

## Understanding your service reports and MYS Claims

Pharmacy teams can check on recorded activity in PharmOutcomes that has resulted in a claim sent to MYS. Reports will also show the status of any claims that have been sent by the system to MYS on your behalf.

### **Understanding Pharmacy First Reporting**

### 1. Clinical Pathways

All the "Pharmacy First" service reports appear under the "Reports" tab in PharmOutcomes. Contractors can get a quick tally of claims sent to MYS from these reports. Understanding what the report is telling you is key to understanding your claim numbers that appear in MYS.



From the "Reports" page, filter the reports using the search box under the heading "Provider Individual Performance and Audit Reports". Searching for "Pharmacy First" will group all relevant reports together.

Run each report as a simple on-screen report. Select each of the clinical pathway reports to get a total as shown here.

Here we are extracting information for March regarding saved records that will have resulted in a claim to MYS for the "Acute Otitis Media" clinical pathway.

Filter reports:	pharmacy first
Hide inactive services	
Select Report	Filtered on: pharmacy first
Dashboards	Dashboards Referral Service Dechboards
Referral Service Dashboards	Currently Active Gervices
Currently Active	Pharmacy First - Acute Otitis Media
Specialist Service Report	Decreacy First - Acute Sinusitis
Patient Audit Tracker Reports	Pharmacy First - Acute Sole Throat
Local Bespoke Reports	Pharmacy First - Infected Insect Bites
Previously Active Services	Pharmacy First - Minor Illness NHSmail
	Pharmacy First - Patient Registration
Reporting Period	Mar 2024 ~
	Note: Not all local reports have time periods
Report by date of entry	rather than by Declared provision date - Note: Experimental
Defer report	Run this report in the background, and save the results.
Debug report query	Note - this prevents CSV output in favour of the debugging information
Full provision details	Display the original provision date and times of record entry (and last edit)
Include all records	Include cancelled records and those recorded before the service start date
Exclude pending records	Exclude pending or partially completed records
Sort by Patient	G (sorted on the PatientLinkID column) Audit records are ordered by Patient, not provider, and is much clearer for cross provider services. Provider information will not appear in the on-screen audit, but will be present if downloaded as CSV
Include rejected referral stubs	(Only relevant to Referral services) Include partial records for providers where the request was rejected
For printing	(Use full page and don't show menus)
Distance analysis	□ (If a GP Surgery Question or Patient Postcode is present)
nclude record origination	(If provision originated from another system ie. Preconsult)
Include audit	
Download as CSV file	
	Examine Audit

continued overleaf >

# <u>PharmOutcomes®</u>

The report will provide a lot of information about the interventions made but the number of records saved appears at the top of the report. In this example 12 records have been saved for the Acute Otitis Media pathway in the month of March.

