



## New Medicine Service – when are payments claimable?

August 2025

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

Stage	Patient action	Pharmacy action	Claimable?
<b>Engagement</b>	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
<b>Intervention consultation</b>	Patient does not attend appointment.	Pharmacist tries to contact patient at least once but fails to speak to them.	No
<b>Intervention consultation</b>	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
<b>Intervention consultation</b>	Patient withdraws their consent.	Pharmacist records this in the patient's record.	No
<b>Intervention consultation</b>	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
<b>Intervention consultation</b>	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
<b>Intervention consultation</b>	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

<b>Follow up consultation</b>	Patient does not attend appointment.	Pharmacist tries to contact patient at least once but fails to speak to them.	No
<b>Follow up consultation</b>	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
<b>Follow up consultation</b>	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
<b>Follow up consultation</b>	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
<b>Follow up consultation</b>	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 where necessary and in the pharmacist's clinical judgement the patient needs to be referred to their GP.	Follow up consultation fee claimable
<b>Follow up consultation</b>	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 where 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