

14. NHS Discharge Medicine Service (England only)

14.1 Pharmacy contractors will receive an upfront payment of £400 to support initial costs incurred in setting up the NHS Discharge Medicine Service (DMS) (including the development of Standard Operating Procedures and training and assessment of competence). Any pharmacy on the pharmaceutical list on 1 February 2021 will automatically receive this payment on 1 April 2021, and this payment will be itemised in the Schedule of Payments. Any new pharmacies opening after 1 February 2021 but before the end of the 2021/22 financial year (this excludes contractors changing ownership, merging or relocating) will automatically be itemised in the next applicable Schedule of Payments.

14.2 From 15 February 2021 pharmacy contractors will receive a fee of £35 for each completed NHS DMS (i.e. stages 1 to 3 have been completed as set out in paragraph 14.3 below). The payment must be claimed via the Manage Your Service (MYS) portal no later than the 5th day of the month following that in which the NHS DMS was completed. That claim must be made by somebody who is or is acting under the responsibility of a registered pharmacist or pharmacy technician, who is responsible for maintaining the confidentiality of any personal data concerning health that is submitted as part of the claim.

14.3 On the rare occasion (see paragraph 14.4) that a pharmacy contractor might not be able to complete the NHS DMS in full, the contractor will be able to claim the following fees for the stages of the NHS DMS that have been completed (n.b. details on the action required by pharmacy contractors at each stage of the NHS DMS are provided in Chapter 8 of Guidance on the NHS (Charges and Pharmaceutical and Local Pharmaceutical Services) (Amendment) Regulations 2020):

- Stage 1 - £12
- Stage 2 - £11
- Stage 3 - £12

14.4 The claim for the stages of the DMS completed by the contractor must be made via the MYS portal no later than the 5th day of the month following that in which the final stage that the contractor was able to undertake was completed. Where a contractor has completed some of the stages of the NHS DMS, but not all the stages of the NHS DMS that they intend to complete, they should not yet make a claim. When a contractor does claim payment for all of the stages they provided, but not for a completed DMS referral, as part of the claim the contractor must provide one of the following reasons as to why the NHS DMS service was not provided in full to the patient. A claim for part completion of the NHS DMS may only be made where one of the reasons set out below applies:

- Patient uncontactable or withdraws consent following completion of Stage 1:

Where stage 1 of the service has been delivered but the patient withdraws consent to receive the service or the first prescription post-discharge is not received by the community pharmacy to complete stage 2 of the service and no contact is made by the patient, reasonable attempts must be made by the community pharmacy to contact the patient using the contact details set out in the referral. In this scenario, it is also possible that the patient has been re-admitted to hospital, has been admitted to a care home or has died. Where the community pharmacy is unable to reach the patient (or the patient has been readmitted to hospital or admitted to a care home) the community pharmacy should share any findings of concern from stage 1 of the service with the patient's general practice before claiming payment for all of the stages they provided.

- Patient moves community pharmacy after stage 1 of the service has been provided:

The situation may occur where stage 1 of the service has been delivered by a community pharmacy and that community pharmacy subsequently finds out that the patient wishes to use a different community pharmacy for the provision of the service. Before claiming payment for all of the stages they provided, the first community pharmacy should contact the second community pharmacy and offer to send them via a secure electronic message (e.g. to the community pharmacy's premises specific NHSmail account) the referral information received from the NHS trust and any relevant information and/or findings identified during stage 1 of the service. In these circumstances, the second pharmacy should also only claim payment for the stages they provided, as they will not have provided all the complete service.

- Patient uncontactable or withdraws consent after completion of stage 1 and stage 2:

Where stage 1 and stage 2 of the service is provided by the community pharmacy, but the patient withdraws consent to receive the service or the community pharmacy is unable to contact the patient to complete stage 3 of the service, reasonable attempts must be made by the community pharmacy to contact the patient using the contact details set out in the referral. Where the community pharmacy is unable to reach the patient, they should share any findings of concern from stage 1 and 2 of the service with the patient's general practice before claiming payment for all of the stages they provided.

- Temporary community pharmacy closures mean the complete service cannot be provided:

Where a temporary community pharmacy closure of one week or more means that a community pharmacy cannot provide the service, reasonable attempts must be made by the community pharmacy to contact the patient using the contact details set out in the referral. The community pharmacy should inform the patient of the situation and identify another pharmacy to refer the patient on to for completion of the service. In these circumstances, the community pharmacy should contact the identified community pharmacy and offer to share via secure electronic message (e.g. to the community pharmacy's premises specific NHSmail account) the referral information received from the NHS trust and any relevant information and/or findings identified during stage 1 or stage 2 of the service if already provided. In this scenario, both community pharmacies should only claim payment for all of the stages they provided as they will not have provided the full service.