

Change notice: Norfolk Medicines Support Service and next steps for current suppliers (community pharmacies and dispensing practices) and GP practices

17 March 2026

Dear Colleague,

I am writing to confirm that the Norfolk Medicines Support Service currently contracted via Arden GEM Commissioning Support Unit will be decommissioned on Tuesday 31 March 2026 and advise you of the next steps for patients who are currently utilising the service. A set of Frequently Asked Questions supports this letter and is found at the end of this document.

Quarter 4 Claims (January – March 2026)

Claims for MDS and MAR chart supplies must be completed by the 14 April 2026. You should submit this claim in the usual way:

- Pharmacies – via PharmOutcomes
- Dispensing practices – via claim form sent to agem.norfolkmedicineservices@nhs.net

Claims will be processed by NMSS and passed to the ICB for payment towards the end of April / early May through normal payment routes.

The PharmOutcomes claim form will be unavailable after 14 April. **No late claims will be able to be submitted.**

MAR Charts

NMSS MAR charts (for carers to document medicines administration) should no longer be supplied to patients from the 1 April 2026. Care providers have been advised that this change is occurring. Medicines for these patients should continue to be supplied as usual.

Please see FAQs for further guidance on MAR chart support. Any remaining MAR charts should be disposed of securely to avoid inappropriate use.

Transition arrangements for MDS patients

Medication suppliers (i.e. pharmacies and dispensing practices) should be aware of their patients that are currently utilising the Norfolk Medicines Support Service. Each patient will require an element of review to understand the ongoing provision of their MDS. It is of vital importance that the patient is considered alongside the Equality Act as to whether MDS is provided as a reasonable adjustment.

Further information on this process is found within the accompanying FAQs and the resources. You should also be aware of the guidance enclosed within this recent GPhC update: <https://www.pharmacyregulation.org/about-us/news-and-updates/regulate/monitored-dosage-systems>

Each supplier will receive 12 weeks' worth of MDS stocks directly from NMSS in the next two weeks. You do not need to place an order for this equipment; it will be automatically dispatched to you. If this has not arrived by 27/3/26 please contact agem.norfolkmedicineservices@nhs.net

To support the time required to discuss this change with patients the following payment schedule has been approved by the ICB. Payments will be made to suppliers in April 2026, based upon the number of patients registered with the service on 31 March 2026. This payment will be made directly by the ICB.

Payments will consist of three components:

1. Consultation fee of £40 per patient
2. Supply fees of £48 per patient
3. Suppliers managing more than 12 patients are eligible for an additional £48 per patient; however, this calculation will be based on reducing the initial patient count by 20% or 12 - whichever is lower.

The table below illustrates examples with differing patient numbers

		£	2	12	20	40	60
1	Consultation fee / pt	40	80.00	480.00	800.00	1,600.00	2,400.00
2	Supply fee / pt	48	96.00	576.00	960.00	1,920.00	2,880.00
3	>12 pts (reduced by 12 or 20%)	48	-	-	384.00	1,344.00	2,304.00
	Total		176.00	1,056.00	2,144.00	4,864.00	7,584.00

There are some pharmacies who are not yet set up on our payment system, and we have been in contact with these businesses to do so. Please return the requested documentation as soon as possible.

GP practices

We would recommend that patients are planned to receive a Structured Medication Review to consider opportunities for deprescribing or simplification of the medication regime where appropriate.

The practice will receive a £40 per patient transition liaison fee to discuss any relevant information relating to the patients with the supplier e.g. changes to medication following review, or feedback on current levels of compliance. The patient numbers will be based on patients registered with NMSS on 31 March 2026 and be paid to the practice in April 2026.

Patient communications

Patients will receive an individual letter from the ICB in the next two weeks explaining that there is change to the service ending and what their next steps will be.

Support

As part of this decommissioning Norfolk and Waveney ICB will provide all medication suppliers with a support package to help transition patients and educate colleagues in supporting with medicines use, comprising

- Guide – Supporting patients to manage their medicines
- Advice and guidance – supporting medicines compliance (includes devices)
- Apps – health and medication
- Advantages and disadvantages of MCAs
- MASDA tool (UEA)
- Template assessment for support tool
- Signposting – online services
- Template letter for care providers (who may present requests for MAR charts)
- Template tick chart and reminder chart

These documents will be available on Knowledge NoW under Prescribing, Pharmacy and Medicines Optimisation, then [Medicines Compliance Resources](#).

There will also be webinars available to introduce the resources and guidance on transition for GP and PCN pharmacy professionals and suppliers.

For **GP practice or PCN staff**, please click on the date below which you would like to attend and register your attendance:

- [Tuesday 24th March at 12:30-13:45](#)
- [Tuesday 31st March at 10:00-11:15](#)
- [Wednesday 8th April at 14:00-15:15](#)
- [Tuesday 14th April at 10:30-11:45](#)

For **suppliers**, please click on the date below which you would like to attend and register your attendance:

- [Thursday 26th March at 19:00-20:15](#)
- [Wednesday 1st April at 12:15-13:30](#)
- [Thursday 9th April at 12:00-13:15](#)
- [Wednesday 15th April at 19:00-20:15](#)

The ICB would like to take this opportunity to thank you for the service provided and the support that has been provided to the population of Norfolk.

Should you wish to discuss this further, please do not hesitate to contact us via email at nwicb.medsqueries@nhs.net

Yours sincerely,



Helen Palmer
Head of Pharmacy Workforce and Business Development