Discharge Medicines Service (DMS)

NHS CPCF Essential Service | NICE NG05 | Drug Tariff | Updated July 2025

⚠ ESSENTIAL: Check Referrals Every Working Day

- ☐ Stage 1 must be completed within 72 working hours of receiving the referral
- ☐ Referrals arrive via PharmOutcomes, Refer to Pharmacy, or NHSmail
- ☐ Referrals may arrive from any NHS trust in England, not only local hospitals
- ☐ DMS is an Essential Service within the CPCF. Pharmacies must have arrangements to receive and act on eligible referrals

Stages at a glance

Stage	Who	Payment*
Stage 1	Step A: pharmacist only. Steps B-E: pharmacist or technician	£12
Stage 2	Pharmacist or pharmacy technician	£11
Stage 3	Pharmacist or pharmacy technician	£12
Full service	As above	£35 total

*** Payment:** Values correct as of July 2025. Check the current Drug Tariff and NHSBSA guidance for any subsequent changes.

✓ STAGE 1: Clinical Review (Step A Pharmacist Only)

- ☐ Step A (pharmacist only): review referral and identify any clinical actions required
- ☐ Step B: compare discharge medicines with pre-admission medicines
- ☐ Step C: raise discrepancies with NHS trust or GP as appropriate
- ☐ Step D: update PMR and relevant records; clearly flag that Stages 2 and 3 remain outstanding
- ☐ Step E (any suitably trained staff member): check queued, in-process, or awaiting-collection prescriptions remain appropriate, including eRD prescriptions
- ☐ If the patient has died, moved away, declined, or cannot be contacted, record the outcome and claim per Drug Tariff requirements

✓ STAGES 2 + 3: First Post-Discharge Prescription

- ☐ Stage 2: confirm the post-discharge prescription reflects all hospital medicine changes
- ☐ Stage 2: resolve discrepancies with the GP practice where possible and record on the PMR
- ☐ Stage 3: confidential consultation with patient, representative, or carer (in person, phone, or video)
- ☐ Stage 3: check understanding of medicine changes and provide appropriate advice
- ☐ Stage 3: offer disposal of medicines no longer required
- ☐ Stage 3: consider whether the patient may benefit from the New Medicine Service or another CPCF service

Key pitfalls: Not checking for referrals daily (72-hour Stage 1 deadline missed). Technician completing Step A (pharmacist only). Failing to flag Stages 2 and 3 on the PMR at Stage 1. Not checking queued or eRD prescriptions. Assuming Stages 2 and 3 trigger automatically. Forgetting disposal of unused medicines at Stage 3. From July 2025: claim window is 3 months from end of month; use shortened MYS journey for Stages 1 and 2.

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