

FP10 Management Standard Operating Procedure

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Medicines Management Policy
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1. PURPOSE

FP10 are a legal document required to be filled in by eligible professionals within the healthcare sector to supply medication to patients i.e. the FP10 is a prescription that can be issued by a GP, nurse, pharmacist prescriber, supplementary prescriber or a hospital doctor in England.

FP10's must be accounted for at all times, to demonstrate organisational effectiveness and fraud prevention.

The misuse of FP10 is a criminal offence, hence full accountability is required.

2. INTRODUCTION

There are various colour coded FP10's signifying the type of prescriber and what drugs they could prescribe (please see the table below).

FP10s are used to obtain medication from an NHS licensed pharmacy.

The NHS Counter Fraud Authority explains that 'A prescription form should be considered as an asset that has a financial value. It is in effect like a blank Cheque open to potential misuse.'

Some FP10's are a legal requirement whereas others are used as means to control supply of medication and as a tool for reimbursement. As FP10's are used as part of a reimbursement mechanism they could be fraudulently used, e.g. obtaining medication illegally from pharmacies or claiming payments for drugs and services. Therefore, FP10's are classified as 'Restricted Stationary'.

To order FP10's in England an organisation must be registered with Xerox-NHS UK.

FP10 used in England

Prescription Form Identifier	Colour	Notes
FP10 FP10NC FP10HNC FP10SS	Green	These FP10 Prescriptions may be issued by GPs or nurse and pharmacist prescribers, hospital doctors, supplementary prescribers or out of hours centres if correctly annotated.
FP10MDA FP10MDA-S FP10HMDA-S FP10MDA-SS FP10MDA-SP	Blue	Instalment dispensing prescription form. Generally used by Detox and specialist centres.

FP10P FP10PN (Practice Nurse) FP10CN (Community Nurse) FP10SP (Supplementary prescriber)	Lilac	Forms used by nurse and pharmacist prescribers and supplementary prescribers. The form should be printed with information to identify the type of prescriber, for example, community practitioner nurse prescriber (formerly known as district nurse/health visitors), nurse independent prescriber or supplementary prescribers.
FP10D	Yellow	Forms issued by dentists in primary care. Only items listed in the dental formulary can be prescribed on this prescription.
FMed296	White	Issued to service personnel (army)
FP10P-Rec	Lilac	Used by out of hours centres
FP10PCD-SS FP10PCD-NC	Pink	Private prescription form issued for Schedule 2 & 3 Controlled Drugs (these prescriptions will not be passed for payment by the NHS Prescription Services).

3. SCOPE

This SOP captures the end to end process for the management of handwritten and printed FP10's to ensure compliance with The Medications Management Policy. This includes ordering, receiving, distribution, reconciliation, missing/stolen and destruction.

4. RESPONSIBILITIES

Printer FP10's

HCA's/Receptionists/Dispatchers and Drivers (Dunmow only) are responsible for ensuring the prescription printer tray is filled at the beginning of each operational period and emptied at the end of each operational period, and ensuring the FP10 log is fully completed each time the printer tray is filled and emptied.

An operational period is defined as the live period between service commencement and closure (where applicable).

HCA's/Receptionists/Dispatchers/Drivers (Dunmow only) are responsible for ensuring printer trays are always kept locked and that the printer lock combination code is kept confidential.

Prescribers log their prescription usage by entering the prescription number on Aadastra.

Prescribers must ensure all their voided prescriptions are clearly marked 'VOID' in indelible ink and at the end of their shift prescribers must hand all their voided prescriptions to the receptionist/HCA.

Receptionist/HCA void process

Team/Service Managers/Pharmacy Technician will check the FP10 printer logs weekly. Where this is not possible it will be done at the earliest opportunity but no later than a fortnight. When checking the logs Team/Service Managers must clearly initial and date the logs to confirm this check has taken place. Any necessary remedial actions will be undertaken by them.

