

# New Medicine Service

The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is focused on specific patient groups and condition



[CPE](#)



[Service Specification](#)



[NMS Drugs List](#)

## Stage 1: Engagement

- NMS can be provided by a community pharmacy where medicine was initiated in hospital and then continued by general practice
- Following prescribing of an eligible new medicine a patient can be referred or recruited into the service in person or remotely
- Informed verbal consent is required and should be recorded in clinical records
- Intervention method and timing will be agreed, **typically 7-14 days post engagement**

## Stage 2: Intervention

- At least two attempts should be made to complete the intervention before exiting the service (no payment)
- Pharmacist provides advice and support to patient regarding their new medicine.
- If necessary, patient will be referred to GP and patient will exit the service (payment triggered)
- Follow up method and timing agreed, **typically 14-21 days post intervention**
- Intervention can take place in consultation room, remotely or in patient's house

## Stage 3: Follow up

- At least two attempts must be made to complete before exiting the service (payment triggered)
- Pharmacist assesses adherence and provides advice and support
- If necessary, patient will be referred to GP
- This stage completes the service and can be claimed at end of month
- Follow Up can take place in consultation room, remotely or in patient's house.

### Conditions eligible for the service:

Asthma and COPD, Diabetes (Type 2). Hypertension, Hypercholesterolaemia, Osteoporosis, Gout, Glaucoma, Epilepsy, Parkinson's disease, Urinary incontinence/retention, Heart failure, Acute coronary syndromes, Atrial fibrillation, Long term risks of venous thromboembolism/embolism, Stroke / transient ischemic attack; and Coronary heart disease  
Depression is the next condition that will be added to the current list, date pending.  
Full list of conditions and medicines [nhsbsa](#)

### Voluntary data submission

From 1<sup>st</sup> December 2023 the only collection route for voluntary submission of NMS data will be through the approved IT suppliers. Those wishing to voluntarily submit their data must ensure they are using one of these suppliers for recording their NMS Claims remain the same, manual entry into MYS at end of month  
In the future claims will be done via API and at this point using one of the approved IT suppliers will be mandatory

### Is there a limit to the number we can do?

The maximum claim for NMS is 1% of items claimed. A pharmacy doing 10,000 items per month can claim for 100 NMS at the maximum rate of £28 per NMS (range of £20-28)