Public Services Delivery
Scotland

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publicservicesdelivery.scot

NHS
SCOTLAND

Dear Contractor,

E-Schedule Details for May Dispensing

All payments made for May 26 dispensing paid July 26 were Actuals.

E-schedule Heading: Net Payment to bank (found on Pharmacy details tab)

Your payment will be paid on 31st July 26 and this reflects your actual payment.

E-schedule Heading: Out of course payment (found on Pharmacy details tab)
This is a memorandum field therefore this is not included in the Net Payment to Bank, it reflects payments made in the current month which relate to a prior period.

Creon
Contractor payments for special price endorsements for Creon have been calculated for the months of March 2026 and are included in the May 26 dispensing paid July 26 payment. These appear in the Supplementary & Service Payment section of the e-schedule as CREON0326.

PFS Calculation Report Update

The PFS calculation report tab has now been amended to include the individual fields specifying the number of fees for the Prescribing, Consultation (advice only) and Referral to GP activities for the recent PGD additions of Inflammatory Skin and Oral Thrush.

The PFS Glossary along with the Supplementary and Service payments Glossary are currently under review and will be updated in due course.

Reminder: New Rejected Items Report
A new Rejected Items Report containing rejection reasons was included in last month's e-schedule. This report will now be part of the monthly suite of e-schedule reports going forward.

Guidance about the most commonly rejected items is available on our website, including those related to online brands in both hosiery (for example, Activa prescribed or supplied) and appliances (such as Clinimed swabs).

Please note that the e-schedule cannot host hyperlinks. To access the guidance, copy and paste this URL into your browser and select the Rejected Items Report tab:

https://www.nss.nhs.scot/browse/pharmacy-services/pharmacy-eschedules

If you have a query about a rejected item that is not covered on the webpage and feel it requires follow-up, you can contact us via email at: nss.sdpaymentenquirysolutions@nhs.scot

Underpayment adjustments

Contractors were advised in the March 2026 e-schedule that an underpayments issue had been identified for items dispensed between May 2023 and January 2026. This was due to the nDCVP system not applying the payment cascade algorithm in the same way as the previous DCVP system. Adjustments are therefore continuing to be applied so that the affected dispensing months can be corrected and the appropriate payments made.

The adjustment for the February dispensing month was paid last month. The May dispensing month has now been processed and will be included in this month's e-schedule. These adjustments will appear in your e-schedule on the Supplementary and Service Payments page as COSTEF0526.

Action required – payment claims for Not Collected/Not Dispensed items

Please make sure you only claim for items you have dispensed and that claims are submitted when the item has been collected. Items marked "Not Collected" (NC) or "Not Dispensed" (ND) should not be claimed, and endorsements should accurately reflect the item's status at the time of claim.

This helps make sure your payments are right first time, supports a fair and consistent approach for all contractors, and reduces the need for follow-up payment checks and adjustments later. Routine overpayment adjustments on these claims were paused for a period while other priority work was carried out. These adjustments are now starting again. This means that if an item has already been paid but is later found to be marked as NC or ND, your payment will be reviewed and recovered if it was made in error. These adjustments will appear in your e-schedule on the Supplementary and Service Payments page as PVNCND.

Medicines: Care & Review (MCR) payment adjustments – what you need to know

There was a known system issue which meant some MCR (previously Chronic Medication Service) instalment claims were priced using the full prescribed quantity instead of the amount dispensed at each instalment. Because these prescriptions cover a full course of treatment, this led to overpayments over the life of the prescription. System changes have now been made to fix this, with further checks in place to improve barcode validation and processing accuracy. Where overpayments are found, the payment will be recovered, and you will see adjustments in your e-schedule (with an adjustment code of CMS Master) going forward. These changes help make sure payments are in line with policy, improve system controls, and reduce the risk of this happening again.

In the May 2026 dispensing month paid in the July e-schedule, adjustments were completed for November 2024, December 2024 and January 2025. These adjustments will appear in your e-schedule on the Supplementary and Service Payments page as CMSMASTER.

Further affected months will be progressed through future e-schedules. You do not need to take any action.

Pharmacy First Scotland adjustments update

Average value adjustments for Pharmacy First Scotland (PFS) rejected items stopped after the January 2026 dispensing month. Final average adjustments were made and these were documented in the April 2026 e-schedule.