Printer FP10's must be used at all times. Handwritten FP10's are only used when printer FP10s cannot be provided e.g. technical failure or during home visits.

Handwritten FP10's

Supervisors/HCA/Receptionists/Dispatchers and Drivers (Dunmow only) are responsible for ensuring the FP10 Signing Out and In Log and Prescriber Usage Log sheets are correctly completed.

Prescribers must ensure every prescription used is accounted for on the Prescriber Usage Log sheet by entering the date and their name next to each prescription number.

When taking out and returning prescription wallets, prescribers are expected to fully co-operate with the staff who are responsible for checking the Prescribers Usage Log sheet and completing the FP10 Signing Out and In Log.

Team/Service Managers/Pharmacy Technician will check the FP10 Signing Out and In Logs and Prescriber Usage Log sheets at least fortnightly and will initial the logs as records of these checks.

Failure to deal with any aspect of this process may result in disciplinary action.

5. SPECIFIC PROCEDURES

5.1 Ordering

Request for FP10's must be raised to the PELC pharmacy team via e-mail, pelc.medsmgt@nhs.net

The pharmacy team will then request a purchase order from finance.

Only authorised staff can order FP10's and login details are required to request FP10's from nhsforms.co.uk

5.1.1 Printer FP10's

1. <https://cmswebshop.external.xerox.com/uStore/login.aspx?StoreId=52>
2. Log into the site above to begin order process for Blank Prescriptions.
3. To order blank prescriptions, first select "**Secure Print Prescriptions**" then from the drop down select "**English_Non Personalised**" from the list to left scroll down to "**FP10SS**" select place order button then continue to order.
4. Next select the quantity of boxes required (3-4 normally order at one time)
5. The items will then be placed into the cart and then submit the order.
6. A Purchase order request form will need to be completed and a Purchase Order number will be required from finance to complete the order.
7. Shipping address and billing address to be selected finish order
8. Finally the recipient name and PO Number need to be filled into to complete the order
9. A confirmation email will be sent out.

5.1.2 Handwritten FP10's

1. <https://cmswebshop.external.xerox.com/uStore/login.aspx?StoreId=52>
2. Log into the site above to begin order process for both Printed Prescriptions.
3. To order blank prescriptions, first select "**Secure Print Prescriptions**" then from the drop down select "**English Personalised**" from the list to left scroll down to "**FP10NC**" select place order button then continue to order.
4. Prescriber codes will need to be entered for personalised prescriptions as they are site specific. Codes for sites are as follows:
 - Becketts House - 669498
 - King George Hospital - 670293
 - Queens Hospital - 668885
 - Grays Court - 670887
5. To order prescriptions change the login location (OA Code) as required following instructions from step 3.

5.2 Receiving

Once the FP10's have been ordered it can take up to 10 working days for delivery. NHS Xerox delivers the ordered FP10's in bulk to the authorised named individuals and will require signature upon delivery.

Once delivered a designated member of the pharmacy team will enter the FP10 received date, site, FP10 code, box number, PO number and FP10 serial numbers on to a FP10 log.

Once logged, FP10's are transferred into safe storage ready for distribution, as required by the operational team.

5.3 Safe Storage

FP10's are in a safe cabinet in Beckett's House with limited access. It is locked with a key pad lock and only a few named individuals have access to the key combination.

A record of the quantity of FP10's in safe storage is kept on FP10 Storage Log sheets accompanying each FP10 box and must be updated whenever FP10's are removed.

The FP10 storage logs provide a record of how many FP10's are taken for distribution, opening/closing balances and for security purposes two signatures are required whenever FP10's are removed from safe storage for distribution.

The printer FP10 storage log requires the unique Xerox FP10 box number, whereas the FP10 handwritten storage log requires the handwritten FP10 site name.

Pharmacy will conduct a complete balance audit at least once a month.

5.4 Distribution

An FP10 count is obtained by supervisors every week and provided to the team managers. Team managers then organise the supply of FP10's from safe storage, as required.

