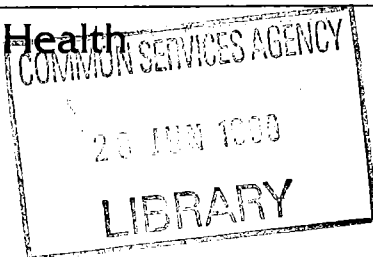




NHS Management Executive
St. Andrew's House
Edinburgh EH1 3DG

25th June 1999

Dear Colleague



NHS PRESCRIPTION CHARGES: RECEIPTS, REFUNDS AND PRE-PAYMENT CERTIFICATES

1. **NEW VERSION OF RECEIPT AND REFUND CLAIM FORM EC57**
2. **REVISED EC95 (PRESCRIPTION PRE-PAYMENT CERTIFICATE APPLICATION FORM)**

Summary

This Circular advises Health Boards and NHS Trusts of

1. the introduction of a new version of Form EC57 – receipt and refund claim form for NHS prescription charges;
2. revised EC95, including details of the revised arrangements for the administration of the pre-payment certificate scheme (details are included in the Memorandum to this letter).

Action

Health Boards and NHS Trusts should:

- bring this Circular to the attention of
 - all officers involved in the collection and refund of prescriptions charges and administration of pre-payment certificates scheme
 - all appliance officers (see paragraph 19)
- distribute the bulk supply of the Memorandum to this Circular direct to dispensing doctors, pharmacy contractors and appliance contractors together with a black and white copy of EC57;
- ensure that by August 1999 at least one pad of the new form EC57 and a small stock of the revised EC95 forms are held at all sites/premises where dispensing takes place and prescription charges are collected, also at the 3 Practitioner Services Divisions of the Common Services Agency;

Addressees

For action:

General Managers, Health Boards

General Manager,
Common Services Agency

General Manager, State Hospital
Board for Scotland

General Manager, Health Education
Board for Scotland

Chief Executives, NHS Trusts

For information:

Unit General Managers

Executive Director, SCPMDE

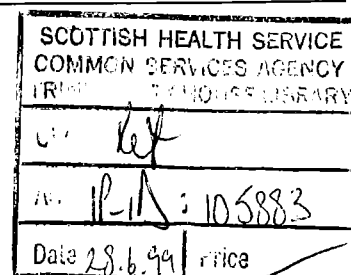
Enquiries to:

Mrs Maureen McFarlane
Directorate of Primary Care
Room 57B
St Andrew's House
EDINBURGH
EH1 3DG

Tel: 0131-244 2597
Fax: 0131-244 2326

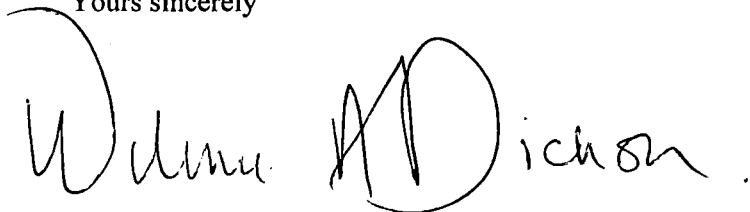
Further Copies from:
Mr Graeme Berry
Directorate of Primary Care
Room 57B
St Andrew's House
EDINBURGH
EH1 3DG

Tel: 0131-244 2231
Fax: 0131-244 2326



- ensure that all concerned are aware of the need to keep EC57 pads and EC95 forms secure;
- ensure that any remaining stocks of the current (white) version of EC57 and the obsolete stock of EC95s are either used up or destroyed by the end of July 1999.

