NHS Rotherham Clinical Commissioning Group

Neo 360 Step by Step Guide

Pharmacy First Scheme

Contents

Written by Rebecca Stevens
March 2016

Accessing Neo 360

1) To access the Neo 360 system, enter the following web address In your internet browser;

https://needleex.co.uk/Secure/Login.aspx?ReturnUrl=%2fsecure

2) To access the live system, please log in using your pharmacy login details provided in your letter dated 23rd March 2016.

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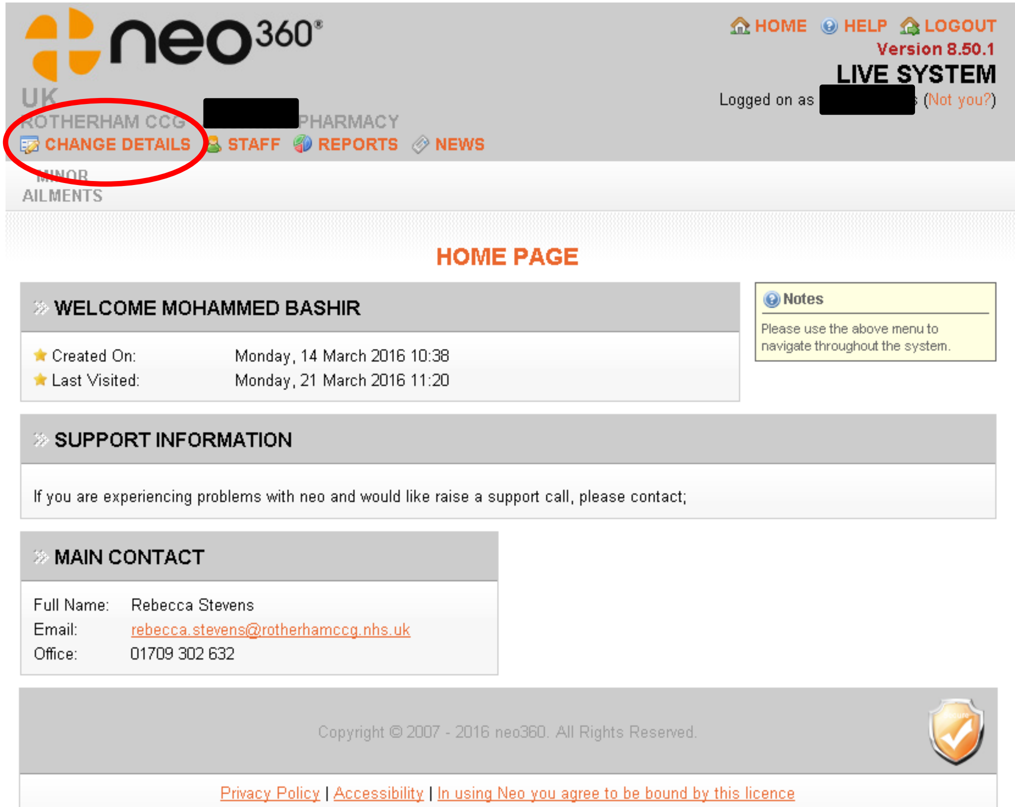
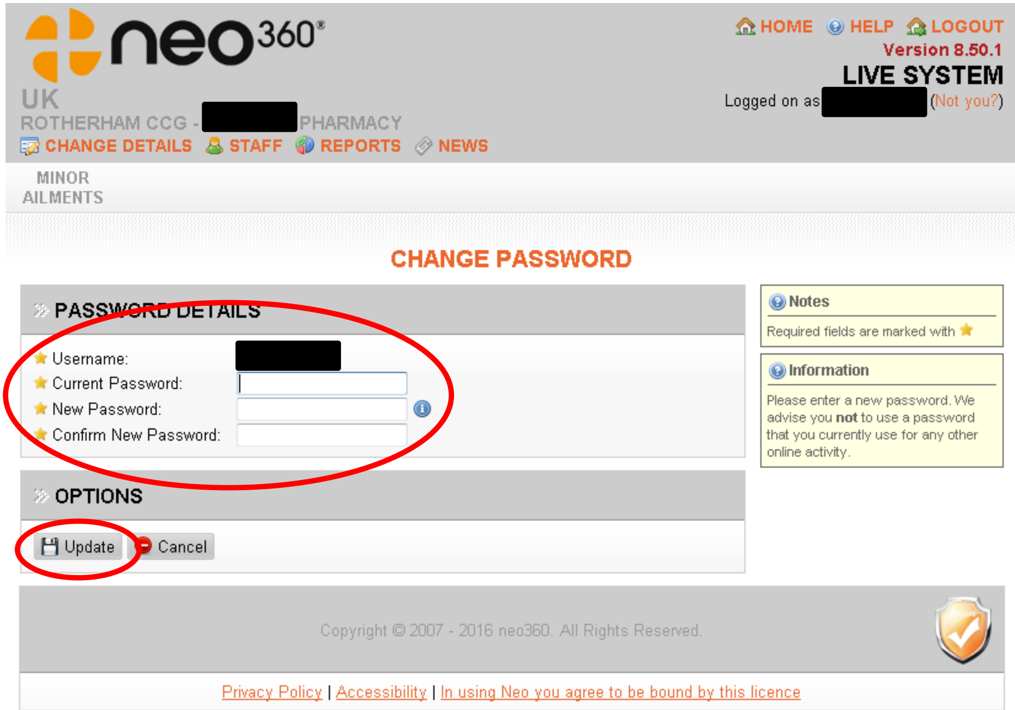
Re-setting your password

1) The first time you log in to your account, please change your password for security reasons by clicking the 'change details' button at the top of the home page



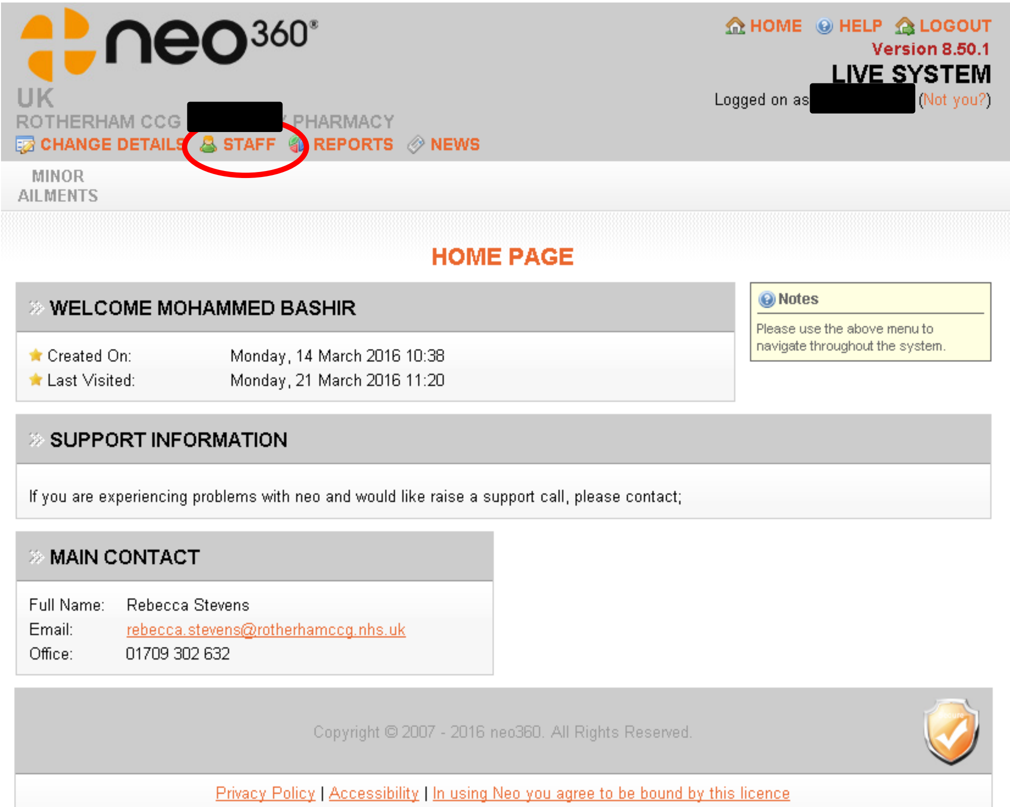
2) Click the 'change password' button

3) Update your password details here and then click the ‘update’ button. Your password will now have been changed.

