

# NMS Changes – Everything You Need to Know

## What's New in 2025

The New Medicine Service (NMS) continues to be a vital Advanced Service in supporting patients with new medicines. Important changes to how you're paid for NMS are now live, (from April 2025), and from October 2025, depression will be added to the list of eligible conditions for NMS.

## New NMS Payment Model

The payment structure has been simplified to a £14 fee for each Intervention or Follow up consultation provided to the patient, i.e. a total fee of £28 will be paid if you have provided both the Intervention and Follow up consultations. This does not change the existing service requirement to undertake the intervention consultation and try to contact the patient to undertake the follow up consultation, but a £14 payment can **only** be claimed if a consultation has been undertaken. If the patient cannot be contacted by the pharmacy to undertake a consultation, the fee for that consultation cannot be claimed. This guide from CPE shows which interventions you can now claim for – see [here](#).

## How Many NMS Can I Claim For?

The number of NMS consultations that you will be paid for is subject to an overall cap of 1% of your monthly prescriptions, shown in the table below:

Volume of Prescription Items Per Month	Combined maximum no of Intervention and Follow up Consultations per month for which £14 will be received
0-1500	20
1501-2500	40
2501-3500	60
3501-4500	80
4501-5500	100
5501-6500	120
6501-7500	140
7501-8500	160
8501-9500	180
9501-10500	200
+1000	(+20)

*The numbers in the previous version of the table (within the Drug Tariff) have been doubled to allow both types of consultations to be claimed using the current MYS functionality as an interim measure.*

## When Should I Claim for an NMS?

You should claim for an NMS after the full service is completed for the patient (i.e. after the follow-up). If the consultations happen across two months, submit your claim in the month the follow-up takes place.

*Example: if you do the intervention in May and the follow-up in June, submit the claim in your June MYS return.*

## Making Your End of Month NMS Claim

There's no change to the deadline – you must submit your NMS claim by the 5th of the following month using the MYS portal. Until later in 2025, you'll need to add together all completed Interventions and Follow-ups for your monthly claim.

*Example: your pharmacy has undertaken 20 Intervention consultations AND 11 Follow-up consultations. **Therefore, total to claim in MYS: 31***

Later this year, the MYS system will be updated to let you enter Interventions and Follow ups separately, and payments will be based on each type. CPE will let contractors know when that change goes live.

## Coming Soon: NMS for Depression

Depression will be added to the list of eligible conditions for NMS from October. This is a major and welcome step forward, recognising the vital role pharmacies can play in supporting patients starting treatment for mental health. Although there is no mandatory training there is a related training programme, consulting with people with mental health problems, which is included in the [Pharmacy Quality Scheme \(PQS\) for 2025/26](#) which might be helpful to help build confidence and skills in this area (as well as helping you to meet a quality criteria).

## Changes to NMS Subcontracting

There will be changes to the Service Directions to clarify that NMS may not be provided through a remote consultation by a pharmacist working off the pharmacy premises who is not employed by the pharmacy owner. Read more [here](#).

### Next Steps for Pharmacy Teams:

#### 1. Review Your Current NMS Activity

- Compare your monthly prescription volume to the NMS caps.
- Track interventions and follow-ups closely to avoid missing out on payments.

#### 2. Brief Your Whole Team – Ensure all team members, including locums, are aware of:

- The new payment model (£14 per consultation).
- Claiming process and monthly deadlines.
- Print and display the [CPE NMS claiming guide](#) in your consultation area.

#### 3. Get Ready for October: Depression Added to NMS – Start preparing to deliver NMS for patients with depression:

- Encourage pharmacists to complete the [mental health consultation training for PQS](#).

## Supporting Information

- Read the full-service details on the CPE website [here](#).
- Read about NMS regulatory changes [here](#).
- Read about changes to NMS fees [here](#).

If you have any questions or need support with NMS please get in touch – we're here to help you make the most of the NMS Service! Contact us by email at [info@cpwy.org](mailto:info@cpwy.org), or telephone on 0113 272 7560.

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*This update is based on Community Pharmacy Greater Manchester's NMS Changes document.*