



NEO 360

Disulfiram Therapy Module

User Guide

Authors	NHS GG&C Alcohol and Drug Recovery Services (ADRS) Central Pharmacy Team
Approved by	Mary Clare Madden Lead Pharmacist ADRS
Reviewed by	Community Pharmacy Development Team
Date approved	April 2025
Version	3.0

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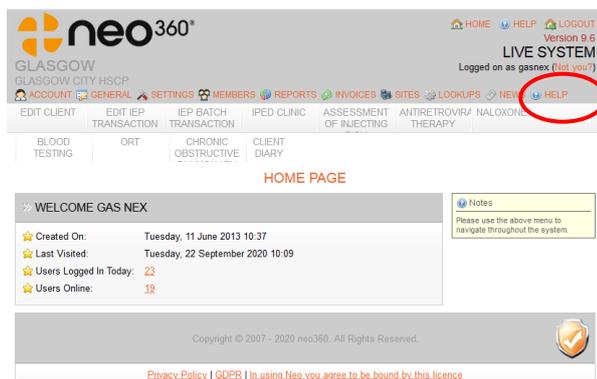
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1. General NEO Information

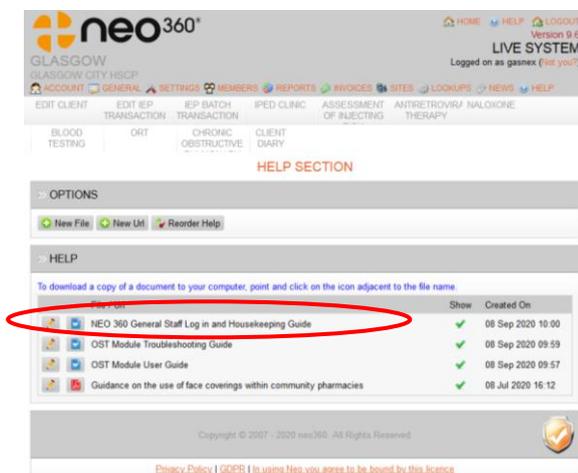
- A NEO site (<https://scotland.needleex.co.uk/secure/login>) is created centrally for each pharmacy and the relevant modules allocated to the pharmacy. Each site has a specific manager login, a generic IEP login (Injecting Equipment Provision stores only) and relevant individual staff logins.
- **Manager Login** – Only to be used to add or remove staff or alter staff permissions/information.
- **Generic IEP Login** – Only to be used to record IEP transactions.
- **Individual Staff Login** – When recording/accessing patient identifiable information then staff entering or accessing that information must be identifiable and accountable.

2. Updating staff permissions

- Use the manager login and grant staff access to the 'Disulfiram Therapy' Module. If you do not know your manager login, email the ADRS pharmacy team ggc.adrs.pharmacyteam@nhs.scot
- A general guide for the management of staff access and logins is held under the HELP menu:



- Click on the HELP menu. You will see 'NEO 360 General Log In and Housekeeping Guide', click on the file to open it.



- Any further issues with access email ggc.adrs.pharmacyteam@nhs.scot

3. Accessing the Disulfiram Therapy module

- <https://scotland.needleex.co.uk/secure/login>
- Enter your 'Username' and 'Password' (using your individual staff login).
- Click 'Login'.



neo360[®] UK

HOME
Version 8.53.1
TEST SYSTEM

LOGIN

LOGIN DETAILS

★ Username:

★ Password:

