PharmOutcomes®

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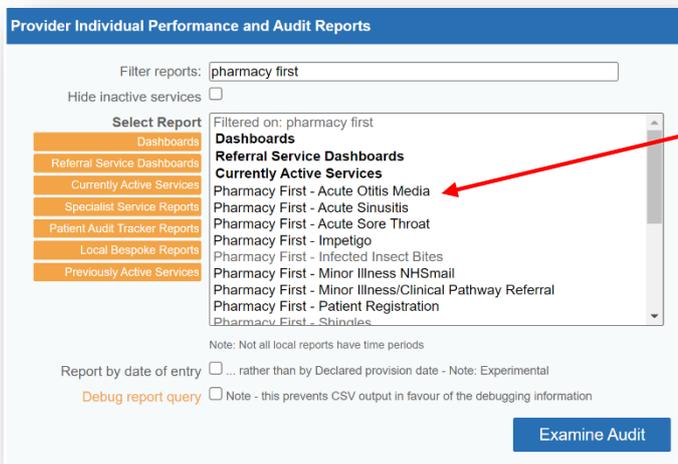
Run each report as a simple on-screen report. Select each of the clinical pathway reports to get a total as shown here.

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.

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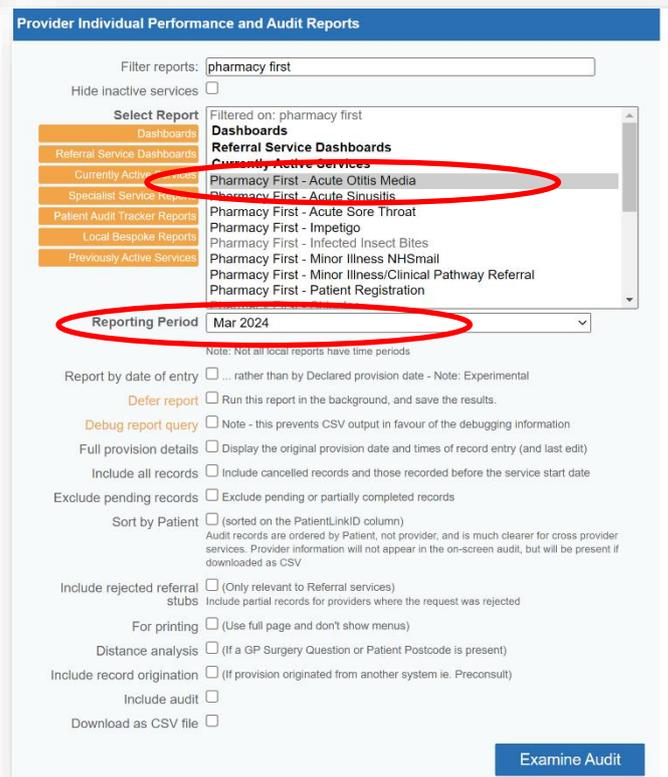
The report will provide a lot of information about the interventions made but the number of records saved appears at the top of the report. In this example 12 records have been saved for the Acute Otitis Media pathway in the month of March.

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.

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

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The report runs as shown below but be aware that t**he total shown here will be the total number of referrals the pharmacy has received so this number WILL NOT 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 follow-ups completed and the number

| Home | Services | Assessments | Reports | Claims | Admin | Help |

Standard Report for: Pharmacy First - Urgent Supply 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 (FDN49)

Activity Indicators
Active Providers in your area = 1
Number of Provisions or Personal Interactions = 13

Patients
Number of Patients / registered users = 13

Age Ranges
at time of service provision based upon provided date of birth

Age Ranges	Number of Interactions
< 13	1
25-29	2
35-39	3
40-44	3
55-59	1

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.

Analysis of Medicine/Appliance

med1_supply_drug	Total
Levetiracetam 750mg tablets (A A H Pharmaceuticals Ltd) 60 tablet 6 x 10 tablets	1 (7.7%)
Salamol 100micrograms/dose inhaler CFC free (Teva UK Ltd) 200 dose	1 (7.7%)
Sertraline 100mg tablets (A A H Pharmaceuticals Ltd) 250 tablet	1 (7.7%)

3 medicines have been supplied

Age Ranges
at time of service provision based upon provided date of birth

Age Ranges	Number of Interactions
< 13	1
25-29	2
35-39	3
40-44	3
55-59	1
60-64	1
75+	2

Analysis of Patient Ethnicity

patient_ethnicity	Total
White - British	7 (53.8%)

