



THE SCOTTISH OFFICE  
Department of Health

11924

NHS  
MEL(1996)81

COMMON SERVICES AGENCY	
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REFERRED TO	ACTION TAKEN

COMMON SERVICES  
GENERAL MANAGER  
TRINITY PARK HOUSE

NHS Management Executive  
St. Andrew's House  
Edinburgh EH1 3DG  
27 September 1996  
Telephone 0131-244  
Fax 0131-244 2683

Dear Colleague

**NATIONAL HEALTH SERVICE LOW INCOME  
SCHEME  
NATIONAL HEALTH SERVICE OPTICAL  
ARRANGEMENTS**

**CHANGES IN ENTITLEMENT TO HELP WITH NHS  
CHARGES, OPTICAL AND HOSPITAL TRAVEL COSTS:  
FORMS AND LEAFLETS**

**Summary**

1. From 7 October 1996 all recipients of Disability Working Allowance (DWA) and their dependants and recipients of Income-based Jobseeker's Allowance and their dependants will be entitled to full remission of NHS charges and repayment of hospital travel costs, NHS sight tests and optical vouchers. Some NHS forms will be revised to take account of these changes.

**Action**

2. Health Boards and NHS Trusts are asked to:-

- note that these guidelines (see Annex) will apply to charges for NHS prescriptions, dental treatment, wigs and fabric supports, entitlement to NHS sight tests and optical vouchers and travelling expenses to hospital to receive NHS treatment;
- bring these guidelines to the attention of all staff involved in the provision of the above services and hospital travel costs;
- note that the NHS (Travelling Expenses and Remission of Charges) (Scotland) Regulations 1988 are to be amended to give effect to these changes;

**Addressees**

For action:

General Managers,  
Health Boards

General Manager,  
Common Services Agency

General Manager,  
State Hospitals Board for Scotland

General Manager,  
Health Education Board for Scotland

Chief Executives,  
NHS Trust

Executive Director, SCPMDE

To be copied to:

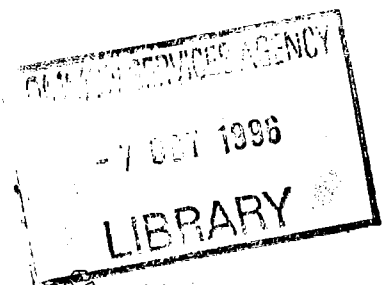
Unit General Managers for  
information

**Enquiries to:**

Mrs Gillian Overton  
Room 29F  
Scottish Office Department of Health  
St Andrew's House  
EDINBURGH EH1 3DG  
Tel: 0131-244 2597  
Fax: 0131-244 2375

**Further copies from:**

Miss Leslie Smith  
Room 29F  
Scottish Office Department of Health  
St Andrew's House  
EDINBURGH EH1 3DG  
Tel: 0131-244-2040  
Fax: 0131-244-2375



- note that the NHS (Optical Charges and Payments) (Scotland) Regulations 1989 and the NHS (General Ophthalmic Services) (Scotland) Regulations 1986 are to be amended to give effect to these changes;
- make the necessary arrangements to control stock levels of the forms which are to be revised.

3. Health Boards are also asked to send the attached memorandum to all contractors. Supplies of this will be sent under separate cover.

NB - distribution of the memorandum to general dental practitioners has already been undertaken by the Department of Health.

Yours sincerely



PP  
AGNES ROBSON  
Director of Primary Care

## Background

1. From 7 October 1996 the NHS (Travelling Expenses and Remission of Charges) (Scotland) Regulations 1988, the NHS (Optical Charges and Payments) (Scotland) Regulations 1989 and the NHS (General Ophthalmic Services) (Scotland) Regulations 1986 are to be amended to extend to all recipients of Disability Working Allowance (DWA) and their dependants and recipients of Income-based Jobseeker's Allowance (JSA) and their dependants automatic entitlement to:-

- full remission of NHS charges for prescriptions (for drugs and appliances), dental treatment, wigs and fabric supports;
- repayment of hospital travel costs;
- NHS sight tests;
- full value of the appropriate optical vouchers.

2. Revised NHS forms are to be introduced to accommodate these changes. Health Boards are asked to control stock levels of the current forms.

3. Disability Working Allowance (DWA): The £8,000 capital restriction will be removed so that all recipients of DWA and their dependants will be entitled to full remission of NHS charges, NHS sight test, the full value of a spectacle voucher and full repayment of necessary travel costs to hospital for NHS treatment.

4. Jobseeker's Allowance (JSA): People and their dependants, who receive Income-based Jobseeker's Allowance will be entitled to full help with health costs in the same way as people receiving Income Support. Income-based JSA replaces Income Support for people who are unemployed.