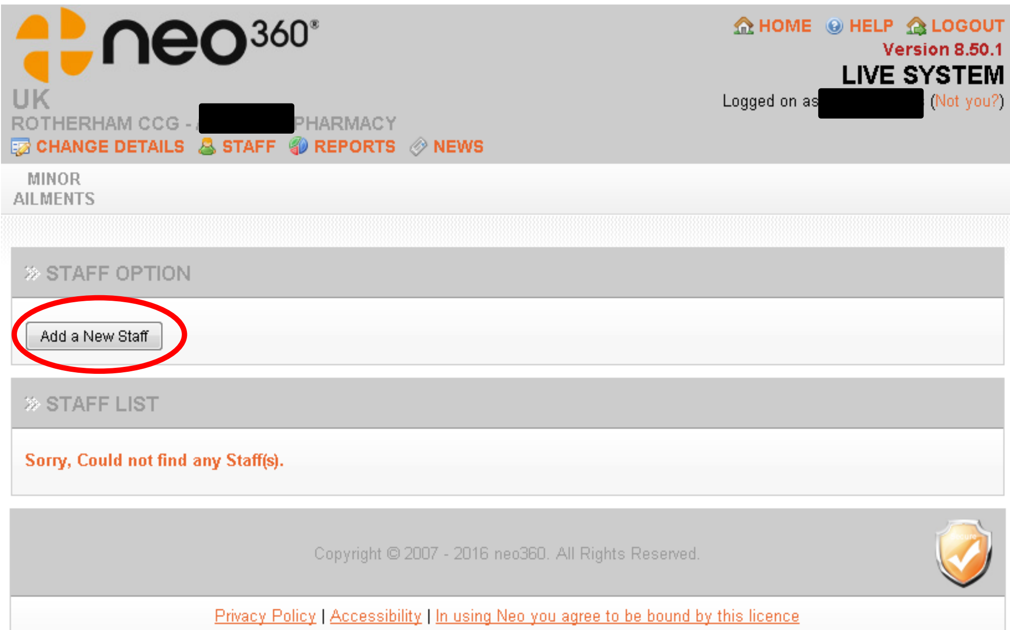


Adding staff within your pharmacy to access the system

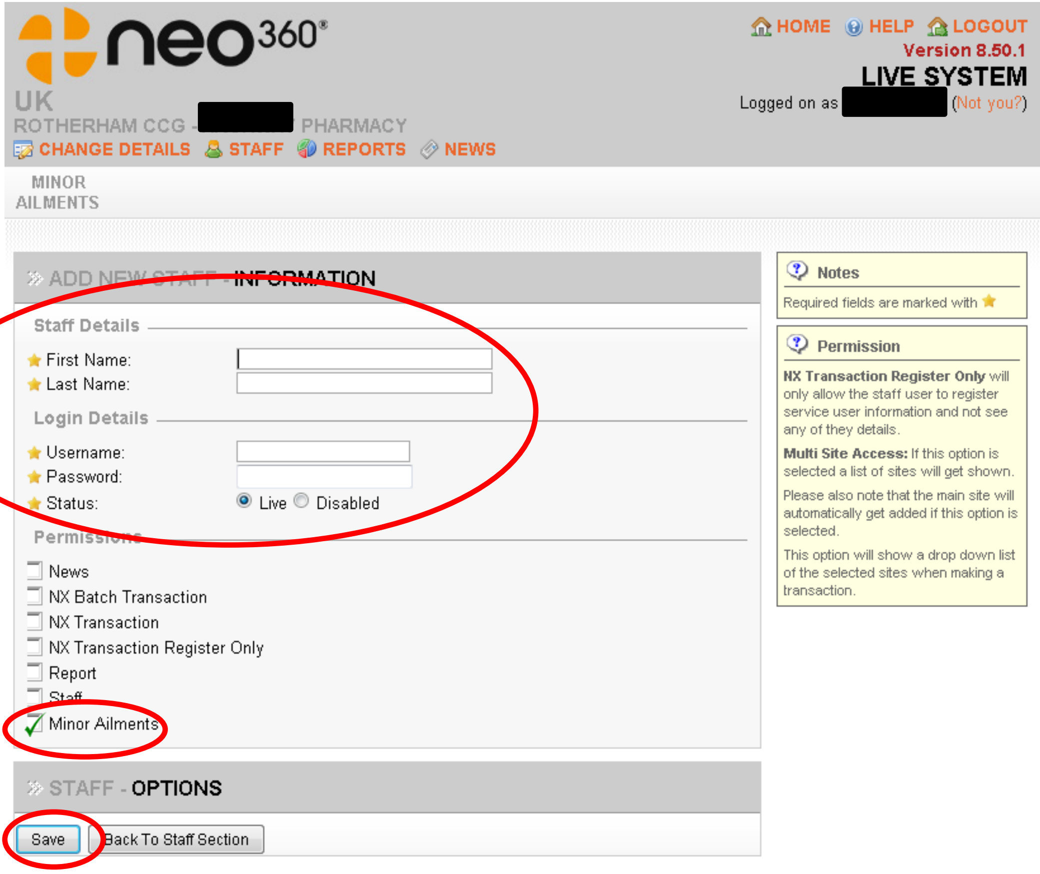
1) To add members of staff within your pharmacy to access the system to submit claims, click the ‘staff’ button at the top of the homepage



2) Click ‘Add a new staff’



3) Complete the form with the details of the member of staff, tick the ‘Minor Ailments’ box and then click ‘Save’



4) This member of staff now has an account with the username and password you have just selected for them. They can use these details to log into the system via their own account and submit claims to the CCG for your pharmacy. If a member of staff forgets their password, this can be changed via the key user’s account under the ‘Staff’ section. Follow steps 1 & 2 on pages 7-8 to edit a staff member’s details.

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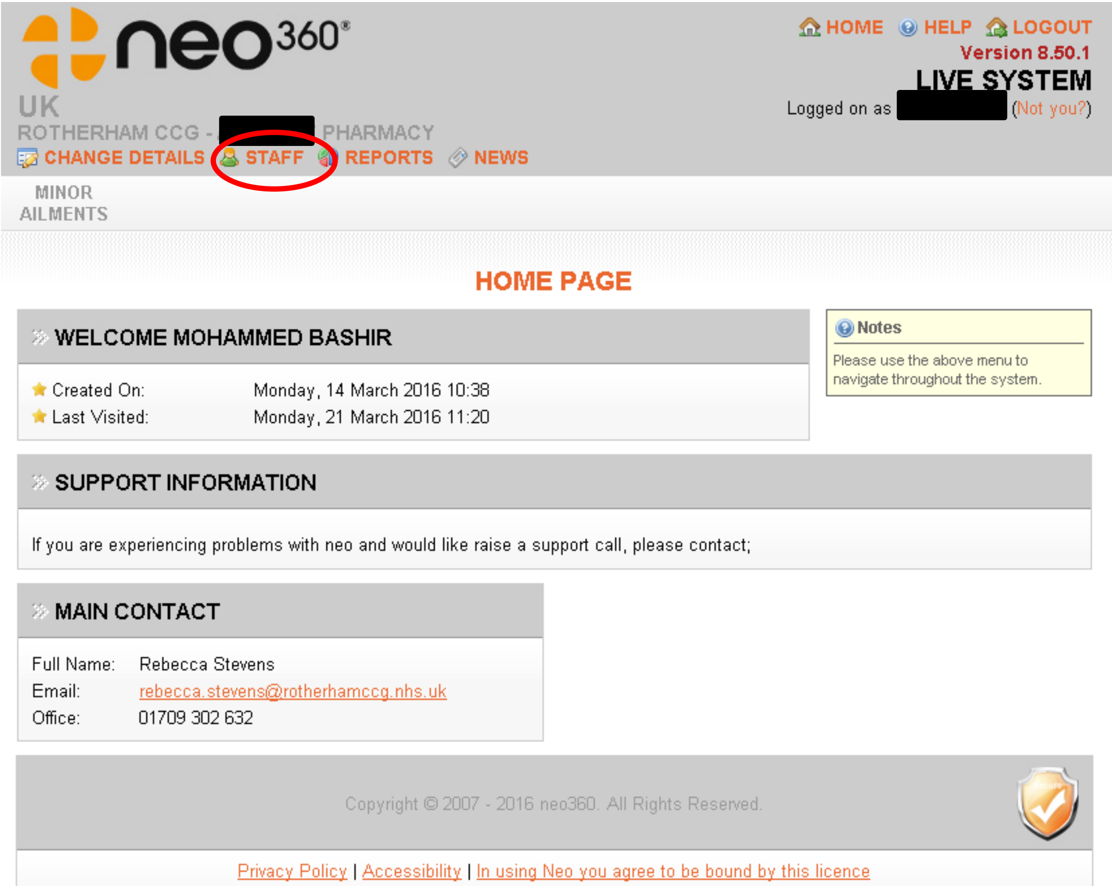
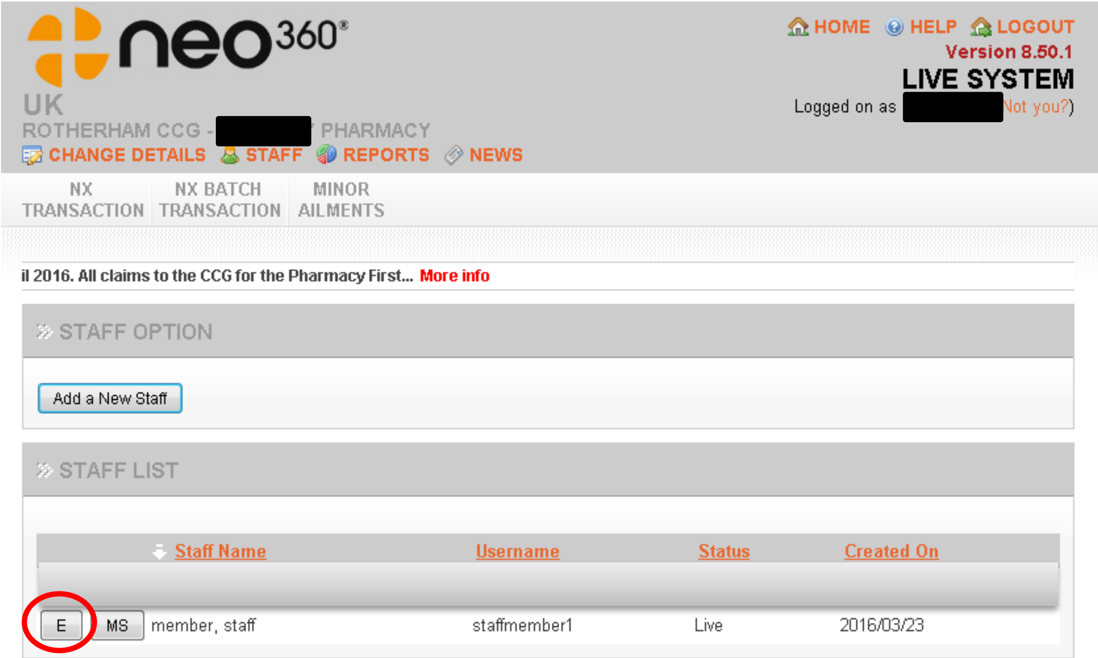
Removing staff within your pharmacy from accessing the system

