

DISPEX Gazette

YOUR MONTHLY DISPENSARY GAZETTE

News and Updates on Dispensing Doctor Issues

Save the Date

12th May 2027

DISPEX LIVE 2027 - YORK

DISPEX



It was a pleasure to once again attend the DDA Annual Conference last week, reconnect with familiar faces, meet new delegates and hear first-hand about the issues that matter most to dispensing teams.

If you were unable to attend this year, you can catch up on highlights and key takeaways from the Dispex presentation on pages 7-8.

Elsewhere in this edition, we take a closer look at the recently published dispensing fee scale. While the new scale brings an average increase of around 7 pence per item, this is set to fall by just over 2 pence per item from April 2027. Turn to page 2 to see what the changes could mean for your practice.

There are also important changes in the latest Category M update. While some products have increased by more than 20 pence per pack, others have fallen by more than 20 pence. Although some of the increases will be welcome, several commonly prescribed products have seen significant reductions. Turn to pages 4-5 for a closer look at the changes and their potential impact on your dispensary.

As you'll have seen from our front cover, Dispex Live is heading to York next year!

Taking place on Wednesday 12 May 2027, Dispex Live will bring together dispensing doctors and their practice teams for a full day of expert-led talks, practical insights and peer networking, with a strong focus on helping practices improve dispensary profitability and performance.

We're busy finalising the event and look forward to sharing more details with you soon. In the meantime, if you're interested in joining us in York, register your interest **here**. You'll be the first to receive full programme details and priority access to the booking link when registration opens.

We hope to see you there!

Best Wishes,

Claudy Rodhouse
Editorial & Design Coordinator

The Dispensary Gazette

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What's inside	Page
October 2026 Dispensing Fee Update	2
PAs and VAT Tool is Now Live	3
Category M Update	4-5
Event Special Offer Extended	6
DDA Conference: Dispex Highlights	7-8
Upcoming Tutourials	9
Omicell Trays Available via e-CASS Marketplace	12
What Are Dispex Members Talking About?	13
Dispex Answers Your Questions	15



The stock ordering platform that puts you in **control**

Easy to order, track & manage purchasing

Net pricing & availability in one place

The screenshot displays the e-Ass dashboard with a navigation bar at the top containing links for Product Search & Order, Settings, Statement & Report, Warehouse, Market, News & Updates, and Help. The main content area includes a 'Dashboard' section with a bar chart titled 'August Total Spend' showing data for AAH, ACC, and ALL categories. To the right, there are 'Quick Links' for Project Pricing & Information, Order Pad, and Profitability Report. Below these is an 'Order Tracker' section. A modal window is open, showing details for 'Dapagliflozin tablets 10mg 28', including a quantity selector set to 3 and an 'Add to Cascade Order Pad' button. The modal also contains a table with product details.

Product	Supplier	Price	Last Order Response	Actions
Dapagliflozin tablets 10mg 28	Bestway	£16.63	● 1 mins	- 3 +
Dapagliflozin tablets 10mg 28	AAH	£17.58	● 8 mins	- 0 +
Forxiga tablets 10mg 28	Alliance	£36.58	● 16 hours 24 mins	- 0 +

Always order to the right place with **DISPEX** templates

Build order pads or order direct to suppliers

[**Learn more**](#)

New Dispensing Fee Scale

October 2026

Dispensing doctors will get a paltry increase in income from October 2026, as the Dispensing Fee per item will increase by just over 7 pence per item, when compared to the Dispensing Fees from April 2026. If your practice dispenses 4,000 items a month, you will get remunerated £280 more per month over the next 6 months. From April 2027, the Dispensing Fee will once again decrease, this time by just over 2 pence per item, which equates to a loss of about £80 per month when compared with October 2026 to March 2027.

Whilst an increase in Dispensing Fees is welcome, this in no way offsets the increased staffing costs of running a dispensary. The system is broken and needs fixing.

Hopefully, the proposed changes in Wales can be taken up by the negotiators, who need to convince NHSE of the need for reforming the system.

