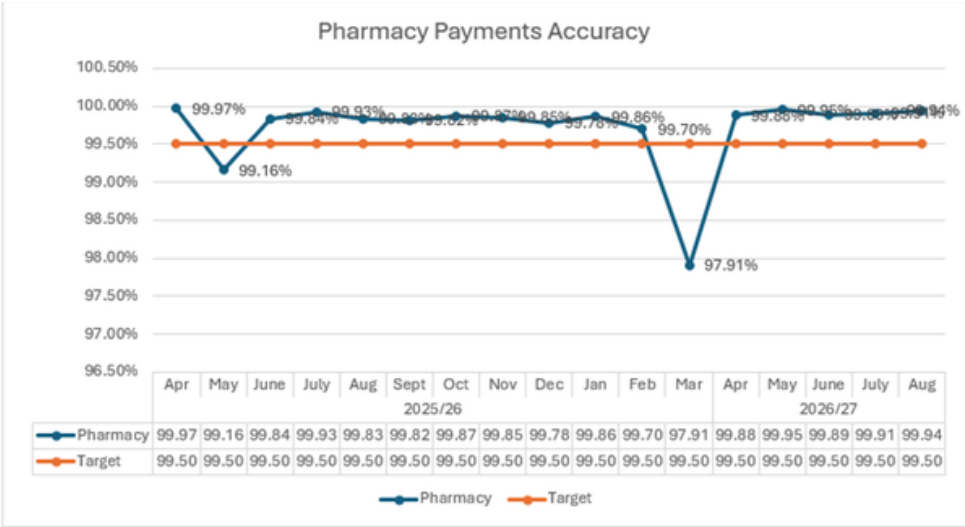


Pharmacy Matters

Payment Accuracy Measure [FAO all contractors]

Table one: Payment Accuracy 2025/26 and 2026/27



The payment accuracy measure shows how accurately Public Services Delivery Scotland (PSD Scotland) makes payments to pharmacy contractors. It only includes payment errors caused by PSD Scotland. Contractor errors are not included. The figure is reported monthly and will now form part of the operational update in Pharmacy Matters.

What is the target?

The target is 99.5%.

How is the percentage calculated?

We look at the total amount paid to pharmacy contractors each month and compare it with the value of any payment errors caused by PSD Scotland. This gives the payment accuracy percentage. Overpayments and underpayments are included in the number of errors.

The adjustments included in any one month can reflect payment errors from earlier months. For example, the March 2026 figure included an adjustment for a long-standing error in the processing of Not Collected/Not Dispensed items. The system had not recognised some items as Not Collected/Not Dispensed, so they were paid when they should not have been. As the adjustment was made in March, it affected the March payment accuracy percentage.

Pharmacy Matters

Operational update [FAO all contractors]

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

- 6,160,853 prescription forms were scanned
- 10,393,185 items were processed
- £147.14m of payments were made to pharmacy contractors.
- 99.94% payment accuracy for August 2026 (target: 99.5%).

Latest Digital Prescribing and Dispensing Programme newsletter now available [FAO community pharmacists]

The summer issue of the quarterly Digital Prescribing and Dispensing Programme newsletter is now available. This issue provides an update on progress over the last few months, including technical build activity, implementation planning and stakeholder engagement.

Click here to access the newsletter:

[Summer issue of Digital Prescribing and Dispensing Programme newsletter](#)

GP34 declaration forms: check before you submit [FAO community pharmacists]

Please complete your GP34 declaration form carefully using black ink. The total number of paper prescription forms you declare must match the number you submit.

This is a regulatory requirement and forms your declaration and claim for payment under the Terms of Service set out in the National Health Service (Pharmaceutical Services) (Scotland) Regulations 2009. Accurate GP34 forms also help us process your paper prescriptions quickly and pay you on time. We are receiving a large number of incorrectly completed forms, so please check yours before submitting.

For further guidance please visit:

[The GP34 guidance webpage.](#)

Help us keep your payments on track



Neat prescriptions



Quick scans



Timely payments

Pharmacy Matters

Print it right first time: legible endorsing to support accurate dispensing payments [FAO community pharmacists]

Electronic claims are the primary source used to calculate payment. Where a barcode and electronic support are available, relevant electronic endorsements should be included in the electronic claim.