Yours sincerely

William A. Dixon.

pp

AGNES ROBSON
Director of Primary Care

BACKGROUND AND OTHER INFORMATION

The New Receipt and Refund Claim Form EC57

1. The NHS (Charges for Drugs and Appliances) (Scotland) Regulations 1989, as amended, require anyone who collects a prescription charge to give to the patient, on request, a receipt "on a form provided for the purpose". The EC57 is the form provided, and a pad should therefore be held on any site where dispensing takes place and charges might be collected. **Patients who are unsure if they are entitled to free prescriptions should pay the charge and be given an NHS receipt form EC57 whether they ask or not.**

2. Form EC57 – the receipt and refund claim form for NHS prescription charges - has been revised and re-designed as listed below. A black and white copy of the new form is attached for information. The new version is:-

- green and blue and bears the NHS logo. The background colour is designed to make it less easy for counterfeiters to copy and the form is treated to show up any attempts at forgery;
- A4 size, in pads of 50;
- presented in 6 parts, marked A-F, as follows:

Part A requires the person collecting the prescription charge to stamp and initial the receipt, and to enter:-

- patient's name and address (as on the prescription form)
- the amount of the charge in figures
- the number of charges paid in words
- the serial number of the GP10 where one is shown on the prescription (ie the 11 digit number, not 'GP10 comp', etc)
- the date the charge was paid.

Please note that Post Office Counters Ltd cannot accept alterations to Part A.

Part B is for patient's details

- a tick box to indicate the reason for entitlement to free prescriptions
- date of birth
- exemption certificate number (but see paragraph 4 if the patient has an exemption certificate)

- name and date of birth or national insurance number of person receiving the qualifying DSS benefit

Part C requires a signed declaration by the person collecting the refund;

Part D explains how the refund is to be claimed;

Part E explains how Low Income Scheme entitlement might apply;

Part F is a receipt for cash received and is to be signed at the Post Office.

Using the New Forms

3. Refunds will continue to be paid by the Post Office. As part of anti-fraud measures, the Post Office will accept **only** new forms in respect of prescription charges paid on or after 1 August 1999. The Post Office will not accept any forms unless the cash amount shown equals the number of charges paid times the charge current at the date of payment – it is important that practitioners and staff completing the forms avoid arithmetical errors. The Post Office will accept EC57s without a prescription form serial number (not all will have one at present) but the serial number should be entered whenever possible.

4. For the time being, patients who hold an exemption certificate should write their NHS number in the certificate number box (they can copy it from their certificate). Post Office guidance will ask counter clerks to give this advice if asked. We are considering whether exemption certificates should be numbered like pre-payment certificates and will let you know about this later.

Ordering Form EC57 and EC95

5. The new form, EC57, should be ordered from Banner Business Supplies Ltd formerly The Stationery Office. Banner Business Supplies have no stocks of the old forms and the new version is now being issued. The revised EC95 prescription pre-payment certificate application forms are also available from Banner Business Supplies.

6. You are asked to ensure that all hospital pharmacies, community pharmacies and dispensing doctor practices have been sent a supply of the new forms by the end of July 1999.

Old Forms

7. **If an old form is issued for a charge paid after 31 July 1999 and presented at the Post Office, it will be rejected.** The patient will need to return to the pharmacy where the prescription charge was paid to obtain the new version. If this happens, details should be copied from the old (black and white) form to the new (blue and green) form and the old form destroyed at the pharmacy. In order to avoid this inconvenience, any old forms held should be used up as far as possible and should **not** be issued beyond 31 July 1999. If you hold old stocks after this date, please destroy them in a secure manner.

SECURITY

8. Form EC57 should be stored securely and kept out of the reach of patients, as should pharmacy stamps. There have been occasions when forms and stamps have been stolen. The stamps are then used as models for counterfeiting or used on counterfeit forms.

CLAIMING THE REFUND

9. The new form EC57 explains how a refund is to be claimed: War Pensioners send the form to the War Pensions Agency; all other groups collect the refund from the Post Office. The refund should, as now, be claimed within 3 months of paying the charge ie within 3 months of the date of payment, the EC57 should be presented at the Post Office for payment, or received by the Health Board, or the Health Benefits Unit of the PPA, or a Benefits Agency Office if the patient does not have the necessary evidence of entitlement. The form is primarily intended for those who are already entitled to exemption and pay inadvertently, or who have already made a claim for exemption or an application for a pre-payment certificate (PPC) which has not been decided at the time the prescription is needed. The patient will need to wait for the exemption certificate or the PPC to check that it covers the date the charge was paid before going to the Post Office for the refund.

