

Important - Changes to the Prescription Prepayment Certificate (PPC)

Dear Pharmacist

We are replacing the current PPC plastic card with a digital certificate. This will be in the form of a text message and/or email.

When will this happen?

From February, we will be piloting digital certificates with patients in England. Following feedback this pilot, we plan to increase the number of people receiving a digital certificate from summer 2018.

What does this mean for you and your staff?

You may be shown a digital certificate when asking to see evidence of a valid PPC. This could be on a smartphone or a printed copy.

If a patient presents a digital certificate, they can receive their prescription items without paying. If a patient states they have a PPC but can't show it, mark 'evidence not seen' on the prescription form and don't charge the patient. We carry out checks to prevent fraud.

Get in touch

If you have any feedback about the pilot please contact us via telephone on 0191 244 6452 or email nhsbsa.prepaymentfeedbackbeta@nhs.net.

Thank you for your support.

NHS Business Services Authority

Did you know...?

You can help people to save money if they regularly pay for prescriptions. Find out more, and register to sell PPCs, by visiting our [website](#).