A small number (less than 150 claims across Scotland) of Pharmacy First items remain rejected despite being eligible for payment. A system change is being implemented; however, until this is applied, an adjustment for these items (from February 2026 dispensing onwards) will be applied on a line-by-line basis using the actual item payable price. These transactions will appear in your May 2026 e-schedule, and monthly thereafter. Please note this issue is distinct from the majority of Pharmacy First rejections, which are valid against the current Scottish Drug Tariff Part 17 formulary.

Continue to review your Rejected Items Report regularly, check rejection reasons carefully, and ensure your PFS claims are accurate so that payments are not delayed.

Please note that the e-schedule cannot host hyperlinks. To access guidance, copy and paste this URL into your browser and select the Rejected Items Report tab:
https://www.nss.nhs.scot/browse/pharmacy-services/pharmacy-eschedules

Retrieve a copy of a submitted prescription

Practitioner Services are happy to provide dispensing contractors with a scanned copy of prescriptions submitted for processing.

Email: nss.psd-pscriber-statnry@nhs.scot

Service update

From 1 April 2026, **Public Services Delivery Scotland (PSD Scotland)** formally came into being following the coming together of NHS National Services Scotland and NHS Education for Scotland. **There is no change to the services provided by Practitioner Services**, and your existing points of contact, processes and communication channels remain the same. We are including this note simply to provide clarity and reassurance as organisational changes take place in the background.

More detail about the new organisation is available at https://publicservicesdelivery.scot/. As the e-schedule cannot host hyperlinks, please copy and paste the weblink into your browser to access the information.

Outstanding Defects and known issues with e-schedules

We are aware of known defects relating to the following:

- Omission of dummy dispensed descriptions– partial fix has been applied, and work is ongoing

Public Health Scotland are currently working on fixes and will provide updates as soon as known.

The Smoking Cessation & Emergency Hormonal Contraception (EHC) report tab has been updated in line with the new EHC services which commenced from 1st November 2024. This page now includes the number of patients where EHC Consultations (PHSEHCCON) or Referrals (PHSEHCREF) took place. The payment values for these are reported in the Supplementary & Service Payments tab.

The Service Efficiency report tab was updated in November 24 dispensing month. The fields for AMS items claimed re Instalment dispensing, Care Homes and Stoma have been deleted as these have not been discounted from other AMS items used to calculate the Service Efficiency level achieved since September 2018. Since then, the Service Efficiency target to achieve payment for this is to electronically claim at least 80% of **all** AMS items in that dispensing month.

The **Pharmacy First Plus** activity has been added to the PFS calculation table to ensure all activity calculations and fees add up to the total activities reported.

Online Reporting - In line with new fields now available in the reporting warehouse due to the move to DM&D pricing file, the items paid report in online reporting has been updated. If you have access to Online Reporting and have previously set up a monthly schedule for the Items paid report, this report is now out of date and you will need to log into your online reporting/Business Objects account and set up a new recurring schedule for the new version of the report, titled “Items paid Report NEW (Latest Year and Month available)”. If you require further information or help regarding this, please contact Keli Unsworth – email keli.unsworth@nhs.scot

E-Schedules

If you require to make changes to your e-schedule recipient list, either additions or deletions you can do so by completing the e-mandate form which is available from the link below.

https://forms.office.com/Pages/ResponsePage.aspx?id=veDvEDCgykuAnLXmdF5JmjWn887xWChAsDj_oowchQBUNUQxMU9INEpRSEQ5NEhBTFI0TTMyQTJSTy4u

Prescription Collection & Submission Dates

*DATE FOR SINGLE SUBMISSION

August 2026	**6th Thursday*** **20th Thursday**
September 2026	**3rd Thursday*** **17th Thursday**
October 2026	**6th Tuesday*** **20th Tuesday**
November 2026	**3rd Tuesday*** **17th Tuesday**
December 2026	**3rd Thursday*** **17th Thursday**
January 2027	**7th Thursday***

Deliver to: Practitioner Services Scanning Centre, Gyle Square. 1 South Gyle Crescent. Edinburgh. EH12 9EB.

For further information please contact 01506 705100