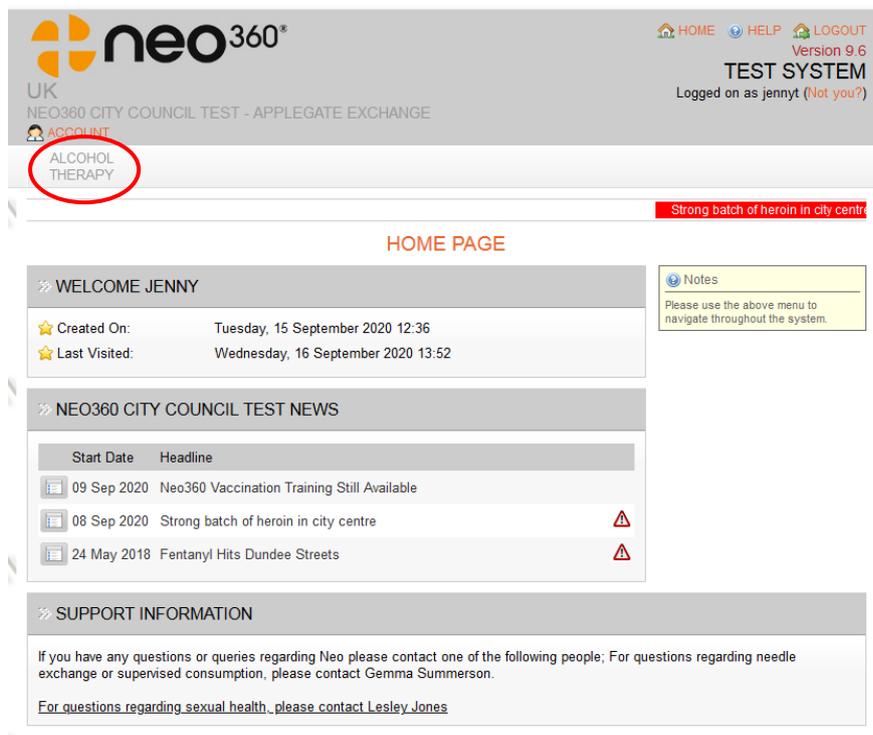
Login

Login Details
Please enter your username and password to login to the system.

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- The homepage gives information on when the module was last accessed.
- This will also provide a warning notifying of any outstanding claims and the months they relate to as a prompt to complete any missed claims. Please note you have 6 months to submit a claim, under NHS policy.
- The Disulfiram Therapy module will be along the menu bar, click to open.



neo360[®] UK

HOME HELP LOGOUT
Version 9.6
TEST SYSTEM
Logged on as jenny (Not you?)

ACCOUNT

ALCOHOL THERAPY

Strong batch of heroin in city centre

HOME PAGE

WELCOME JENNY

★ Created On: Tuesday, 15 September 2020 12:36

★ Last Visited: Wednesday, 16 September 2020 13:52

NEO360 CITY COUNCIL TEST NEWS

Start Date	Headline
09 Sep 2020	Neo360 Vaccination Training Still Available
08 Sep 2020	Strong batch of heroin in city centre
24 May 2018	Fentanyl Hits Dundee Streets

SUPPORT INFORMATION

If you have any questions or queries regarding Neo please contact one of the following people; For questions regarding needle exchange or supervised consumption, please contact Gemma Summerson.

For questions regarding sexual health, please contact Lesley Jones

Notes
Please use the above menu to navigate throughout the system.

4. Patient list

- The module will open at the current month's patient list.
- The dates are stated in blue near the top of the page
- When you first access the module there will be no patient information present.
- Under 'Options', you can scroll between the current month and previous months or you can enter a 'New Patient'.
- Once patient details are entered, the system will prompt you if CHI numbers are missing: 'You have some service user records with no CHI number, please make sure these are entered as soon as possible'.

The screenshot shows the 'ALCOHOL THERAPY 2020' interface. At the top, it displays 'PATIENTS FOR 1ST SEPTEMBER TO THE 30TH SEPTEMBER' and 'THE ID OF YOUR BREATHALYSER IS 2134567891'. A red box labeled 'Current month' points to this header. Below the header is an 'ALERT' box with the message: 'YOU HAVE SOME SERVICE USER RECORDS WITH NO CHI NUMBER. PLEASE MAKE SURE THESE ARE ENTERED AS SOON AS POSSIBLE.' A red oval highlights this message. Underneath is the 'OPTIONS' section, which includes a date range selector showing 'Aug 20' and 'Oct 20', and a 'New Patient' button. A red box labeled 'Scroll between months' points to the date range selector. Below the options is the 'PATIENTS' table, which has columns for Last Name, First Name, CHI Number / DoB, Service Provided, Drug, and Remove From Next Month's List. A red oval highlights the 'Remove From Next Month's List' checkbox for the first patient, Mark Benton.

Last Name	First Name	CHI Number / DoB	Service Provided	Drug	Remove From Next Month's List
Benton	Mark	2643261038	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Bottomley	Christine	6321061244	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Cookson	Susan	5916733828	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Dixon	Melanie	13/05/1977	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Duffy	Nigel	21/10/1965	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>

- If you know that a patient you have been providing a service for will be leaving, has left or was only provided the service as a one-off, you should tick the 'Remove from next month's list' box. This will mean that patient will not be carried over into the next month. If they return to your pharmacy and you once again provide them with a service, you simply re-enter their details as if they are a new patient.

