

NMS Changes: Everything You Need To Know

What's New in NMS in 2025

The New Medicine Service (NMS) continues to be a vital Advanced Service in supporting patients with new medicines. From April 2025, important changes to how you're paid for NMS are now live – and there's a new condition joining the service later this year.

New NMS Payment Model

From 1st April 2025 the payment structure for NMS 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 guide from CPE shows which interventions you can now claim for: <https://cpe.org.uk/wp-content/uploads/2025/04/NMS-when-are-payments-claimable-Apr-2025-V2.pdf>

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 the table below:

Volume of prescription items per month	Combined maximum number 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)

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.

For example:

- 20 Intervention consultations
- 11 Follow-up consultations
- **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. We'll let you know when that change goes live.

Coming Soon: NMS for Depression

From October 2025, depression will be added to the list of eligible conditions for NMS. This is a major and welcome step forward, recognising the vital role pharmacies can play in supporting patients starting treatment for mental health.

There's no mandatory training, so you can get started without any extra requirements. However, a helpful training programme on consulting with people with mental health problems is included in the 2025/26 [Pharmacy Quality Scheme \(PQS\)](#) – a great opportunity to build confidence and skills in this area.

Changes to NMS Subcontracting

There will be changes to the Service Directions to clarify that NMS cannot be provided through remote consultations by a pharmacist who is not employed by the pharmacy owner. Read more here: <https://cpe.org.uk/our-news/contract-changes-nms-regulatory-faqs/>

Next Steps for Pharmacy Teams

1. Review Your Current NMS Activity

- Compare your monthly prescription volume to the new 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
 - Updated caps based on dispensing volume
- Print and display the CPE NMS claiming guide in your consultation area

3. Get Ready for October: Depression Added to NMS

- Start preparing deliver NMS for patients with depression:
 - Encourage pharmacists to complete the [mental health consultation training for PQS](#)

Have questions or need support review with NMS get in touch – we're here to help you make the most of the NMS service.

Supporting Information

- Read the full details on the CPE website: <https://cpe.org.uk/our-news/contract-changes-nms-fees/>
- Contract changes: NMS regulatory FAQs <https://cpe.org.uk/our-news/contract-changes-nms-regulatory-faqs/>
- Contract Changes NMS Fees <https://cpe.org.uk/our-news/contract-changes-nms-fees/>