5.4.1 Printer FP10's

Printer FP10's are prepared for the required site in individual batches of 100. Each batch is logged electronically in the the Service_Delivery_OOH drive then placed in a named zipped red wallet. A delivery receipt is also populated with the site/batch numbers and passed to a supervisor to organise delivery.

5.4.2 Handwritten FP10's

Handwritten FP10's are prepared for the required site in batches of 20.

Each individual FP10 number is logged electronically in the Service_Delivery_OOH drive and a Prescriber Usage Log sheet is also populated with the individual FP10 numbers. The FP10's and Prescriber Usage sheet are then placed in a named yellow zipped wallet. A delivery receipt is also populated with the site and FP10 numbers and passed to a supervisor for them to organise delivery.

5.5 Delivery

Nominated PELC staff deliver the prepared FP10 wallets to the sites. The recipient at the sites will provide confirmation of receipt by signing the delivery receipt form. The individual delivering the FP10 wallets provides confirmation of delivery by also signing the delivery receipt form.

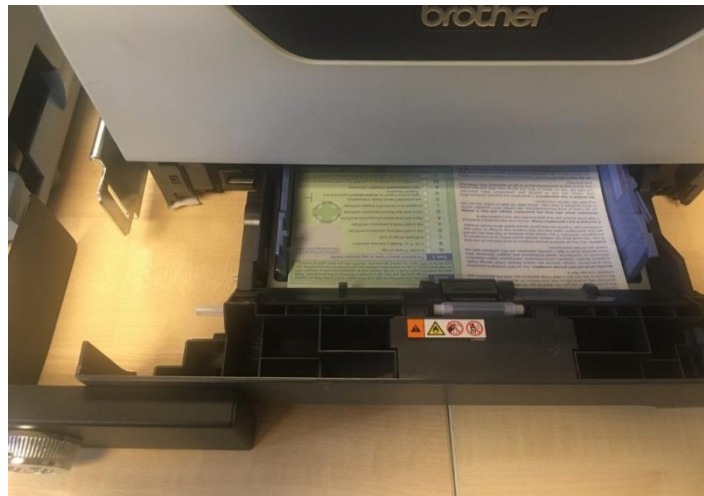
The completed delivery receipt form is returned to the supervisor who checks the receipt for completeness, transfers the delivery details to the electronic FP10 log, then files the delivery receipt.

Any missing information should be investigated immediately by the supervisor and appropriate action should be taken to ensure the information is complete.