It is important that when a staff member leaves your pharmacy or no longer requires access to the Neo 360 system to submit claims, that you remove this member of staff from your staff list. This is so that they can no longer log in and submit claims on behalf of your pharmacy.

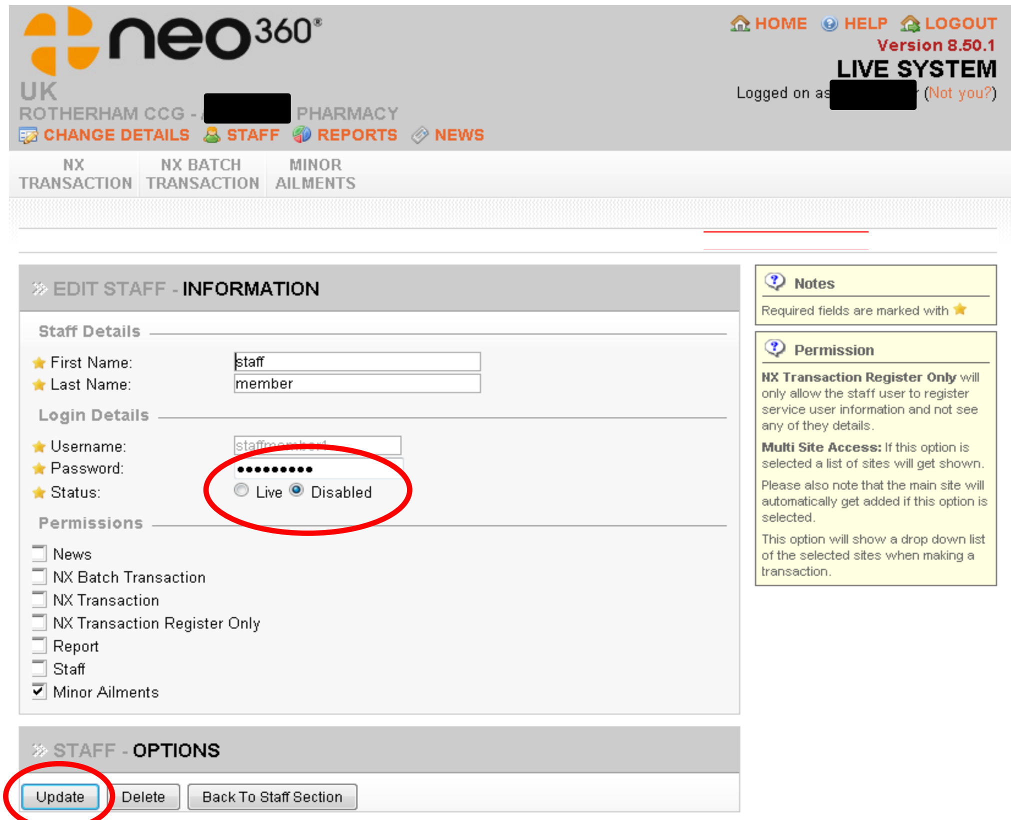
1) To remove members of staff within your pharmacy from accessing the system, click the 'Staff' button at the top of the homepage



2) You will now see a list of all staff members within your pharmacy with access to the system, showing a status of ‘Live’. Find the staff member you wish to remove and click on the ‘E’ icon to the left of the name which will allow you to edit their details



3) In the ‘Status’ section, change the checked box from ‘Live’ to ‘Disabled’ and click the ‘Update’ button. This member of staff will now show as ‘Disabled’ on your staff list and no longer has access to the system under your pharmacy



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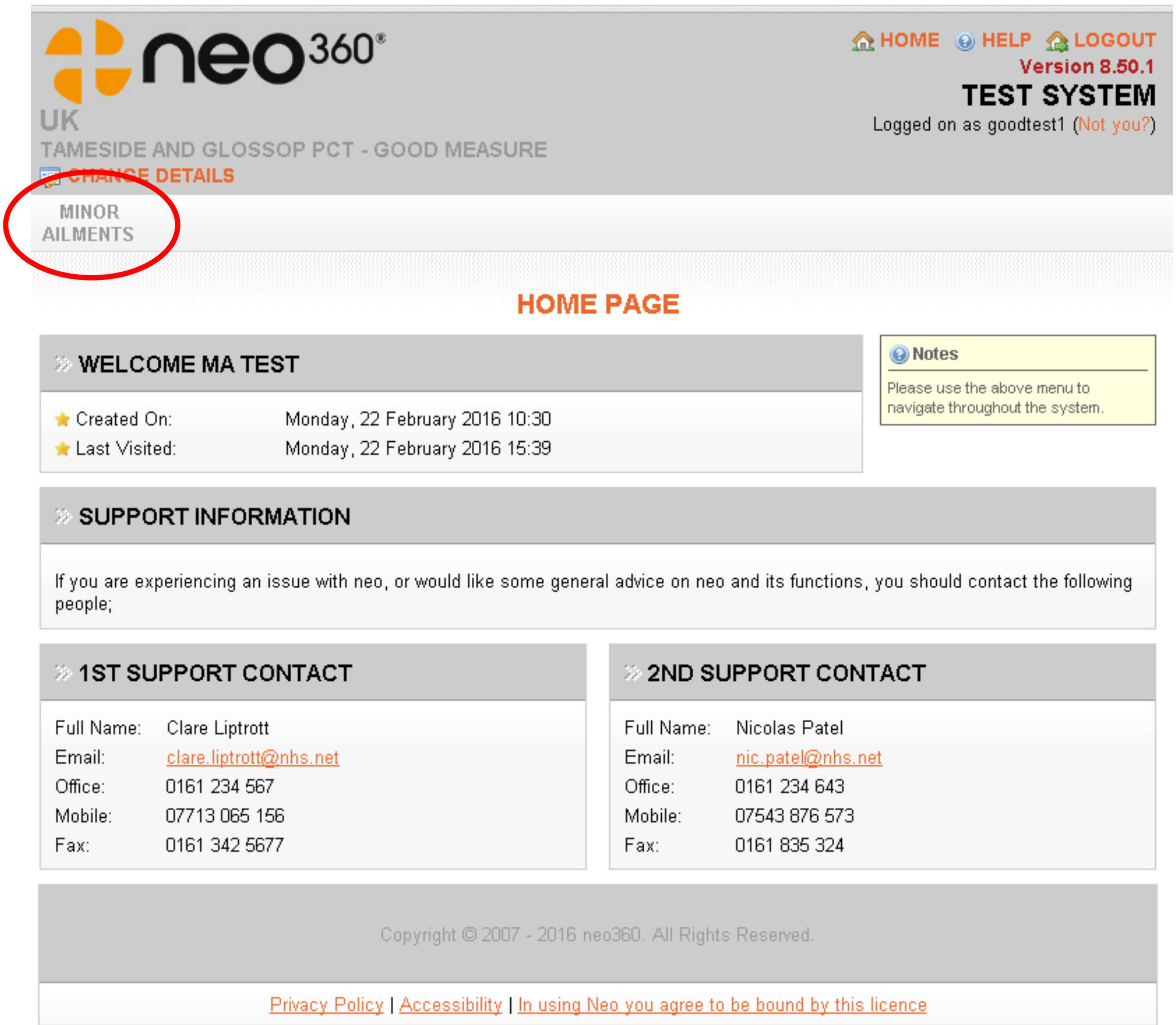
Processing claims to the CCG