PharmOutcomes   And services Assessments Reports Admin Help Caines Admin Help								_
Home       Services       Assessments       Reports       Claims       Admin       Help         Standard Report for:       Pharmacy First - Acute Otitis Media from 2024-03-01 to 2024-03-31         Report date:       2024-04-05         Report date:       2024-04-05         Report gate:       0.2024-03-01 to 2024-03-01 to 2024-03-31         Patient S       Number of Provision cate 01-Mar-2024 - 31-Mar-2024)         Number of Provisions relevant to:       Esses Pharmacy (FDN 0)         Activity Indicators       Number of Provisions or Personal Interactions = 12         Patient Details       Age Ranges         Tatine of service provision based upon provided date of birth       Number of Interactions         13       0         13:3:3       1	Pharm	Out	comes <sup>®</sup> D		Ividence			
Home       Services       Assessments       Reports       Claims       Admin       Help         Standard Report for: Pharmac       First - Acute Otitis Media from 2024-03-01 to 2024-03-31         Report date: 2024-04-05         Report of Mar 2024 (provision cate 01-Mar-2024 - 31-Mar-2024)         Filtered by Status NOT IN (PendingCancelled, Note almabia, Note laimed, ClaimedinError, Exempt, Excluded)         Only provisions relevant to:         Date of Provisions or Personal Interactions = 12         Patients         Number of Provision based upon provided date of birth         Age Ranges         at time of space         13       0         15-19       1         30-34       1	i i tai i i			cuvering i	JVIGCTICC			
Standard Report for: Pharmacy First - Acute Otitis Media from 2024-03-01 to 2024-03-31   Report at:: 2024-04-05   Report period: Mar 2024 (provision at e01-Mar-2024 - 31-Mar-2024)   Nitree V status NOT IN (PendingGancelled, Not (pinable, Not Claimed, Claimed, Excluded)   Outy provisions relevant to:: Essex Pharmacy (FON 9)   Activity Indicators   Atter Providers in your are a 1   Number of Provisions or Personal Interaction = 12   Patients Patient	Home So	ervices	Assessments	Reports	Claims	Admin	Help	
Report Date: 2024-04-05 Report period: Mar 2024 (provision cate 01-Mar-2024 - 31-Mar-2024) Filtered by Status NOT IN (PendingCancelled, Note Jamable, NotClaimed, ClaimedInError, Exempt, Excluded) Only provisions relevant to: Essex Pharmacy (FDN 9) Activity Indicators Active Providers in your area = 1 Number of Provisions or Personal Interactions = 12 Patients Number of Provisions or Personal Interactions = 12 Patients Age Ranges at time of service provision based upon provided date of birth Age Ranges to of service provision based upon provided date of birth Age Ranges 1 The of service provision based upon provided date of birth 1 The 1	Standard Repo	ort for: Pha	armacy First - Acute	e Otitis Medi	a from 2024	-03-01 to 20	24-03-31	
Activity Indicators         Adve Providers in your area = 1         Number of Provisions or Personal Interactions = 12         Patients         Number of Patients / registered users = 12         Patient Details         Age Ranges         at time of service provision based upon provided date of birth         Age Ranges         at time of service provision based upon provided date of birth         Age Ranges         at time of service provision based upon provided date of birth         Age Ranges         at time of service provision based upon provided date of birth         Age Ranges         at time of service provision based upon provided date of birth         Age Ranges         at time of at the of at the origin thereactions <a href="https://www.service.org/line">https://www.service.org/line</a> Age 3 <a href="https://www.service.org/line">https://www.service.org/line</a> <a href="https://www.service.org/line">https://www.service.org/line</a> <a href="https://www.service.org/line">https://www.service.org/line</a> <a href="https://www.service.org/line">https://www.service.org/line</a> <a href="https://www.service.org/line">https://www.service.org/line</a> <a href="https://www.service.org/line">https://www.service.org/line</a> <a href="https</td> <td>Report period: Ma Filtered by Status NOT II Only provisions relevant</td> <td>ar 2024 (prov N (PendingCancel t to: Essex Pharma</td> <td>ision date 01-Mar-2024 led, NotC aimable, NotClaimed, acy (FDN 9)</td> <td>- 31-Mar-2024) ClaimedInError, Exer</td> <td>npt, Excluded)</td> <td></td> <td></td> <td></td>	Report period: Ma Filtered by Status NOT II Only provisions relevant	ar 2024 (prov N (PendingCancel t to: Essex Pharma	ision date 01-Mar-2024 led, NotC aimable, NotClaimed, acy (FDN 9)	- 31-Mar-2024) ClaimedInError, Exer	npt, Excluded)			
Patients         Number of Patients / registered users = 12         Patient Details         Age Ranges         at time of service provision based upon provided date of birth         Age Ranges         Xumber of Interactions         <13	Activity Indicat Active Providers in you Number of Provisions of	o <b>rs</b> Jr area = 1 or Personal Interac	tions = 12					
Age Ranges         at time of service provision based upon provided date of birth         Age Ranges         Number of interactions         <13	Patients Number of Patients / re	egistered users = 1.	2					
Age Ranges at time of service provision based upon provided date of birth Age Ranges Number of Interactions <13 9 16-19 1 30-34 1	Patient Details	;						
Age Ranges         Number of Interactions           <13	Age Ranges at time of service	provision base	d upon provided date of bir	th				
< 13 9 16-19 1 30-34 1	Age Ranges Numb	per of Interactions						
16-19 1 30-34 1	< 13	9						
	16-19 30-34	1						