5. Contributory JSA which is based on a person's National Insurance (NI) record is also being introduced to replace Unemployment Benefit. Contributory JSA does not entitle recipients to help with health costs. They will need to make a separate Low Income Scheme claim using form AG1/HC1.

6. JSA award notices should make clear the type of benefit in payment. If in doubt patients should ask at their Job Centre.

## Changes To NHS Forms

### Prescription Forms

7. Details are in MEL (1996) 75 dated 5 September 1996. Revised forms must be used for all prescriptions written on or after 7 October 1996.

### Dental Forms

8. GP14: details are in MEL (1996) 75 dated 5 September 1996. Revised forms must be used for all prescriptions written on or after 7 October 1996.

GP17A and GP17(O): these forms are being revised and redesigned. Meantime recipients of Income-based JSA should delete Income Support, insert JSA and tick the Income Support box to show their entitlement to free dental treatment.

### GOS Forms

9. GOS(S)(ST), GOS(S)(U), GOS(S)(R) and GOS(S)(P): these forms are being revised. Meantime recipients of Income-based JSA should delete Income Support, insert JSA and tick the Income Support box to apply for an NHS sight test and voucher.

### HES Forms

HES(S)(P)1, HES(S)(R)1, HES(S)(R), HES(S)(P)2: these forms are being revised. Meantime recipients of Income-based JSA should tick the Income Support box to apply for help with spectacle charges.

### Wigs and Fabric Supports

10. WF1: a revised version of this form is appended to this circular for local reproduction. Health Boards should ensure that hospitals have revised forms for use from 7 October and that only the revised version is used on or after that date.

### Drugs and Elastic Hosiery for Hospital Out-Patients

11. HSA 5: a revised version of this form will be sent to you in due course for local reproduction.

### **Update on New Publicity Material And Forms**

12. Low Income Scheme forms AG1 and AG5 are to be replaced by HC1 and HC5. The new forms should be available from October/November 1996. Do not destroy any 2 tone blue versions of AG1 and AG5, use up any stocks you are holding.

13. Poster HC10 is now available in Somali.

14. HC11: "Are you Entitled to Help with Health Costs?" will shortly be available in large print.

15. HC12: "NHS Charges and Optical Vouchers Values" has been revised to make it clear that support tights are only available through hospitals, and photochromic lenses are only prescribed through the hospital eye service.

16. HC13: "Advisers Guide to help with Health Costs" is now available.

## **Other Information**

### Optical Refunds

17. Refund arrangements for sight tests and spectacles/contact lenses (up to the maximum voucher value) are to come into effect from April 1997. Further information will be provided in due course. In the meantime, patients should be advised that refunds are not available except in very specific circumstances. (See form HC13).

National Health Service (FORM WF1)

Supply of Wigs and Fabric Supports to NHS Hospital Outpatients

Declaration of Exemption with undertaking to pay charge

PART A: Patient's details (Capital letters)

SURNAME Mr/Mrs/Miss/Ms/other.....

Other names.....

NHS No (as on medical card)..... or Date of Birth .....

PART B: I declare that the patient named above

- Please tick one box only
is under 16 years of age;
is 16, 17 or 18 years of age and in full time education;
receives, or is the partner of someone who receives Income Support, Income-based Jobseeker's Allowance, Family Credit or Disability Working Allowance;
holds, or is the partner of someone who holds, a current NHS Certificate for full help with health costs (AG2/HC2);
holds, or is the partner of someone who holds, a current NHS certificate for limited help with health costs (AG3/HC3);
receives a War or Ministry of Defence Pension (No ..... ) and needs a wig or fabric support because of the pensionable disability.

PART C: I AM

- Please tick one circle
the patient
the patient's parent or guardian
the patient's representative

I understand that to give false information may lead to prosecution

SIGNED.....DATE.....

Name and address of person signing (Capital letters)

.....
.....
.....

PART D: The hospital may ask you to complete this part of the form if the patient is not in any of the groups in Part B above.

I declare that I will pay the charge due of £.....

SIGNED.....DATE.....

PART E: Name and address of Hospital or Clinic

Charge of £.....

Paid on.....