1) To access the Neo 360 system, enter the following web address In your internet browser;

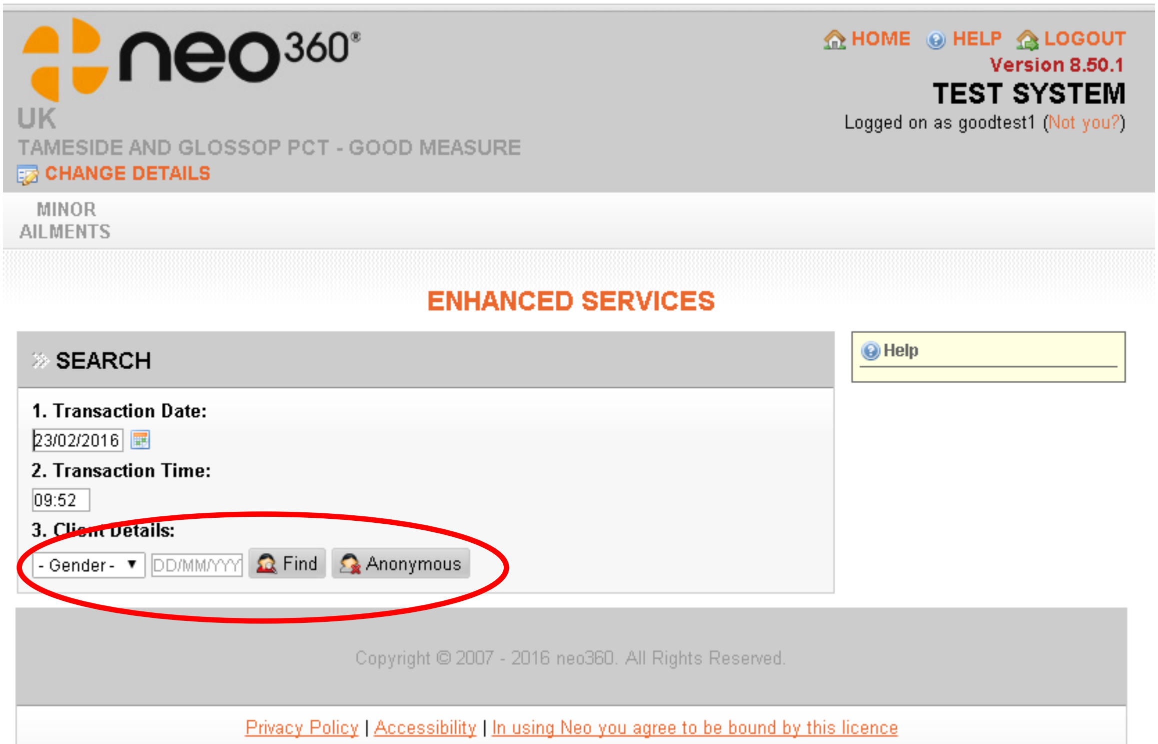
https://needleex.co.uk/Secure/Login.aspx?ReturnUrl=%2fsecure

2) To access the live system, please log in using your pharmacy login details provided in your letter

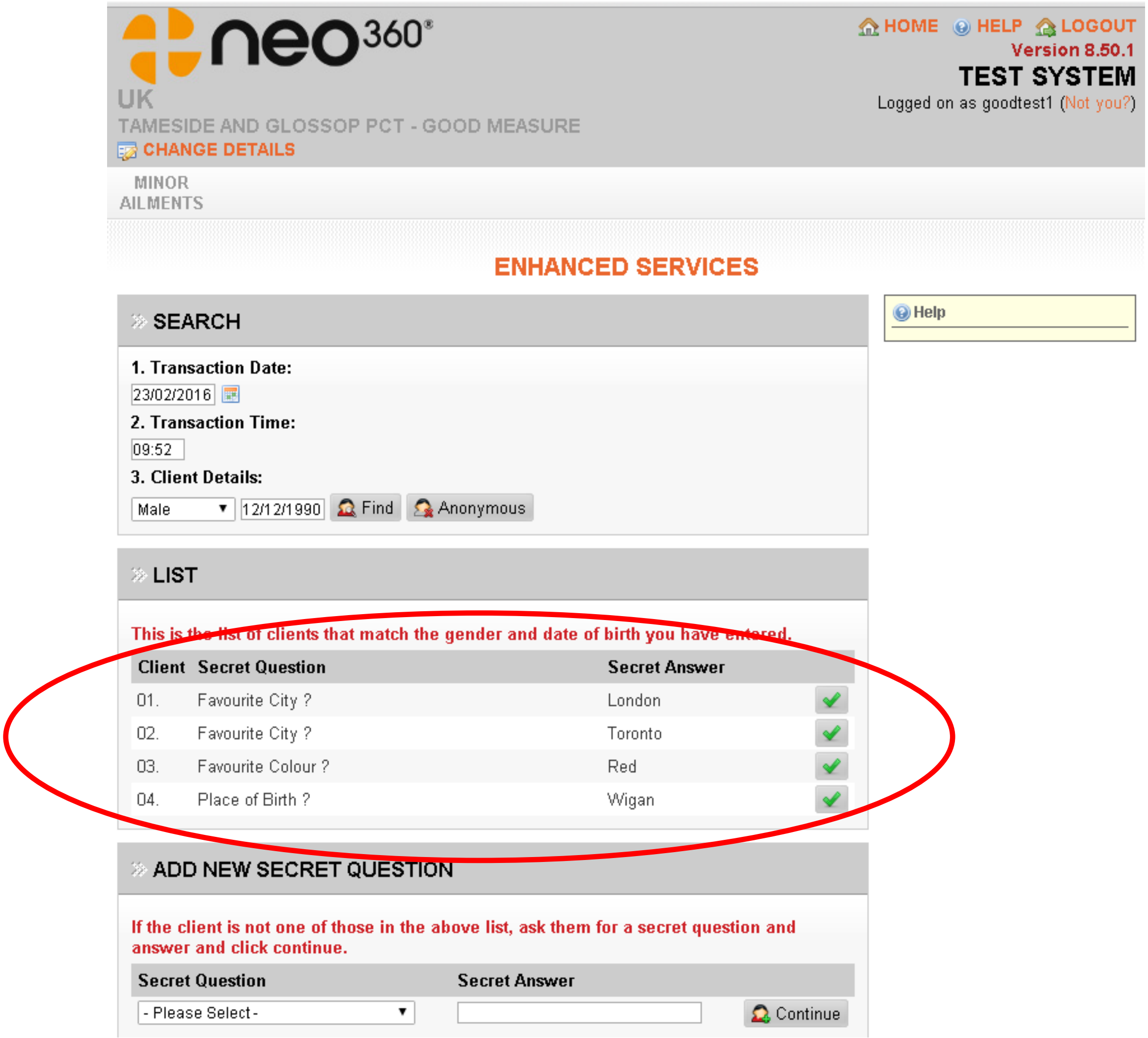
3) Once logged in, the first screen which will appear is the home page. Click on the 'Minor Ailments' menu option.



4) You will then be taken to the screen where you will start to enter the client/consultation details whilst the client is present. The date and time of the transaction defaults to the present time. Select the client's gender and enter the client's date of birth in the format DD/MM/YYYY, and then click the 'Find' button. If there are any, the search results are then displayed.



5) This is where a client would appear if they have used the service before and have been inputted into the Neo 360 system. You can then choose the client from the list (click the green tick) by asking them their secret question which will have been set up previously. This is to help identify the correct client if there are more than one listed with the same gender and date of birth. Example shown below.



