



New Medicine Service – when are payments claimable?

April 2025

The table below sets out the range of scenarios associated with the NMS and when payments are claimable.

Pharmacy owners must claim payments by stating within the MYS portal, the number of completed NMS they have undertaken in a given month, with claims for payment being submitted by the 5th day of the month following the month in which the service was provided.

The fee or fees for the provision of NMS consultations for an individual patient should be claimed once the overall service provision has been concluded for that individual.

If the provision of the service straddles two months, the claim for fees should be submitted in the MYS claim relating to the second month.

For example, an Intervention consultation is provided in May, but the Follow up consultation doesn't take place until June, so the fees for both consultations should be claimed in the MYS claim for June.

Stage	Patient action	Pharmacy action	Claimable?
Engagement	A patient refuses the offer of the service or refuses to give their consent for information sharing.	Pharmacy makes a record that refusal occurred.	No
Intervention consultation	Patient does not attend appointment.	Pharmacist tries to contact patient at least once but fails to speak to them.	No
Intervention consultation	Patient cannot be reached on the telephone at the agreed time.	Pharmacist tries to contact patient on at least one further occasion but fails to speak to them.	No
Intervention consultation	Patient withdraws their consent.	Pharmacist records this in the patient's record.	No
Intervention consultation	Patient attends the appointment / telephone consultation and is taking multiple new medicines.	Patient has a problem with one medicine which requires referral to the GP practice, but other medicines do not necessitate a referral. Patient continues on to Follow up.	Intervention consultation fee claimable

Intervention consultation	Patient attends the appointment / telephone consultation and is taking one new medicine.	Patient has a problem with the new medicine which requires referral to the GP practice.	Intervention consultation fee claimable
Intervention consultation	Patient attends the appointment / telephone consultation and is taking multiple new medicines.	Patient has a problem with all medicines which requires referral to the GP practice.	Intervention consultation fee claimable
Follow up consultation	Patient does not attend appointment.	Pharmacist tries to contact patient at least once but fails to speak to them.	No
Follow up consultation	Patient cannot be reached on the telephone at the agreed time.	Pharmacist tries to contact patient on at least one further occasion but fails to speak to them.	No
Follow up consultation	Patient attends the appointment/telephone consultation.	Using the Follow up questions from the NMS interview schedule, the pharmacist determines that the patient's GP has stopped the new medicine.	Follow up consultation fee claimable
Follow up consultation	Patient attends the appointment/telephone consultation.	Patient is adhering to the treatment programme and has no problems with their medicines.	Follow up consultation fee claimable
Follow up consultation	Patient attends the appointment/telephone consultation.	New or continuing problems are identified either with the treatment or in relation to the patient's self-management of their condition. Further information and support is provided to the patient were necessary and in the pharmacist's clinical judgement the patient needs to be referred to their GP.	Follow up consultation fee claimable
Follow up consultation	Patient attends the appointment/telephone consultation.	New or continuing problems are identified either with the treatment or in relation to the patient's self-management of their condition. Further information and support is provided to the patient were necessary and in the pharmacist's clinical judgement the patient does not need to be referred to their GP practice.	Follow up consultation fee claimable