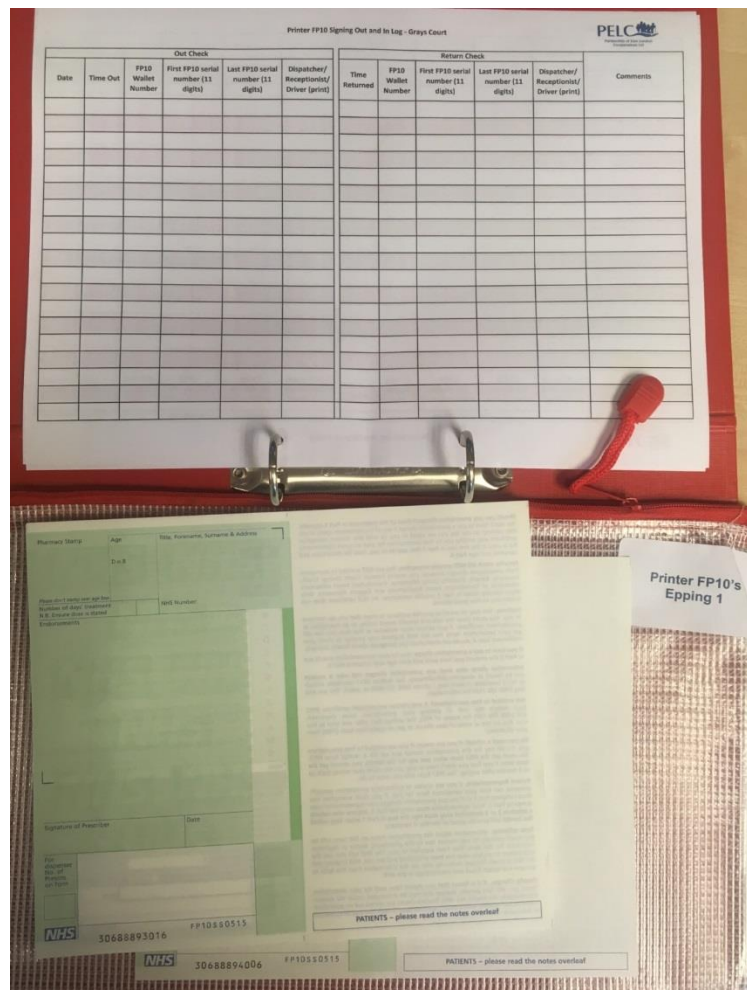
5.6 Site Process

5.6.1 Printer FP10's

- Each site has a red A4 ring binder containing the 'Printer FP10 log' which must be kept in the safe.
- The FP10 log **MUST** be completed every time the printer tray is filled or emptied.
- Labelled red A4 plastic zip wallets contain the blank printer prescriptions which are prepared in batches of 100.
- When filling and emptying the printer the entire prescriptions in the wallet must be placed in the printer.
- Printers are fitted with a combination lock **MUST REMAIN LOCKED** at all times except for when loading/unloading. The combination must be kept secure and confidential.
- FP10's **MUST NOT** be transferred between wallets.
- FP10's should be loaded face down (as below)



- To complete the Printer FP10 Signing Out and In log enter: Date, time out/returned, FP10 Wallet Number, First FP10 serial number (11 digits), Last FP10 serial number (11 digits) and print your name (as below)



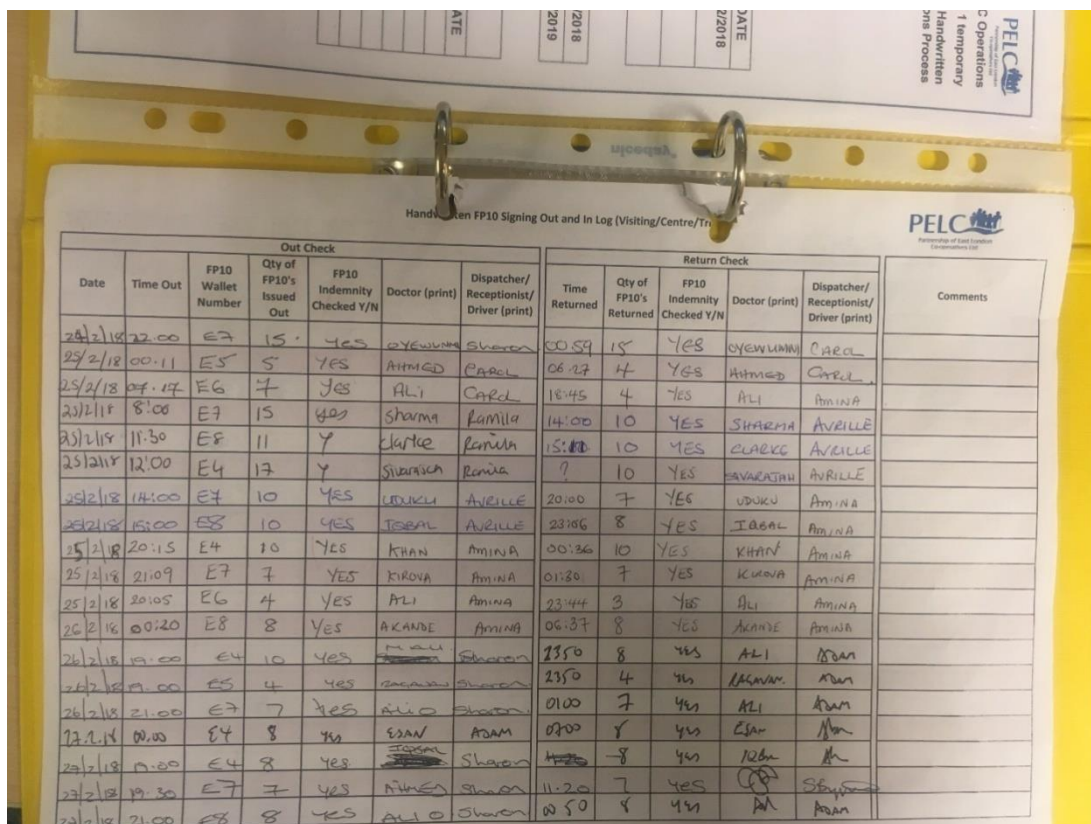
- Prescribers are NOT required to complete/sign blank FP10 prescription paper records because prescription numbers are entered on Adastra. Records of prescriptions used are retained on the Adastra case notes.
- Prescribers will notify a PELC HCA/Receptionist/Dispatcher/Driver (Dunmow only) when the FP10 printer needs refilling.

