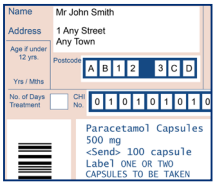
Public Services Delivery
Scotland

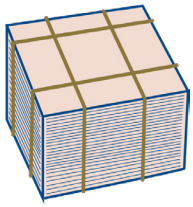
NHS SCOTLAND

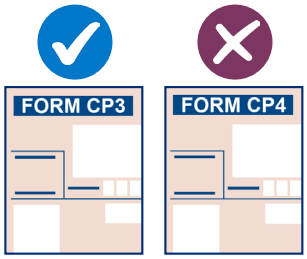
Help us keep your payments on track

Follow these top tips to make sure paper prescriptions scan first time and your payments stay on schedule.

When you're getting prescriptions ready.







Ask the GP to reprint them: If the text is not clear enough to safely dispense from, not valid as a legal record, or not readable for accurate payment.

Keep text clear: No labels, stickers or sticky notes.

Add your pharmacy stamp (top right): Ink must be clear, so we know who to pay.

Band them: Include your paper prescriptions and GP34 declaration form. Keep them flat, facing the same way, with no tears, folds or staples.

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.

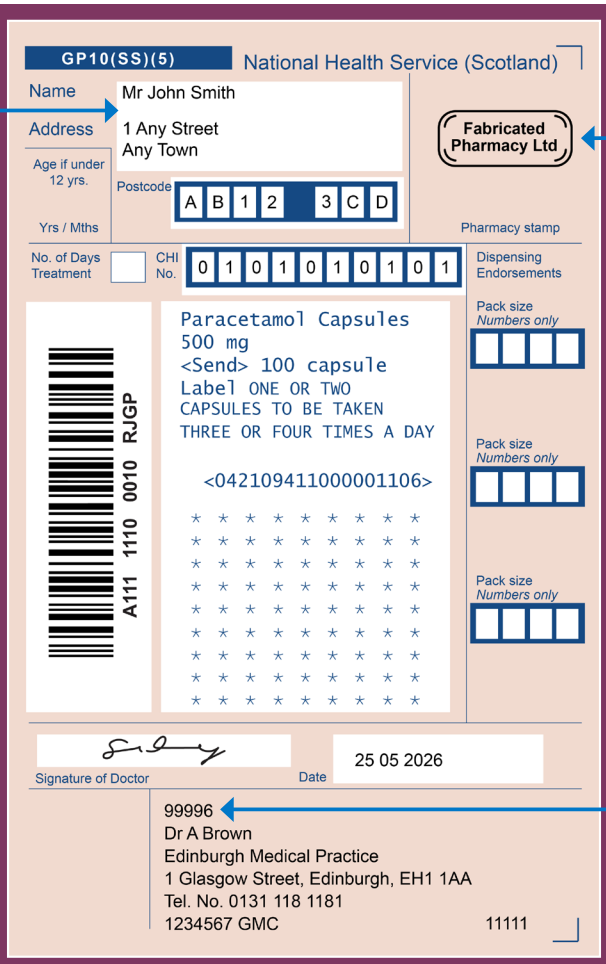
Make sure

That all text is clearly legible.

Prescriptions are secured together with elastic bands and are flat (no curled edges). They should face the same way, with no tears, folds or staples.

You detach and submit the CP3 form only from form type CP4/3(SS). All community pharmacy led service claims (CP4) must be sent electronically via your PMR system. As the CP4 form plays no role in claims or payments, it must not be sent to NSS for scanning.

You remove the patient notes section along the perforated line and do not include these with your submission.



Your pharmacy details are clearly printed or stamped in the top right-hand side of all prescriptions. This ensures you are paid accurately.

You separate out stock orders, invoices and PC70s into separate bundles, and place them in the same package with the prescriptions **– don't attach anything to the CP3 form.**

You remove all staples, sticky labels, and sticky notes as these may obscure necessary information and damage the scanners causing delays.

That nothing obscures the prescriber code, this is an important field to be captured, it's used to allocate prescribing to the GP Practice.

Need help

If you have any queries, please contact us before submitting your paper prescriptions. We are always happy to help you avoid delays or rejected items.

Tel: 01506 705125 or **email: nss.p-cfs-scanningservices@nhs.scot**

For further information scan QR code

SCAN022026

Neat prescriptions | **Quick scans** | **Timely payments**