10. If a request for a refund of prescription charges is received by the Health Board it should be stamped with the date of receipt and actioned according to the basis of entitlement (eg age based, income based etc) as follows:

10.1 In respect of all categories of entitlement, when a valid claim is received within the time limit and accompanied by an EC57, the EC57 should be returned and the patient advised to take it to any Post Office with evidence of entitlement. If an old style EC57 is received in respect of a charge paid on or after 1 August 1999, the patient should be advised to take it to the pharmacist and ask for a replacement (in accordance with paragraph 7) and then go to the Post Office for payment.

10.2 In respect of income based entitlement, including receipt of a DSS benefit, all claims should be sent to the Health Benefits Division, Sandyford House, Newcastle on Tyne, NE2 1DB to be considered under the terms of the NHS Low Income Scheme. This applies whether or not there is an EC57 and whether or not the claim is late.

10.3 In respect of entitlement other than income based:-

10.3.1 if a claim is received within the time limit but without an EC57 receipt, a refund may not be made within the regulations. If the claimant alleges that the pharmacy did not hold any EC57s, the pharmacy should be asked to comment, and if necessary should be reminded of the requirement set out in paragraph 2. (See also paragraph 18.)

10.3.2 if a claim is received outside the time limit but with an EC57, the Secretary of State for Scotland may extend the time limit if there is "good cause" so to do. Any such claim should be sent to the Health Benefits Unit, together with a report setting out the reasons for lateness and your recommendations. Acceptance of late claims should be exceptional because the time limit is shown on the EC57.

PRESCRIPTION PRE-PAYMENT CERTIFICATES (PPCs)

Application Form EC95

11. Application forms continue to be held by main Post Offices, Health Boards and the 3 Practitioner Services Divisions of the CSA but are no longer held by DSS offices. NHS contractors could help patients by holding a supply of EC95s, and they should be encouraged to do so.

Start Dates of PPCs

12. Regulations permit a PPC to start up to one month later than the date on which the application is received. Long standing guidance permits a PPC to start up to 7 days earlier than the date the application is received. A PPC may not be issued until the fee has been paid but if an application form is submitted to the wrong Practitioner Services Division and has to be sent on, the PPC may start up to 7 days earlier than the date the application is received by the first Practitioner Services Division. It is therefore important that all applications are date stamped as they are received by any Practitioner Services Division.

13. Patients who unexpectedly need a number of prescription items may wish to take advantage of the backdating arrangements, but they must meet the conditions for obtaining the PPC. PPCs may not be backdated more than 7 days, so patients will need to act promptly. It would be helpful to patients if pharmacies held a supply of EC95s and they should be encouraged to do so.

14. If a patient asks for a PPC to be backdated for a period longer than 7 days, this must be refused.

Refunds of PPC Fees

15. Entitlement to exemption may not coincide with the end of a PPC period, eg for patients approaching their 60th birthday. In that situation it is for the patient to consider the options available. If a patient purchases a PPC within one month of his/her 60th birthday, he/she will qualify for a refund on application. However, patients who purchase a PPC which starts more than one month before their 60th birthday will **not** qualify for a refund.

16. To qualify for a refund:-

16.1 Within one month of the PPC's start date the holder must have:-

- become exempt from prescription charges, eg reached 60 or acquired a maternity or medical exemption certificate. (Exemption does not start until the start of the exemption certificate, and medical exemption may only be granted in respect of the conditions listed on the EC92A);
- become entitled to free prescriptions on low income grounds (including the award of specified DSS benefits);
- died.

In the above circumstances, claims for refund must be made within 4 months of the start date of the PPC.

16.2 Alternatively, the need for a PPC must cease with 1 month of its start date because the holder:-

- goes into hospital and stays there until the PPC expires;
- dies in hospital before the PPC expires.

In these circumstances, claims for refund must be made within 3 months of the expiry of the PPC or within 3 months of the date of death, respectively.