	01/04/2026		01/10/2026			01/04/2027	
Total prescriptions calculated separately for each individual dispensing practitioner, in bands	Prices per item in pence	Total prescriptions calculated separately for each individual dispensing practitioner, in bands	Prices per prescription in pence	Difference	Total prescriptions calculated separately for each individual dispensing practitioner, in bands	Prices per prescription in pence	Difference between April 27 and Oct 26
Up to 480	231.3	Up to 487	239.1	7.8	Up to 487	236.6	-2.5
481 - 601	228	488-609	235.7	7.7	488-609	233.3	-2.4
602 - 722	225	610-732	232.6	7.6	610-732	230.2	-2.4
723 - 841	222.1	733-853	229.7	7.6	733-853	227.3	-2.4
842 - 963	219.5	854-977	226.9	7.4	854-977	224.6	-2.3
964 - 1081	217.2	978-1096	224.5	7.3	978-1096	222.2	-2.3
1082 - 1503	214.8	1097-1524	222.1	7.3	1097-1524	219.8	-2.3
1504 - 2103	212.9	1525-2132	220.1	7.2	1525-2132	217.8	-2.3
2104 - 2403	211	2133-2437	218.1	7.1	2133-2437	215.9	-2.2
2404 - 3005	209.3	2438-3047	216.4	7.1	2438-3047	214.2	-2.2
3006 - 3604	207.9	3048-3655	214.9	7	3048-3655	212.7	-2.2
3605 - 4206	206.7	3656-4265	213.7	7	3656-4265	211.5	-2.2
4207 - 4804	205.6	4266-4871	212.6	7	4266-4871	210.3	-2.3
4805 and over	204.8	4872 and over	211.8	7	4872 and over	209.6	-2.2

NOW Live



PAs and VAT

Interactive Profitability Tool

in 3 Parts

MEMBERS-ONLY



 dispex.net/profitability-tools/pa-toolkit

PROFITABILITY TOOLS

PAs and VAT

Personally administered items are paid for one way and taxed another. Three short pages, each with a calculator, so you can see exactly what a PA is worth to your practice.

Type a product name on any page and it finds the dm+d price and the VAT rate for you. Nearly 3,000 products, taken straight from the dm+d.

PART 1
What NHSBSA pays you

PAs and the NHSBSA

- How to tell whether an item is a PA
- Basic Price, less clawback, plus the VAT equivalent
- Why the VAT equivalent is not VAT

Open Part 1 ↗

PART 2
What the item costs you

VAT on medication you administer

- Why administering an item changes its VAT
- The 5% and 20% rates, and which is which
- A monthly sheet for whoever does your VAT return

Open Part 2 ↗

PART 3
What you actually keep

What a PA is actually worth

- Both sets of figures side by side
- The margin on a single item, and across a month
- The discount you need just to break even

Open Part 3 ↗

FREE WEBINAR

BOOK NOW



Discover how our new members-only tool can work for you!

11th November | 1-2 pm

Open to members and non-members

Category M prices still not delivering



The October category M prices have been published and shows 9 products removed from Category M which include:

Bimatoprost 300micrograms/ml / Timolol 5mg/ml eye drops 0.4ml unit dose preservative free	30 unit dose
Bimatoprost 300micrograms/ml eye drops 0.4ml unit dose preservative free	30 unit dose
Erythromycin 250mg gastro-resistant tablets	28 tablet
Loratadine 5mg/5ml oral solution	100 ml
Methenamine hippurate 1g tablets	60 tablet
Montelukast 4mg granules sachets sugar free	28 sachet
Olopatadine 1mg/ml eye drops	5 ml
Oxybutynin 5mg tablets	56 tablet
Timolol 0.5% eye drops	5 ml

Four products have been added

Cetirizine 1mg/ml oral solution sugar free	200 ml
Methylphenidate 5mg tablets	30 tablet
Ropinirole 250microgram tablets	12 tablet
Valsartan 160mg capsules	28 capsule

Continues on next page...

129 products decreased by more than 20 pence per pack and 159 products increased by more than 20 pence per pack. Although this may be welcome news, some of the more commonly prescribed products have seen drastic cuts. A selection of these products and their REDUCTIONS are listed below.

		Reduction in Reimbursement
Mometasone 0.1% cream	100 gram	-£8.56
Co-codamol 30mg/500mg tablets	100 tablet	-£5.50
Aqueous cream	500 gram	-£3.49
Betamethasone valerate 0.1% ointment	100 gram	-£3.22
Lactulose 3.1-3.7g/5ml oral solution	500 ml	-£2.56
Co-codamol 8mg/500mg tablets	100 tablet	-£2.49
Clotrimazole 1% cream	50 gram	-£2.31
Co-dydramol 10mg/500mg tablets	100 tablet	-£2.24
Domperidone 10mg tablets	100 tablet	-£2.18
Tramadol 50mg capsules	100 capsule	-£1.96
Trimethoprim 200mg tablets	14 tablet	-£1.92
Paracetamol 500mg tablets	100 tablet	-£1.29
Tolterodine 1mg tablets	56 tablet	-£1.25
Ibuprofen 5% gel	100 gram	-£1.23

We can expect numerous Concession price adjustments, as some of the products have been priced unrealistically.