Similarly run a report for each of the clinical pathways to get the total number of interventions for each that will have generated a service claim. The total of all added together should equal the number of clinical pathways interventions shown in the MYS screen for your pharmacy. (NB: See FAQ later that explains why there might be a difference).

### 2. Claims for Urgent Medicines Supply

Most urgent medicine supply records result from a referral to the pharmacy by NHS111. The pharmacy report in this case shows information in a similar way but contractors need to interpret these differently.

Filter reports:	pharmacy linst	
Hide inactive services		
Select Report	Pharmacy First - Acute Sore Throat	
Dashboards	Pharmacy First - Impetigo	
Referral Service Dashboards	Pharmacy First - Infected Insect Bites	
Currently Active Services	Pharmacy First - Minor Illness NHSmail Pharmacy First - Minor Illness/Clinical Pathway Referral	
Specialist Service Reports	Pharmacy First - Patient Registration	
Patient Audit Tracker Reports	Pharmacy First - Shingles	
Local Bespoke Reports	Pharmacy First - Uncomplicated UTI	
Previously Active Services	Pharmacy First - Urgent Supply Pharmacy First - Urgent Supply (More than 4 medicines)	
	Pharmacy First - Urgent Supply - NHSmail (More than 4 medicines)	
	Pharmacy First - Urgent Supply - NHSmail Referrals	
	Specialist Service Reports	•
Reporting Period	Mar 2024 🗸	

Run the Urgent Supply report in the same way as before by selecting the service and the reporting period.

### https://pharmoutcomes.org

## PharmOutcomes<sup>®</sup>

The report runs as shown below but be aware that the total shown here will be the total number of referrals

Home	Services	Assessments	Reports	Claims	Admin	Help	
andard I	Report for: Ph	armacy First - Urge	ent Supply fro	om 2024-03-	01 to 2024-	03-31	
eport date:	2024-04-05						
eport perio	d: Mar 2024 (prov	vision date 01-Mar-2024	4 - 31-Mar-2024)				
tered by Status	NOT IN (PendingCance	elled, NotClaimable, NotClaimed	, ClaimedInError, Exen	npt, Excluded)			
ily provisions r	elevant to: Essex Pharn	nacy (FDN49)					
Activity In	dicators						
Number of Provider	s in your area = 1 visions or Personal Intera	ctions = 13					
Patiente							)
Number of Pati	ents / registered users =	13					
Age Rang	es						)
at time of se	rvice provision base	ed upon provided date of bi	rth				
Age Ranges	Number of Interaction	s					
< 13	1						
25.20	2						
35-30	3						
40.44	3						
55.50	1						
33-39							

of medicines supplied.

The age range table will show age ranges for patients **referred** but from that point forward the numbers relate to the follow ups completed. In this example 13 patients have been referred **7 follow up records have been saved.** In this case **7 claims** for service provision will be sent for the pharmacy.

The numbers of medicines supplied will also display in this report as shown below. In this example 3 medicines have been supplied.



The total claim to MYS here would be 7 consultations and 3 urgent medicine items.

the pharmacy has received so this number <u>WILL NOT</u> reflect the number of claims sent to MYS as these are sent when the pharmacy completes the follow up record. In this example a total of 13 records exist for urgent medicines supply but this total is referencing 13 referrals have been received by the pharmacy.

