New Medicine Service (NMS)

NHS Advanced Service | Spec v2.0 (Oct 2025) | CPCF

⚠ SERVICE AT A GLANCE: Three Stages

- ☐ Engagement: at dispensing; explain service, gain consent, agree Intervention date
- ☐ Intervention consultation: 7-14 days after engagement (pharmacist only)
- ☐ Follow-up consultation: 14-21 days after Intervention (pharmacist only)
- ☐ Engagement may be undertaken by trained pharmacy staff. Intervention and Follow-up must be conducted by a pharmacist.
- ☐ Depression (from Oct 2025): patients aged 18+ only

Eligible conditions (18 total): check NHSBSA drug list for eligible medicines

Conditions	Conditions	Conditions
Acute coronary syndromes	Epilepsy	Osteoporosis
Asthma	Glaucoma	Parkinson's disease
Atrial fibrillation	Gout	Stroke / TIA
COPD	Heart failure	Urinary incontinence/retention
Coronary heart disease	Hypercholesterolaemia	VTE (long-term risk)
Type 2 diabetes	Hypertension	Depression (18+ only, Oct 2025)

✓ INTERVENTION + FOLLOW-UP: Key Areas to Cover

- ☐ Is the patient taking the medicine as prescribed? Any missed doses in last 7 days?
- ☐ Any side effects? Any difficulty using the device or formulation?
- ☐ Does the patient understand what the medicine is for and why it was prescribed?
- ☐ Any concerns about effectiveness or negative feelings about the medicine?
- ☐ Any new medicines, supplements, or herbal products started since last prescription?
- ☐ Offer reminder strategies, MAR chart, or practical device technique as needed
- ☐ Refer to prescriber (with NMS GP Feedback form) if clinical intervention needed

Outcomes at Intervention:	No problems: schedule Follow-up (14-21 days), claim Intervention fee. Problems, no referral needed: agree remedial steps, schedule Follow-up, claim Intervention fee. Referral needed: refer to prescriber; if single medicine, service ends here; claim Intervention fee, no Follow-up.
Key pitfalls:	Medicine not genuinely new to patient (e.g. strength, formulation or brand change only), or patient already established on treatment. PMR NMS prompt does not guarantee eligibility; always verify both medicine and indication against the current NHSBSA Eligible Drug List. Consent not documented at engagement. Consultation outside timeframe without documented reason. Technician or support staff conducting Intervention or Follow-up consultation. Only one contact attempt before closing as incomplete. Claiming Follow-up after prescriber referral (single-medicine episode). Depression patient under 18. MYS claim submitted after the 5th day of the following month.

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