

Dear contractors

This is a reminder that the new Scanning Service is now operating at Gyle Square, Edinburgh. **Please do not send your prescriptions to Bain Square, Livingston as they will not be picked up from this location.** All CPS courier bags have had the Gyle Square address labels on them for some time, but if any old bags with the Bain Square address on them are found, they should not be used – please destroy these instead.

Please also remember to submit your prescriptions correctly and on time to avoid unnecessary delays to scanning, processing and ultimately payments.

The Scanning Service at PSD receives around 6 to 6.5 million prescriptions each month. Given the volume of submissions, even a small percentage of prescriptions submitted with staples, paper clips, tape, tears, etc. can mean significant delays to the scanning process.

Below are details of two issues which are negatively impacting the new scanners -

1. Staples

New Scanners fitted with magnetic detectors, are sensitive to staples attached to prescriptions or supporting documentation and results in stopping the scanning in mid-flow as shown in the following video clip.

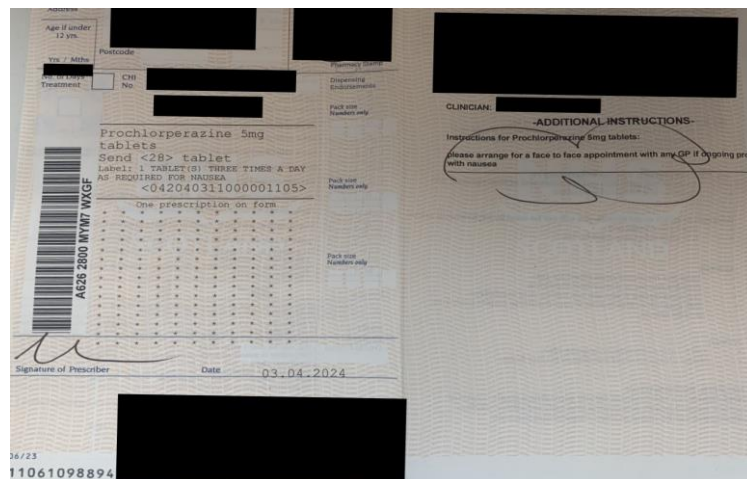
Watch! [This clip](#) shows what happens when a staple is detected by the scanner.

The operator now needs to pause scanning, perform various checks on the system and carefully separate stapled prescriptions before they can continue. This slows down the process significantly, will delay your and others' claims being processed and ultimately could delay payments to contractors.

2. Patient Notes part of the prescription form

In some instances, the patient notes part of the prescription form has been folded over and not detached from the prescription itself.

PSD does not require the repeat part of the prescription form and requests that these are removed and do not form part of the prescription submission.



The impact of this is that if the notes page is not removed and folded over, when these are scanned, we may not capture an image of the rear side of the prescription with a patient signature for Schedule 2 & 3 controlled drugs, which is a mandatory requirement as per circular [pca2022-p-27.pdf \(scot.nhs.uk\)](#) and required for NHS Board Controlled Drug Accountable Officers.

Please help us process your prescriptions quickly and efficiently by always preparing your submissions correctly!