Scroll down the report to view the numbers of intervention followups completed and the number

#### Age Ranges

at time of service provision based upon provided date of birth

ge Ranges	Number of Interactions
< 13	1
25-29	2
35-39	3
40-44	3
55-59	1
60-64	1
75+	2
3.5 <sub>T</sub>	
3-	
2.5	
2 -	_
1.5 -	
1	
0.5 -	
0	
220	,



#### Urgent Medicines Supply - More than 4 items

Sometimes contractors need to record an intervention where more than 4 medicines are recorded. When this is the case, a linked service is used to record the medicines supply – "Pharmacy First – Urgent Supply (More than 4 medicines)".

Run the more than 4 items report and scroll down to the "Analysis of Medicine/Appliance" table as before to see the

Filter reports:	
Hide inactive services	
Select Report	Pharmacy First - Impetigo
Dashboards	Pharmacy First - Infected Insect Bites
eferral Service Dashboards	Pharmacy First - Minor Illness Virional Pharmacy First - Minor Illness/Clinical Pathway Referral
Currently Active Services	Pharmacy First - Patient Registration
Specialist Service Reports	Pharmacy First - Shingles
tient Audit Tracker Reports	Pharmacy First - Uncomplicated UTI Pharmacy First - Uncent Supply
Local Bespoke Reports	Pharmacy First - Urgent Supply (More than 4 medicines)
	Pharmacy First - Urgent Supply - NHSmail (More than 4 medicines)
	Pharmacy First - Urgent Supply - NHSmail Referrals
	Ambulatory Blood Pressure Monitoring
	Hypertension GP Referral - ABPM
Reporting Period	Mar 2024 ~
	Note: Not all local reports have time periods
	_

number of medicines supplied.

NB: Records saved in this service WILL NOT generate a service claim but WILL generate a claim for the medicines recorded as supplied.

In this example the number of consultation claims is 7 and the number of medicines supplied will be the total number of medicines recorded in the initial urgent supply follow up stage added to the total number of medicines recorded in the more than 4 items stage.

### Urgent medicines supply – NHSmail Referrals and NHSmail (more than 4 items)

A small number of interventions will be recorded in the two NHSmail service templates that can be found in the reports list. ALL saved records in these templates will reflect follow up interventions completed so the totals

ider Individual Perform	ance and Audit Reports
Filter reports:	pharmacy first
Hide inactive services	
Select Report Dashboards	Pharmacy First - Minor Illness/Clinical Pathway Referral Pharmacy First - Patient Registration
Referral Service Dashboards	Pharmacy First - Shingles
Currently Active Services	Pharmacy First - Uncomplicated UTI Pharmacy First - Urgent Supply
Specialist Service Reports	Pharmacy First - Urgent Supply (More than 4 medicines)
Patient Audit Tracker Reports	Charmacy First - Urgent Supply - NHSmail (More than 4 medicines)
Local Bespoke Report	Specialist Service Reports
Previously Active Services	Patient Audit Tracker Reports
Patient Tracker Audit Reports for Deprecated Services	Pharmacy First - Patient Registration
Specialist Reports for Deprecated Services	nannady i not - Orgent exppy - Millionian recentaio
Reporting Period	Mar 2024 ~
	Note: Not all local reports have time periods
Report by date of entry	rather than by Declared provision date - Note: Experimental
Defer report	Run this report in the background, and save the results.
Debug report query	Note - this prevents CSV output in favour of the debugging information
Contraction of the second second	

The 4 service claims displayed here will all generate a claim to MYS. As look further down the report for information on medicines supplied.

displayed will equal the number of claims sent to MYS.

NB: Again, remember that the more than 4 items service template **will only generate a claim for medicine items** supplied and NOT a service claim as this is claimed when the initial intervention is saved.

Standard Report for: Pharmacy First - Urgent Supply - NHSmail Referrals f Report date: 2024-04-08 Report period: Mar 2024 (provision date 01-Mar-2024 - 31-Mar-2024) iltered by Status NOT IN (PendingCancelled, NotClaimable, NotClaimed, ClaimedInError, Exempt, Excluded) Only provisions relevant to: AllCare Pharmacy (Bartongate Ltd FAJ67) **Activity Indicators** Active Providers in your area = 1 Number of Provisions or Personal Interactions = 4 Demographic Analysis - Age Ranges at time of service provision based upon provided date of birth Age Ranges Number of Patients 1 25-29 40-44 1 55-59 1 70-74

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### Minor Illness Claims

There are two service templates in use to record minor illness interventions.

