy to NP. Failure to return a copy of this document duly signed by an appropriately authorised officer from the Stoma service supplier undertaking to meet the required standards and conditions will exclude a Stoma service supplier from the list.

2.4 The service standards are intended to reflect a philosophy of care and support and to set agreed minimum standards of care and service for patients. The service standards governing the supply of Stoma Appliances and associated service provision are detailed within this document, and those published by the then SEHD Primary Care Division on 2 November 2005.

2.5 Document link:

<https://nhsnss.org/services/practitioner/pharmacy/pharmacy-services/stoma/>

3. SCOPE

3.1 This document sets out the payment terms, conditions and minimum levels of service required of Stoma service suppliers to provide the service to patients within NHS Scotland.

3.2 This document applies solely to the supply of items on the Scottish Stoma List of Stoma Appliances from time to time in force as maintained by ISD and published on its web site and which may be prescribed by authorised prescribers.

3.3 The classes of items which are considered to be customisable for the sake of the Customisation Fee are the following by reference to the current list of Stoma Appliance items which may be prescribed and dispensed under current Scottish arrangements:

3.3.1 One-piece bags (see 'colostomy bags')

3.3.2 Drainable bags (see 'ileostomy bags') and bags with tap (see 'urostomy bags')

3.3.3 Items under 'two piece ostomy system' and 'flanges'

3.3.4 'Skin protectors'

3.3.5 'Stoma caps'.

3.4 Disposal bags and wipes are to be provided free of charge and without the payment of a dispensing or delivery fee. Otherwise no items shall be provided other than on the basis of a submitted prescription, except where the requirement is urgent and where the agreement of the prescriber has been obtained in advance by telephone. All requests for changes or additions to prescriptions must be made to the prescriber and/or the nurse specifying the appliance before an item is provided.

4 PAYMENT - Stoma Appliance Claim Process

4.1 To minimise administration for Stoma service suppliers with no customisation or delivery activity, the default position will be that in respect of all prescriptions submitted for reimbursement without a separate claim form the only fee paid will be the base dispensing fee at the highest rate (for Stoma service suppliers dispensing up to 1,199 items per month). If this results in overpayment an appropriate reconciliation would be made by PSD in future payments.

4.2 All Stoma service suppliers wishing to claim customisation and delivery fees and/or with an activity level of 1,200 items or more in a month must complete a separate monthly claim form in the form prescribed by PSD monthly (the current version of which is set out in Appendix 2 to this document) to be submitted at the same time as prescriptions submitted for reimbursement. The monthly claim form may be sent electronically provided the paper original is then sent by post or hand delivered to PSD. Failure to submit original claim form may result in payments being reclaimed by PSD.

4.3 Existing post-payment verification procedures for prescriptions will apply as managed by PSD.

4.4 Payment terms will be in accordance with existing arrangements for Pharmaceutical Services Suppliers. For example: Payments to Stoma service suppliers will be made two months after the month of dispensing hence for the items dispensed in January payment will be made in Stoma service suppliers' bank accounts at the end of March.