Clearly, category M and the subsequent Concession must indicate to someone who might have some input that the system is broken and needs fixing. The NHS will at some stage have to accept that they will need to pay a fair price for medications, or risk manufacturers not trading in the UK and thus a loss of options for our patients. This will no doubt be compounded by the Single National Formulary and the changes that will occur to Part IX of the Drug Tariff – all potential issues to be faced in the coming years by both pharmacy and dispensing doctors.

EVENT SPECIAL

EXTENDED UNTIL

31st October 2026

2026 EDITION



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CQC & COMPLIANCE
IN DISPENSING PRACTICE.

2026 EDITION

DISPEX



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Dispensary Manager's
GUIDE

DISPEX



The Essential
Prescription Clerk's
GUIDE

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ALL PRICES INC VAT- PLUS DELIVERY £7+VAT

To place an order, please email sales@dispex.net with your invoice address and finance email address. Once we have received these details, we will raise an invoice at the applicable rate. Following receipt of payment, your guide will be dispatched.





Dispex puts dispensary profitability and management in the spotlight at DDA Conference

Dispensary profitability, getting VAT right and the growing demands placed on Dispensary Managers were among the topics that captured delegates' attention during the Dispex presentation at this year's DDA Annual Conference.

Presented by Dr Ankit Kant, Director of Dispex, and Kirstye Todd, Lead Training Consultant, the session focused on a question likely to resonate with every delegate: *how much is your dispensary losing, and what can you do about it?*

It proved to be a thought-provoking session, with delegates particularly engaged as Ankit worked through practical examples of where income can be missed and, importantly, what practices can do about it.

One area that generated particular interest was VAT on personally administered items (AAFs). A live demo of our new interactive tool showed how practices can identify VAT that cannot be reclaimed on medicines administered to patients in the surgery.



Rather than simply explaining the rules, Ankit demonstrated how the tool can work through individual invoice lines, calculate unreclaimable VAT and produce figures that can be copied into Excel and passed directly to a finance manager. It provided a practical way of approaching what can otherwise be a complicated area and one that many delegates could immediately see the value of using within their own practices.

Profitability was a theme throughout the session. Delegates were shown examples of generics that can cost practices more to purchase than they receive in reimbursement, alongside Dispex tools and monthly tables designed to help teams identify affected products and take appropriate action.

The presentation also covered **PCSE** drug statements, **e-CASS** cascade ordering and the range of profitability and support tools available through Dispex membership. Relatively small amounts missed across different areas of the dispensary can add up to thousands of pounds over the course of a year, making regular review increasingly important.



Continues on next page...



Lindsey, a recent mentorship participant with Kirstye

But profitability was only part of the conversation.

Before Ankit took to the stage, Kirstye introduced the Dispex Dispensary Managers Mentorship Programme, which also struck a chord with many in the audience.

The programme reflects just how much the role of the Dispensary Manager has evolved. Today's managers are increasingly expected to oversee governance, compliance, audits, risk, patient safety, stock, purchasing and the wider business performance of the dispensary.

Dispex's programme provides 16–20 hours of one-to-one support over three to six months, beginning with an assessment that allows the training and support to be tailored to the individual, rather than following a generic management course.

There was considerable interest in the programme among delegates, particularly its individual approach and focus on helping managers build confidence in their responsibilities, develop their skills and identify improvements they can put into practice within their own dispensaries.

The **key takeaway** from the joint session was that improving dispensary performance does not always require dramatic change. By identifying where time and money may be lost, practices can focus on areas where relatively small improvements could make a meaningful difference. With Dispex tools available to help identify these areas, members can take action straight away and begin implementing positive changes.

The session also reinforced that better performance is not just about systems and processes, but about investing in the people who run them. With the right knowledge, tools and support, dispensary teams can build confidence and make sustainable improvements.

Continuing the conversation

The conversation continued after the presentation at the Dispex stand, where delegates could meet the team and ask questions and take advantage of a special offer on the Dispensary Manager's Guide.

We were also fortunate to be positioned next to the Cambrian Alliance Group stand, making it easy for members and delegates to move between the two teams and explore how we are working together to support dispensing practices.

It was lovely to see so many Dispex members in person again, meet new faces and hear first-hand about the issues and opportunities affecting dispensing practices across the country.



Save The Date

Join us at Dispex Live 2027

We'd love you to join us in York on Wednesday
12th May for Dispex Live 2027.

Register your interest and be among the first to hear more as further details are announced.

