

Pharmacy Matters

Welcome

You told us in our recent satisfaction survey that you value clear and easy-to-follow guidance, so in response we're introducing a monthly newsletter, Pharmacy Matters. It brings together updates on payment processing, as well as dispensing guidance, to help make sure your claims are processed right first time. We'll keep this short, useful and easy to follow, in a format that helps you share key information with your team.



Customer survey: what we heard and what we're doing

We recently gathered feedback from pharmacy contractors as part of our 2025–26 customer survey. We received 52 responses which highlighted your strong appreciation for the professionalism, knowledge and courtesy of Practitioner Services Pharmacy staff, alongside challenges around payment confidence, clarity of guidance and knowing how to contact the right team first time. Taking this feedback on board, we have agreed a small number of realistic improvement actions for 2026–27, focussing on clearer contact routes, better signposting and helping build confidence in payment processes, alongside targeted engagement aligned to how different contractor groups interact with us. We'll continue to share updates as this work progresses.

Operational update

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

- 6,085,628 paper prescriptions were scanned
- 10,213,259 items were processed
- £145.6m of payments were made to pharmacy contractors.

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Help us keep your payments timely [FAO of all pharmacy contractors]

A paper prescription is not just a clinical document. It triggers your payment, when we successfully scan it. Here are the top tips that help prescriptions scan first time and keep payments on track.

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):** This form includes a CP3 and a CP4. **Detach and submit the CP3 only.** Do not send paper CP4s or include CP3s or CP4s in the GP34 declaration. Read the [March 2026 CP4 detailed guidance](#).



Example of well prepared batch - secured with elastic bands and neatly packed.

Download the guide and poster

Visit the [paper prescription submission webpage](#), then download and display the [guide](#) and [poster](#) in your workspace.

Help us keep your payments on track



Neat prescriptions



Quick scans



Timely payments

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Discontinued LINC Flo bag – use new code to avoid non-payment [FAO of all pharmacy contractors]

LINC-Flo non-sterile non-drainable night drainage bag - LM2LNS - 2litre, 100cm tube (LINC Medical Systems Ltd) dm+d ID: 7430711000001101 was discontinued from 01 April 2026 and became immediately not reimbursable. The reason for the discontinuation is that the products had been authored as an undrainable night drainage bag. The product has been reauthored as LINC-Flo non-sterile drainable night drainage bag - LM2LNS - 2litre, 100cm tube (LINC Medical Systems Ltd) dm+d ID: 45762111000001101 and this product is reimbursable.

To support the transition while the systems update, PSD Scotland has implemented an interim measure for items dispensed from 1 April to 30 June 2026. This measure will swap the rejected item to the allowable product, enabling payment. This will operate on a “best endeavours” basis, as it is a resource-intensive activity. Therefore, pharmacists/dispensers should continue to check their eSchedule and Rejected Items report.

Pharmacist/Dispenser actions

- Ensure the correct replacement Linc Flo drainage bag is selected and dispensed
- Avoid submitting claims for the discontinued product
- Endorse claims for the old drainage bags with PC/PMR endorsements
- Check that repeat prescriptions are updated.

For prescribing/endorsing enquiries contact:

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

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Voice over Internet Protocol (VoIP) [FAO of community pharmacists only]



If you are planning to install Voice over Internet Protocol (VoIP) phones in your pharmacy, please ensure that the system is provided via a completely separate broadband line.

We have unfortunately seen cases where a VoIP provider has taken over the NHS fibre line, leaving the pharmacy without access to its ePharmacy connection. Restoring that connection can take a significant amount of time and may disrupt essential services. Please make your VoIP provider aware that any existing fibre line at the premises could already be assigned solely for NHS use and must not be altered. A separate, dedicated line must be installed for the VoIP phone system.

12 Ply Gauze Swabs [FAO of all pharmacy contractors]

Please be aware that 12 Ply Gauze Swabs below have been removed from the Scottish Drug Tariff from March 2026. If these are presented, they will be rejected automatically by nDCVP validation.

GAUZE SWAB TYPE 13 LIGHT BP 1988 12PLY NON-STERILE 10CM X 10CM

GAUZE SWAB TYPE 13 LIGHT BP 1988 12PLY NON-STERILE 7.5CM X 7.5CM