

# Distance Selling Pharmacies (DSP)

## Information and advice for contractors In West Midlands Area

NHS England (West Midlands Area)

Generic email account of the pharmacy team:

England.pharmacypayment  
swm@nhs.net

### Premises

- ◆ DSP are required not to mislead patients as to what services can be provided at the location. Contractors must take care that promotional material is clear.
- ◆ DSP must offer a **national** service, regardless of patient location or prescription required.
- ◆ DSP must provide all Essential Services, but cannot do so to face to face with patients who are present at, or in the vicinity of, the premises.
- ◆ DSP may become accredited to provide face to face Advanced and/or Enhanced Services from their premises, if the premises is deemed suitable following a PREM1 application.
- ◆ DSP may provide appliances, however where appliance require measuring and fitting, this **cannot** take place on the premises.

### Auditing and Monitoring

**CPAF:** Following completion of the CPAF questionnaire, you may be selected for Community Pharmacy Contract Monitoring visit (CPAF), where SOPs, provision of advice and premises will be reviewed. You may be required to complete actions as a result of the

visit, and will be discussed with the NHS England Officer at the visit.

**Annual Returns:** Compliance with Annual Returns requires provision of assurance or evidence of clinical audit, complaints received, and CPPQ

**IG Toolkit:** All pharmacies are required to complete the current version of the IG Toolkit annually, before 31 March of the year.

### Website Checklist—DSP Do's and Don'ts

Your website **must**:

- ⇒ Be associated with a registered pharmacy
- ⇒ Display **valid** GPhC registration number, details of the registered pharmacy and information on how registration status can be checked
- ⇒ Include the compulsory EU Internet logo (MHRA)

Your website **must not**:

- Suggest that services will only be available to patients within particular areas, or imply certain categories of patients will (or will not) be provided for.
- Be misleading about the services you can provide, particularly regarding face-to-face provision.

### NHS England Responsibilities What do we do?

- Commission NHS pharmacy services from traditional and Distance Selling Pharmacies
- Provide Support, Advice and Information to all pharmacy contractors
- Monitoring and Quality Assuring standards of care and service provided by all pharmacies
- Facilitate payment of claims via NHS BSA

### GPhC 5 Principles of DSP

- 1) The Governance arrangements safeguard the Health, Safety and Wellbeing of patients and the public
- 2) Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public
- 3) The environment an condition of the premises from which pharmacy services are provided, and any associated premises, safeguard the health, safety and wellbeing of patients and the public
- 4) The way in which pharmacy services, including the management of medicines and medical devices, are delivered safeguards the health, safety and wellbeing of patients and the public
- 5) The equipment and facilities used in the provision of pharmacy services safeguard the health, safety and wellbeing of patients and the public

### Providing Services as a DSP

#### Key Facts

- ◆ A pharmacist is required to be present in the pharmacy **throughout** core and supplementary opening hours.
- ◆ You must provide 40 core opening hours per week
- ◆ A DSP must offer all the drugs and medicines that would be available to patients at a traditional pharmacy. A DSP cannot refuse to provide certain drugs or medicines.
- ◆ A DSP must provide all medicines and drugs (non-blacklisted) with reasonable promptness
- ◆ DSP may undertake the Electronic Prescription Service (EPS)

### Claiming and Payment

All DSP must submit prescriptions by the 5th of the month following the month items were dispensed.

This requirement is set out in the Dug Tariff, and incorporated into the Terms of Service.

**Failure to submit a return on time will lead to the DSP being in breach of their Terms of Service.**

### Resources

**Pharmaceutical Services Negotiating Committee (PSNC):**  
<http://psnc.org.uk/contract-it/market-entry-regulations/distance-selling-pharmacies/>

**Pharmacy Legislation: Specifically Regulations 25 and 64:**  
<http://www.legislation.gov.uk/ukxi/2013/349/contents/made>

**Pharmacy Regulations:**  
<https://www.pharmacyregulation.org/search/site/distance%20selling%20pharmacies>

**Drug Tariff:**  
[www.drugtariff.nhsbsa.nhs.uk/](http://www.drugtariff.nhsbsa.nhs.uk/)