5.6.2 Handwritten FP10's

Each site has a yellow ring binder containing the FP10 Signing Out and In Log and yellow FP10 wallets as below. These must be stored in the safe.

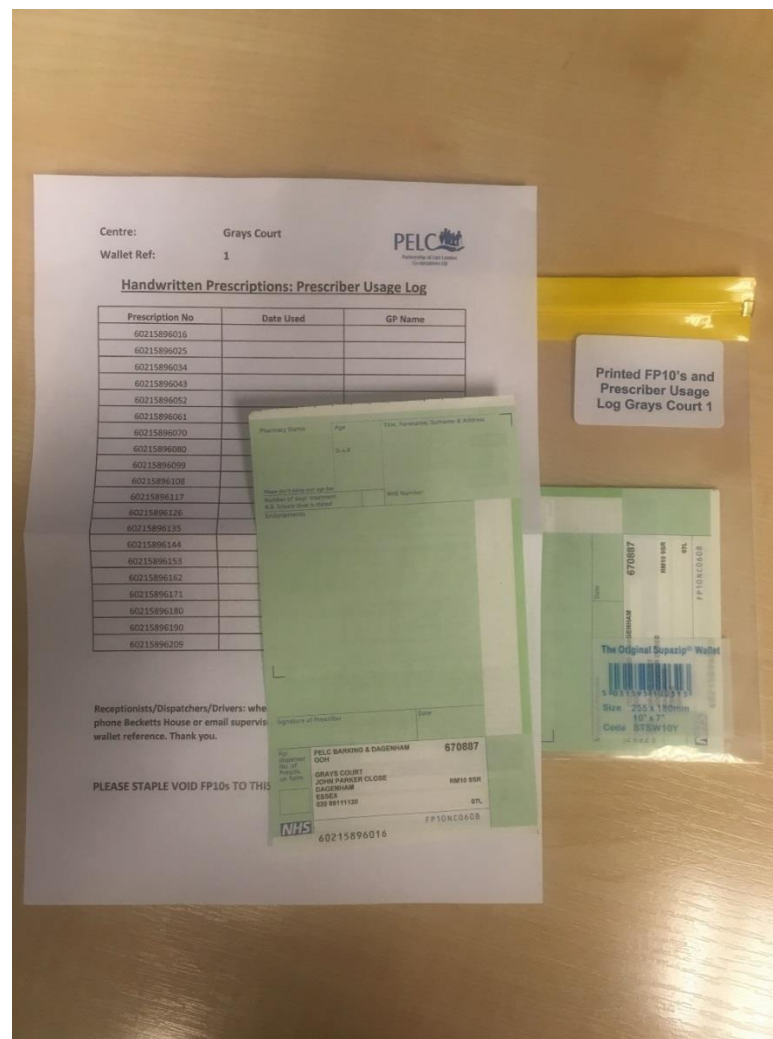
Supervisors/HCAs/Receptionists/Dispatchers/Drivers (Dunmow only) must complete this log every time a wallet of handwritten prescriptions is given out and when the wallet is returned.