4.5 Contractor Completed Stoma Appliance Claim forms can be returned either by E-mail (preferred method) or post to:

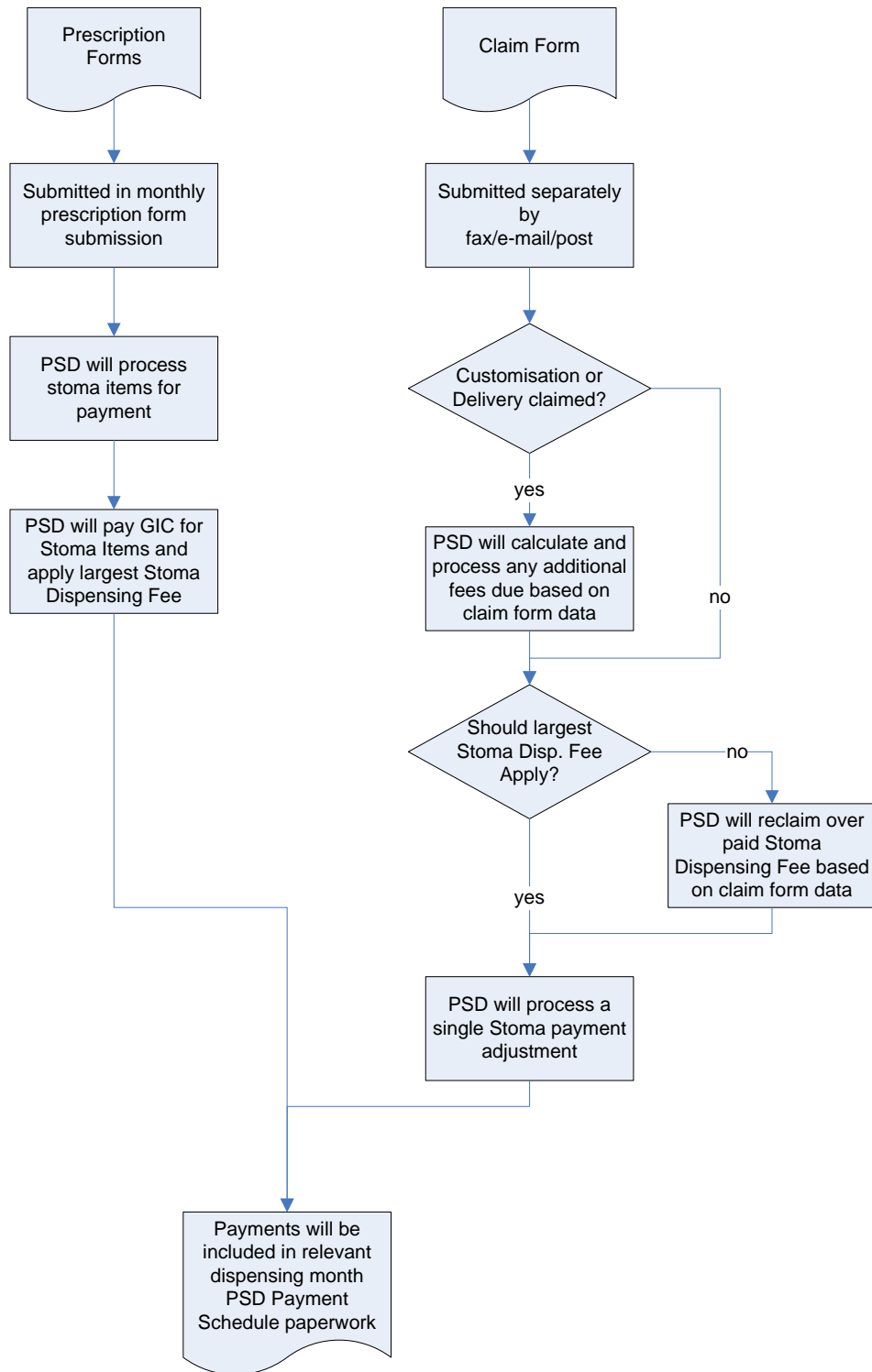
E-mail: NSS.psd-CP-Claims@nhs.net

Pharmacy Payments
NHS National Services Scotland
Practitioner Services
Gyle Square
1, South Gyle Crescent
Edinburgh EH12 9EB

4.6 To be eligible for timely processing of payments relating to the dispensing month concerned, PSD must receive forms no later than seven (7) days following the end of the month for which a claim is being made. Forms received later than this date will be processed in the following or subsequent dispensing month dependant on the date and month of receipt.