17. Refunds of PPC fees can only be made within the regulations when the following conditions are met:-

17.1 One of the events listed in paragraph 16 has occurred;

17.2 The event listed in paragraph 16 has happened within 1 month of the start date of the PPC (or possibly before the start of the PPC in cases where the patient was waiting for another claim to be decided, eg a benefit claim). If a refund is claimed because the patient has died, check whether or not the patient died in hospital and whether he/she had been admitted within 1 month of the start date of the PPC;

17.3 The claim is made within the appropriate 3 or 4 month time limit.

REFUNDS OUTSIDE THE REGULATIONS

18. A claimant's ignorance of the arrangements does not constitute an exceptional reason for making a refund outside the Regulations. The prescription form itself advises patients to look at the information leaflet and to ask for an EC57 receipt. Also, the PPC application form sets out the circumstances in which a refund may be made.

NHS WIGS AND FABRIC SUPPORTS

19. Only patients listed in the Memorandum to MEL 1999(35) do not have to pay for NHS wigs and fabric supports. PPCs may not be used to obtain wigs and fabric supports and form EC57 should not be used as a receipt when a charge is paid for these items. If a patient decides to purchase a non-NHS wig or fabric support (ie other than through the hospital service), no help is available towards the cost.

ORDERING FORMS AND LEAFLETS

20. All forms and leaflets relating to help with health costs, including Low Income Scheme claim forms HC1, refund claim forms HC5 and the "HC" series of leaflets, are held by Banner Business Supplies Ltd, 20 South Gyle Crescent, Edinburgh EH12 9EB, Telephone Number 0131-479 3279.

Part A Receipt - to be completed by practitioner at the time of dispensing

Patient's name and address as it appears on the prescription form

Surname _____ *Pharmacist, dispensing doctor or hospital stamp and initials*

Mr/Mrs/Miss/Ms/other _____

Other names _____

Address _____

Postcode _____

Alterations cannot be accepted

Amount paid for prescription(s) £ _____

Number of charges paid (in words) _____

GP10 serial number(s) _____ Date / /

Part B Patient's details - to be completed by the patient or representative

Before you fill in this form see overleaf to find out how to get your money back

The patient named above did not have to pay prescription charges because on the date the charge was paid (see date in Part A):

Tick the box that applied on the date the prescription charge was paid

<input checked="" type="checkbox"/>	1	he/she was under 16 years of age	Date of birth / /
<input checked="" type="checkbox"/>	2	he/she was 16,17 or 18 and in full-time education	
<input checked="" type="checkbox"/>	3	he/she was aged 60 or over	
<input checked="" type="checkbox"/>	4	she held a current maternity exemption certificate	Certificate number
<input checked="" type="checkbox"/>	5	he/she held a current medical exemption certificate	
<input checked="" type="checkbox"/>	6	he/she held a current NHS prepayment certificate	
<input checked="" type="checkbox"/>	7	he/she was named on an NHS certificate HC2	
<input checked="" type="checkbox"/>	8	he/she held a war or MOD exemption certificate	
<input checked="" type="checkbox"/>	9	the patient or partner were getting Income Support	Name of person getting benefit
<input checked="" type="checkbox"/>	10	the patient or partner were getting Family Credit	
<input checked="" type="checkbox"/>	11	the patient or partner were getting Disability Working Allowance (DWA)	Date of birth or N. I. number
<input checked="" type="checkbox"/>	12	the patient or partner were getting Income-based Jobseeker's Allowance	
<input checked="" type="checkbox"/>	13	he/she was exempt, confirmed by a letter from the HBD - see Part E overleaf	

Part C Declaration by the person who is collecting the refund

I am the patient the representative of the patient named above

I declare that the information on this form is true and complete

Signed _____ Date / /

Please print in block capitals

Name _____

Address (if different from Part A) _____

Postcode _____

WARNING False information may lead to prosecution



NOTE A refund must be claimed within 3 months of the date the prescription charge was paid

