Newsletter issue 6
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Public Services Delivery Scotland

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Pharmacy Matters

Prescription processing changes: more automated claims and less manual entry [FAO Community Pharmacists]

Since March 2026, our payment system has been able to automatically process more prescriptions from non-medical prescribers using Vision, including nurses and pharmacists. It does this by matching submitted scanned prescription forms with electronic claims. This reduces manual work for our teams, helping us keep pace with growing prescription volumes and supporting on-time monthly payments.

What does this mean for contractors?

As more non-medical prescribers move from EMIS to Vision, more of their prescriptions will have a barcode. Your pharmacy team can scan the barcode rather than manually enter the prescription details into the PMR system, saving you time and reducing manual work.



For more information about the move to GP10(SS) prescription forms for non-medical prescribers, read the Scottish Government circular.

How you can help

Pharmacy teams can help us make the most of these improvements by:

- **Scanning prescription barcodes,** including those on prescriptions issued by nurses, pharmacists and other non-medical prescribers
- **Including all relevant endorsements in the electronic claim,** as this is the primary source for processing, and also endorsing the paper prescription in case the claim requires manual review by a keyer
- **Checking that electronic claims have been sent successfully** and following up any failed or outstanding claims
- **Keeping barcodes clear and readable**, without writing or placing labels over them, and continuing to send paper prescriptions through the usual submission process.

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Operational update [FAO all contractors]

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

- 5,793,837 prescription forms were scanned
- 9,767,113 items were processed
- £141.53m of payments were made to pharmacy contractors
- 99.58% payment accuracy for October 2026 (target: 99.5%). Visit our webpage to learn how we calculate the payment accuracy figure.

Check your instalment dispensing counts [FAO community pharmacists and dispensing doctors]

We have received enquiries from contractors about their instalment dispensing fee counts. Analysis shows that some contractors are calculating their totals using only handwritten endorsements on prescription forms. This does not give an accurate count of all claimed instalments.

To calculate your total claimed instalments, make sure you include:

- All electronic claims
- All non-barcoded prescriptions.

Including both will give you a more accurate total of the instalments you have submitted. For more information on how to prepare instalment dispensing claims, please visit our guidance webpage.

Monthly Pharmacy eSchedule communication messages [FAO all contractors]

You can view the latest messages on the Pharmacy eSchedule communication webpage. These messages accompany the monthly suite of eSchedule reports, which is sent to your organisation's designated recipients.

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