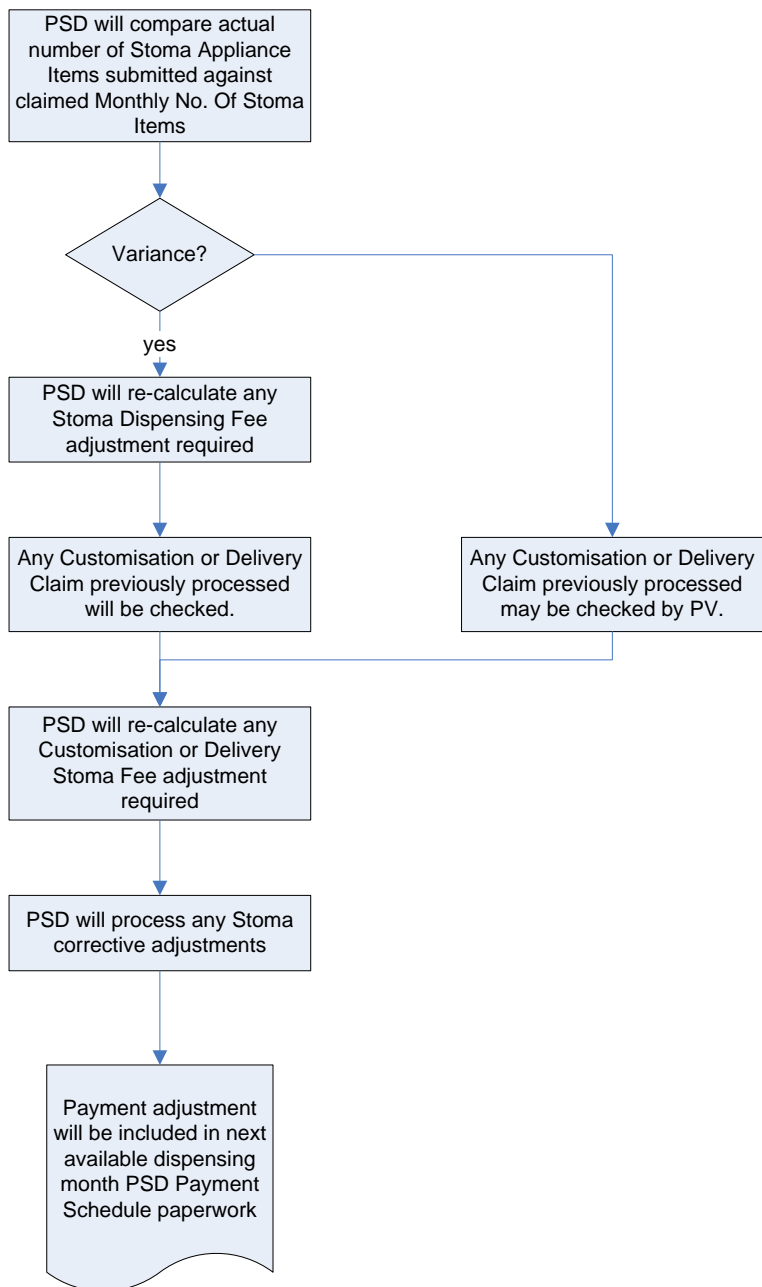
4.7 Stoma Appliance PSD Process in Dispensing Month

4.8 The following schematics lay out the PSD process in respect respectively of prescription forms and any supplementary claim forms.



4.9 Stoma Appliance PSD Process in Following Dispensing Month

4.10 The following schematic explains the PSD process for claims and payment in the month following the dispensing month.



5. MANNER OF CARRYING OUT THE SERVICES

5.1 Service Standards – The Service standards stipulated within this document are those agreed and in place since 2008

5.2 Pricing Query & Transparency –

5.2.1 By virtue of paragraph 10(2) of Schedule 1 to the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009 community pharmacy contractors may be required by Scottish Ministers to provide any information which is required for the purpose of conducting any inquiry into remuneration and reimbursement arrangements, and regular such inquiries are conducted to establish the level of discounts made available by manufacturers to community pharmacy contractors providing Pharmaceutical Services.

5.2.2 All Stoma service suppliers are required to accept a similar obligation to provide any information which may be required by the Authority for the establishment of discounts made available to them from manufacturers and wholesalers of stoma appliances in order to inform ongoing and future remuneration and reimbursement arrangements. They may therefore be subject to occasional pricing enquiries for this purpose. An administration payment equivalent to that paid in respect of drug cost pricing enquiries described above would be paid by the Authority to contractors required to provide such information.

5.3 TIME / DELIVERY

All Stoma service suppliers must:

5.3.1 Ensure adequate stocks of components/parts are held to facilitate prompt service for repeat requests and appropriate supply lines are established for items only intermittently required.