SIGNED .....DATE.....
for hospital or clinic

General Medical Practitioners  
Pharmacy Contractors  
Appliance Contractors  
General Dental Practitioners (copies sent by SODoH)  
Ophthalmic Opticians (Optometrists)  
Ophthalmic Medical Practitioners

**NATIONAL HEALTH SERVICE LOW INCOME SCHEME  
NATIONAL HEALTH SERVICE OPTICAL ARRANGEMENTS**

**CHANGES IN ENTITLEMENT TO HELP WITH NHS CHARGES, OPTICAL AND  
HOSPITAL TRAVEL COSTS: FORMS AND LEAFLETS**

**Summary**

This Memorandum advises of an extension of automatic entitlement to help with NHS costs. From 7 October 1996, all recipients of Disability Working Allowance (DWA) and their dependants and recipients of Income-based Jobseeker's Allowance (JSA) and their dependants will be entitled to full remission of NHS charges and repayment of hospital travel costs, NHS sight tests and optical vouchers. Some NHS forms will be revised to take account of these changes.

**NHS Low Income Scheme And Optical Arrangements**

Disability Working Allowance (DWA)

1. From 7 October 1996, the £8,000 capital restriction will be removed so that all recipients of DWA and their dependants will be entitled to:-

- full remission of NHS charges for prescriptions (for drugs and appliances), dental treatment, wigs and fabric supports;
- repayment of hospital travel costs;
- NHS sight tests;
- full value of the appropriate optical vouchers.

2. The DWA Unit of the Benefits Agency will notify individuals who benefit from this change. Until NHS forms are revised, all DWA recipients should tick the "DWA box" to obtain remission of charges, NHS sight tests etc.

### Income-Based Jobseeker's Allowance (JSA)

3. This allowance replaces Income Support for people who are unemployed. People, and their dependants, who receive Income-based JSA will be entitled to full help with health costs in the same way as people receiving Income Support.
4. Contributory JSA based on a person's National Insurance (NI) record is also being introduced to replace Unemployment Benefit. Contributory JSA does not entitle recipients to help with health costs. They will need to make a separate Low Income Scheme claim using form AG1/HC1.
5. JSA award notices should make clear the type of benefit in payment. If in doubt patients should ask at their Job Centre.

### **Changes To NHS Forms**

#### Prescription Forms

6. Details are given in MEL (1996) 75 dated 5 September 1996. Revised forms must be used for all prescriptions written on or after 7 October 1996.

#### Dental Forms

7. GP14: details are given in MEL (1996) 75 dated 5 September 1996. Revised forms must be used for all prescriptions written on or after 7 October 1996.

GP17 and GP17(O): these forms are being revised and redesigned. Meantime recipients of Income-based JSA should delete Income Support, insert JSA and tick the Income Support box to show their entitlement to free dental treatment.

#### GOS Forms

8. GOS(S)(ST) GOS(S)(U) GOS(S)(R) and GOS(S)(P): these forms are being revised. Meantime recipients of Income-based JSA should delete Income Support, insert JSA and tick the Income Support box to apply for a NHS sight test and voucher.

#### HES Forms

9. HES(S)(P)1, HES(S)(R)1, HES(S)(R), HES(S)(P)2: these forms are being revised. Meantime recipients of Income-based JSA should tick the Income Support box to apply for help with spectacle charges.

#### Wigs and Fabric Supports

10. WF1: revised copies of this form will be issued by the Health Board/Trust in due course. Where possible only the revised form should be used on or after 7 October. Where this is not possible the old version can be used if suitably amended.



### Drugs and Elastic Hosiery for Hospital Out-Patients

11. HSA 5: revised copies of this form will be issued by the Health Board/Trust in due course. Where possible only the revised form should be used on or after 7 October. Where this is not possible the old version can be used if suitably amended.

### **Update on New Publicity Material and Forms**

12. Low Income Scheme forms AG1 and AG5 are to be replaced by HC1 and HC5. The new forms should be available from October/November 1996. Do not destroy any 2 tone blue versions of AG1 and AG5, use up any stocks you are holding.

13. Poster HC10 is now available in Somali.

14. HC11: "Are you Entitled to Help with Health Costs?" will shortly be available in large print. Please specify large print when ordering.

15. HC12: "NHS Charges and Optical Voucher Values" has been revised to make it clear that support tights are only available through hospitals, and photochromic lenses are only prescribed through the hospital eye service.

16. HC13: "Advisers Guide to Help with Health Costs" is now available.

### **Other Information**

#### Optical Refunds

17. Refund arrangements for sight tests and glasses/contact lenses (up to the maximum voucher value) are to come into effect from April 1997. Further information will be provided in due course. In the meantime, patients should be advised that refunds are not available except in very specific circumstances (see form HC13).

