

Pharmacy Matters

Helping you get Pharmacy First Scotland claims approved [FAO community pharmacists only]

A new quick-reference leaflet is now available for community pharmacies, and anyone involved in dispensing medicines and submitting Pharmacy First Scotland (PFS) claims. It highlights the key checks to complete before submitting a claim, helping you get them approved and paid first time.

[Visit the Helping you get Pharmacy First Scotland claims approved webpage](#) to download your leaflet to place in your dispensing area.

Public Services Delivery Scotland

Helping you get Pharmacy First Scotland claims approved

Whilst dispensing and before submitting a Pharmacy First Scotland claim, take a moment to check the following to help avoid items being rejected.

- Check the item wording**
Make sure the item wording exactly matches the wording in the Scottish Drug Tariff Part 17 Approved Products List.
- Check pack size for medicines and dressings**
The pack size supplied must exactly match the approved pack size listed in the Scottish Drug Tariff Part 17 Approved Products List.
- Check PMR system warnings**
Do not click through system warnings.
Check the warning and fix any issues before submitting the claim.

Scan the QR code for:
The Scottish Drug Tariff Part 17 Approved Products List and further help to avoid rejected items.

PFS012026

Operational update

Last month's payments were paid on schedule. For April dispensing, paid June 2026:

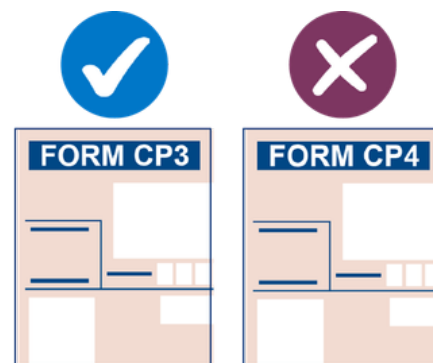
- 5,799,512 paper prescriptions were scanned
- 9,781,504 items were processed
- £137.7m of payments were made to pharmacy contractors.

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Do not send CP4 paper forms for scanning. [FAO community pharmacists]

Review the guidance in the following article to help keep your pharmacy payments on track.

Submit all community pharmacy-led service claims electronically through your PMR system under the Universal Claim Framework (UCF). CP4 forms must not be sent to Public Services Delivery (PSD) Scotland for scanning, even if printed or used locally, as they play no role in claims or payments. **Only the CP3 form (MCR Registration) should be sent for scanning.**



Last year, PSD Scotland received 706,000 CP4 forms. At this scale, even a small proportion being printed and submitted results in significant duplication, extra handling work, delays to processing, and avoidable environmental impact.

Form type CP4/3(SS):
Detach and submit the CP3 form only. Do not send paper CP4s or include CP3 or CP4 figures in the count on the declaration.

In the largest dispensing months, receiving and **processing unnecessary CP4 paper forms may put at risk making payments on the agreed date**, so it is in the interest of each community pharmacist to comply with the instruction.

Download the guide and poster

Visit our [guidance webpage](#) to download our guide and poster on how to submit paper prescriptions.

Help us keep your payments on track



Neat prescriptions



Quick scans



Timely payments

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Please do not score out, obscure or deface barcodes on paper prescriptions. [FAO all contractors]

Review the guidance in the following article to help keep your pharmacy payments on track.



Pharmacy contractors must not score out, obscure or deface barcodes on paper prescriptions. Barcodes help match the scanned paper prescription with the related electronic claim message. If a barcode cannot be read, the system may not be able to complete this match. This can lead to manual checking, processing delays and extra work.

You do not need to score out a barcode to stop the electronic message being used. If manual processing is needed, a keyer will use the scanned paper image to capture what was prescribed, including any clear and relevant endorsements. The system will then validate and price the item using the same reimbursement rules as it would for information received electronically.

Please keep barcodes visible and easy to scan. Also make sure any required endorsements are added electronically before you submit claims, as electronic claim data is the main source used for payment. Paper endorsements may not be reviewed where a claim can be processed automatically.

