

# Signing up for NUMSAS

## 1. Before sign up to service:-

- Ensure your pharmacy meets the premises requirements
  - Pharmacies must have a **consultation room** that meets minimum requirements
  - The pharmacy contractor must have a **Standard Operating Procedure** in place covering the provision of the service
  - The pharmacy's **Business Continuity Plan** should be updated to cover the service
- Ensure all your staff have **read and understood NUMSAS Service specification and toolkit**.  
<https://www.england.nhs.uk/publication/nhs-urgent-medicine-supply-advanced-service-pilot-community-pharmacy-service-specification-november-2016/>  
  
<https://www.england.nhs.uk/wp-content/uploads/2017/06/numsas-toolkit-pharmacy-staff-v2.pdf>
- Ensure your pharmacy has an NHS mail account and that there are sufficient members of staff with NHS mail to access the shared mailbox throughout all opening hours of the pharmacy.

NHS Mailbox Helpdesk 0333 2001133 [pharmacyadmin@nhs.net](mailto:pharmacyadmin@nhs.net)

## 2. Register to provide NUMSAS on NHSBSA:-

<https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/nhs-urgent>

Ensure you sign up using your pharmacy NHS shared mail account (not personal NHS mail address).

## 3. You should receive a test e-mail in the NHS shared mailbox. You have to reply to this e-mail before the service is live.

If you didn't receive this e-mail due to signing up with incorrect NHS mail address contact NHS England Area Team [england.pharmacyreturns@nhs.net](mailto:england.pharmacyreturns@nhs.net) stating ODS code and NUMSAS in title.

## 4. You should receive details of GP OOHs, NHS 111 health professionals contact details and DoS user request form (if don't contact NHS England Area team or LPC)

## NUMSAS PROCESS

- Patient calls pharmacy
- Pharmacy checks NHS mail for referral.
- Pharmacy teams should **regularly** check for an email or electronic message throughout the day to pick up referrals from NHS 111. If referral is received and **no contact** is made by the patient the pharmacy should attempt to make contact on 3 attempts.
- Confirm patient identity using information provided in the referral
- If a patient calls the pharmacy but **no referral** has been received from NHS 111. Check the pharmacy is signed up for NUMSAS then contact the NHS 111 professionals' line 0300 3305407 to confirm referral and take details by phone.
- Pharmacist assesses the need and suitability of the patient for an emergency supply in line with Human Medicines Regulations (can use SCR, EPS tracker etc)
- If don't have item in stock refer to alternative NUMSAS pharmacy
- If CD item required or patient needs further assessment refer to GP OOHs.
- Make supply if appropriate
- Collect prescription charge (if appropriate)
- Ask patient to sign declaration on back of a blank FP10DT EPS token
- Advise patient about ordering medication in a timely manner and eRD.
- Ask patient to complete survey <https://numsas.nhsdatacollection.org/>
- Complete and send GP notification form
- Enter all the information on the blank FP10DT EPS token
- Make a record of supply in accordance with HMR (PMR and POM register) plus any records specific to your pharmacy.
- Submit the token along with a completed NUMSAS claim form in an envelope marked 'NUMSAS' to NHSBSA with your script bundle

For more details refer to NUMSAS Specification and Toolkit and also PSNC website

<https://www.england.nhs.uk/publication/nhs-urgent-medicine-supply-advanced-service-pilot-community-pharmacy-service-specification-november-2016/>

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