Provider Individual Performance and Audit Reports	Image: Second
Filter reports:       pharmacy first         Hide inactive services       Image: Currently Active Services         Select Report       Dashboards         Dashboards       Pharmacy First - Acute Sinusitis         Pharmacy First - Acute Sore Throat       Pharmacy First - Acute Sore Throat         Specialist Service Reports       Pharmacy First - Impetigo         Patient Audit Tracker Reports       Pharmacy First - Minor Illness NHSmail         Previously Active Services       Pharmacy First - Minor Illness/Clinical Pather         Pharmacy First - Shingles       Pharmacy First - Shingles         Pharmacy First - Uncomplicated UTI       Pharmacy First - Uncomplicated UTI         Pharmacy First - Virgent Supply       Dharmacy First - Virgent Supply         Character Reporting Period       Mar 2024	vay Referral
The number of interventions saved appears at the top of this service report. All saved records in this service will result in a claim sending to MYS. In this example 50 claims have been generated and sent.	Home       Services       Assessments       Reports       Claims       Admin       Help         Standard Report for:       Pharmacy First - Minor Illness NHSmail from 2024-03-01 to 2024-03-31         Report date:       2024-04-05         Report period:       Mar 2024 (provision date 01-Mar-2024 - 31-Mar-2024)         Filtered by Status NOT IN (PendingCancelled, NotClaimable, NotClaimed, ClaimedInError, Exempt, Excluded)         Only provisions relevant to:       Essex Pharmacy (FDN46         Activity Indicators       Active Providers in your area = 1         Number of Provisions or Personal Interactions = 50

#### 2. Pharmacy First – Minor Illness/Clinical Pathway Referral

All referrals from NHS 111 or GP practices that arrive in the PharmOutcomes "Services" page will be recorded initially in the dedicated "Minor Illness/Clinical Pathway Referral" service template.

#### NB: Not all records saved in this template will result in a claim to MYS.

This template allows the practitioner to record a minor illness consultation **that will result in a claim being sent to MYS** or if a patient is identified as requiring support under a clinical pathway that can be recorded as the outcome and gateway assessed. For patients passing gateway, **saving this record will not generate a** 

Filter reports:		
Hide inactive services		
Select Report	Pharmacy First - Acute Otitis Media	
Dashboards	Pharmacy First - Acute Sinusitis	
Referral Service Dashboards	Pharmacy First - Acute Sore Throat	
Currently Active Services	Pharmacy First - Impetigo	
Specialist Service Reports	Pharmacy First - Minor Illness NHSmail	
Patient Audit Tracker Reports	Pharmacy First - Minor Illness/Clinical Pathway Referral	1
Local Bespoke Reports	Pharmacy First - Patient Registration	
Previously Active Services	Pharmacy First - Shingles	
	Pharmacy First - Urgent Supply	
	Pharmacy First - Urgent Supply (More than 4 medicines)	•
Reporting Period	Mar 2024 V	

claim to MYS as that will be sent when the appropriate clinical pathway template is completed and saved.

