

## INTRODUCTION TO OUT OF HOURS CENTRES

In March 2000, the Department of Health commissioned an independent review of GP Out-of-Hours services. The review published its report - *Raising standards for patients. New partnerships in Out-of-Hours Care* - in October 2000, and the government accepted all of its twenty-two recommendations, agreeing that its model of a new, integrated Out-of-Hours service would be achieved by 2004.

The aim of this new model is to ensure that, for the first time, the same high quality Out of Hours service will be available to all NHS patients in England, regardless of where they live, or the GP practice with which they are registered. In the context of this patient centered approach, recommendation nineteen of the review relates specifically to medicines supply and states:

“By 2004, other than in exceptional circumstances, patients should be able to receive the medication they need at the same time and in the same place as the Out-of-Hours consultation.”

A supplementary guidance document for PCTs and Out of Hours providers “*Securing Proper Access to Medicines in the Out-of-Hours Period*” was published in December 2004 at <http://www.out-of-hours.info/documents.php>

This document provides an overall framework for implementing the new medicine supply arrangements but in particular proposes that the cost of all medicines issued to patients following an Out-of-Hours consultation be charged against the prescribing section of the PCTs unified budget, however those medicines are supplied.

For an Out of Hours provider, this will mean that FP10 prescribing will continue as now, with an FP10 prescription form being completed by the provider and submitted to a pharmacist for dispensing by the patient or patient representative.

However, from February 2005, Out of Hours Providers will also be required to complete a new FP10P-REC form when supplying medicines directly to a patient. Out of Hours Providers will then submit all FP10P-REC forms, on a monthly basis, to the PPA for information gathering purposes but **not** for reimbursement.

## FORMS TO BE USED BY OUT OF HOURS PROVIDERS

1. PCTs (or their Prescription Form Purchasing & Distribution Unit / Agency) will need to supply two different types of prescription form to Accredited Out of Hours service providers (both obtainable from Astron). These are:
  - Standard FP10 prescription forms which will be dispensed by a community pharmacy – either computer type FP10SS or FP10NC for hand writing prescriptions or FP10P (PN version) for any qualified nurse prescribers they directly employ, and
  - New, specially printed record forms - FP10P-REC which will be used by the OOH provider to record items supplied direct to a patient (that is, any item *not* dispensed through a community pharmacy but given directly to a patient). **These forms, when forwarded by the OOH provider to the Prescription Pricing Authority (PPA) will enable the PPA to provide monitoring and reporting information.** The cost of this new item will be £0.87 per pad of 50 forms.

2. The PCT must inform the Prescription Pricing Authority (PPA) that the OOH provider is “accredited” **before** you can order FP10P-REC forms. The PPA will inform the PCT of the designated GP and OOH provider codes. These details will also be provided to Astron so that they can overprint the FP10PREC.
3. The PCT should request standard FP10 prescription forms and FP10P-REC supply forms using your normal Astron ordering procedures<sup>1</sup>.
4. Prescription forms will be personalised with either:
  - Designated GP code for the OOH provider or
  - Individual nurse PIN number and the designated OOH provider practice code.
5. The FP10P-REC supply forms will be specially overprinted and will include the:
  - Designated GP code for the OOH provider and
  - The PCT code.
4. Allow at least 6 working days between receipt of confirmation from the PPA that an OOH cost centre code has been allocated and ordering FP10P-REC forms. This will allow time for data input and transmission of updated data files to Astron. Details on orders must match PPA data held by Astron. If you order too quickly after notifying or changing details – the order may be rejected; any orders based on details which conflict with data held by Astron will be rejected for security reasons.
5. Prescriptions or FP10P-REC forms should be ordered from Astron as and when required (note. they are not supplied automatically). Orders for FP10P-REC forms will only be processed on Wednesday’s – therefore they should be sent to Astron on separate orders to the GP prescriptions. They can be added to the nurse orders you send.

### **Change in circumstance**

Normal change in circumstance and security procedures should be followed when either a prescriber leaves the employ of the OOH provider or the OOH provider is no longer “accredited”.

### **Loss of prescription forms**

6. The OOH provider should contact the PCT form supplier about prescriptions ordered, but not delivered. The PPA should only be notified if the missing forms are not found (0191 203 5717).
7. In the event of loss or suspected theft of forms. The OOH provider should report this immediately to whoever issued the prescription forms and the local counter fraud specialist at the PCT. Please give details of the approximate number of scripts stolen, their serial numbers, and where and when they were stolen.

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<sup>1</sup> Please note we strongly advise the use of electronic ordering methods as this reduces administration time and errors. Please contact Astron if you wish to discuss this.

Martyn Willmore, NHS Secure Forms Contract Manager  
Louise Dean, Astron Contract Manager  
Helen Allanson, Department of Health OOH Medicines Lead

### **PPA Contact for requesting an Out of Hours organisation to be set up**

- e-mail [Prescription.Information@PPA.NHS.UK](mailto:Prescription.Information@PPA.NHS.UK)

For more specific queries regarding the setting up of Out of Hours Organisations -

- PPD Prescriber Information Division)
- Direct line 0191 203 5110
- Fax Number 0191 203 5002

### **Astron Contact for ordering FP10P-REC forms**

- Lisa Teefey
- Direct Line 0161 683 2376
- Fax number 0161 683 2396
- e-mail [lisa.teefey@astron.co.uk](mailto:lisa.teefey@astron.co.uk)

### **Contact for general enquiries on Out of Hours medicine supply**

- Helen Allanson (Out-of-Hours Medicines Lead at the Department of Health) through the Out-of-Hours website at: <http://www.out-of-hours.info/documents.php> or <http://www.mmnetwork.nhs.uk/>

### **Other Sources of Guidance**

1. A more detailed explanation of the action points and further advice about their implementation can be found in: Delivering the OOH Review. Notes for PCTs and Organised Providers in Securing Proper Access to Medicines in the Out-of-Hours Period. <sup>i</sup>

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<sup>i</sup> <http://www.out-of-hours.info/>