7 urgent supplies have been recorded that will trigger 7 claims

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

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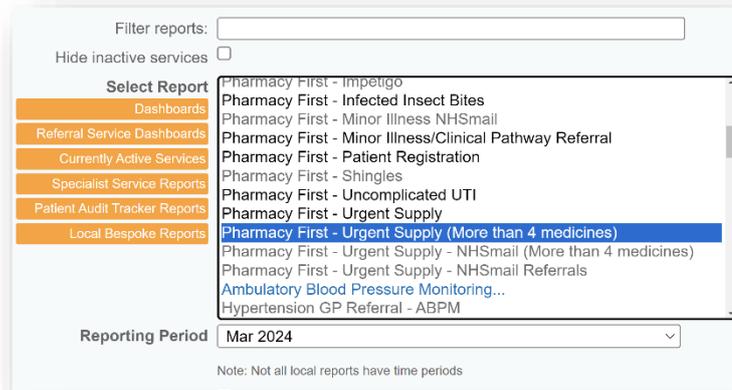
NB: Records saved in this service WILL NOT generate a service claim but WILL generate a claim for the medicines recorded as supplied.

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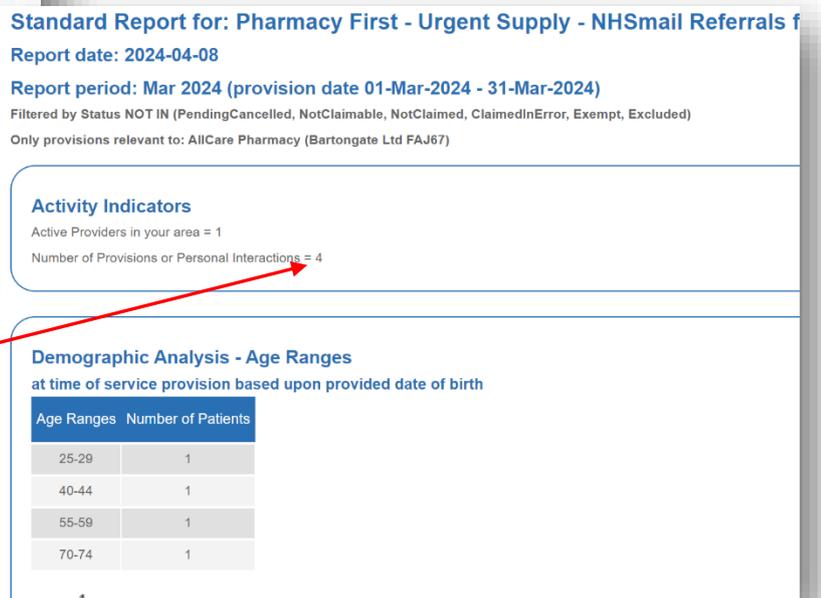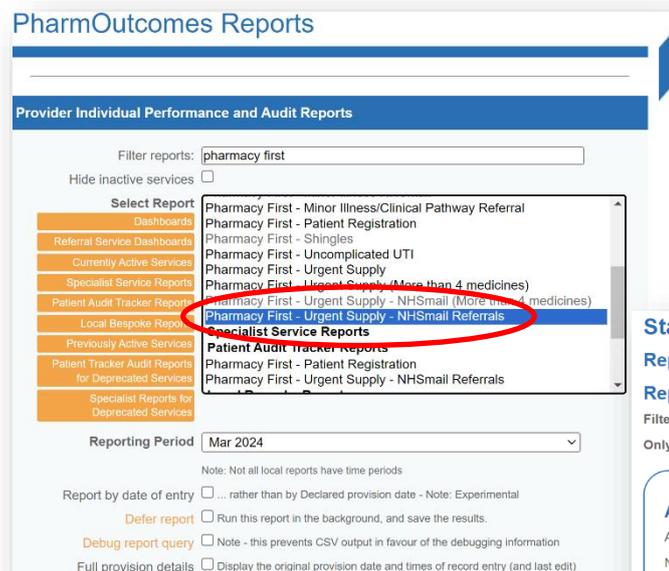
The 4 service claims displayed here will all generate a claim to MYS. As look further down the report for information on medicines supplied.

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Minor Illness Claims

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

1.   **Pharmacy First – Minor Illness NHSmail**. This template is used to record minor illness interventions that have resulted from the receipt of a referral sent by NHS mail. The total shown in this report should generate a claim to MYS.

