

Customer Survey Pilot Results June 2011 - follow on actions:

Ref. Number	Area	Description	Detail	Priority	Action Required	Status	Action Owner	Target Complete date	Progress made	Comments	Last update
CS001	Pharmacy	Disallowed Items	Adopt "The Resubmission Process" which England employs to deal with disallowed scripts. This process involves having disallowed scripts to be returned to the pharmacies for amendment instead of payments being denied.		inform SGHD - this used to be the process followed by PSD but we had to change as a result of a Service Audit finding several years ago where Pharmacy was criticised for returning actual prescription form to the contractor.	Closed	Lorna Ramage	25.11.11	LR to contact contractor by telephone and inform them of reason why.	Contractor advised that there are no plans to change the procedure. Improved PMR systems are now highlighting scripts that would be rejected	28.11.11
CS002	Pharmacy	Disallowed Items	Revise disallowed items - PSD are too strict especially if it is due to slight change in measurements which cause the item to be disallowed		PSD accept size endorsements; if the contractor doesn't advise what was dispensed, PSD will continue to reject.	Closed	Liz Howie	25.11.11	LH to inform contractor that this is out with our control the rule is dictated by the SG and refer contractor to the DT/Business Rules and Endorsement information.	Contractor advised that there are no plans to change the procedure. Improved PMR systems are now highlighting scripts that would be rejected.	26.10.11
CS003	Pharmacy	Disallowed Items	Sometimes does not get a consistent answer to questions for whether an item is allowed or not and contacts CPS for these queries.		staff training	open	Liz Howie	12.12.11	Contact trainers ED, AC and CW requesting they carry out a refresh/retrain exercise around the rules for disallowed queries with Group/Team leaders. Arrange for shared telephone log on central drive in order that access is available for all operators in order that consistent answers can be provided. 08.11.11 Emailed production managers for their thoughts around additional training and all 3 production managers advised given the few occasions this has occurred they would not be keen to commit a training resource to this but all happy to have a shared drive. LH follow up		08.11.11
CS004	Pharmacy	Disallowed Items	PSD to contact pharmacies for clarification before disallowing items on GP10A's as this would prevent unnecessary time wasting in going back to the GP and then re-submitting the items for payment		DCVP system advises if an item is allowed on a GP10A, if not allowed then it has to be rejected.	Closed	Georgina Anderson	25.11.11	No resource to do this GA to contact contractor by telephone and inform them of reason why.	PSD will accept	1.11.11
CS005	Pharmacy	Short Supply Drugs	Suggest an investigation is carried out on the prices manufactures charge for drugs which are in short supply.		Not a function for PSD	Closed	Lorna Ramage	25.11.11	LR to contact contractor by telephone and inform them that this is not a function for PSD. Informed contractor that PSD's intervention in the shortage issue has resulted in changes to Tariff prices and minimal shortages.		28.11.11