FP10 Signing Out and In Log



Out Check						Return Check					Comments
Date	Time Out	FP10 Wallet Number	Qty of FP10's Issued Out	FP10 Indemnity Checked Y/N	Doctor (print)	Dispatcher/Receptionist/Driver (print)	Time Returned	Qty of FP10's Returned	FP10 Indemnity Checked Y/N	Doctor (print)	
24/2/18	22:00	E7	15	YES	OYEUNNI	Sharon	00:59	15	YES	OYEUNNI	Carol
24/2/18	00:11	E5	5	YES	AMMED	Carol	06:27	4	YES	AMMED	Carol
25/2/18	07:47	E6	7	YES	ALI	Carol	16:45	4	YES	ALI	AMINA
23/2/18	8:00	E7	15	YES	SHARMA	Kamilla	14:00	10	YES	SHARMA	AVELLE
23/2/18	11:30	E8	11	Y	CLARKE	Ranith	15:00	10	YES	CLARKE	AVELLE
25/2/18	12:00	E4	17	Y	SHARMA	Ranith	?	10	YES	SHARMA	AVELLE
25/2/18	14:00	E7	10	YES	UDUKU	AVELLE	20:00	7	YES	UDUKU	AMINA
25/2/18	15:00	E8	10	YES	TOBEN	AVELLE	23:06	8	YES	ISAGAL	AMINA
25/2/18	20:15	E4	10	YES	KHAN	AMINA	00:36	10	YES	KHAN	AMINA
25/2/18	21:09	E7	7	YES	KUROVA	AMINA	01:20	7	YES	KUROVA	AMINA
25/2/18	20:05	E6	4	YES	ALI	AMINA	23:44	3	YES	ALI	AMINA
26/2/18	00:20	E8	8	YES	AKANDE	AMINA	06:37	8	YES	AKANDE	AMINA
26/2/18	19:00	E4	10	YES	ALI	Sharon	23:50	8	YES	ALI	ADAM
26/2/18	19:00	E5	4	YES	SHARMA	Sharon	23:50	4	YES	SHARMA	ADAM
26/2/18	21:00	E7	7	YES	ALI	Sharon	01:00	7	YES	ALI	ADAM
27/2/18	00:00	E4	8	YES	ESAN	ADAM	07:00	7	YES	ESAN	ADAM
27/2/18	00:00	E4	8	YES	TOBEN	Sharon	07:00	8	YES	TOBEN	ADAM
27/2/18	19:30	E7	7	YES	AMMED	Sharon	11:20	7	YES	AMMED	ADAM
28/2/18	21:00	E8	8	YES	ALI	Sharon	00:50	8	YES	ALI	ADAM

- Yellow zip wallets contain the handwritten FP10's which are prepared in batches of 20. Each FP10 wallet has an accompanying FP10 Prescriber Usage Log sheet which is pre-filled with the individual FP10 numbers.
- **When the prescriber issues a handwritten prescription they must complete the Prescriber Usage Log sheet** by entering the date and their name next to the prescription number issued (see below).



- HCA/Receptionists/Dispatchers/Drivers (Dunmow only) must **inform the duty supervisor whenever the use of handwritten prescriptions is required, together with the reason**. Supervisors will then notify pelc.medsmgt@nhs.net, pelc.teammanagers@nhs.net and pelc.servicemanagers@nhs.net

- Upon discovering a wallet containing 5 or fewer FP10's HCA/Receptionists/Dispatchers/Drivers must immediately inform a supervisor or manager at Becketts House and also email pelc.medsmgt@nhs.net quoting the centre name, quantity remaining and wallet reference.
- Distribution of additional FP10's should take place within 48 hours of notification.
- Team managers will collect any completed FP10 log sheets and Prescriber Usage Log sheets weekly and store them at Becketts House for reconciliation by designated staff.