5.3.2 Ensure supply and delivery schedules are tailored to suit the needs of the individual patient,

5.3.3 Ensure appropriate quantities of complementary supplies of disposal bags and wipes are provided free of charge to patients through the relevant Stoma Service Supplier; and

5.3.4 Inform the patient as soon as practicable, with an honest explanation of the reason for any delay in supply.

5.3.5 Ensure all supplied packages are discrete

5.4 IDENTIFICATION OF STOMA APPLIANCES & TRACEABILITY. Stoma service suppliers will ensure that all information regarding batch codes of remaining stocks of Stoma Appliances are recorded and retained for a period of no less than one year from the last date of delivery to enable rapid checks to be made on such remaining stocks and products to be traced in the event of a series of complaints or product recall.

6 AGREEMENT PRICE AND PAYMENT

6.1 Fees will be paid in respect of GP10 or HBP series prescriptions issued by Scottish Health Boards for the appliances covered by this procurement. On dispensing, these are to be sent for payment processing by the Stoma service supplier to PSD, irrespective of the domicile of the dispenser. Prescriptions issued by prescribers elsewhere in the United Kingdom but presented by the patient temporarily in Scotland to a Scottish domiciled Stoma service supplier for dispensing should also be presented to PSD.

6.2 The ingredient cost of the item dispensed will be reimbursed at the prices stipulated by the originator (manufacturer, importer etc) of the product concerned as put forward and accepted in the manufacturer's pricing to NHS Scotland.

6.3 A global sum (as explained below) will be used for expenditure for remuneration payments to Stoma service suppliers. A **3 tier fee** (base dispensing fee, customisation fee and delivery fee) and the level of the fees will be used for allocation of payments from this global sum. The following fees will apply at commencement of these arrangements. They will thereafter be subject to variation in accordance with the Global Sum management arrangements detailed below.

<http://www.isdscotland.org/Health-Topics/Prescribing-and-Medicines/Stoma-Supplies/>

6.3.1 Table 1 - **Tier 1** - Base Dispensing Fee as Detailed Below:

Number of Items Dispensed Monthly per Despatch Address Point	Base Dispensing Fee
0 to 1,199	£6.09
1,200 to 1,999	£5.58
2,000 to 2,999	£5.16
3,000 +	£4.82

(Dispensing, availability of personal advice and/or advice line, including complementary supplies of disposal bags and wipes where appropriate)

6.3.2 Table 2 - **Tier 2** - Customisation Fee as Detailed Below, (Customisation, where carried out for those items which may be customised)

Number of Items Dispensed Monthly per Despatch Address Point	Base Dispensing Fee
0 to 1,199	£4.90
1,200 to 1,999	£4.61
2,000 +	£4.37

6.3.3 **Tier 3** - Delivery Fee = £3.81. Only applies where the patient requests delivery. The service specification requires Stoma service suppliers to deliver within 48 hrs - but only where so required by the patient

6.3.4 Stoma service suppliers seeking the customisation fee and/or the delivery fee must submit prescriptions to PSD for payment with the relevant line items duly endorsed as '**Product customised**', '**Product delivered**', or '**Product customised and delivered**'. Unendorsed prescriptions will be paid on the basis of the Base Dispensing Fee only. Stoma service suppliers claiming endorsement will be required to maintain appropriate records for post payment verification purposes to show where customisation and/or delivery had taken place.

6.3.5 Despatch Address Point

6.3.6 Care must be taken by Stoma service suppliers relating to premises of despatch. In particular,

other than in the exceptional circumstances described below, all deliveries must be made from the Stoma service supplier's address to which the patient sends the prescription and volume discounts will relate to despatch activity from that address (Despatch Address Point). Prescriptions must not be passed from one entity to another to attract a higher level of remuneration or reimbursement nor must the Stoma service supplier canvass patients to redirect prescriptions for either of these purposes.

6.3.7 In exceptional circumstances affecting the ability of the contractor to despatch from the premises to which the patient has sent, such as severe weather or other major disruption to the normal method of delivery, the Stoma service supplier may make special arrangements for delivery from an alternative location but the prescription must be presented for payment from the location to which it was first sent by the patient.

7 MANAGEMENT ARRANGEMENTS FOR THE GLOBAL SUM

7.1 The above fees will apply without retrospective amendment for the dispensing months April to June 2018.

7.2 PSD/ISD will collect data on fee expenditure for the second quarter of 2018-19 i.e. July to September 2018, (Q2) against a target equal to 25% of the annual rounded Global Sum target of £3.812m (i.e. £0.953m). This will apply to the totality of fees (base dispensing plus customisation plus delivery).

