# Appliance Use Review claims

# A guide for pharmacy contractors

Did you know we can help you with your claims for Appliance Use Reviews (AURs)? We’ve put together some guidance to help you with:

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## Registering to conduct AURs

Before you can conduct AURs, you must:

* fill out an [Advanced Services Declaration Form](https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff/drug-tariff-part-ix)
* notify your NHS England and NHS Improvement (NHSEI) regional team.
* provide NHSEI regional team with details of the pharmacist or specialist nurse who will be performing AURs
* comply with the Terms of Service for Essential Services
* have a standard operating procedure in place
* have a compliant consultation area

## Requirements for providing an AUR

Once you've successfully registered to conduct AURs, you need to meet certain requirements:

1. The service must be provided, where reasonably possible, within two working days of the patient requesting a review or agreeing to one.
2. An [AUR record form (APPL04)](https://psnc.org.uk/wp-content/uploads/2013/07/Form-APPL04-1.doc) must be completed.
3. You must inform the patient in writing that there will be a record of the AUR. In addition, this information needs to be shared with the patient's GP and any nurse practising with the GP who is providing relevant primary medical services to the patient (if applicable).
4. Keep a record of the AUR for at least 12 months or longer depending on the requirements of your NHSEI regional team.
5. Declare the number of AURs carried out each month on the FP34C submission form.

## When to claim for an AUR

In line with [Drug Tariff Part VIC clause 13](https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff), pharmacy contractors and Dispensing Appliance Contractors (DACs) can submit a claim for one AUR for every 35 Part IXA (qualifying items), Part IXB and Part IXC prescription items dispensed in a financial year. To submit a claim for an AUR:

1. A pharmacist or specialist nurse needs to complete the AUR in the pharmacy, in a consultation room on the DACs premises or at the patient's home.
2. The pharmacist or specialist nurse should complete the AUR to improve the patient's knowledge and understanding of their specified appliance, and to help them use their appliance effectively.
3. The patient's specified appliance must be listed in Part IXA, Part IXB or Part IXC of the [Drug Tariff](https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff).

## What appliances are eligible for an AUR?

To carry out an AUR, the patient's specified appliance must be listed in Part IXA, Part IXB or Part IXC of the [Drug Tariff](https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff). Specified appliances include:

1. Any of the appliances listed in Part IXA of the [Drug Tariff](https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff/drug-tariff-part-ix):

* a catheter appliance (including a catheter accessory or maintenance solution
* a laryngectomy or tracheostomy appliance
* an anal irrigation system
* a vacuum pump or constrictor ring for erectile dysfunction
* a wound drainage pouch

2. An incontinence appliance listed in Part IXB of the [Drug Tariff](https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff/drug-tariff-part-ix).

3. A stoma appliance listed in Part IXC of the [Drug Tariff](https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff/drug-tariff-part-ix).

## How much can I claim for an AUR?

The amount you can claim depends on the setting you complete the AUR in:

* a fee of £28 is payable for each AUR conducted at the pharmacy or DAC premises
* a fee of £54 is payable for a review conducted at the patient’s home

However, if these reviews are conducted for several patients living at the same location within a 24-hour time period, a fee of £54 is payable for the initial review and £28 is payable for each subsequent review performed at the same premises.

## Support

For further help and support with claiming for AURs, contact us at nhsbsa.pharmacysupport@nhs.net.