Part D How to make a refund claim

- make sure that the person you pay the charge to has filled in all the details in **Part A**
- if you are a war pensioner (box 8), fill in **Part B** and **Part C** and send this form to: *War Pensions Agency, Norcross, Blackpool FY5 3WP*. You can get a stamped addressed envelope from the Post Office
- anyone else must take this form to the Post Office to get the refund. The person who takes the form to the Post Office must sign **Part C**
- make sure that one of the boxes in **Part B** is ticked and that the information asked for is written in the spaces provided

Check which box number in **Part B** applies to you. Then use this table to find out what evidence you must take to the Post Office with this form

boxes 1, 2 or 3	evidence of age, e.g. birth certificate, passport or medical card
boxes 4, 5, 6, or 7	the certificate - write its number in the space provided
boxes 9, 10, 11, or 12	order book, award notice or a letter from Social Security (or Employment Service for box 12) that shows that the patient or their partner was entitled on the date the charge was paid

Part E Other people who may be able to get a refund

If boxes 1-12 overleaf don't apply, you may still be able to get a refund if, when the charge was paid, you were on a low income and had savings, property or any other money which added up to:

- £8,000 or less *or*
- £16,000 or less if you were living permanently in a residential care or nursing home.

To find out more, pick up leaflet HC11 'Are you entitled to help with health costs?' from a main Post Office, Social Security office, doctor or pharmacist.

If you want to make a claim because you are on a low income, either pick up a claim form HC1 from your local Social Security office or, if you want the Health Benefits Division (HBD) to send you one, tick this box . If you have ticked this box the HBD needs your full address to send you the form. If the address at **Part A** is not complete don't alter the details, but instead attach your full address on a separate piece of paper.

Send this form and your completed claim form HC1 (if you have one) to:
Health Benefits Division, Sandyford House, Newcastle upon Tyne NE2 1DB.

If the HBD decides that you can have a refund, they will return this form with a letter. You can then tick box 13 in **Part B** and take this form and the letter to the Post Office to get the refund.

Part F Declaration at the Post Office by the patient or representative

Do not complete until asked to do so by the Post Office

Post Office date stamp

I have received a refund of £ _____

Signed _____

Date / / _____

Enter total in group 9 on P+A Summary

MEMORANDUM TO MEL(1999)

DISPENSING DOCTORS: PHARMACY CONTRACTORS: APPLIANCE CONTRACTORS

NHS PRESCRIPTION CHARGES: RECEIPTS, REFUNDS AND PRE-PAYMENT CERTIFICATES

- (1) **NEW VERSION OF RECEIPT AND REFUND CLAIM FORM EC57**
- (2) **REVISED EC95 PRESCRIPTION PRE-PAYMENT CERTIFICATE APPLICATION FORM**

Summary

This guidance announces the introduction of a new version of form EC57 – the receipt and refund claim form for NHS prescription charges – and provides an update on refund and revised EC95 prescription pre-payment certificate (PPC) arrangements.

BACKGROUND AND OTHER INFORMATION

The New Receipt and Refund Claim Form EC57

1. Form EC57 – the receipt and refund claim form for NHS prescription charges has been revised and re-designed as listed below. A black and white copy of the new form is attached for information. The new version is:

- green and blue and bears the NHS logo; the background colour is designed to make it less easy for counterfeiters to copy; it is treated to show up any attempts to alter a forgery;
- A4 size, in pads of 50;
- divided into Parts A-F for ease of use, as follows:

Part A requires the person collecting the prescription charge to stamp and initial the receipt and enter:-

- patient's name and address (as on the prescription form)
- the amount of the charge in figures
- the number of charges paid in words
- the serial number of the GP10 where one is shown on the prescription (ie the 11 digit number, not 'GP10 comp', etc)

- date charge paid.

Please note that the Post Office Counters Ltd cannot accept alterations to Part A.

Part B is for patient's details

- a tick box to indicate the reason for entitlement to free prescriptions
- date of birth
- exemption certificate number (but see paragraph 4 if the patient has an exemption certificate)
- name and date of birth or national insurance number of person receiving the qualifying DSS benefit

Part C requires a signed declaration by the person who is to collect the refund.