7.3 Outturn for Q2 will then be compared against the quarterly target of £0.953m and depending on whether there is an overspend or under spend against that target all the fees in place at July 2018 would then either be decreased by the same percentage as any overspend for Q2 or increased by the same percentage as any under spend for Q2 to determine a new fee scale for the months of January- March 2019.

For example:

7.3.1 - if outturn for Q2 is an overspend of 1% higher than the rounded Global Sum then for January – March 2019 all fees in force at July 2018 would reduce by 1%,

Whereas

7.3.2 - if outturn for Q2 is an under spend of 1% lower than the rounded Global Sum then for January- March 2019 all fees in force at July 2018 would increase by 1%

7.4 The same adjustment process would then be carried out quarterly with the outturn over/under- spend for Q3 (October- December 2018) being applied to July 2018 fees to determine the fees for April- June 2019 and so on.

For example

7.4.1 - if outturn for Q3 is an overspend of 1.5% higher than the Global Sum then for April- June 2019 all fees in force at July 2018 would reduce by 1.5%.

Whereas

7.4.2 - if outturn for Q3 is an under spend of 1.5% lower than the Global Sum then for April- June 2019 all fees in force at July 2018 would increase by 1.5%.

7.5 The relevant monthly turnover figures and recalibrated fee-scale will be published on a special page on the ISD Prescribing and Dispensing website.

7.6 There will be no retrospective adjustment of fees already paid.

8. LEGISLATIVE

8.1 All Stoma service suppliers must comply with all relevant legislation including, but not limited to,

legislation relating to advertising and marketing, the sale of Stoma Appliances, relevant European Directives/Regulations, consumer rights, disability rights, and GDPR, Consumer Protection from Unfair Trading Regulations 2008 and the Consumer Credit (Advertisements) Regulations 2004 as amended in 2004 and 2007.

8.2 All Stoma service suppliers must obtain disclosure records from Disclosure Scotland at enhanced or any level substituted therefore for all Stoma service supplier's personnel who may have direct unsupervised contact with patients (i.e. a driver delivering into a patient's home)

9. PROCESS

9.1 Stoma service suppliers must not change Stoma Appliances prescribed for a patient without written authorisation from the prescriber and a Clinical Nurse Specialist or other appropriately trained and qualified NHS employee.

9.2 Stoma service suppliers must provide appropriate clinical management information to Scottish Health Boards on request and issue to patients when requested by any Scottish Health Board any material necessary for the conduct of occasional service audits, consistent with normal patient confidentiality requirements

10. PROFILE

10.1 Stoma service suppliers who are Dispensing Appliance Contractors (i.e. are not community pharmacy contractors) must provide a standard profile statement covering no more than 2 pages of A4 paper. This will be circulated by NP to all Health Boards as information for patients. The contents should include as a minimum:

- 10.1.1 A brief description of the company
- 10.1.2 A brief description of the skills and competencies offered by the company to Scottish ostomists
- 10.1.3 Contact details including any emergency or out of hours details, website details, etc.
- 10.1.4 Arrangements for handling patient prescriptions including delivery arrangements
- 10.1.5 Formal complaint process and handling
- 10.1.6 A statement of any related interests such as vertical integration with an appliance manufacturing organisation
- 10.1.7 A list of services and what patients can expect from this provision

10.2 This profile statement will from time to time be updated with a statement of findings of the most recent Audit findings conducted within NHS Scotland on the level of service provided by the Stoma service supplier concerned.

10.3 In respect of Stoma service suppliers who are community pharmacy contractors and for whom the maintenance of an individual profile for each Stoma service supplier may be considered to be overly bureaucratic, an alternative of a single or regional generic profile for community pharmacists will be used and will be developed in conjunction with Community Pharmacy Scotland as the body recognised by the Authority as representative of Scottish Community Pharmacy contractors. Audit information on community pharmacy contractors will also from time to time be added as applicable.

10.4 Where a Stoma service supplier has a website or other publicity material which advises patients in the UK on dispensing arrangements for stoma appliances, to avoid patient confusion there should be a specific section detailing the arrangements for patients in Scotland.