However, if an electronic message fails, PSD Scotland may need to use the paper form, so the pharmacy must ensure that all required endorsements are recorded clearly and correctly on the paper form before submission. Endorsements must remain clear and readable. Poor print quality can lead to delays or endorsements not being paid.

Example of faint endorsement that will not be paid.

Senokot 12 Years Plus	Pack size
Tablets 7.5 mg	Numbers only
Send <120> tablet	0-0
Label TAKE TWO TO FOUR	Senokot
TABLETS NOCTE - SUPPLY BRAND	7.5mg 12
SENOKOT PLEASE	Years Plus
	1205
<038871711000001108>	Pack size
-----	Numbers only
Trazodone 100mg capsules	30-6
Send <28> capsule	End 06/06/16
Label 1 CAPSULE AT NIGHT.	100-00 130-1
DISP FORTNIGHTLY <Dispense	120-2-15
fortnightly>	
<I> <042280411000001104>	Pack size
* * * * *	Numbers only

If you have a printer, please:

- Print endorsements in the correct area in dark ink and make sure all text is clear and free from smudges
- Monitor toner levels regularly and use good-quality ink or toner that will not smudge or degrade during handling
- Avoid using staples, stickers or adhesive labels.

Where handwritten endorsements are used, pharmacies should ensure they are entered correctly for the relevant item and that any monetary values are recorded in pence (for example, 1234 rather than £12.34).

Pharmacy Matters

Further information

If you have questions about endorsements, please contact your local pharmacy processing team.

Aberdeen – Marischal Square

Email: nss.psd-pharm-groupleaders-abn@nhs.scot

Telephone: 01224 358 300

Edinburgh – Gyle Square

Email: nss.pcfs-pharm-group-leaders-edin@nhs.scot

Telephone: 0131 275 7433

Glasgow – Delta House

Email: nss.psdpharmgroupleadersglsgw@nhs.scot

Telephone: 0141 207 1615

Additional dressing products accepted for payment [FAO community pharmacists]

To help reduce Pharmacy First Scotland claim rejections, ten additional dressing products have been added to the data reference file used from August 2026 dispensing month onwards. Pharmacy teams should familiarise themselves with the products now eligible for payment.



For further guidance please visit:

[The Pharmacy First Scotland: Additional Dressing Products webpage](#)

Monthly Pharmacy eSchedule communication messages [FAO all contractors]

You can view the latest messages on the Pharmacy eSchedule communication webpage.

[Monthly Pharmacy eSchedule communications webpage.](#)

Pharmacy Matters

Mounjaro prescriptions: check unclear quantities before dispensing [FAO community pharmacists]

Where no endorsement is provided, reimbursement is based on the quantity prescribed and supplied. A quantity of "1" is treated as one pen containing four doses, while a quantity of "4" is treated as four pens containing 16 doses.

Checking unclear prescriptions before dispensing helps ensure the intended quantity is supplied to the patient and reimbursed correctly.

Examples of prescribing:

Poor example: The intended amount to be supplied may be unclear.

Mounjaro KwikPen 12.5mg/0.6ml solution for injection 2.4ml pre-filled pens (Eli Lilly and Company Ltd) Send <4> pre-filled disposable injection Label: AS DIRECTED <042602111000001109>	Pack size Numbers only
	Pack size Numbers only

Good example: The number of pre-filled injections required is clearly stated and confirmed with a quantity endorsement

Mounjaro KwikPen 5mg/0.6ml solution for injection 2.4ml pre-filled pens (Eli Lilly and Company Ltd) Send <1> pre-filled disposable injection Label: INJECT 5MG ONCE A WEEK <042602711000001105>	Q1 Pack: Num6
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Further information

If you have questions about prescribing or prescription processing requirements, please contact your local pharmacy processing team.

Pharmacy Matters

Aberdeen – Marischal Square

Email: nss.psd-pharm-groupleaders-abn@nhs.scot

Telephone: 01224 358 300

Edinburgh – Gyle Square

Email: nss.pcfs-pharm-group-leaders-edin@nhs.scot

Telephone: 0131 275 7433

Glasgow – Delta House

Email: nss.psdpharmgroupleadersglsgw@nhs.scot

Telephone: 0141 207 1615

Reminder: Rejected Items Report [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](#)