Run the report from the claims tab as below.
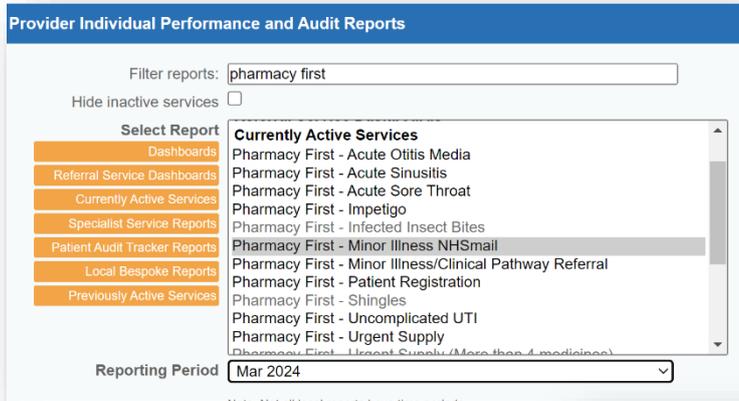
The number of interventions saved appears at the top of this service report.

All saved records in this service will result in a claim sending to MYS. **In this example 50 claims have been generated and sent.**
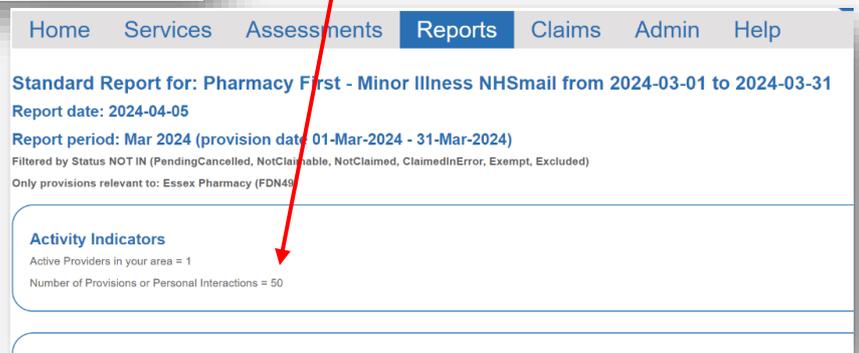
2. **Pharmacy First – Minor Illness/Clinical Pathway Referral**

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

![PharmOutcomes®]

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 for those interventions will send as part of the clinical pathway records described earlier in this guide the

Standard Report for: Pharmacy First - Minor Illness/Clinical Pathway
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 (FDN49)

Activity Indicators
Active Providers in your area = 1
Number of Provisions or Personal Interactions = 16

Patients
Number of Patients / registered users = 16

Consultation Outcome

Analysis of Consultation outcome

consultation_outcome	Total
Advice given only (no medicine supply)	7 (43.8%)
Clinical Pathways Consultation	4 (25%)
Non-urgent signposting to another service	3 (18.8%)
Sale of an Over the Counter (OTC) medicine	1 (6.3%)
Urgent escalation to another service	1 (6.3%)

system will not generate a claim when this record is saved. This means that out of the 16 interventions recorded here, only **12 minor illness** MYS claims will be generated and sent when the record is saved.

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.

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Frequently Asked Questions

**Q. What happens if I retrospectively save a March record after the 5ᵗʰ 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 5ᵗʰ 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 5ᵗʰ April cut off will form part of the April MYS totals **but** all March provisions entered past the 5ᵗʰ 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.

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.

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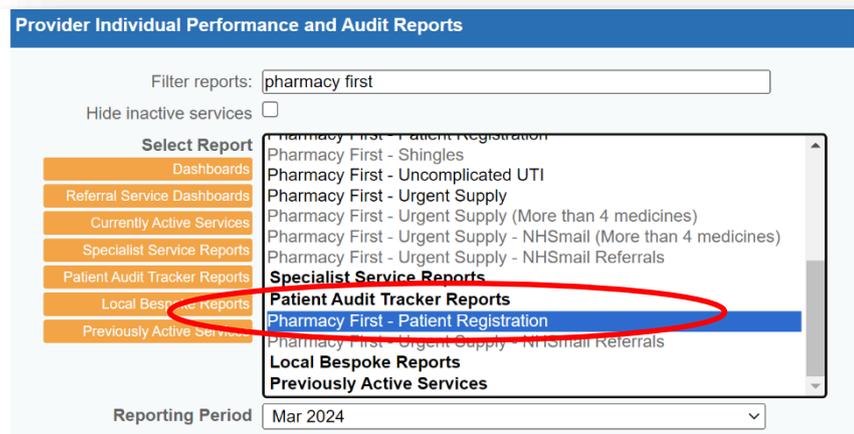
Q. What should I do if my MYS claims screen shows totals that are very different to the totals extracted from the PharmOutcomes reports?

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.