11 HEALTH BOARDS' AUDIT

11.1 Health Boards will be entitled to audit the performance of Stoma service suppliers supplying patients in its area to ensure that these service standards are complied with. NP will provide Health Boards with information on who the Stoma service suppliers that are providing this service to patients located within their Health Board jurisdiction are.

11.2 The nature of the audit will be tailored to balance the need to check performance against the disadvantage of unnecessary bureaucracy. To ensure consistency the format of audits will be nationally co-ordinated through NP. Audits will be conducted on an appropriate sample basis of all Stoma service suppliers unless a Health Board has evidence of particular patient dissatisfaction with one or more Stoma service suppliers which merits specific investigation.

11.3 Patients and NHS staff will be encouraged to report any complains through the respective Health Board NHS complaints procedure. Actions emanating from these complaints will be reviewed by the health Board complaints officer and passed to appropriate staff for review and follow up as required.

12. REMOVAL FROM THE LIST OF APPROVED STOMA SERVICE SUPPLIERS

12.1 NP may remove a Stoma service supplier from the list of approved Stoma service suppliers if results of any national or local audit were to identify that the level of service provided fell short of the standards and requirements set out in this document and the Stoma service supplier concerned had not rectified any deficiencies identified and notified to it by NP within the period specified by NP (acting reasonably) for such rectification.

13. CHANGE CONTROL

13.1 NP shall maintain an open list of Stoma service suppliers. This means additional Stoma service suppliers may be added at any time providing they can demonstrate that they can meet the requirements of this document and complete the appropriate documentation.

13.2 Stoma service suppliers may be removed from the list at the discretion of NP if they fail to meet the requirements as detailed in this document.

14. VARIATION

14.1 The Base Dispensing Fee, Customisation Fee and Delivery Fee will be subject to variation during the currency of this agreement in accordance with the section above on Global Sum management.

15. QUALITY

15.1 By signing this document, Stoma service suppliers warrant that all Stoma Appliances and services provided by them shall conform to all relevant standards, specifications and conditions, and that Stoma service suppliers shall perform all obligations incumbent upon them in terms of this document in accordance with best industry standards and practice. Stoma service suppliers further warrant that they will perform all services with reasonable care, skill and diligence in accordance with the standards set out in this document and in accordance with good industry practice, and that all Stoma Appliances and services supplied by them will conform with all descriptions and specifications provided by the Stoma service suppliers in relation to the same. All Stoma Appliances supplied to patients shall be sufficient for the purpose for which they are ordinarily used and for any particular purpose made known by the Stoma service supplier to patients. It is expressly stated that patients may rely upon the skill and judgement of Stoma service suppliers in relation to the supply of Stoma Appliances and/or services in accordance with the terms of this document.

15.2 By execution of this document, Stoma service suppliers hereby indemnify and hold harmless Scottish Health Boards against any damages, losses, liabilities, costs, expenses (including the cost of legal or professional services (including the cost of disbursements)), charges and penalties arising directly as a result of failure by the Stoma service supplier to supply Stoma Appliances and/or services to patients in accordance with the provisions of this document.

16. CONFIDENTIALITY

16.1 The Authority shall keep confidential information provided by Stoma service suppliers in connection with this document and shall only use such information for the purposes stated herein. The obligation of confidentiality shall not apply to any information which:

- 16.1.1 Was known to the Authority prior to receipt either directly or indirectly from the Stoma service supplier; or
- 16.1.2 Is or becomes available to the public through no fault of the Authority; or
- 16.1.3 Is required to be disclosed pursuant to an order of court of competent jurisdiction or applicable law or regulation; or
- 16.1.4 Is subsequently disclosed to the Authority without restriction by a third party having the lawful right to make such disclosure; or
- 16.1.5 is not exempt from disclosure under the Freedom of Information (Scotland) Act 2002 and/or any codes of practice issued thereunder.

17. DATA PROTECTION

17.1 All Stoma service suppliers undertake to comply fully with GDPR requirements and failure to do so may result in removal of a Stoma service supplier from the list of approved Stoma service suppliers.