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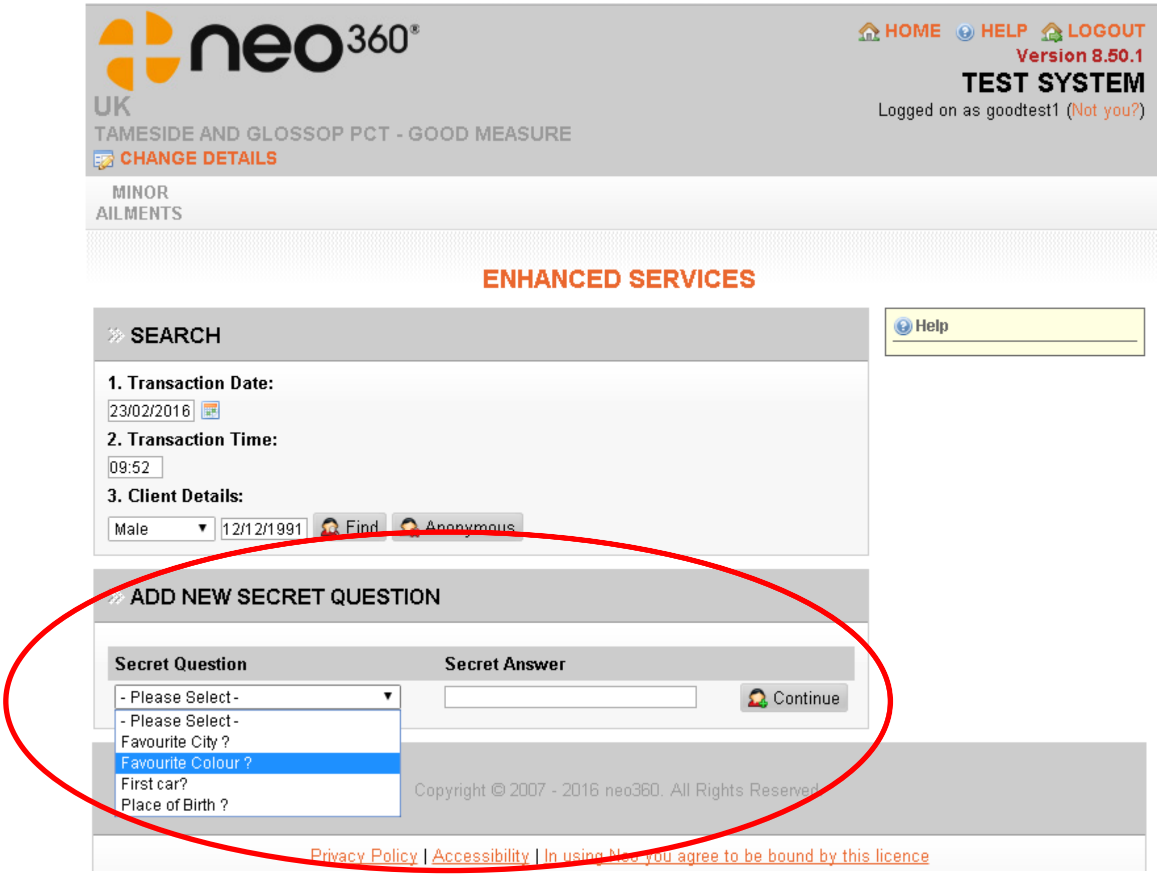
6) If the client does not appear in the list or there are no search results at all, the client will need to be set up as a new client under the section ‘Add new secret question’. You will need to ask the client to select and provide an answer to a secret question. Once you have done this, click on the ‘Continue’ button.



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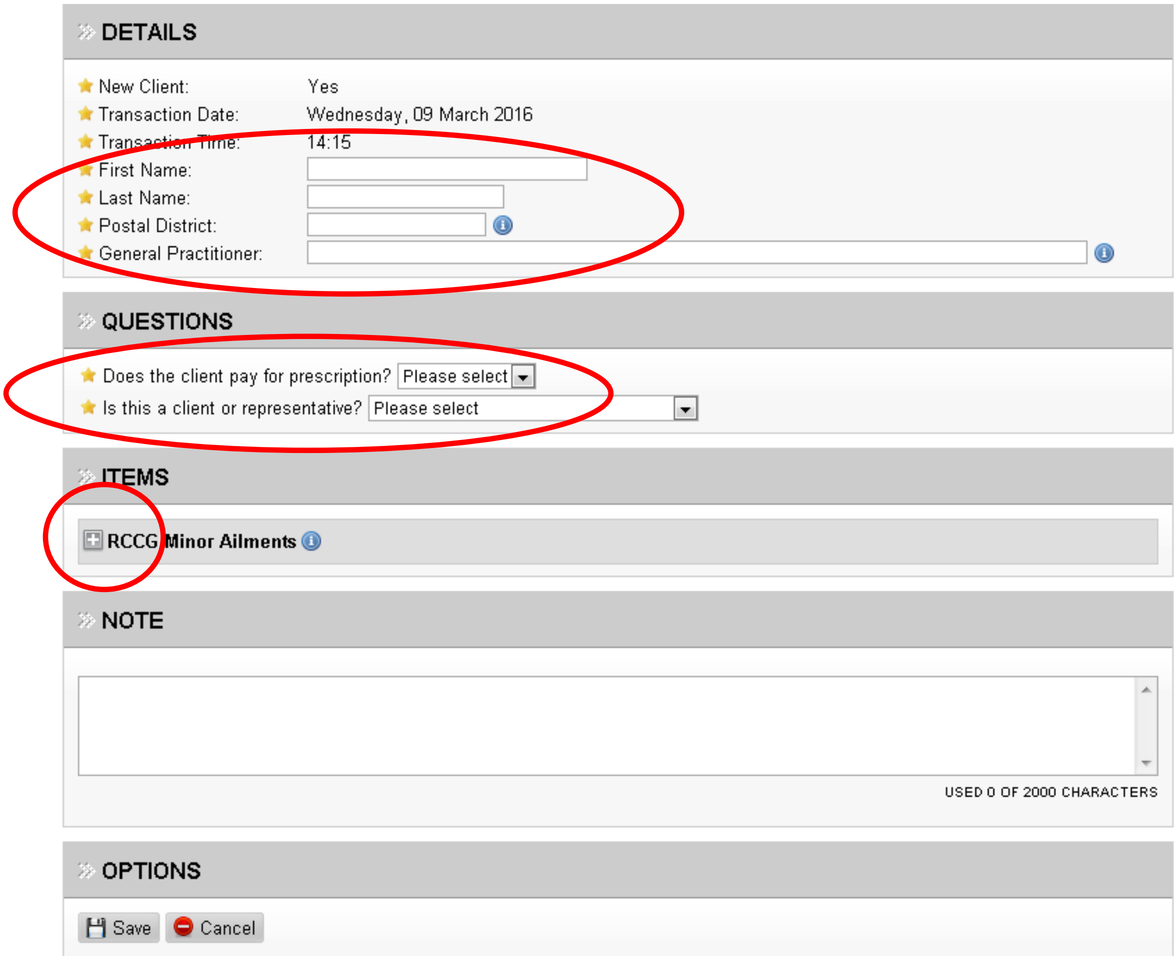
7) You will now be taken to the screen where you will enter the consultation details. Complete the boxes with the client's first & last name.