Part D explains how the refund is to be claimed.

Part E explains how Low Income Scheme entitlement might apply.

Part F is a receipt for the cash received and is to be signed at the Post Office.

Using the New Forms

2. The NHS (Charges for Drugs and Appliances) (Scotland) Regulations 1989, as amended, require anyone who collects a prescription charge to give to the patient, on request, a receipt "on a form provided for the purpose". The EC57 is the form provided, and a small stock of them should therefore be held on any site where dispensing takes place and charges might be collected. **Patients who are unsure if they are entitled to free prescriptions should pay the charge and be given an NHS receipt form (EC57), whether they ask or not.**

3. Refunds will continue to be paid by Post Office Counters Ltd as now. As part of anti-fraud measures, the Post Office will accept **only** new forms in respect of prescription charges paid on or after 1 August 1999. The Post Office will not accept any forms unless the cash amount shown equals the number of charges paid times the charge current at the date of payment – it is important that practitioners and staff completing the forms avoid arithmetical errors. The Post Office will accept EC57s without a prescription form serial number (not all will have one at present) but the serial number should be entered whenever possible.

4. For the time being, patients who hold an exemption certificate should write their NHS number in the certificate number box (they can copy it from their certificate). Post Office guidance will ask counter clerks to give this advice if asked. We are considering if exemption

certificates should be numbered like pre-payment certificates and will let Health Boards know about this later.

Ordering Form EC57

5. At least one pad of the new forms should be sent to you, without ordering, by the end of July 1999. If you have not received a pad of new forms by then, please order a supply from your Health Board urgently. Further supplies should be ordered from your Health Board in the normal way.

Old Forms

6. **If an old form is issued for a charge paid after 31 July 1999 and presented at the Post Office, it will be rejected.** The patient will need to return to the pharmacy where it was issued to obtain a new version. If this happens, details should be copied from the old (black and white) form to the new (blue and green) form and the old form destroyed at the pharmacy. In order to avoid this inconvenience, any old forms held should be used up as far as possible and should **not** be issued beyond 31 July 1999. If you hold old stocks after this date, please destroy them in a secure manner.

SECURITY

7. All versions of the EC57 should be stored securely and kept out of the reach of patients, as should pharmacy stamps. There have been occasions when forms and stamps have been stolen. The stamps are then used as models for counterfeiting or used on counterfeit forms.

CLAIMING THE REFUND

8. The refund arrangements are unchanged and explained on the EC57 but for information they are as follows:-

War Pensioners send the EC57 to the War Pensions Agency; all other groups collect the refund from the Post Office. The refund must be claimed within 3 months of paying the charge. Within 3 months of the date of payment, the EC57 should be presented at the Post Office for payment, or received by the Health Board, the Health Benefits Division or Benefits Agency Office if the patient does not have the necessary evidence of entitlement. The form is primarily intended for those who are already entitled to exemption and pay inadvertently, or who have already made a claim for exemption or an application for a pre-payment certificate (PPC) which has not been decided at the time the prescription is needed. The patient will need to wait for the exemption certificate or the PPC to check that it covers the date the charge was paid before going to the Post Office for the refund.

PRESCRIPTION PRE-PAYMENT CERTIFICATE (PPCs)

9. Regulations permit a PPC to start up to one month later than the date on which the application is received. Long standing guidance permits a PPC to start up to 7 days earlier than the date the application is received. A PPC may not be issued until the fee has been paid

but if an application form is submitted to the wrong Practitioner Services Division and has to be sent on, the PPC may start up to 7 days earlier than the date the application is received by the first Practitioner Services Division. It is therefore important that all applications are date stamped as they are received by any Practitioner Services Division.

