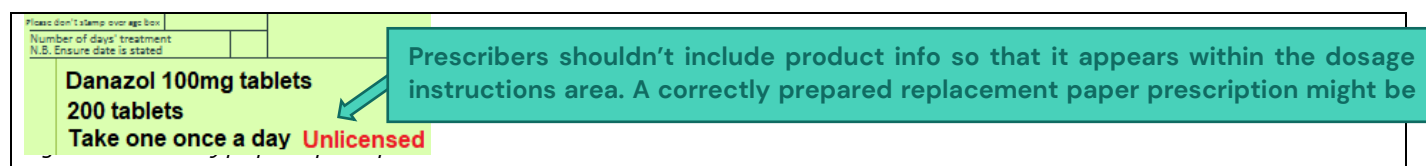# EPS product information in the dose area

Prescribers sometimes erroneously add product information into the prescription dose area. This factsheet for pharmacy teams explains how to address the problem by requesting a replacement prescription or using the NHSBSA recheck process for specials.

Why product information shouldn't be included in the dose area?

Prescribers shouldn't include supplementary product information within the prescription dose instructions area. If prescriptions are incorrectly issued with product information within the dose area, pharmacy teams and NHSBSA may miss this and not consider it. A prescriber who is not aware of this may free-type a note. E.g.: 'unlicensed', brand/manufacturer name, assorted flavours, 'FS' (free supply item) or sugar/preservative-free prescription) so that it appears as part of the dose instructions (see image below).
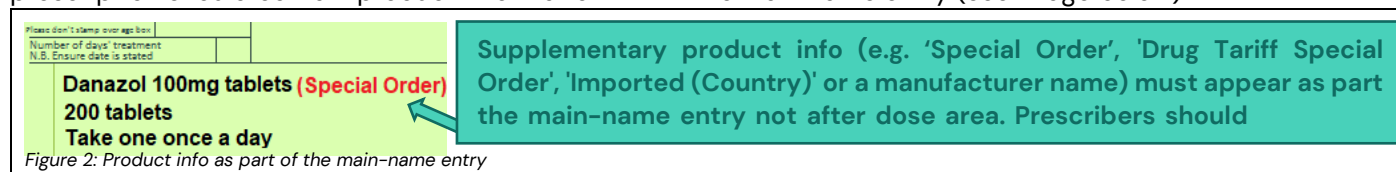

> Please don't stamp over age box
> Number of days' treatment
> N.B. Ensure date is stated
>
> **Danazol 100mg tablets**
> **200 tablets**
> **Take one once a day** Unlicensed

Prescribers shouldn't include product info so that it appears within the dosage instructions area. A correctly prepared replacement paper prescription might be

Additionally, the pricing implications for such erroneously prepared prescriptions are set out below:

- **Standard EPS pricing does not take into account the dose area information**. Standard EPS pricing is based on the prescribed product code. NHSBSA can't use the dose area for the initial prescription pricing. Dose area information doesn't impact the initial payment calculation.
- **Paper prescriptions**: There is some risk that product information within the dose area might not always be used during the pricing process, even if the paper prescription is submitted within the red separator.
- Reimbursement adjustment via NHSBSA's recheck process: This may be used as a last resort (see below).

Requests for the prescription to be reissued or for NHSBSA to recheck/reprice an item?

If pharmacy teams receive prescriptions with product information included within the dose area, the prescriber can be contacted so that the items can be cancelled and a new prescription generated. The newly issued prescription should contain product information within the main name entry (see image below).

> Please don't stamp over age box
> Number of days' treatment
> N.B. Ensure date is stated
>
> **Danazol 100mg tablets** (Special Order)
> **200 tablets**
> **Take one once a day**

Supplementary product info (e.g. 'Special Order', 'Drug Tariff Special Order', 'Imported (Country)' or a manufacturer name) must appear as part the main-name entry not after dose area. Prescribers should

Figure 2: Product info as part of the main-name entry

Occasionally, a prescriber cannot issue the prescription they wish via EPS for technical reasons and should use a paper prescription instead. EPS prescribing may not be possible if the item is not listed either within the:

- NHS Dictionary of devices and medicines (**dm+d**); or
- GP system (GP suppliers don't synchronise to every dm+d listing, some listings are not 'selectable' via EPS. Rare items (e.g. unlicensed ones) and items recently added to dm+d are particularly impacted.)

NHSBSA rechecks process for reimbursement adjustment (specials): Pharmacy owners may request that NHSBSA recheck specific prescription(s) if 'specials' prescriber instructions were followed and the prescription was priced. Pharmacy owners may attach visual evidence of the prescriber's instruction to their recheck application, e.g., a screenshot or token copy showing 'Unlicensed' was written by the prescriber in the dose area. NHSBSA won't have been able to use that instruction for pricing initially but can adjust the reimbursement post rechecking/repricing the item.