5. Entering patients details

- If you click the new patient tab, it will take you to the search screen shown below:

The screenshot shows the 'SEARCH FOR PATIENT' screen. At the top, it displays 'ALCOHOL THERAPY 2020' and 'FIND PATIENT FOR 1ST SEPTEMBER TO THE 30TH SEPTEMBER' and 'THE ID OF YOUR BREATHALYSER IS 2134567891'. Below this is a search form with the following fields: 'Full Name', 'Date of Birth' (with a calendar icon and '(DD/MM/YYYY)' format), and 'CHI Number'. There are also 'Find' and 'Cancel' buttons. A red oval highlights the 'Find' button. On the right side, there is a 'Help' box with the following text: 'Steps: 1. Fill in one or more of the Search Options 2. Click Find button. Note: If no patient is found a "New" button will appear next to Find. By clicking this button all the data you have entered will transfer to the next page.' At the bottom, there is a copyright notice: 'Copyright © 2007 - 2020 neo360. All Rights Reserved.' and a link to the 'Privacy Policy | GDPR | In using Neo you agree to be bound by this licence'.

Follow the instructions in the help box:

1. Fill in one or more of the search options
2. Click 'Find'

neo360 CITY COUNCIL TEST - APPEL GATE EXCHANGE

ACCOUNT

ALCOHOL THERAPY

Strong batch of heroin in city centre A number of OD's have been linked to a strong batch of heroin [More info](#) Fentanyl Hills Dundee Streets

ALCOHOL THERAPY 2020

FIND PATIENT FOR 1ST SEPTEMBER TO THE 30TH SEPTEMBER

THE ID OF YOUR BREATHALYSER IS 2134567891

INFORMATION

SORRY, BUT WE COULD NOT FIND THE PATIENT YOU ARE LOOKING FOR

SEARCH FOR PATIENT

1. Search By:

- Full Name:
- Date of Birth: (DD/MM/YYYY)
- CHI Number:

2. Options:

Help

Steps:

1. Fill in one or more of the Search Options
2. Click Find button

Note:

If no patient is found a "New" button will appear next to Find. By clicking this button all the data you have entered will transferred be to the next page.

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Follow the instructions in the help box:

If no patient is found a 'New' button will appear next to 'Find'. By clicking the button all the data you have entered will transfer to the next page.

- Clicking 'New' will take you to the following screen:
 - Complete the fields, starred items are compulsory.
 - Enter the CHI number if you have it, otherwise the system will prompt you to add this later.
 - The team is required so automated messages can be sent to the correct team relating to missed doses or patient concerns
 - The drug will default to 'Disulfiram 200mg tablets'.
 - The Prescription source will be the same as the team or may be the GP.
 - Click 'Save'.

PATIENT DETAILS

★ First Name:

★ Last Name:

★ Date of Birth: (DD/MM/YYYY)

CHI Number:

★ Team:

★ Drug:

★ Prescription Source:

- The system will then ask you to confirm what you have entered is correct.

SAVE CHANGES?

Are you sure everything is correct?

- If you select 'No' it will take you back to the 'Patient details' screen to amend.

- If you select 'Yes', it will show the patient details entered under that month's patient list. New patient details should only be entered AFTER you have provided a service for them and not in anticipation of them attending. Note the 'Service provided' column, this will be ticked.
- If you have further patients to add repeat the process via the 'New Patient' button.

ALCOHOL THERAPY 2020
PATIENTS FOR 1ST SEPTEMBER TO THE 30TH SEPTEMBER
THE ID OF YOUR BREATHALYSER IS 2134567891

SAVED

PATIENT JOHN DOE (0101704444) WAS SAVED

OPTIONS
 Aug 20 | Oct 20 New Patient

PATIENTS

Last Name	First Name	CHI Number / DoB	Service Provided	Drug	Remove From Next Month's List
Benton	Mark	2643261038	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Bottomley	Christine	6321061244	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Cookson	Susan	5916733828	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Dixon	Melanie	13/05/1977	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Doe	John	0101704444	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Duffy	Nigel	27/10/1969	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Hannam	Anita	9939143257	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Henshaw	John	2020372045	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
Jones	Tommy	06/10/1973	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>

- If you enter a CHI number which already exists within the patient list, the following error message will appear and you will need to amend the CHI before clicking 'FIND' again.