5.7 Void FP10's

5.7.1 Printer Void FP10's

- Prescribers will ensure any voided FP10's are clearly marked 'void' in indelible ink and at the end of their shift will provide their voided FP10's to the receptionist, driver (Dunmow only), or dispatcher/supervisor who will ensure that the void FP10's are clearly marked 'void' in indelible ink.
- Staff may wish to remind prescribers to hand over their voided scripts. Each site contains a blue wallet for void FP10's together with a void FP10 log which must be completed by the receptionist, driver (Dunmow only), or dispatcher/supervisor. This contains the date, void FP10 number and prescriber name.
- Team/service managers aim to collect voided FP10's fortnightly and return them to Becketts House where they are entered into the electronic FP10 Void Log.

5.7.2 Handwritten Void FP10's

- Void handwritten FP10's must be firmly attached to the corresponding prescriber usage log sheet.
- Team/service managers will collect completed prescriber usage log sheets and return them to Becketts House where any voids will be entered into the electronic FP10 Void Log.

5.8 Faxed FP10's

FP10's are faxed to pharmacies when following a telephone consultation or when patients are unable to collect a FP10. The patient is informed to collect the medication from a mutually agreed pharmacy.

The FP10 is faxed to the designated pharmacy which is sufficient for the pharmacist to dispense the medication.

It is a legal obligation on behalf of the prescriber that the original of the faxed prescription be forwarded to the pharmacy within 72 hours.

The process:

- 1) Doctors inform the patient that they are able to collect their medication from a designated pharmacy.
- 2) Ideally the designated pharmacy should be called and requested to check if they have the item in stock.
- 3) If the pharmacist confirms that they have the item in stock then a verbal agreement should be reached that a faxed prescription will be sent for that item.
- 4) The prescription is then given to the supervisor
- 5) The supervisor then faxes the prescription to the agreed pharmacy.
- 6) Once faxed it is kept with the supervisor to be sent via post to the designated chemist.
- 7) The posting should take place within 24hrs of the prescription being faxed so that the pharmacy is refurbished with the script as per the legal requirement of 72hrs.
- 8) In the interim between faxing and posting, the scripts are recorded on an electronic prescription log prior to posting.
- 9) The database should record the following: FP10 number, patient name, Adastral number, pharmacy name, date of fax, date FP10 posted.
- 10) FP10's for Controlled Drugs are not allowed to be faxed because the original will be required for the pharmacy to dispense.

5.8.1 **Faxed FP10's not received**

The process:

- 1) PELC staff are notified when FP10's have not reached the agreed pharmacy
- 2) The following details should be recorded.
 - a) Patient name and date of birth
 - b) Prescription date

- c) Aداstra number (when available)
 - d) Pharmacy name and telephone number.
- 3) Access the Aداstra record to verify the original script
 - 4) Email pelc.medsmgt@nhs.net with the above information.
 - 5) The pharmacy team will then organise a reprint.
 - 6) The current arrangement is that once a week on a Friday missing FP10 cases will be re-entered onto Aداstra, then a Medical Director will reprint the FP10's, noting on Aداstra the case is a FP10 reprint because the original FP10 had not reached the agreed pharmacy.
 - 7) The reprinted FP10 is recorded on the FP10 prescription log
 - 8) The pharmacy team maintain a database whereby the details or query log is maintained. Once the details of the reprint have been entered the FP10 is then passed to the operations team for posting.
 - 9) On a monthly basis the FP10 numbers that were reprinted are sent to NHSE so the pharmacy only receive reimbursement for the reprinted FP10.