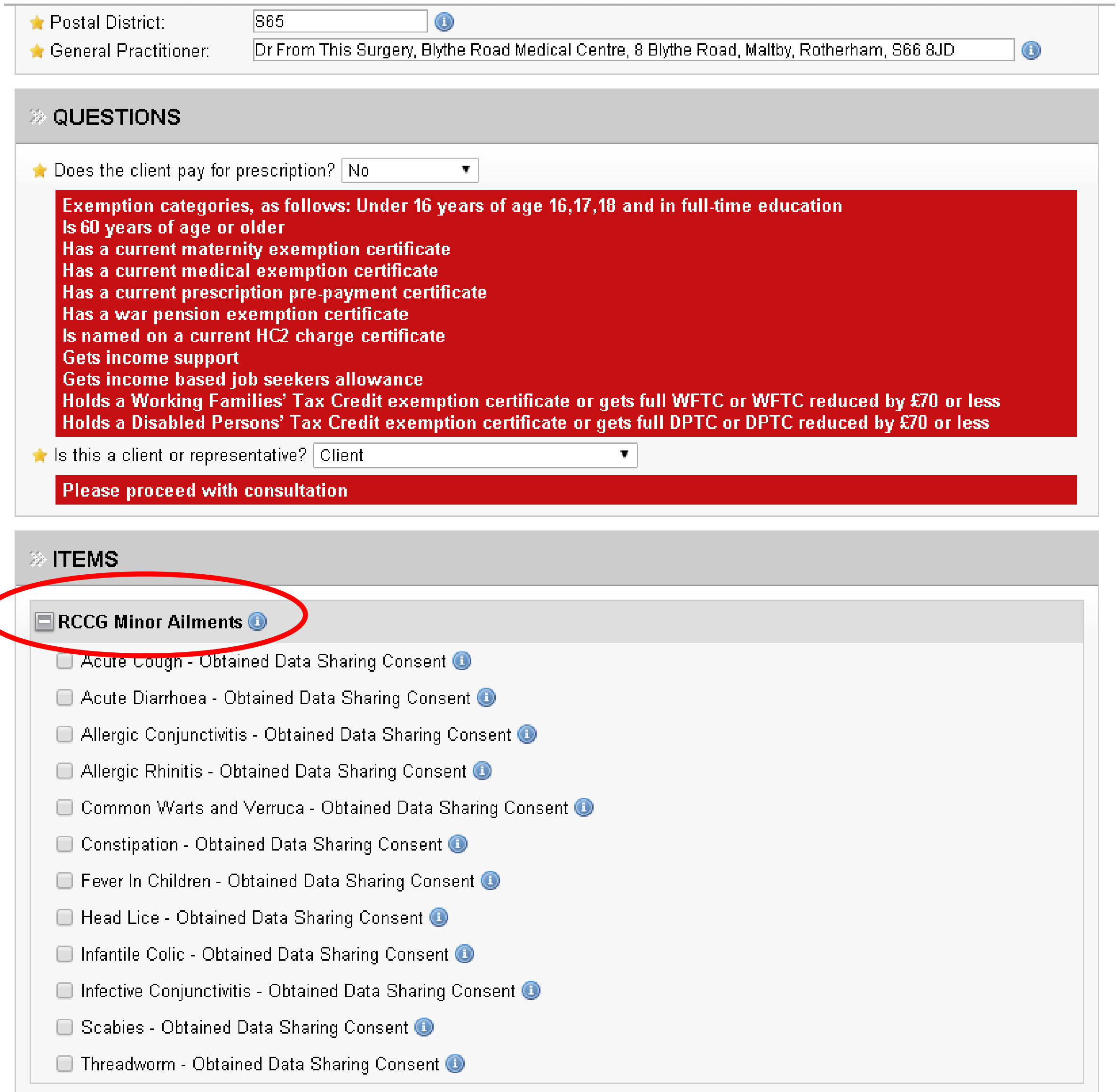
   In the 'Postal district' box, start to type the first letters of the postcode, this should then bring up a dropdown box showing the search results, select the relevant postcode of the client (only the first part of the postcode is required)

   In the 'General practitioner' box, start to type any part of the client's GP practice name or address, this should then bring up a dropdown box showing search results, select the relevant GP practice of which the client is registered with (please note that because this is a test system, not all practices in Rotherham are listed however they will be available once the system goes live).

   Complete the questions in the next section.



8) Once all the client information is entered, you will now need to add the consultation details and any medication which has been supplied. Expand the ‘RCCG Minor Ailments’ box by clicking the plus sign, to start to enter the consultation details.



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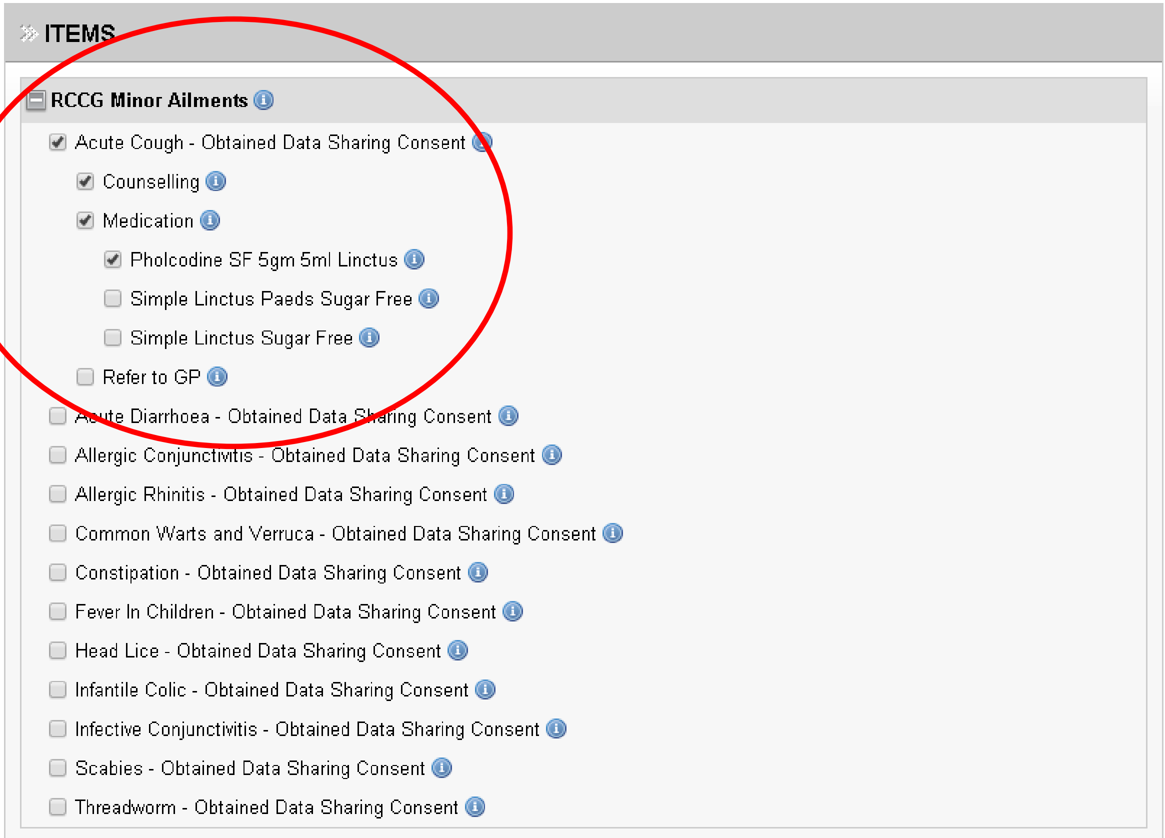
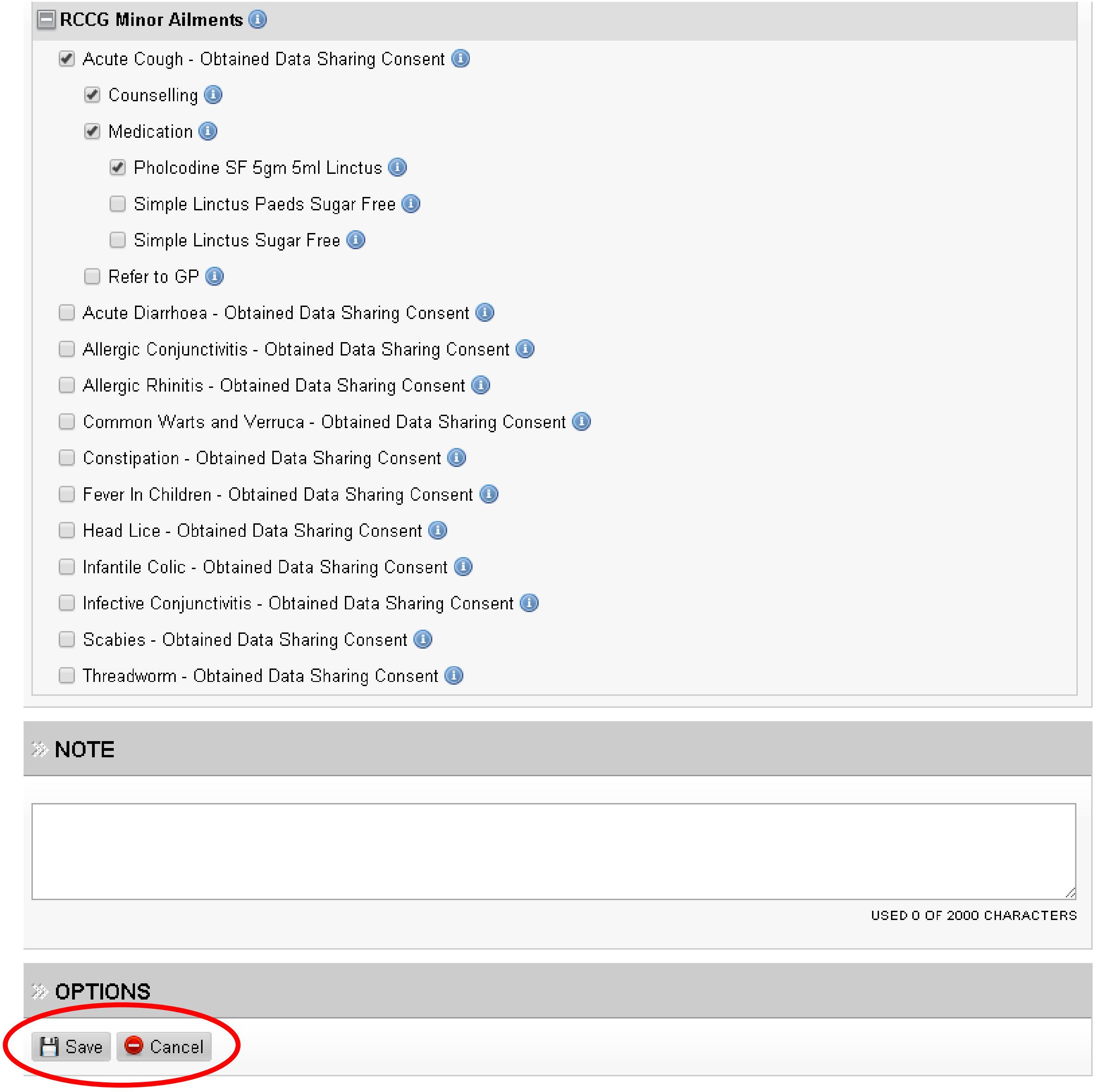
9) Select the relevant ailment by ticking the box next to the ailment description. Notice that at this stage, client consent must be given for data sharing; please ensure that the client is aware and happy with this. Always ensure that the 'Counselling' box is ticked as this generates a consultation fee payment of £4.10. If medication has been supplied, select the 'Medication' box too, this will then expand and provide you with options of medication. Select all that have been supplied. An example is shown below. If no medication has been supplied, only select the 'Counselling' box. If no medication is supplied and the client is referred to their GP, select the 'Counselling' box and the 'Refer to GP' box.



