

Cost of Service Investigation for Community Pharmacy

Frequently asked questions

To assist you in completing the Cost of Service Investigation (CoSI) information returns we have prepared a list of questions and answers. If you have a question or query that is not addressed in the list please contact the PwC CoSI team:

- **Email:** ni-cosi@uk.pwc.com
- **Telephone:** 02890 415 919

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1. What is the CoSI?

You will be aware from Department of Health, Social Services and Public Safety (DHSSPS) correspondence dated 30 March 2015, PricewaterhouseCoopers (PwC) has been commissioned to undertake an independent study into the costs incurred by pharmacies in Northern Ireland to provide community pharmacy services in 2011/12.

The CoSI full data collection phase of the project has now commenced.

The purpose of the full data collection exercise is to ask community pharmacy contractors to provide information in relation to the costs they incurred in the 2011/12 period. Three information returns have been created to capture this data.

- a) A branch information return – to be completed by each pharmacy branch in Northern Ireland.
- b) An owner information return – to be completed for each pharmacy or group of pharmacies (note: an owner of more than 1 pharmacy will only be required to complete 1 owner information return).
- c) A head office information return – will be required for each pharmacy group that has a head office function/ head office.

2. Who should complete the information returns?

DHSSPS had requested that contractors nominate a point of contact to PwC to act as the CoSI representative. The nominated point of contact will be responsible for completing the information returns. The nominated CoSI representative is most likely to be the pharmacy owner or the person who is responsible for the overall management and financial control of the branch (i.e. in charge of matters such as managing the staff, overseeing store operations, financial control and record-keeping). In answering some of the questions, it may be appropriate for the nominated point of contact to consult with other individuals who assist or contribute to managing the pharmacy.

3. How do I complete the information returns?

An email will be sent to the nominated point of contact with an individual link for each pharmacy branch. If you are the nominated point of contact for a group of pharmacies, you will receive more than 1 email and link. The email title will identify each branch by name and will include the contractor number. The branch name/address will be shown on the branch information returns.

A separate email link will be sent for the owner and head office information returns. The email will inform you if you are required to complete the owner and head office information returns or just the owner information return.

To assist with the completion of the online information returns, PDF versions of the branch, owner and head office information returns will be issued to contractors. These documents can be printed so that you can see all the questions in advance of completing the online information return. However, please note all information returns must be submitted online, paper copies of information returns cannot be accepted, using the links that will be emailed to you.

4. What supporting information should be provided to PwC?

In addition to completing the information returns, you will be required to provide PwC with a copy of your accounts for the 2011/12 period. These accounts include:

- Your statutory accounts for 2011/12 that include any Head office costs involved in running this group; and/or
- The management accounts for the Head office for 2011/12; and/or
- The most detailed set of accounts / financial information for the Head office for 2011/12.

To validate and verify the information provided, a sample of the completed information returns will be verified against their statutory, management accounts and other information as required. In the case where significant variances are identified, PwC reserve the right to request further information.

We suggest you collect this information in advance of completing the online information returns. The information requested should be emailed to **ni-cosi@uk.pwc.com**. On request, PwC will send out a pre-paid return envelope if you prefer to provide a hard copy version of this information.

If you have any additional questions, please contact the PwC team on **+44 (0)28 90 415 919** or **ni-cosi@uk.pwc.com**.

5. I have provided 'other' costs in the box provided, but have not specified what the cost is for. Will this cost be included in the CoSI analysis?

A description of any 'other' cost is required to enable the CoSI team to conduct the analysis. Unsupported or undocumented information will not be included in the analysis.

6. What data confidentiality and security arrangements are in place?

DHSSPS and PwC acknowledge the commercial sensitivity of the information you have been asked to provide. PwC will conduct this exercise under the Market Research Society guidelines and we have agreed with Community Pharmacy Northern Ireland (CPNI) to commit to the following principles:

- Information will be stored on the PwC secure system and only project team members will be able to access the data.
- The data collected will be subject to the Data Protection Act and will not be used for any other purposes other than this CoSI.
- All individual contractor information will be treated as confidential and commercially sensitive and PwC will maintain the confidentiality of an individual contractor's information.
- Accounts and supporting information provided as part of this Information return will not be shared by PwC with any third party.

PwC have consulted with CPNI to provide reassurance in relation to data confidentiality and security.

7. What is the timing for the full data collection exercise?

The data collection exercise will run for 6 weeks from the week commencing 25 January 2016 and the **closing date will be Friday 4 March 2016**.