5.9 FP10 Destruction

The process:

- 1) Void FP10's are logged on the electronic FP10 Void log for destruction and then kept in safe storage awaiting shredding.
- 2) Details required FP10 Number, void or dispensed from stock, 'entered by' (initials), site details and doctor name
- 3) Shredding takes place at fixed intervals.
- 4) Two individuals are required during the destruction process, one to shred and the other to verify it has taken place.
- 5) An electronic FP10 destruction log is kept of the dates, void FP10 number(s), expired FP10s and names of the two individuals involved in the process.
- 6) The destruction record should be kept for a minimum of 18 months.

5.10 FP10 Queries

Prescriptions handed to patients could be subject to verification for various reasons, e.g. legibility, dosage, allergy, incorrect demographics

FP10's have a PELC contact number for pharmacies to call if clarity is required.

The process:

- 1) All calls should be logged
- 2) The details of the caller and the patient details should be requested
- 3) The details requested should be
 - a) Caller's name and profession
 - b) Caller's contact telephone number
 - e) Patient name and date of birth
 - f) Prescription date
 - g) Adastra number (when available)
 - c) Details of what needs clarification
- 4) If clarification concerns dosing it should be immediately referred to the originating prescribing clinician (if on duty) or to another prescriber.
- 5) If the issue has led to identification of incorrect prescribing of medication, dosing or any aspect relating to patient safety a Datix should be completed and the Medical Director notified.

5.11 Unaccounted/Missing/Stolen FP10's

There is the possibility that an attempt could be made to forge FP10's

they are lost or stolen the following steps must be taken to maximise security.

Should any prescriptions be lost or stolen the following action must be taken:

- **If a criminal activity is suspected**, contact the Local Security Management Specialist (LSMS) to determine whether the Police need to be contacted. Inform the Executive on-call if police are called.
- Inform the Medical Director
- Inform senior manager on call

- Inform Chief Pharmacist
- Report following Trust incident policy and raise a datix

- The prescriber whose FP10's have gone missing should be instructed to write and sign all newly issued FP10's forms in red for a period of two months. The organisation should inform all pharmacies in the area and adjacent CCGs of the name and address of the prescriber concerned, the approximate number of prescription forms missing or stolen, serial numbers (if known) and the period for which the prescriber will write in a specific colour.
- If needed (e.g. if multiple FP10's remain unaccounted for), **pharmacy team will** contact NHS England, so their Early Warning Alerting System can cascade details of the missing FP10's to community pharmacies.
- Report details of the incident to NHS Counter Fraud Authority (NHSCFA) through the NHS Fraud and Corrupting Reporting Line [020 7895 4500](tel:02078954500) or online at: <https://cfa.nhs.uk/reportfraud>

The following details must be provided (online or by telephone):

1. Where you work
 2. Your contact details (if you're reporting)
 3. Date and time of loss/theft
 4. Date and time of reporting loss/theft, place where loss/theft occurred (visiting and all PELC sites)
 5. Type of FP10's stationery involved
 6. Serial numbers of the FP10's
 7. Quantity
-
- Pharmacy team will log data into FP10 Unaccounted/Missing/Stolen log

6. FORMS/TEMPLATES TO BE USED

- Printer FP10 Signing Out and In Log
- Handwritten FP10 Signing Out and In Log (Visiting/Centre/Triage)
- Handwritten FP10's Prescriber Usage Log sheets
- FP10 Unaccounted/Missing/Stolen log
- FP10 Void log
- FP10 destruction log

7. INTERNAL AND EXTERNAL REFERENCES

This section is used to list all controlled internal references (e.g. SOPs) and external references referred to within the text of the SOP only.

7.1 Internal References

- All log sheets required can be located in the PELC service delivery drive under the pharmacy sub section
- PELC Medicine Management Policy

7.2 External References

- https://cfa.nhs.uk/resources/downloads/guidance/Management%20and%20control%20of%20prescription%20forms_v1.0%20March%202018.pdf

Appendix A: Assurance Form

I have read and understood the above document and agree to abide by its content.

Name	Signature	Date