ALCOHOL THERAPY

ALCOHOL THERAPY 2020
FIND PATIENT FOR 1ST SEPTEMBER TO THE 30TH SEPTEMBER
THE ID OF YOUR BREATHALYSER IS 2134567891

ERROR(S)
 Please correct the following error(s):

- CHI Number is not valid

SEARCH FOR PATIENT

1. Search By:

- Full Name:
- Date of Birth: (DD/MM/YYYY)
- CHI Number: ❌

2. Options:

Help
 Steps:
 1. Fill in one or more of the Search Options
 2. Click Find button
 Note:
 If no patient is found a "New" button will appear next to Find. By clicking this button all the data you have entered will transferred be to the next page.

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6. Amending Patient Details

- To the left of each patient's name is a box with a pencil symbol in it. If you click on this you can edit the patient details.
- You can amend any of their details (for example, add a CHI).
- You can 'delete' the patient completely if they were entered in error.
- Once you have amended the details, click 'Update'.

7. Recording/Communicating A Missed Dose

A missed dose should be communicated within 24 hours and general patient concerns should be reported promptly. This can be reported via NEO rather than phoning or emailing the prescribing team. **When this feature is utilised an email will be sent directly to the designated team attached to the patient.** This feature can only be utilised if the patient is prescribed by ADRS.

Click to report missed doses or patient concerns to ADRS

Last Name	First Name	CHI Number / DoB	Service Provided	Drug	Remove From Next Month's List
   Doe	John	0102870000	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
   McTest	Test	0202000000	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
   Patient	New	28/03/2000	<input type="checkbox"/>	DIS	<input type="checkbox"/>
Total Number of Patients Service Provided To:			1		
Total Amount Payable:			£0.00		

- When contact with the ADRS team is required the  should be clicked and 3 options will appear. The appropriate subject should be clicked and a free text box will appear allowing additional information to be added to the message.
- **Please ensure clinically appropriate language when using this facility.**
- **Reporting a missed dose** - Please enter date of last dispensed dose in the free text box and any other information you feel is relevant.

» MESSAGE TYPES

Report a Disulfiram missed dose

Please provide the date of the last dose supplied to patient and the last dose supervised if dates differ.

USED 0 OF 500 CHARACTERS

Report a concern with a Disulfiram patient

Disulfiram Prescription Issue

- You can submit multiple message types at a time i.e. Report concern & Prescription issue
- When message complete click “Save and Send”

Confirms message has been sent successfully

» SUCCESSFUL

AN EMAIL HAS BEEN SENT TO THE JOHN DOE (0102870000) TEAM

» ALERT

YOU HAVE SOME SERVICE USER RECORDS WITH NO CHI NUMBER. PLEASE MAKE SURE THESE ARE ENTERED AS SOON AS POSSIBLE.

Close

» OPTIONS

Mar 25 May 25 Switch Site

New Patient

» PATIENTS

	Last Name	First Name	CHI Number / DoB	Service Provided	Drug	Remove From Next Month's List
	Doe	John	0102870000	<input checked="" type="checkbox"/>	DIS	<input type="checkbox"/>
	McTest	Test	0202000000	<input type="checkbox"/>	DIS	<input type="checkbox"/>
	Patient	New	28/03/2000	<input type="checkbox"/>	DIS	<input type="checkbox"/>

Click to view message history

- A green band will show at the top of the screen to show that message has been sent successfully to the appropriate ADRS team
- An audit trail of all messages sent to the team can be found by clicking the  icon
- You will then be presented with 2 options “Patient history” or “Message history”

- Click “Message History”

PATIENT DETAILS		MESSAGE DETAILS	
★ First Name:	John	★ Created On:	Thursday, 03 April 2025
★ Last Name:	Doe	★ Created By:	ADRS Pharmacy Team
★ CHI Number:	0102870000	★ Team:	ADRS 1
★ Date of Birth:	01 February 1987		

MESSAGES	
Report a Disulfiram missed dose	
Last supervised dose 01/02/25	

OPTIONS	
Previous Next	Dashboard

Click to scroll through message history

- Message details will appear. If multiple messages have been sent then by clicking “Next” you can scroll through all messages sent and are given date, person submitting and details of each message.