The conference will bring together dispensing doctors and their practice teams for a day of expert-led talks, practical insights and peer networking, all focused on enhancing dispensary profitability. Non-members welcome.



LUNCHTIME Tutorials

DISPEX
EDUCATION

[> BOOK NOW](#)

Back to school this September – and back on top of your training requirements

September is the perfect time to get back into the swing of learning. We understand how demanding dispensary life can be, but keeping training up to date is an important part of meeting your DSQS requirements. That's where our popular 1-hour tutorial sessions can help. Our lunchtime sessions are ideal for brushing up on existing knowledge, keeping training on track.

OCT

14th Oct - DSQS & DRUMS Guidance

NOV

11th Nov- Session changed to a free webinar (w):
PAs (AAF) & VAT Tool, Hosted by Dr Philip Koopowitz
Discover how our new members-only tool can work for you! Open to members and non-members.

18th Nov- NHSBSA Endorsing inc Referred Backs (W)
25th Nov- Controlled Drugs Part 1

DEC

2nd Dec- Endorsing for Dispensing Practices

[> BOOK NOW](#)

Delegate prices have been held at 2024 rates:



Members: £50+VAT pp/ps
Non-Members: £100+VAT pp/ps
W: webinar- Free members-only event

TIMES

Tutorials: 1pm-2pm
NHSBSA & Dispex Webinars (W): 12-1pm



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”

“We’ve had the electronic register now for a year and it’s brilliant - so easy to use! Set-up wise, I would say it only takes an hour or two (depending on how many GPs and patients you need to set up primarily) but the process is relatively quick, you won’t look back once you have it up and running!!”

VICKI, DISPENSARY MANAGER
IN SUFFOLK



FREE FOR DISPEX MEMBERS



FREE 3-MONTH TRIAL FOR NON-MEMBERS

 Register now at **dispensingcd.co.uk**

Stop Losing Money on Generic Prescriptions

A New Interactive Tool for Members

- ✓ Step by step advice
- ✓ Practical scenarios
- ✓ Interactive sliders
- ✓ Guided questions

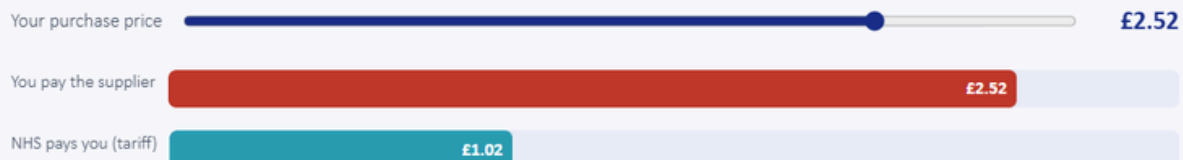
[See How](#)

One of the most frequent queries our support team receives is: **"What should I do when generics costs me more than the tariff?"**

To help answer this question, we've developed a new interactive tool that provides clear, step by step advice on when action is needed, helping you identify when you can recover your costs. Importantly, the tool also explains when not to amend a prescription and reinforces the principle that you should only ever record products that are genuinely supplied blind to you.

Every month, some generics cost you more to buy than the NHS pays you back. The drug tariff and the dm+d lists reimbursement prices for each manufacturer's version of a generic. With monthly concession announcements, knowing when and how to amend a prescription can make a significant difference to your dispensary's bottom line.

Try it: Apixaban 5mg tablets, pack of 56. The Drug Tariff pays a fixed £1.02, but the best wholesale price climbed to £2.52 (a real example from the June 2026 Dispex table). Drag the slider to change what your supplier charges you.



You lose £1.50 on every pack

And clawback makes it worse. This is the gap the method below closes.

If you cannot obtain a generic at or below the tariff price, the dispenser can change the script to the brand or generic manufacturer actually supplied, the doctor must initial the change. You are then reimbursed that manufacturer's dm+d price instead.

The new page includes interactive sliders, practical scenarios, handy tips and guided questions that help you determine the correct action for the prescription you have in front of you. By working through and adjusting each example, you can explore different outcomes and reinforce your understanding of the process.

STEP 3 OF 5

What should I do with this script?

Answer two questions and get the action for the script in front of you.

Can you obtain this generic at or below the Drug Tariff price (or this month's concession price, if one applies)?

Yes, at or below

No, it costs me more

Exclusive to Dispex members

This interactive tool and the monthly pricing tables are available exclusively to Dispex members.