10. Patients who unexpectedly need a number of prescription items may wish to take advantage of the PPC backdating arrangements, but they must meet the conditions for obtaining the PPC. PPCs may not be backdated more than 7 days, so patients will need to act promptly. PPC application forms, EC95, are held by main Post Offices (but are no longer held by Benefits Agency Offices). It would therefore be helpful to patients if a small supply of EC95s could also be held where dispensing takes place. EC95s should be ordered from the Health Board or the Practitioner Services Division.

11. The refund arrangements in respect of PPCs are unchanged and, for information, they are that:-

11.1 Within one month of the PPC's start date, the holder must:-

- become exempt from prescription charges, eg reach 60 or acquire a maternity or medical exemption certificate. Exemption does not start until the start of the exemption certificate, and medical exemption may only be granted in respect of the conditions listed on the EC92A;
- become entitled to free prescriptions on low income grounds (including the award of specified DSS benefits);
- die.

11.2 In the above circumstances, claims for refund must be made within 4 months of the start date of the PPC.

11.3 Alternatively, the need for a PPC must cease within one month of its start date because the holder:-

- goes into hospital and stays there until the PPC expires;
- dies in hospital before the PPC expires.

In these circumstances, claims for refund must be made within 3 months of the expiry of the PPC or within 3 months of the date of death, respectively.

NHS WIGS AND FABRIC SUPPORTS

12. PPCs may not be used to obtain these items.

13. If a patient decides to purchase a non-NHS wig or fabric support (ie other than through the hospital service), no help is available towards the cost.

14. For information, only the following are entitled to NHS wigs and fabric supports free:-

14.1 A hospital in-patient at the time the wig or fabric support is delivered;

14.2 A patient who is under 16 years of age;

14.3 A patient aged 16, 17 or 18 who is in full-time education;

14.4 A patient receiving a War or MOD disablement pension who needs the item for the pensionable disability;

14.5 A patient who is receiving, or whose partner is receiving:-

- Income Support
- Family Credit
- Disability Working Allowance
- Income-Based Jobseeker's Allowance

14.6 A patient who is named on an HC2 charges certificate for full help.

15. A patient who is named on an HC3 charges certificate for limited help may be entitled to a reduction in the cost. The certificate explains how much has to be paid.

ORDERING FORMS AND LEAFLETS

16. All forms and leaflets relating to help with health costs, including Low Income Scheme claim forms HC1, refund claim forms HC5 and the "HC" series of leaflets, are held by Banner Business Supplies Ltd, 20 South Gyle Crescent, Edinburgh EH12 9EB, Telephone Number 0131-479 3279. For information, form EC92A (application for a medical exemption certificate) is available from your Health Board.

PRACTITIONER SERVICES DIVISIONS OF THE COMMONS SERVICES AGENCY

17. The administration of the Pre-Payment Certificate Scheme has been transferred to the Practitioner Services Divisions of the CSA as follows:-

Argyll and Clyde]		Glasgow
Ayrshire and Arran]		Practitioner Services Division
Dumfries and Galloway]		Clifton House
Greater Glasgow]	assigned to	Clifton Place
Lanarkshire]		GLASGOW
Western Isles]		G3 7LN
Borders]		Edinburgh
Fife]		Practitioner Services Division
Forth Valley]	assigned to	Stevenson House
Lothian]		555 Gorgie Road
			EDINBURGH
			EH11 3LG
Grampian]		Aberdeen
Highland]		Practitioner Services Division
Orkney]	assigned to	Summerfield House
Shetland]		1 Gairsay Road
Tayside]		ABERDEEN
			AB15 6GF

Part A Receipt - to be completed by practitioner at the time of dispensing

<i>Patient's name and address as it appears on the prescription form</i>	Surname	<i>Pharmacist, dispensing doctor or hospital stamp and initials</i>
	Mr/Mrs/Miss/Ms/other	
	Other names	
	Address	
	Postcode	
<i>Alterations cannot be accepted</i>	Amount paid for prescription(s) £	
	Number of charges paid (in words)	
	GP10 serial number(s)	Date / /

Part B Patient's details - to be completed by the patient or representative

Before you fill in this form see overleaf to find out how to get your money back

The patient named above did not have to pay prescription charges because on the date the charge was paid (see date in Part A):