8. How long will it take to complete the information returns?

It is anticipated that it will take some time to collect all the required information and to complete the online information returns. Therefore it is recommended that you use the pdf version of the information returns to identify and collect the required information as soon as possible, before starting to complete the online version. You may need to get input or support from others to complete the information return.

9. Which set of accounts should I use?

Please use the information below to select which (financial year) accounts should be used to complete this information return.

For example, if your accounting year end is the month of January, please use the accounts for year ending January 2012.

If your accounting year ends in the month of...	...please complete the information return based on your accounts for the financial year ending
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January	January 2012
February	February 2012
March	March 2012
April	April 2012
May	May 2012
June	June 2012
July	July 2012
August	August 2012
September	September 2011
October	October 2011
November	November 2011
December	December 2011

10. What support will PwC provide to assist with the information returns?

The PwC team will provide support for the duration of the data collection exercise. If you have any questions or queries about the information returns the team will be available to assist you. The contact details for the PwC team are below:

- **Email: ni-cosi@uk.pwc.com**
- **Telephone: 02890 415 919**

The telephone helpdesk will operate from Monday to Friday, between 9am and 6pm. If your call goes through to the answerphone service, please leave a message and one of the team will call you back.

To assist with the completion of the online information returns, PDF versions of the branch, owner and head office information returns will be issued to contractors. These documents can be printed so that you can see all the questions in advance of completing the online information return. However, please note all information returns must be submitted online using the links that will be emailed to you. Paper copies of information returns cannot be accepted.

11. The link to the information return emailed to me is not working. What should I do?

If the link to the information return is not working or if you are having any other technical difficulties please contact the PwC CoSI team.

- **Email: ni-cosi@uk.pwc.com**
- **Telephone: 02890 415 919**

12. We have a small head office and are unable to provide a breakdown of costs into each of the different head office divisions. What should we do?

In this case, please answer “No” to each of the questions asking if you have a specific division e.g. question 6 for procurement. When you come to question 30 asking for any “other head office cost” please enter your head office costs and provide as much detail as possible into the roles/functions performed at head office.

13. I haven’t been asked to complete the head office information return, but I own 2 pharmacies and incur head office costs. How do I include these head office costs?

In the email sent with the link to the owner information return, there is the option to complete a head office information return. Please contact PwC to inform us that you will be completing the head office information return then proceed to complete and submit the head office information return.

14. Will there be a financial contribution for completing the information returns?

DHSSPS will provide a contribution of £300 per branch to contractors (to a maximum of £1,200 per contractor) who provide a complete set of online information returns and required supporting information to PwC within the timeline for the CoSI data collection.

In order to claim this contribution a request must be made by email to PwC (ni-cosi@uk.pwc.com) confirming completion and providing a contractor number for payment. Requests must be made within the timeline for the CoSI data collection.

15. What is a “common” activity?

A “common” activity is one that cannot be clearly attributed to either HSC or non HSC e.g. the cleaning activity at a pharmacy branch.

16. How do I know which services and activities are HSC and non HSC?

‘HSC’ and ‘non-HSC’ services and activities are defined below:

Service: a specific service that contractors provide to their service user and is therefore what a service user receives. A service may be categorized as either commissioned by the HSC (HSC Service) or not commissioned by the HSC (Non-HSC Service).	
Activity: an action carried out to support the delivery of a service or to meet clinical governance requirements.	
<p>HSC Activities:</p> <ul style="list-style-type: none"> • Providing HSC prescription services, other HSC services, and assisting with administrative tasks associated with dispensing and the provision of HSC services. This should include any time spent on procuring prescription medicines, providing healthcare advice, signposting. • Clinical Governance such as preparing and maintaining SOPs, incident reporting, audits, dealing with complaints and other governance – related activity. Record keeping. 	<p>Non HSC Activities:</p> <ul style="list-style-type: none"> • Healthcare- related activities such as selling and procuring P Meds, GSL medicines and other healthcare items, prescription collection, delivery and ordering and providing private healthcare services (e.g. private prescriptions, diagnostic testing and travel vaccines). • Non Healthcare – related activities (for example procuring and selling cosmetics, toiletries, and photographic activity). • Wholesale dealing.