In the example below 16 records have been saved, but on analysis of the outcomes that are visible further down the report, it is apparent that in 4 cases the patient was managed using a clinical pathway. As the claim

#### Standard Report for: Pharmacy First - Minor Illness/Clinical Pathway F Report date: 2024-04-05

Report period: Mar 2024 (provision date 01-Mar-2024 - 31-Mar-2024) Filtered by Status NOT IN (PendingCancelled, NotClaimable, NotClaimed, ClaimedInError, Exempt, Excluded) for those interventions will send as part of the clinical pathway records described earlier in this guide the

	Consultation Outcome		
Activity Indicators Active Providers in your area = 1 Number of Provisions or Personal Interactions = 16	Analysis of Consultation outcom		
	consultation_outcome	Total	8
atients	Advice given only (no medicine supply)	7 (13.8%)	6-
Number of Patients / registered users = 16	Clinical Pathways Consultation Non-urgent signposting to another service	4 (25%) 3 (18.8%)	5- 4-
	Sale of an Over the Counter (OTC) medicine	1 (6.3%)	3-
	Urgent escalation to another service	1 (6.3%)	2 -
system will not generate a claim when this record is saved. This means that out of the 16 interventions recorded here, only <b>12 minor</b> <b>illness</b> MYS claims will be generated and sent when the record is saved.	4	•	ne supply and a superior of the superior of th

NB: The minor illness totals displayed in MYS will be the sum of the totals shown in the NHSmail service and the minor illness records pulled from the minor illness/clinical pathways template.

### **Frequently Asked Questions**

## Q. What happens if I retrospectively save a March record after the 5<sup>th</sup> April and I have confirmed my March MYS return?

A. This record will be added to the April MYS figures for the pharmacy and appear in MYS as part of the April total.

## Q. What if the record that was entered late in April was for a clinical pathway completed in March, will this count towards my March clinical pathways threshold?

A. Yes it will as the NHSBSA use the assessment date to calculate threshold payments not the declaration date. This means that even if the late entered March record shows as part of the April MYS total as far as claims are concerned, for the purposes of threshold payments it will be counted as a March Clinical Pathway record provided the provision date entered in PharmOutcomes reflects the intervention date i.e. is a March date.

#### Q. How long do I have to enter retrospective data?

A. The claim window remains open for a 3-month period. This means contractors will be able to enter March provisions up until the end of June with a 5<sup>th</sup> July cut off for declaration. The late entered records will appear as part of the months MYS claims in which they are entered and declared.

## Q. If I enter a March record into PharmOutcomes in April after I have made my declaration for March in MYS, will the PharmOutcomes reporting still reflect my MYS screen?

A. No it will not as any March records entered past the 5<sup>th</sup> April cut off will form part of the April MYS totals **but** all March provisions entered past the 5<sup>th</sup> April will be added to the PharmOutcomes report for March i.e. the March information in PharmOutcomes will include the late entered record whereas MYS will not show it as part of the March return i.e. it is added to Aprils totals. This means that from time to time the PharmOutcomes reports will not match exactly with the MYS totals. This is caused by timing of data entry.

Pharmacy First - Minor Illness/Clinical Pathway Referral Pharmacy First - Patient Registration	*
Pharmacy First - Shingles	
Pharmacy First - Uncomplicated UTI	
Pharmacy First - Urgent Supply Pharmacy First - Urgent Supply (More than 4 medicines)	
Pharmacy First - Urgent Supply - NHSmail (More than 4 medicines)	
Pharmacy First - Urgent Supply - NHSmail Referrals	
Ambulatory Blood Pressure Monitoring	
Hypertension GP Referral - ABPM Fitting	
Hypertension GP Referral - ABPM Follow-Up	÷
Mar 2024	
rather than by Declared provision date - Note: Experimental	
rather than by Declared provision date - Note: Experimental	
Ruh this report in the background, and save the results.	
Note - this prevents CSV output in favour of the debugging information	
Display the original provision date and times of record entry (and last edit)	
Include cancelled records and those recorded before the service start date	
Exclude pending or partially completed records	
corted on the PatientLinkID column) Audit records are ordered by Patient, not provider, and is much clearer for cross provider services. Provider information will not appear in the on-screen audit, but will be present if downloaded as CSV	
O(Only relevant to Referral services) Include partial records for providers where the request was rejected	
(If a GP Surgery Question or Patient Postcode is present)	
(If provision originated from another system ie. Preconsult)	

Q. Is there a report in PharmOutcomes that allows me to check my NHS BSA claim status for each record saved?

A. Yes there is. Each of the reports described in this guide can be extracted as a csv file by ticking the "Download as csv" tick box after requesting the report and setting the required "Reporting Period" as shown to the left. This csv report will provide a line-by-line entry for every intervention recorded and one of the report columns will be headed "Pharmacy First – BSA Claim: cascade status" – This displays the status of all claims for all saved records.

