

# Post-payment verification (PPV) for national community pharmacy services & PQS

This briefing provides an overview of the PPV process for national community pharmacy services & PQS. Pharmacy owners are encouraged to stay informed about ongoing PPV activities and to ensure compliance with all relevant guidelines and requirements.

Full details can be found on the [CPE website](#)

## Overview

**The NHS Business Services Authority (NHSBSA), in collaboration with NHS England, conducts Post-Payment Verification (PPV) to ensure the accuracy of payments made to community pharmacies for various services. This process involves reviewing claims submitted by pharmacy owners to confirm that services were provided as claimed.**

## Key components of the PPV process

- **Evidence submission:** Pharmacy owners selected for PPV are required to provide supporting documentation for specific claims. This may include patient consent records, service delivery logs, and other relevant information (minimum retention period for each service can be found on the [CPE website](#)):
  - **Match found:** If the evidence aligns with the claims, no further action is taken
  - **Discrepancy identified:** If discrepancies arise, pharmacy owners may be asked to provide additional information or may face recovery of overpayments
  - **Referral to PSRC:** In cases where resolution isn't achieved, matters may be referred to the Pharmaceutical Services Regulations Committee (PSRC) for further review

## Services Under PPV review (Summary)

Full details and updates are published on the [CPE website](#)

Service	Retention Period	Current Verification Focus	Current Review Period
New Medicine Service (NMS)	2 years	Claims from the 2022/23 period	2022/23

Flu Vaccination Service	<ul style="list-style-type: none"> <li>▪ 8 years for adults aged 18 years and over</li> <li>▪ 2 years for consent forms for post payment verification</li> </ul>	Vaccinations administered outside authorised cohorts, especially before 3rd October 2024	Ongoing (focus on vaccinations before 03/10/2024)
Hypertension Case-Finding Service	3 years	High volumes of BP checks, particularly in under-40s; balance of clinic vs. ambulatory monitoring	Oct 2022 – Dec 2022
Pharmacy First Service	3 years	Face-to-face consultations by DSPs; acute otitis media and pathway consultations not meeting Gateway Point	31 Jan – 31 Aug 2024
COVID-19 Vaccination Service	<ul style="list-style-type: none"> <li>▪ For adults aged 18 years and over – 8 years</li> <li>▪ For a child – retain until the 25th birthday or 26th birthday if the patient was 17 years when treatment finished</li> </ul>	Vaccinations administered between April 2022 and March 2023	Apr 2022 – Mar 2023
LFD Test Supply Service	3 years	Pharmacies with unexpectedly high claim volumes; focus on eligibility verification and record-keeping	Ongoing
Pandemic Delivery Service	Information not available	Claims related to medicine deliveries during lockdowns that were higher than expected	Nov 2020 – Mar 2022
Pharmacy Contraception Service	3 years		

## Pharmacy Quality Scheme 2025/26

- As part of the [arrangements for the Community Pharmacy Contractual Framework \(CPCF\) in 2024/25 and 2025/26](#), initial details of the Pharmacy Quality Scheme (PQS) 2025/26 were published.
- The 2025/26 scheme began on 1st April 2025 and has a declaration period **between 9am on 2nd February 2026 and 11.59pm on 27th February 2026**.
- Pharmacy owners must have evidence to demonstrate meeting the domains that they have claimed for **by the end of 31st March 2026**.
- Pharmacy owners will be able to claim an Aspiration payment if they wish to **between 9am on 1st May 2025 and 11.59pm on 16th May 2025**.

## Training

- CPPE has set up a [landing page on our website to support contractors](#) with meeting the PQS requirements for 25/26.
- [Further detail can be found on CPE's PQS hub webpage](#)

## Responsibilities for Pharmacy Owners

- **Record keeping:** Maintain accurate and comprehensive records for all services provided, adhering to specified retention periods
- **Consent documentation:** Ensure patient consent (verbal or written, as per current guidelines) is properly recorded and stored
- **Timely Response:** If selected for PPV, respond promptly to NHSBSA requests, providing all necessary documentation and clarifications
- **Collaborate** with NHSBSA and, if necessary, CPE & CPHSHK to address any issues arising during the PPV process

## Support and Resources

Pharmacy owners seeking guidance or assistance with PPV processes can contact:

**Community Pharmacy Halton, St Helens and Knowsley:**  
[enquiries@hshk-lpc.org.uk](mailto:enquiries@hshk-lpc.org.uk)

**Community Pharmacy England:** [services.team@cpe.org.uk](mailto:services.team@cpe.org.uk)

**NHSBSA Provider Assurance:** [nhsbsa.pharmacysupport@nhs.net](mailto:nhsbsa.pharmacysupport@nhs.net)

For detailed information on PPV processes and requirements, visit:

<https://cpe.org.uk/national-pharmacy-services/advanced-services/post-payment-verification-process-for-community-pharmacy-services-and-activity/>

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 <https://halton-st-helens-knowsley.communitypharmacy.org.uk/>

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