For information purposes, **HSC** services (as per the definition above) that were offered in 2011/12 are provided in the following table:

HSC services	Activities include *
Ordinary Dispensing	• Dispensing of "ordinary" items (includes medical and non-medical prescribers)
	• Dispensing of Schedule 2 and Schedule 3 controlled drugs
	• Dispensing of appliances (including measured and fitted)
	• Dispensing of extemporaneous items
	• Dispensing of "urgent" items
	• Procurement of prescription medicines
	• Re-ordering stock
Multiple Dispensing	• Instalment dispensing (multiple dispensing)
Repeat Dispensing	• Repeat dispensing
Supply of items on Stock Prescriptions	• Dispensing of HSC stock items to GP practices
	• Supplies to hospices
Medicines waste	• Collection and disposal of returned medicines and sharps
Domiciliary Oxygen Supply	• Dispensing of Oxygen items (including delivery)
Supervised Consumption/ Administration	• Drug misuse supervised swallow service
	• Supervised administration
Minor Ailments Service	• Minor ailment consultation
	• Dispensing of item under pharmacy vouchers
Stop Smoking Service	• Smoking cessation consultation
	• Dispensing of item under pharmacy vouchers
Managing Your Medicines	• Managing Your Medicines (MYM) – 1 st assessment and follow-up review
	• Provision of compliance aids as part of the MYM services
Advice to Nursing Home	• Advice to Care Homes
Needle and Syringe Exchange Programme	• Needle exchange service
Palliative Care Network Services	• Palliative Care service
Out-of-hours and Rota Services	• Rota/on-call pharmacies
Health Promotion	• Provision of healthcare advice and information
	• Signposting
	• Advised self-care
Building the Community Pharmacy Partnership (BCPP)	• Participation in BCPP projects
	• Preparation and review of SOPs

Clinical Governance	<ul style="list-style-type: none"> Practice leaflets
	<ul style="list-style-type: none"> Compliance procedures
	<ul style="list-style-type: none"> Medicines Incident reporting
	<ul style="list-style-type: none"> Record keeping (e.g. PMRs)
Staff Training	<ul style="list-style-type: none"> Pre-registration student staff training
	<ul style="list-style-type: none"> Staff training for HSC Services

***Note:** Activities are provided for illustration and do not form an exhaustive list. This would also include all other HSC activities of a support/ management/administrative nature.

For information purposes, **the non- HSC services** (as per the definition above) that were offered in 2011/12 are provided in the following table:

Non-HSC services	Activities include *
Collection/Delivery/Ordering of Prescriptions	<ul style="list-style-type: none"> Collecting prescriptions from GP surgeries
	<ul style="list-style-type: none"> Ordering repeat prescriptions on behalf of service users
	<ul style="list-style-type: none"> Delivering prescriptions to service users' homes
Non-HSC Dispensing	<ul style="list-style-type: none"> Private prescriptions
	<ul style="list-style-type: none"> Emergency supplies
Compliance Support Services not related to Manage Your Medicines Service	<ul style="list-style-type: none"> Compliance support provided to patients on dispensing of medicines (for example Monitored Dosage Systems)
Staff Training	<ul style="list-style-type: none"> Staff training for non HSC services
	<ul style="list-style-type: none"> Staff training for retail and related services
Private Patient Group Directions (PGD)	<ul style="list-style-type: none"> For example flu vaccination services
Prescribing Support or other GP Practice Related	<ul style="list-style-type: none"> Clinical support to GP practices to address or provide clarification on issues raised
Sales of Over-the-Counter Medication	<ul style="list-style-type: none"> Sale of P and GSL medicines
Self-Care Services	<ul style="list-style-type: none"> Diagnostic testing
	<ul style="list-style-type: none"> Screening
	<ul style="list-style-type: none"> Health checks
Travel Services	<ul style="list-style-type: none"> Vaccination
	<ul style="list-style-type: none"> Travel clinics
	<ul style="list-style-type: none"> Sun safety
Cosmetic and Perfume Services	<ul style="list-style-type: none"> Procurement and sale of retail cosmetics and perfume
Toiletries and Sundry Items Services	<ul style="list-style-type: none"> Procurement and sale of retail cosmetics and sundry items
Photographic Services	<ul style="list-style-type: none"> Passport photographic services
	<ul style="list-style-type: none"> Photo processing
Veterinary Services	<ul style="list-style-type: none"> Veterinary prescriptions

	<ul style="list-style-type: none">• Procurement and sale of veterinary medicines and products
Other services (please list if appropriate)	

***Note:** Activities are provided for illustration and do not form an exhaustive list. This would also include all other non-HSC activities of a support/ management/administrative nature.