<i>Tick the box that applied on the date the prescription charge was paid</i>	<input checked="" type="checkbox"/>	1	he/she was under 16 years of age	Date of birth / /
	<input checked="" type="checkbox"/>	2	he/she was 16,17 or 18 and in full-time education	
	<input checked="" type="checkbox"/>	3	he/she was aged 60 or over	
	<input checked="" type="checkbox"/>	4	she held a current maternity exemption certificate	
	<input checked="" type="checkbox"/>	5	he/she held a current medical exemption certificate	Certificate number
	<input checked="" type="checkbox"/>	6	he/she held a current NHS prepayment certificate	
	<input checked="" type="checkbox"/>	7	he/she was named on an NHS certificate HC2	
	<input checked="" type="checkbox"/>	8	he/she held a war or MOD exemption certificate	
	<input checked="" type="checkbox"/>	9	the patient or partner were getting Income Support	Name of person getting benefit
	<input checked="" type="checkbox"/>	10	the patient or partner were getting Family Credit	
	<input checked="" type="checkbox"/>	11	the patient or partner were getting Disability Working Allowance (DWA)	Date of birth or N. I. number
	<input checked="" type="checkbox"/>	12	the patient or partner were getting Income-based Jobseeker's Allowance	
	<input checked="" type="checkbox"/>	13	he/she was exempt, confirmed by a letter from the HBD - see Part E overleaf	

Part C Declaration by the person who is collecting the refund

I am the patient the representative of the patient named above
 I declare that the information on this form is true and complete

Signed _____ Date / /

Please print in block capitals

Name _____
 Address (if different from Part A) _____
 Postcode _____

WARNING False information may lead to prosecution



NOTE A refund must be claimed within 3 months of the date the prescription charge was paid

Part D How to make a refund claim

- make sure that the person you pay the charge to has filled in all the details in **Part A**
- if you are a war pensioner (box 8), fill in **Part B** and **Part C** and send this form to: *War Pensions Agency, Norcross, Blackpool FY5 3WP*. You can get a stamped addressed envelope from the Post Office
- anyone else must take this form to the Post Office to get the refund. The person who takes the form to the Post Office must sign **Part C**
- make sure that one of the boxes in **Part B** is ticked and that the information asked for is written in the spaces provided

Check which box number in **Part B** applies to you. Then use this table to find out what evidence you must take to the Post Office with this form

boxes 1, 2 or 3	evidence of age, e.g. birth certificate, passport or medical card
boxes 4, 5, 6, or 7	the certificate - write its number in the space provided
boxes 9, 10, 11, or 12	order book, award notice or a letter from Social Security (or Employment Service for box 12) that shows that the patient or their partner was entitled on the date the charge was paid

Part E Other people who may be able to get a refund

If boxes 1-12 overleaf don't apply, you may still be able to get a refund if, when the charge was paid, you were on a low income and had savings, property or any other money which added up to:

- £8,000 or less *or*
- £16,000 or less if you were living permanently in a residential care or nursing home.

To find out more, pick up leaflet HC11 'Are you entitled to help with health costs?' from a main Post Office, Social Security office, doctor or pharmacist.

If you want to make a claim because you are on a low income, either pick up a claim form HC1 from your local Social Security office or, if you want the Health Benefits Division (HBD) to send you one, tick this box . If you have ticked this box the HBD needs your full address to send you the form. If the address at **Part A** is not complete **don't** alter the details, but instead attach your **full** address on a separate piece of paper.

Send this form and your completed claim form HC1 (if you have one) to:
Health Benefits Division, Sandyford House, Newcastle upon Tyne NE2 1DB.

If the HBD decides that you can have a refund, they will return this form with a letter. You can then tick box 13 in **Part B** and take this form and the letter to the Post Office to get the refund.

Part F Declaration at the Post Office by the patient or representative

Do not complete until asked to do so by the Post Office

Post Office date stamp

I have received a refund of £ _____

Signed _____

Date / / _____

Enter total in group 9 on P+A Summary