BY	BZ	CA	CB	CC	
eaction	sereaction	dereaction	id date sym	p Pharmacy First UTI - BSA Claim: cascade status	Pha
I/A	N/A	N/A	N/A	NHSBSA: Sent	Prir
I/A	N/A	N/A	N/A	NHSBSA: Sent	Prir
I/A	N/A	N/A	N/A	NHSBSA: Sent	Prir
I/A	N/A	N/A	N/A	NHSBSA: Sent	Prir
I/A	N/A	N/A	N/A	NHSBSA: Sent	Prir
I/A	N/A	N/A	N/A	NHSBSA: Sent	Prir
I/A	N/A	N/A	N/A	NHSBSA: Sent	Prir
I/A	N/A	N/A	N/A	NHSBSA: Sent	Prir
I/A	N/A	N/A	N/A	NHSBSA: Sent	NH
I/A	N/A	N/A	N/A	NHSBSA: Sent	Prir
I/A	N/A	N/A	N/A	NHSBSA: Sent	Prir
I/A	N/A	N/A	N/A	NHSBSA: Sent	Prir
I/A	N/A	N/A	N/A	NHSBSA: Sent	NH

## https://pharmoutcomes.org

This shows the latest claim status for the saved record. If the MYS screen for the pharmacy shows different totals to those extracted from PharmOutcomes reports this report is useful as failed claims are easily identified as they are annotated clearly as failed in this column.

The patient audit tracker report can be requested for any month as an alternative to running individual CSV reports. This is a very big report that displays all service stages joined together with all minor illness and clinical pathway records contained in it. You can access the tracker report from the reports page under the heading "Patient Audit Tracker Reports" as shown here. This report should only be run as a csv output, but users can introduce pivot tables to analyse the data.

Filter reports:	pharmacy first	
Hide inactive services		
Select Report Dashboards	Pharmacy First - Shingles Pharmacy First - Shingles Pharmacy First - Uncomplicated UTI	^
Referral Service Dashboards	Pharmacy First - Urgent Supply	
Currently Active Services	Pharmacy First - Urgent Supply (More than 4 medicines)	
Specialist Service Reports	Pharmacy First - Urgent Supply - NHSmall (More than 4 medicines) Pharmacy First - Urgent Supply - NHSmail Referrals	
Patient Audit Tracker Reports	Specialist Service Reports	
Local Besprike Reports	Patient Audit Tracker Reports Pharmacy First - Patient Registration	d
Previously Active Service	Pharmacy First - Orgent Copply - NHOmail Referrals Local Bespoke Reports Previously Active Services	- -
Reporting Period	Mar 2024 ~	

## Q. What should I do if my MYS claims screen shows totals that are very different to the totals extracted from the PharmOutcomes reports?

A. If the difference cannot be attributed to late data entry due to some of the previous month's totals being included in the MYS totals displayed please contact our help desk team via the "contact us" or "Help" tabs of PharmOutcomes so that we can investigate with the NHSBSA team.

## Q. What are the PharmOutcomes team doing to make it easier for contractors to see at a glance the number of claims sent to MYS for Pharmacy First.

A. Although the above process does allow a contractor to pull off information for "Pharmacy First", we recognise that it will take a few minutes to extract and tally totals. The team are developing a claim report that will automatically run at the end of a claim period. This will be available from the "Claims" tab in PharmOutcomes at pharmacies. The report will show the numbers of claims sent to MYS by PharmOutcomes during the month and give a breakdown of claim type as either urgent supply, number of medicines, minor illness, or clinical pathway. We hope to have this available soon.