10) Once all the consultation/medication details have been inputted, thoroughly check the details are correct before clicking the 'Save button' at the bottom of the page. To cancel a submission at any point, click the 'Cancel' button at the bottom of the page.



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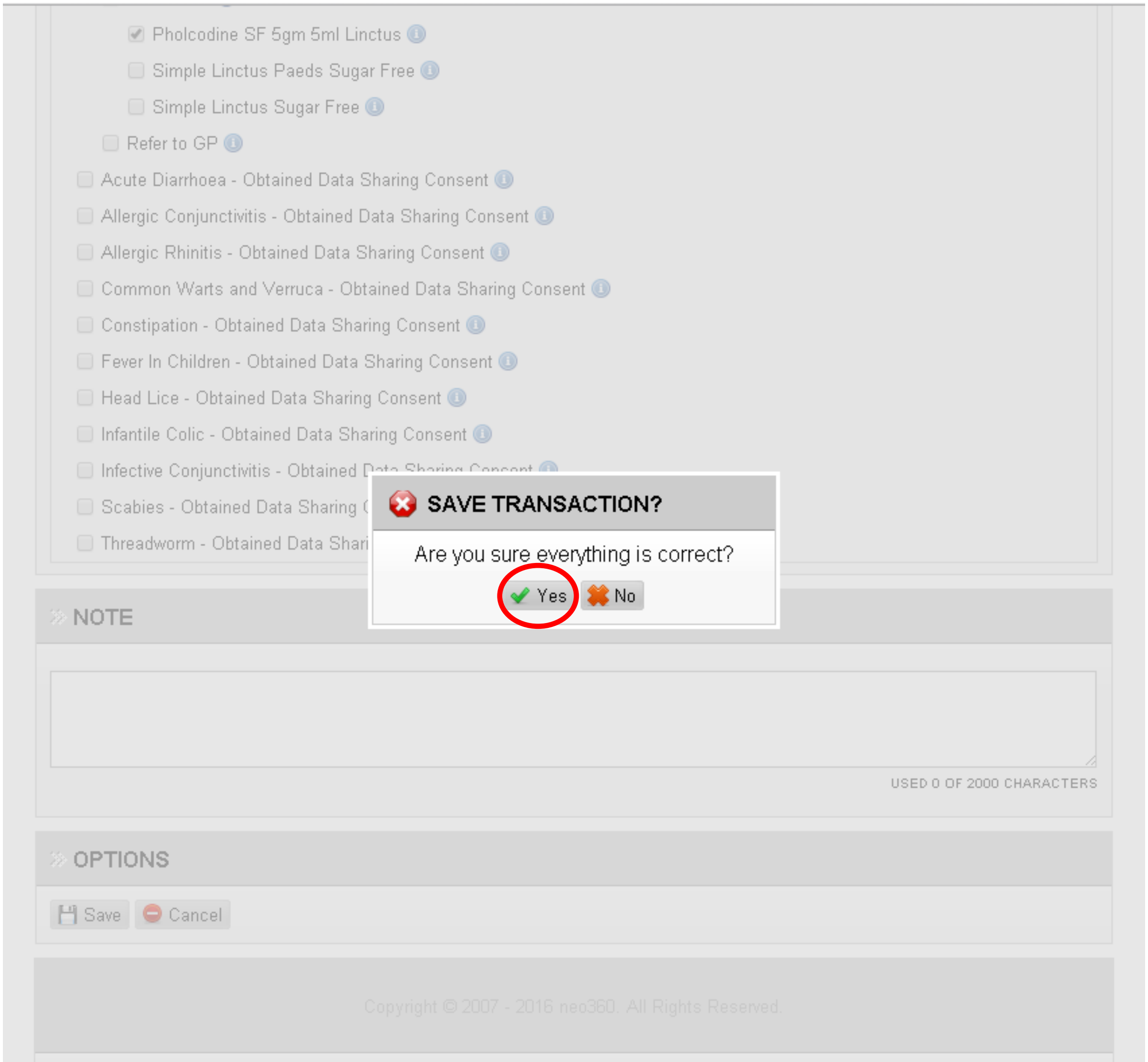
11) Once the 'Save' button has been clicked, a message will appear to ensure that all information inputted is correct. To confirm this, click 'Yes'.



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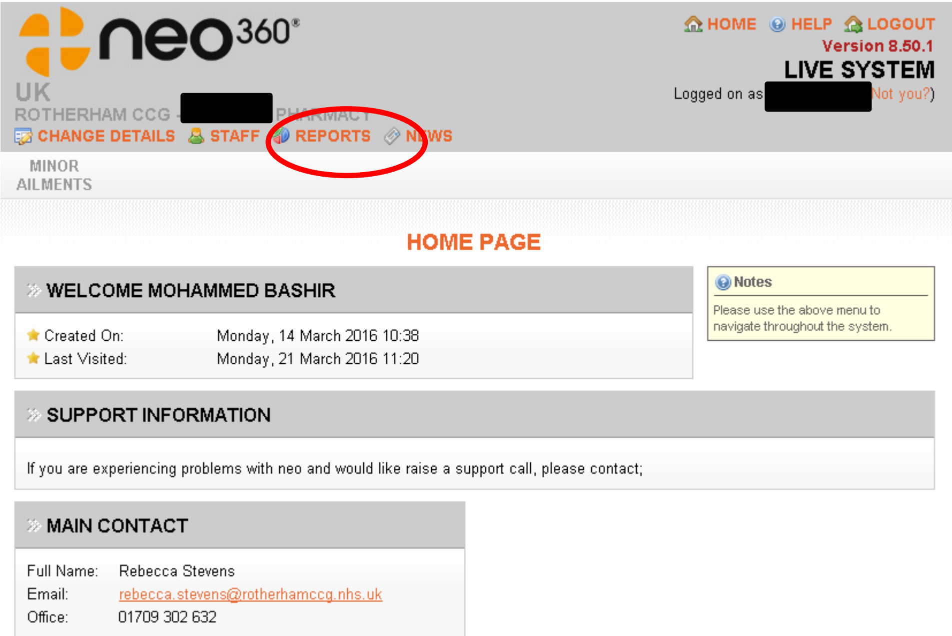
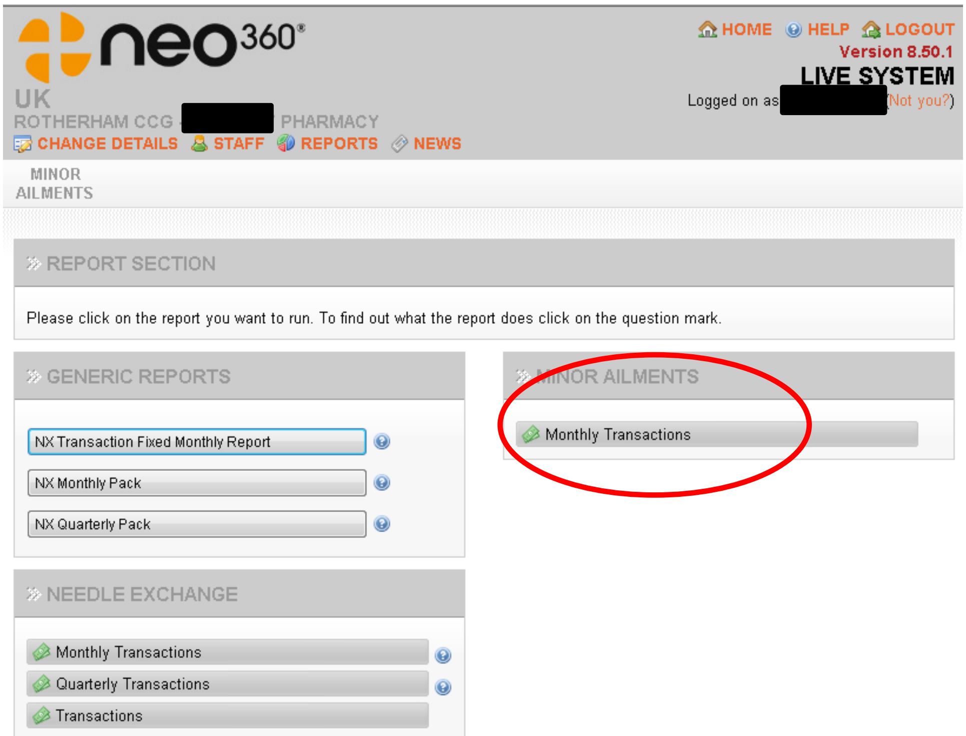
12) The claim has now been submitted to the CCG for payment. The below confirmation screen will appear. The system is now ready for the next consultation to be submitted.

