

Pharmacy Matters

Watch our new video to see how your paper prescriptions turn into payments [FAO all contractors]



Having trouble viewing the video? Watch it on YouTube instead.

[Paper prescription journey on YouTube](#)

The video shows what happens after you submit your paper prescriptions and how a successful scan triggers your payment.

A quick check before you submit your paper prescriptions can help keep your payments on track. Tears, folds and curled edges are the biggest causes of scanning problems. **Band your paper prescriptions and GP34 declaration form together and keep them flat, facing the same way, with no tears, folds or staples.**

Download our poster now:

[Best practice for submitting paper prescriptions](#)



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Renew your ePharmacy Root Certificate [FAO community pharmacists]

Your ePharmacy Root Certificate will expire soon. To avoid disruption to your ePharmacy services, **install your new ePharmacy root certificate by 25 August 2026 if you have not already done so.**

Without a valid certificate, you will not be able to submit claims or request prescriptions electronically. Consequently, no payment claims for electronic-only services can be processed. This situation will directly impact pharmacy reimbursement as well as overall usability.

Certificates are renewed using the Certificate Management Tool (CMT), you may be requested to upgrade this at the start of the process.



Please note:

- **Boots, Well and Rowlands** – your IT department will manage your renewal.
- **Rx Web** – Lanas will handle your certificates for ePMS access and messaging. For PCR UA, you need to install the client certificate on a PC within your pharmacy. Follow your usual process and the instructions in the PIN letter sent for certificate renewal.
- **Cegedim Rx Pharmacy Manager** – the central Cegedim team will renew your central message broker certificate. For PCR UA, you need to install the client certificate on a PC within your pharmacy. Follow your usual process and the instructions in the PIN letter sent for certificate renewal.
- **Positive Solutions and Proscript** – follow your usual process and the instructions in the PIN letter sent for certificate renewal.
- **Superdrug** – your PMR supplier will help you renew your certificate.
- **Asda** – your PMR supplier will help you renew your certificate.

Please review the guidance and complete the actions you need to take as soon as possible: [ePharmacy Root Certificate Guidance](#)

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An update about the Digital Prescribing and Dispensing Pathways Programme [FAO community pharmacists]



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[Digital Prescribing and Dispensing Pathways Programme on YouTube](#)

The DPDP Programme is currently developing an end-to-end digital solution for in-hours prescribing from GP practices through to community pharmacy dispensing, which will revolutionise prescribing and dispensing in Scotland and ultimately replace paper prescriptions.

Over the last few months, the DPDP team has been busy progressing key activities, including the technical build and implementation planning, with a range of stakeholder engagement sessions underway.

[Learn more about DPDP and read the latest newsletter.](#)

To get in touch with the DPDP team, please email NSS.digitalprescribing@nhs.scot.



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Operational update [FAO all contractors]

Last month's payments were paid on schedule. For May dispensing, paid July 2026:

- 5,964,031 prescription forms were scanned
- 10,037,152 items were processed
- £142.9m of payments were made to pharmacy contractors.

New webpage for Pharmacy eSchedule communications [FAO all contractors]

We've launched a new webpage that brings together the messages shared through the monthly Pharmacy eSchedule. The page is organised by contractor type, making it easier to find the information that applies to your service. Your nominated contact will continue to receive the full eSchedule and financial reports.

Access the [View monthly Pharmacy eSchedule communications webpage to view the latest messages](#).

Reminder: Helping you avoid Pharmacy First Scotland rejections [FAO community pharmacists]

You can now use a new quick-reference leaflet to help you check Pharmacy First Scotland (PFS) claims before you submit them. It highlights the key checks to help you get claims approved and paid first time.

Download the best practice leaflet and place it in your dispensing area:

[Pharmacy First Scotland best practice leaflet](#)

See overleaf for how you can avoid rejections for paracetamol oral suspension.



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Help avoid rejected claims for paracetamol oral suspension [FAO community pharmacists]

Action needed: check the Pharmacy First Formulary before you dispense or submit claims for paracetamol oral suspension and sugar-free oral suspension in both 120mg and 250mg.

In May 2026 dispensing alone, 10% of claims submitted for paracetamol 120mg/5ml oral suspension, paediatric sugar free, were rejected because they did not exactly match the allowed listing in the [Pharmacy First Formulary in the Scottish Drug Tariff Part 17](#). If you submit a claim for any other product or pack size, such as Pinewood 500ml pack, it will be automatically rejected, and you will not be reimbursed.

Table one: allowed formulary products

Product	Size	VMPP Code
Paracetamol 120mg/5ml oral suspension paediatric	100ml	1201011000001101
Paracetamol 120mg/5ml oral suspension paediatric sugar free	100ml	978111000001101
Paracetamol 120mg/5ml oral suspension paediatric sugar free	200ml	1266711000001109
Paracetamol 250mg/5ml oral suspension sugar free	100ml	1122911000001104
Paracetamol 250mg/5ml oral suspension sugar free	200ml	1293511000001105

The example overleaf shows how your Pharmacy First paracetamol 120mg/5ml sugar-free oral suspension claim can be rejected if it does not match the allowed formulary listing.

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In this example, the claim was rejected because:

- A 500ml pack was selected, but only 100ml and 200ml packs are allowed.
- The manufacturer Pinewood was selected but only a prescribed generic product with no manufacturer is allowed.

Table two: Example of rejected claim

Prescribed Item	Dispensed Item	Priced item	Price
Paracetamol 120mg/5ml oral solution paediatric sugar free Quantity 100	Paracetamol 120mg/5ml oral solution paediatric sugar free (Pinewood Healthcare) 500 ml Quantity 100 Pack 500	Paracetamol 120mg/5ml oral solution paediatric sugar free (Pinewood Healthcare) 500ml Quantity 100 Pack 500	0

If you have any queries regarding paracetamol oral suspension and sugar-free oral suspension, please contact us at: nss.sdpaymentenquirysolutions@nhs.scot

Rejected Item Report Reminder [FAO all contractors]

The Rejected Items Report is part of your eSchedule report suite. It is issued monthly to your designated recipient and shows each rejected item and the reason for rejection. Reviewing the report regularly helps you spot patterns, correct errors and improve claiming accuracy. Check rejection reasons carefully and update your processes where required.

For more information visit our webpage

[Rejected Items Report guidance](#)