CS006	Pharmacy	Short Supply Drugs	Suggest reducing the number of items on shortage list as it causes the pharmacy extra work with hand endorsing		CPS and SG agree shortage list, not a function for PSD.	Closed	Lorna Ramage	25.11.11	Lorna has been in contact with CPS and suggested improvements around this which have been taken forward and a reduction in the shortage list has been agreed and implemented, LR will advise contractor of this. Informed contractor that PSD's intervention in the shortage issue has resulted in changes to Tariff prices and minimal shortages.		28.11.11
CS007	Pharmacy	Short Supply Drugs	Having problems with short supply items with regards to endorsing the prescriptions. The handling of these items could be improved.		PSD proposed an alternative method of handling shortages, need SG agreement.	Closed	Lorna Ramage	25.11.11	Lorna has been in contact with CPS and suggested improvements around this which have been taken forward and a reduction in the shortage list has been agreed and implemented, LR will advise contractor of this. Informed contractor that PSD's intervention in the shortage issue has resulted in changes to Tariff prices and minimal shortages.		28.11.11
CS008	Pharmacy	Website	Not easy to find some articles on the website, e.g., endorsing prescription process. Would be better if there was one place they could go to get all the updates/info they require.		Review / update website	closed	Georgina Anderson	01.08.11	ePharmacy Helpdesk have called back the 2 customers who raised these points. Clarification received that it was the CPS website that they had difficulty navigating.	Link to our website sent to customer but as they are a corporate there is a risk that they may not be able to access the website.  If these sites do not have access to PSD website this could be a clinical risk We will no longer be giving out hard copies of the Drug Tariff and this can only be accessed online.	01/08/2011
CS009	Pharmacy	Website	A monthly news letter about any issues that are seen in the submissions from pharmacies, i.e. a collation of incorrect endorsement or rule changes.		Could be delivered if a resource was identified.	Closed	Lorna Ramage	25.11.11	Given current climate there is no resource to do this, LR to contact contractor by telephone and advise them. Advise them that CPS provide a monthly newsletter. Contractor informed that PSD and community pharmacy websites have "Latest News" areas for highlighting issues. Also use CPS newsletter to highlight issues or provide guidance.		28.11.12
CS010	Pharmacy	Website	More user friendly Drug Tariff and would like to have an e-mail alert when there are updates on the tariff or when an item or pack size is being removed		Could be delivered if a resource was identified.	Closed	Lorna Ramage	25.11.11	Drug Tariff managed by ISD, out with our control however there was talk of improving the search facility within the DT. LR will check and contact contractor to advise them of the outcome. Contractor informed that CPS provide this information to contractors.		28.11.12

CS011	Pharmacy	Website	General awareness on the website, e.g., regarding staples being removed from scripts before being sent in.	Review / update website	closed	Georgina Anderson	01.08.11	Customer advised that there is information on the website regarding how scripts should be submitted. Customer informed me that she does not use the computer unless she has to. I have sent her the URL for the PSD website. As they are a Lloyds pharmacy I am unsure if they will be able to access it.	Link to our website sent to customer but as they are a corporate there is a risk that they may not be able to access the website.  If these sites do not have access to PSD website this could be a clinical risk We will no longer be giving out hard copies of the Drug Tariff and this can only be accessed online.	01/08/2011
CS012	Pharmacy	Website	Would like an online disallowed items list	This could be delivered as part of on-line reporting project	Closed	Georgina Anderson	25.11.11	GA to contact and provide on line reporting access. Contractor will be able to retrieve this information electronically as and when they required it.	Zena no longer works there	1.11.11
CS013	Pharmacy	Reports	Difficulty deciphering PP9A.	eReports project - pilot underway	Closed	Lorna Ramage	25.11.11	contact and advise contractor CPS have guidance on their website which may aid contractor. Arrange visit if they would like although GA to check with Moira Hanley to identify if contractor has already received this service.	Contractor declined visit with payments manager, but going to look at guidance on CPS website.	28.11.11
CS014	Pharmacy	Reports	Not able to decipher the accuracy reports to enable her to see if they are being paid correctly. More user friendly payment breakdown information required, especially for certain categories – e.g., Short Supply items.	eReports project - pilot underway	Closed	Georgina Anderson	25.11.11	GA to contact and provide on line reporting access. Contractor will be able to retrieve this information including the dummy report for shortages electronically as and when they required it.	Already has access to online reporting	1.11.11
CS015	Pharmacy	Reports	Send statements electronically	eReports project - pilot underway	closed	Georgina Anderson	25.11.11	GA to contact and provide on line reporting access. Contractor will be able to retrieve this information electronically as and when they required it.	Louise Carson has already been set up	2610.11
CS016	Pharmacy	Reports	Add MAS & CMS totals to monthly payment statements	eSchedules Pilot considering this	closed	Georgina Anderson	01.08.11	Contacted Customer and have agreed to set her up with an online reporting account to enable her to access the eMas and CMS figures. In addition this information has been included in the paper payment schedules for last few months.		01/08/2011
CS017	Pharmacy	Payments	Concerns over the accuracy of pharmacy payments, feeling there is room for improvement.	Always room for improvement, increased ePharmacy usage will deliver more consistent results. BH On Line Reporting (OLR)- greater visibility of payment details at item level. PC	closed	Georgina Anderson	25.11.11	GA to contact and provide on line reporting access. Contractor will be able to retrieve this information electronically as and when they required it.	Boots site and can't have access to online reporting at the moment	1.11.11

