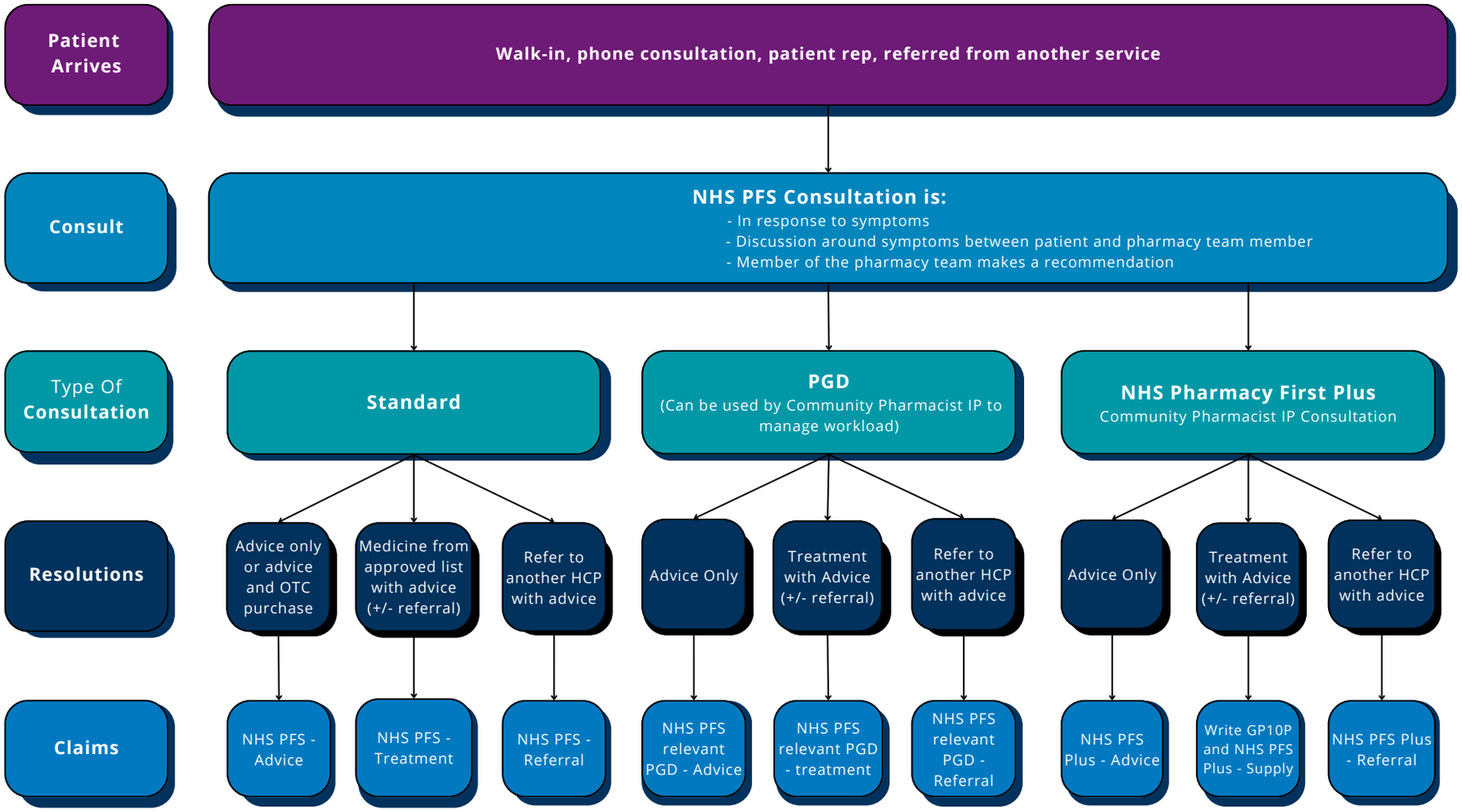
NHS SCOTLAND

Version 2, January 2025

NHS Pharmacy First Scotland (NHSPFS)

Patient Journey: Flow Chart



Notes

- When a qualifying item is processed via the 'standard' or 'PGD' supply modules, the item will be reimbursed and the activity fee is automatically claimed by your PMR system.
- Each PGD activity claimed is weighted differently to ‘standard’ activities – this is automatically applied.
- For most consultations, only a single claim needs to be made, regardless of the number of items supplied. There are some exceptions to this, for example:
  - Where you have assessed more than one condition during a single consultation, a claim for each condition can be made separately
  - Where the UCF system currently prevents a single claim being made e.g. if an item from the approved list is supplied following a PGD consultation, this can only be processed through the 'standard' PFS module, and you should also submit a PGD advice, supply or referral claim.
  - In the rare occasion where more than three items are supplied, as each UCF digital claim can only carry a maximum of 3 items.