18. Enquiries about this notice should be addressed to the Health Board.

The Scottish Office Department of Health  
St Andrew's House  
Regent Road  
EDINBURGH  
EH1 3DE  
26 September 1996



11947

General Managers, Health Boards  
General Manager, Common Services Agency  
General Manager, State Hospitals Board  
for Scotland  
General Manager, Health Education Board  
for Scotland  
Chief Executives, NHS Trusts  
Executive Director, SCPMDE

27 September 1996

Dear Colleague

NATIONAL HEALTH SERVICE LOW INCOME SCHEME - CHANGES IN ENTITLEMENT TO HELP WITH NHS CHARGES

1. NHS MEL(1996)81 dated 27 September 1996 informed you of the changes in entitlement to help with NHS charges effective from 7 October 1996.
2. As promised, under Paragraph 14 of the guidance, an example of the revised version of form HSA 5, which was not available when the MEL was issued, is now enclosed. The form should be reproduced locally and you are asked to ensure that only the revised version is used on or after 7 October 1996.
3. This letter should be copied to Unit General Managers for information.

Yours sincerely

*Sandra Falconer*  
SANDRA FALCONER (MRS)

COMMON SERVICES AGENCY	
RECEIVED	
- 2 OCT 1996	
FILE No	
REFERRED TO	ACTION TAKEN
RS 2/10	

National Health Service (FORM HSA 5)

Supply of Drugs and Elastic Hosiery to NHS Hospital Outpatients

Declaration of Exemption with undertaking to pay charge

Please read the notes overleaf. Fill in Part A and tick one box in Part B. Then complete Part C, D and E as appropriate, and Part F.

PART A Patient's details (Capital letters)

SURNAME Mr/Mrs/Miss/Ms/other .....

Other names .....

NHS No (as on medical card)..... or Date of Birth.....

PART B

- I AM: [ ] the patient
[ ] the patient's parent or guardian
[ ] the patient's representative

PART C

I do not have to pay the charge because the patient named above:

- [ ] is under 16 years of age;
[ ] is 16, 17 or 18 years of age and in full time education;
[ ] is 60 years of age or over;
[ ] holds a maternity or medical exemption certificate (EC92);
[ ] holds a current prepayment certificate (EC96);
[ ] holds a War or Ministry of Defence Pensioner exemption certificate (No.....) and the items prescribed are for the pensionable disability;
[ ] receives or is the partner of someone who receives: Income Support, Income-based Jobseeker's Allowance, Family Credit or Disability Working Allowance;
[ ] holds, or is the partner of someone who holds, a current NHS Certificate for full help with health costs (AG2/HC2) (No.....);
[ ] is being given non-chargeable contraceptives.

SIGNED..... DATE .....

WARNING TO GIVE FALSE INFORMATION MAY LEAD TO PROSECUTION

PART D

The hospital may ask you to complete this part if patient has to pay and, for example, hosiery has to be ordered specially.

I will pay the charge due of £.....

SIGNED..... DATE .....

PART E

I have paid the sum of £.....

SIGNED..... DATE .....

PART F

Name and address of person signing Part C, D or E (Capital letters)

.....
.....
.....

PART G

Name and address of Hospital or Clinic and 6 Figure Code No.

## NOTES FOR GUIDANCE

Unless the patient is in one of the groups in Part C overleaf, you must pay a charge for each item or piece of elastic hosiery prescribed.

### People who do not have to pay

Patients who are in one (or more) of the groups in Part C overleaf;

Patients attending an out-patient clinic who require drugs as part of their treatment for venereal diseases.

### Exemption Certificate

Pregnant women and women who have had a baby in the previous 12 months, people suffering from specified medical conditions or are permanently housebound do not have to pay prescription charges if they have an exemption certificate - details are in leaflet HC11 *Are you entitled to help with health costs?*

### Prepayment Certificate

If you have to pay for NHS prescriptions and need them regularly or need a lot of prescription items, you could save money with a prepayment certificate. This lasts for 4 months or 12 months and will save you money if you need more than 5 items in 4 months or more than 14 items in 12 months.

Get an application form EC95 from a main Post Office, pharmacist, Social Security Office of Health Board. The form tells you what to do. The fee for the prepayment certificate is only refundable in very exceptional circumstances. The application form tells you about this.

### Refund of Charges

If you think you might be entitled to a refund of a prescription charge, you must ask for an NHS receipt form EC57 when you pay - you cannot get one afterwards. The form tells you what to do. You cannot claim a refund without a receipt on form EC57.

### Help with the cost of travel to hospital for NHS treatment

People getting the DSS benefits listed overleaf may get help with their travel costs. Ask at the hospital when you go for treatment and show proof that you are getting one of these benefits. Other people may be able to get help - leaflet HC11 *Are you entitled to help with health costs?* tells you more about this.

### More Information

To find out more about prescription charges get leaflet HC11 *Are you entitled to help with costs?* which is available from main Post Offices, Social Security Offices and NHS hospitals. Some GPs, pharmacists, opticians and dentists might also have one.