CS018	Pharmacy	Payments	Lack of confidence in the submission payments and would like this to be addressed with training.		Training can be delivered when an issue is found. BH OLR- greater visibility of payment details at item level. PC	Closed	Georgina Anderson	25.11.11	GA to contact and provide on line reporting access. Contractor will be able to retrieve this information electronically as and when they required it. On contacting ask for further information i.e. what specific training SJ has been providing training around the endorsements, could offer her services. Contacted Karen who had a few questions regarding online reporting. I have contacted Karen and gave the information she was looking for.		1.11.11
CS019	Pharmacy	Payments	Sometimes investigations into underpayments are very slow.		Depends on the issue being investigated; PSD try to respond in a timely manner. BH OLR provides prescription details within the report to make investigation for PSD speedier i.e. scan ref number, IFN & serial number. PC	closed	Lorna Ramage		LR has already contacted this contractor re his comment - CHECK - unable to link comment to contractor to follow this up, CHECK with CH for more info. Informed the contractor that the length of time it takes to resolve depends on the nature of the investigation. We would hope to resolve investigations within 20 working days. - usually resolved more quickly		28.11.11
CS020	Pharmacy	Endorsing	Provide more feedback on any pharmacy endorsing/incorrect endorsing errors and so forth		Linked to CS009	closed	Liz Howie	25.11.11	Contact contractor and advise the endorsing guide is on the web and paper copies have been sent out to all contractors. 29.11.11 contacted contractor who advised had received a copy of the endorsing guide and went to the talk that our work colleague gave on the guide, Contractor satisfied.		29.11.11
CS021	Pharmacy	Endorsing	Gets frustrated having to duplicate endorsing. (Electronically & on paper), but appreciates that there must be a paper trail		Looking to amend DCVP to use and present e-message data to staff, until this is delivered need duplicated endorsing BH. ePharmacy development work planned to address this. Potential to move away from paper endorsing SJ>	Closed	Georgina Anderson	25.11.11	Contact contractor and refer to the endorsing guide on the web and advise that they will have to continue to duplicate endorsing until further notice. Gave Omar this information and also guided him to the online reporting documentation on the website.	Gave Omar this information and also guided him to the online reporting documentation on the website.	1.11.11
CS022	Pharmacy	General Comments	Difficulty in contacting specific staff. Requests for an up to date list of telephone numbers for pricing queries.		A new contact list has been created and is now being sent out with transfer of business and to new contractors	closed	Liz Howie	25.11.11	Updated Contact lists were sent to all contractors following the move from Savoy to Meridian LH to contact contractor to confirm they have received or forward a copy if not. 29.11.11 Previous contact no longer at pharmacy spoke to another contact at the pharmacy and agreed to send current contact list and web address to pharmacy as contact was unsure if the list they had was the most current		29.11.11