Requesting monthly submission reports/Invoice

1) Each month you have the option to access a report/Invoice showing your claim submissions for that month. Reports run from the 1st of each month. To access these reports click the 'Reports' button at the top of the home page



2) Under the section 'Minor ailments' click on 'Monthly Transactions'. Please ignore the 'Generic reports' and 'Needle Exchange' sections, these are not relevant



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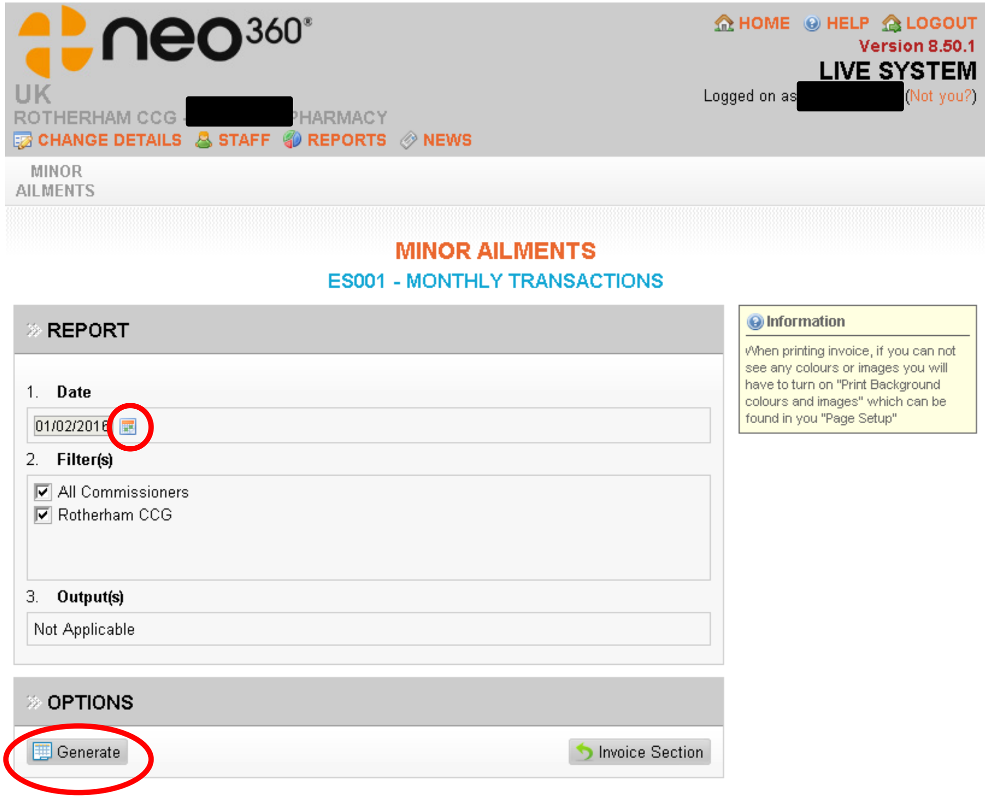
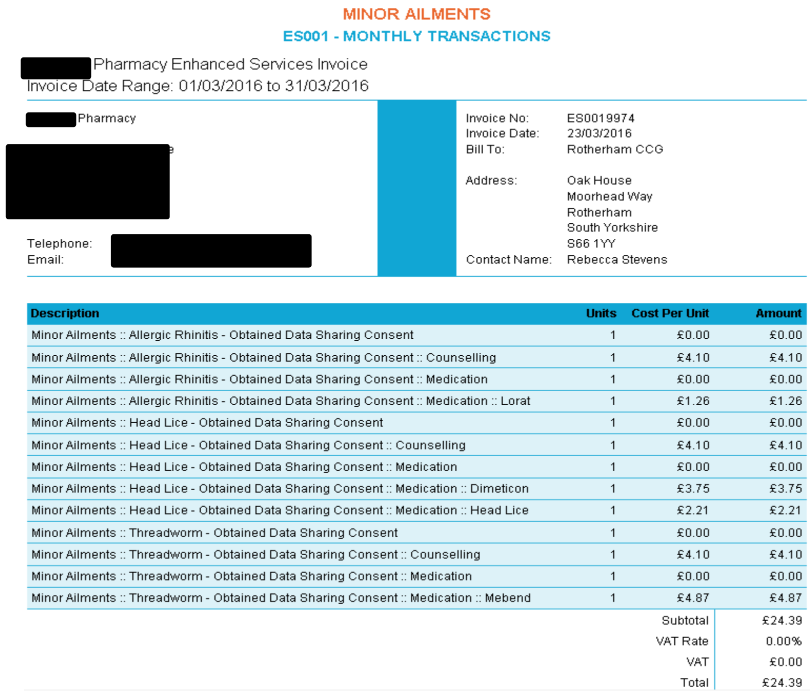
3) Choose the month of which you want to run the report by clicking the calendar icon next to the date. Once the month is selected, click the 'Generate' button



4) An invoice report will now be produced for all claim submissions by your pharmacy for the month you have selected. An example of what this looks like is below:


MINOR AILMENTS
ES001 - MONTHLY TRANSACTIONS

[redacted] Pharmacy Enhanced Services Invoice
Invoice Date Range: 01/03/2016 to 31/03/2016

[redacted] Pharmacy
[redacted]

Telephone: [redacted]
Email:

Invoice No: ES0019974
Invoice Date: 23/03/2016
Bill To: Rotherham CCG

Address: Oak House
Moorhead Way
Rotherham
South Yorkshire
S66 1YY

Contact Name: Rebecca Stevens

Description	Units	Cost Per Unit	Amount
Minor Ailments :: Allergic Rhinitis - Obtained Data Sharing Consent	1	£0.00	£0.00
Minor Ailments :: Allergic Rhinitis - Obtained Data Sharing Consent :: Counselling	1	£4.10	£4.10
Minor Ailments :: Allergic Rhinitis - Obtained Data Sharing Consent :: Medication	1	£0.00	£0.00
Minor Ailments :: Allergic Rhinitis - Obtained Data Sharing Consent :: Medication :: Lorat	1	£1.26	£1.26
Minor Ailments :: Head Lice - Obtained Data Sharing Consent	1	£0.00	£0.00
Minor Ailments :: Head Lice - Obtained Data Sharing Consent :: Counselling	1	£4.10	£4.10
Minor Ailments :: Head Lice - Obtained Data Sharing Consent :: Medication	1	£0.00	£0.00
Minor Ailments :: Head Lice - Obtained Data Sharing Consent :: Medication :: Dimeticon	1	£3.75	£3.75
Minor Ailments :: Head Lice - Obtained Data Sharing Consent :: Medication :: Head Lice	1	£2.21	£2.21
Minor Ailments :: Threadworm - Obtained Data Sharing Consent	1	£0.00	£0.00
Minor Ailments :: Threadworm - Obtained Data Sharing Consent :: Counselling	1	£4.10	£4.10
Minor Ailments :: Threadworm - Obtained Data Sharing Consent :: Medication	1	£0.00	£0.00
Minor Ailments :: Threadworm - Obtained Data Sharing Consent :: Medication :: Mebend	1	£4.87	£4.87
		Subtotal	£24.39
		VAT Rate	0.00%
		VAT	£0.00
		Total	£24.39