8. Submitting a Claim

- **Claims cannot be submitted before the first of the following month**
- **Claims should be made using a named user account with a GPhC number**
- **DO NOT submit claims using the Managerial or IEP login details as this would have to be resubmitted and may miss the payment deadline.**
- On the first day of the month a new claim page will appear with all patient details carried over from the previous month.
- This new page becomes your current claim list and will not have a ‘Submit Claim’ button.
- The ‘Service provided’ boxes will not be ticked.
- **To submit a claim**, click the button on the top left to scroll back to the relevant month.
- Check the ‘Service Provided’ box is ticked for those to whom you provided the service for and therefore want to claim for.
- Click ‘Save’.

ALCOHOL THERAPY 2020
 PATIENTS FOR 1ST AUGUST TO THE 31ST AUGUST
 THE ID OF YOUR BREATHALYSER IS 2134567891

OPTIONS
 Jul 20 Sep 20 New Patient

PATIENTS

Last Name	First Name	CHI Number / DoB	Service Provided	Drug
Henshaw	John	2020372045	<input checked="" type="checkbox"/>	DIS

Total Number of Patients Service Provided To: 1
 Total Amount Payable: £24.00

PAYMENT

COUNTER FRAUD DECLARATION: I ACCEPT THAT THE INFORMATION PROVIDED ON THIS FORM MAY BE USED TO VERIFY THE CLAIM AND MAY BE SHARED WITH OTHER BODIES/AGENCIES FOR THE PURPOSES OF PREVENTION AND DETECTION OF CRIME. IN SIGNING THIS FORM, I CONSENT TO THIS USE AND ACKNOWLEDGE THAT IF I PROVIDE FALSE INFORMATION THEN I MAY BE LIABLE TO CRIMINAL PROSECUTION, REFERRAL TO MY PROFESSIONAL BODY AND/OR RECOVERY PROCEEDINGS

Submit Claim

OPTIONS
 Save Cancel Print

Only tick the box after you have checked and are sure each patient has received the service from your pharmacy at some point during the relevant month

- **Please note the counter fraud declaration.** The person logged in to submit the claim has responsibility for ensuring that what they are claiming for is accurate. They will be the person we contact if there are any queries regarding a particular claim. DO NOT use someone else's login details even if they have said it is ok to do so.
- Click 'Submit Claim', you will be asked to confirm that the information you are submitting is correct.

SUBMIT CLAIM

Once you accept the form will be read only

Yes No

- If you select 'No' you will be taken back to the claim screen and amendments can be made.
- If you select 'Yes' your claim will be submitted and details of the person submitting the claim will be displayed at the bottom.

ALCOHOL THERAPY 2020
 PATIENTS FOR 1ST AUGUST TO THE 31ST AUGUST
 THE ID OF YOUR BREATHALYSER IS 2134567891

OPTIONS
 Jul 20 Sep 20

PATIENTS

Last Name	First Name	CHI Number / DoB	Service Provided	Drug
Henshaw	John	2020372045	✓	DIS ⓘ
Total Number of Patients Service Provided To:		1		
Total Amount Payable:		£24.00		

CLAIM
 FORM WAS SUBMITTED ON FRIDAY, 18 SEPTEMBER 2020 BY JENNY TORRENS (3242334)

OPTIONS
 Cancel Print

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- **You have 6 months to submit a claim. For payment to be processed in the same month as submission, claims must be submitted by the 6th of the month.**
- If you do not click the 'submit claim' button, your claim will not be sent and will not be eligible for payment.
- You can go back and review claims that have been submitted and print them out for your records but they cannot be amended.
- If you realise an error has been made in your submission contact the ADRS Pharmacy Team via email (ggc.adrs.pharmacyteam@nhs.scot). If it is after the 6th of the month, these claims will have been forwarded for payment and you need to contact ADRS pharmacy team as above or the CPDT (details below).

9. Useful contact details

Alcohol and Drug Recovery Service Pharmacy Team	ggc.adrs.pharmacyteam@nhs.scot	0141 303 8931
Community Pharmacy Development Team	ggc.cpdevteam@nhs.scot	0141-201-6049