SPECIFICATION OF REQUIREMENTS for DISPENSING AND SUPPLY OF STOMA APPLIANCES TO PATIENTS IN THE COMMUNITY FOR NHS SCOTLAND

Applicable from: 1st July 2018 to 30th Jun 2020

I, [***insert name and designation***] hereby confirm I am a duly authorised representative of [***name of Stoma service supplier***] and that I have all necessary authority to sign this document on behalf of [***insert name of Stoma service supplier***]. On behalf of [***insert name of Stoma service supplier***], I hereby confirm that [***insert name of Stoma service supplier***] accepts that its appointment to the list of authorised Stoma service suppliers shall be subject to [***insert name of Stoma service supplier***] meeting and continuing to meet the standards and procedures set out in this document relating to the supply of Stoma Products, Stoma Appliances and associated services to patients, and [***insert name of Stoma service supplier***] agrees to abide by the terms of this document in such supply.

Date:

Signed by:

Print Name:

Designation:

Address of Premises to be used as the “Despatch Address Point”.

Stoma Service Supplier Name:

Address Line 1:

Address Line 2:

Address Line 3:

Address Line 4:

Post Code: Tel No.:

Contact Name:

Position:

E-mail Address:

Note: One signed docket is required for each Despatch Address Point

Return Address:

Community Pharmacy Development Team
Clarkston Court, 56 Busby Road, Clarkston
Glasgow G76 7AT
E-mail Address: gg-uhb.cpdevteam@nhs.net

**SPECIFICATION OF REQUIREMENTS for DISPENSING AND SUPPLY OF
STOMA APPLIANCES TO PATIENTS IN THE COMMUNITY FOR NHS
SCOTLAND**

Applicable from: 1st July 2018 to 30th Jun 2020

I hereby confirm I am a duly authorised representative of and that I have all necessary authority to sign this document on behalf of..... On behalf of, I hereby confirm that accepts that its appointment to the list of authorised Stoma service suppliers shall be subject to meeting and continuing to meet the standards and procedures set out in this document relating to the supply of Stoma Products, Stoma Appliances and associated services to patients, and agrees to abide by the terms of this document in such supply.

Date:

Signed by:

Print Name:

Designation:

Address of Premises to be used as the “Despatch Address Point”.

Stoma Service Supplier Name:

Contractor code:

Address Line 1:

Address Line 2:

Address Line 3:

Address Line 4:

Post Code: Tel No.:

Contact Name:

Position:

E-mail Address:

Note: One signed docket is required for each Despatch Address Point

Return Address:

Community Pharmacy Development Team
Clarkston Court, 56 Busby Road, Clarkston
Glasgow G76 7AT
E-mail Address: gg-uhb.cpdevteam@nhs.net

APPENDIX 2 - PSD CLAIM FORM

Stoma Appliance Claim Form

To be completed each month for which payment is claimed

Supplier Name and address:

Contractor Code:

Month:

Year:

I the undersigned Supplier confirm that I have complied with all the requirements detailed in the "SPECIFICATION OF REQUIREMENTS FOR DISPENSING AND SUPPLY OF STOMA APPLIANCES TO PATIENTS IN THE COMMUNITY FOR NHS SCOTLAND APPLICABLE FROM: 1ST JULY 2018 TO 30TH JUNE 2020"

and hereby claim customisation and delivery fees applicable to the provision of the patient service elements of Stoma Appliances during the month stated above.

Monthly Number of Stoma Items dispensed:

Monthly Number of Customisation Fees claimed:

Monthly Number of Delivery Fees claimed:

Counter fraud Declaration

I declare that the information I have provided is correct and complete. I understand that, if I knowingly provide false information, this may result in disciplinary action and I may be liable for prosecution and civil recovery proceedings. I agree that any overpayments indentified though the post payment verification process may be recovered at a future date by the Common Services Agency for the Scottish Health Service. For the purposes of payment verification, I consent to the disclosure of information from this form to and by the Common Services Agency and the Health Board within which any patient for which I dispense is domiciled and agree to co-operate fully with all payment verification procedures.

Signature: Date:

Name: Company Position:

Send the completed form, preferably by e-mail, to:

- 1. By email: NSS.psd-cp-claims@nhs.net
- 2. By post to: Pharmacy Payments, area 136C
NHS National Services Scotland
Practitioner Services
Gyle Square
1, South Gyle Crescent
Edinburgh EH12 9EB