Help us keep your payments on track



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Payment claims for Not Collected/Not Dispensed items [FAO all contractors]

To ensure accurate payments are made, claims should only be submitted once the item has been collected. Not Dispensed (ND)/Not Collected (NC) items should be clearly endorsed electronically and on the paper form to ensure these items are not paid. Paper only endorsements can lead to the item being fully reimbursed.



This ensures your claims are correct on submission and therefore reduces the need for post-payment checks and payment adjustments.

Each month, our payment verification team carries out NC/ND checks and passes overpayment data to our adjustment team. For April 2026 dispensing, paid in June 2026, recoveries relating to NC/ND overpayments identified through these checks totalled £586,901.28. These recoveries can be identified on your eSchedule using adjustment code PVNCND.

Due to the large volume of overpayments and the manual process required to recover these monies, a backlog of NC/ND reclaim work has developed.

Medicines: Care & Review (MCR) payment adjustments – what you need to know [FAO community pharmacists]

A known system error affected some Chronic Medication Service (CMS) instalment claims, now known as Medicines Care and Review (MCR) claims. In these cases, the full quantity on the CMS Master prescription was paid in addition to the monthly dispensed instalments, resulting in double payment.

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System changes have now been implemented to correct this, with additional checks introduced to improve barcode validation and processing accuracy. This helps ensure payments are in line with policy, improves system controls, and reduces the risk of similar overpayments occurring in future.

Where overpayments are identified, the amounts are being recovered and appear as adjustments on your eSchedule under the adjustment code CMS Master. In the April 2026 dispensing month, paid in the June 2026 eSchedule, recovery adjustments were completed for the September and October 2024 dispensing months.

Avoid payment rejections for Portia pessary claims [FAO all contractors]

This month, our operations teams have noticed an increase in the number of pessary items being rejected for payment.

To help you avoid the same issue, please remember that ring pessaries are eligible for reimbursement only when they are listed in Pessaries Part 3 of the current Scottish Drug Tariff, including the section overleaf. If Portia is prescribed and dispensed, the item will be rejected because it is not currently included in the tariff.

If Portia is prescribed, then the prescriber should be contacted to advise them of the correct prescribing item description. PSD Scotland will then require a Prescriber Contacted (PC) endorsement with the appropriate description held in the table overleaf.

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Table one: Pessaries Part 3 of the current Scottish Drug Tariff

Manufacturer	Type	Product	Size	Price
Specification 20 (ii)	Ring	Polythene 7.5mm thick	50mm to 80mm (rising in 3mm)	247
Specification 20 (ii)	Ring	Polythene 7.5mm thick	85 mm to 100mm (rising in 5mm)	247
Specification 20 (iii)	Ring	PVC 1.25cm thick	50mm to 80mm (rising in 3mm)	268
Specification 20 (iii)	Ring	PVC 1.25cm thick	85mm to 100mm (rising in 5mm)	268
Specification 20 (iii)	Ring	PVC 1.25cm thick	110mm	268

Here are examples of correctly and incorrectly submitted items. These examples are based on claims submitted in April 2026. There has since been a price increase from £2.65 to £2.68, effective from June 2026.

Table two and three: Paid examples

Prescribed Item	Dispensed Item	Priced item	Price
Ring pessary 1.25cm thick, 71mm diameter, PVC	Portia ring pessary 1.25cm thick, 71mm diameter, PVC (Bray Group Ltd) 1 device	Ring pessary 1.25cm thick, 71mm diameter, PVC 1 device	265

Prescribed Item	Dispensed Item	Priced item	Price
Portia Ring pessary 1.25cm thick, 71mm diameter, PVC (Bray Group Ltd)	Ring pessary 1.25cm thick, 71mm diameter, PVC 1 device	Ring pessary 1.25cm thick, 71mm diameter, PVC 1 device	265

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Table four: Rejected example

Prescribed Item	Dispensed Item	Priced item	Price
Portia ring pessary 1.25cm thick, 71mm diameter, PVC (Bray Group Ltd)	Portia ring pessary 1.25cm thick, 71mm diameter, PVC (Bray Group Ltd) 1 device	Portia ring pessary 1.25cm thick, 0 71mm diameter, PVC (Bray Group Ltd) 1 device	

If you have any queries regarding pessaries, please contact us at:
nss.sdpaymentenquiriesolutions@nhs.scot