**MCR – SENDING CLAIMS FOR SERIAL SCRIPTS (SRx)**

* No pharmacy system currently sends MCR serial script claims off automatically – the pharmacy team must send these manually every time.
* Each time a patient collects their meds, the claim for that dispensing episode should be sent, ideally on the same day the patient collects. Sending the electronic claim then updates the GP’s systems and the NHS’s central Emergency Care System overnight with this patient collection date, which is why it’s so important to send the claim on the day collected to show accurate and up-to-date information to GPs and the NHS, and ensures pharmacy gets paid promptly.
* Check your pharmacy processes and ideally:
  + **Dispense no earlier than 5 working days** before the next collection is due – this ensures any last-minute cancellations/updates to items by the GP to the electronic script are seen by the pharmacy team.
  + **Mark your bags on the collection shelves clearly as being SRx/CMS**, so that the team are reminded to ask the recommended MCR questions and reminded to send the claim for that installment on the day.
  + **Use a paper tracker** attached to the back of each SRx to help note any problems, reasons for not needing certain items, reasons for early/late collection – helps with producing Treatment Summary Reports when script is finished. (See suggested Tracker Template attached to the CPDT Weekly Email this is part of).
  + Remove any unwanted items from bag, **mark on the system all collected items as ‘collected’ and unwanted items as ‘not collected’, and** **send electronic claims that same day** (put to one side in a basket and put through in bulk at the end of the day if easier).
  + **Any SRx claim not sent = no payment from NHS and missing information on GP and ECS systems leading to greater patient risk!**