CS023	Pharmacy	General Comments	Could PSD telephone pharmacies before a form is sent back to advise them of the reason that it is being returned.		No, too time consuming.	Closed	Georgina Anderson	25.11.11	Given current climate there is no resource for PSD to do this, GA to contact contractor by telephone and advise them that their PMR System should provide this information to them.		2.11.11
CS024	Pharmacy	General Comments	Clearer directions to GP's about what can be prescribed on MAS		GP's don't prescribe under MAS; it is CP's who prescribe BH & SJ	closed	Georgina Anderson	01.08.11	Contacted Customer for more information, this is a HB issue and I have informed Fiona Stewart at Forth Valley to escalate		01/08/2011
CS025	Pharmacy	General Comments	Duplication of work - Gets 2 copies of disallowed scripts from different sources a week apart.		PSD only send copy to contractor, so don't understand the issue.	open	Liz Howie	25.11.11	Contact contractor to advise that PSD only send 1 copy but we are seriously considering their suggestion to stop sending out our copy to make savings. 29.11.11 Contractor on holiday. Follow up 02.12.11 Spoke with contractor who confirmed she received a copy from PSD and did not have the other copy to hand but she will call me when it comes in and let me know who also sends this out. Hopefully we can get this down to 1 copy. 04.12.11 Contractor advised that she received second copy from her Health Board, need to investigate if all HB's send this out to their contractors as well as PSD.		04.12.11
CS026	Pharmacy	General Comments	Feels streamlining the paperwork would help make life easier.		eSchedules Pilot considering this	Closed	Georgina Anderson	25.11.11	GA to contact and provide online reporting access. Contractor will be able to retrieve this information electronically as and when they require it.	Lloyds pharmacy and therefore not able to offer online reporting at the moment	1.11.11
CS027	Pharmacy	General Comments	Would like the updated tariff prices forwarded to the pharmacy.		Tariff is available online	closed	Liz Howie	25.11.11	LH to contact and advise contractor that the DT is available online and an updated hard copy is provided by CPS monthly. 29.11.11 contacted contractor and since the survey he is now aware that the tariff is available online and is using it. Customer satisfied.		29.11.11
CS028	Pharmacy	General Comments	CP's should be given additional payments for providing additional pharmacy services like unscheduled care, Chlamydia treatments etc, rather than just being reimbursed for dispensing.		There are payments for PHS, Unscheduled care, etc	Closed	Lorna Ramage	25.11.11	LR to contact and discuss with contractor as payments are made for these as part of the transition payments	PHS payments explained	26.10.11

CS029	Pharmacy	General Comments	Pharmacy services like unscheduled care, Chlamydia treatments etc involve far too much duplicated form filling. Is there no way to streamline this process? Also, given the nature of many of his housebound patients & the frequency with which they have to sign "on behalf of", he questions the insistence on having "a" signature on every script.	Legal requirement, SG issue.	Closed	Lorna Ramage	25.11.11	LR to contact and discuss with Contractor.	CPS negotiate and agree process for claiming with SG. Contractor to raise issue with CPS	28.11.11
CS030	Pharmacy	General Comments	Would be good to know what percentage of their scripts were claimed electronically	This type of reporting is being considered BH. OLR has a report detailing this and also Moira Hanley now sends this data out with the schedules- since last payment?? ( I believe) PC. Complete. These stats were made available from May 2011 payment schedule SJ. Following info up with MH - LH.  The first report with this information was sent out with May'11 disp payment and will continue to be sent each month.	Closed	Georgina Anderson	01.08.11	Contacted Customer and have agreed to set her up with an online reporting account to enable her to access the eMas and CMS figures.		01/08/2011
CS031	Pharmacy	General Comments	Pharmacies on the islands find it challenging without the Champion and Facilitator Support	inform health board	closed	Liz Howie	25.11.11	LH to contact and advise contractor this is out with our control although PSD have discussed this with HB's. 29.11.11 informed contractor who advised they fully understood that this was outwith our remit.		29.11.11
CS032	Pharmacy	General Comments	Would like more training on the drug tariff	customer training available	Closed	Lorna Ramage	26.11.11	LR to contact and discuss with Contractor.	Contractor finding new endorsing guide really helpful. Explained search function in electronic Drug Tariff	28.1.12
CS033	Pharmacy	General Comments	Would like to see more educational workshops being run.	customer training available	closed	Liz Howie	25.11.11	SJ was providing training on the endorsing guide to contractors and HB's. Contact contractor to find out if they have received this. 29.11.11 Called contractor and identified that she has received the new guide but no training and she would be interested if this was on offer, schedule for next round of endorsement guide training/overview.		29.11.11