Login today to explore the new tool! If you're considering joining, contact our team at sales@dispex.net

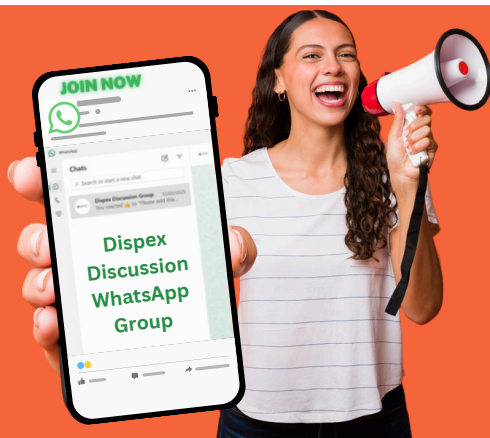
Order Your Omnicell MDS Trays

More Conveniently Than Ever

You can now order your Omnicell MDS trays directly through the e-CASS Marketplace, making it easier to manage your medication and tray orders in one place.



MEMBERS ONLY



JOIN HERE



September

September was another busy month in what is now **the biggest WhatsApp group for dispensing practices**- with dispensing teams sharing practical experience, asking questions and helping each other solve day-to-day problems.

Some of the biggest conversations centred on medicine shortages (SSPs). Users discussed how Serious Shortage Protocols work in dispensing practices, including the September SSP covering Lansoprazole oro-dispersible tablets. Philip highlighted the importance of reading the supporting guidance for each individual SSP, as what can be supplied varies between protocols.

Profitability and reimbursement were also major themes. Users compared experiences with generics costing more than tariff and the changing concession-price position. Philip explained how Dispex's tools respond when concession prices change. He advised, "DO NOT use the Concession list price updates to indicate to you which products you should change. Start with the long list which is downloadable at the beginning of the month from the Dispex website, and change all those that you supply. Keep all of those changed items aside as many of them may no longer apply by the end of the month, when the Concession prices may be more beneficial to use than the manufacturer's price that you have changed the item to. At the end of the month, check all your changed items against the Dispex database and if the item is no longer on the Dispex database, cross out the changes (or you might get less than the Concession price) and ensure that all changes that remain are initialled by the prescriber.

The group also proved useful for those everyday questions where hearing what another dispensing practice actually does can make a real difference.

Conversations covered CQC and dispensary cleaning arrangements, repeat-management systems, EMIS Automatics and SystemOne workflows, flu vaccine availability, Plenvu alternatives, ICB-directed product changes, record retention, SOPs and dispenser training.

There was plenty of practical product intelligence too. When users raised availability issues with Trixeo and Trelegy, Philip shared information on sourcing and ordering routes.

That is really what makes the group valuable: real questions from dispensing practices, answered by people dealing with the same issues - alongside timely input from Dispex.

If your dispensing practice isn't in the **WhatsApp group** yet, you're missing a growing peer network where people can ask questions, compare experiences and keep on top of the issues affecting dispensary teams. And if you're not a **Dispex member**, September's conversations offer a glimpse of the additional support, profitability tools and regulatory information available through Dispex.

Free Online Guide

Understanding the PCSE Online Drug Statements



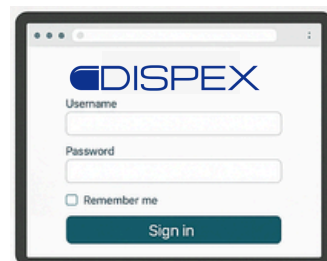
LOGIN NOW



MEMBERSHIP AT A GLANCE

DISPEX Driving Profitability

Unlock your member benefits-click the icons to explore.



Stop Losing Money on Generic Prescriptions- a Dispex Solution. Our new interactive tool helps members understand when to amend prescriptions, recover costs, and avoid incorrect claims. Members can use this tool alongside the monthly tables.



Brand Comparisons.

We compare clinically equivalent drug brands, assessing NHS costs and profitability using wholesaler and manufacturer discounts, whilst recognising discount schemes can change without notice.



PAs (AAF) & VAT Tool.

Developed to take the confusion out of AAF items (PAs), in just a few steps the tool identifies whether the prescription in front of you Attracts an Administration Fee. If it does, it automatically calculates the VAT equivalent of the AAF for you. Quick and easy to use.



Partnership with e-CASS.

Automate purchasing, compare pricing and get accurate insights. Plus, DISPEX TEMPLATES.

Omniceil MDS Trays now available via the Marketplace.



Dispex Updates. We promptly update our Drug Tariff, Category M & H, & Concessions pages as new information becomes available. Helping practices to minimise dispensing losses and maximise profitability.



Dispex Hub & Spoke
Protocol Suite
Discounted package



Exclusive member rates on products and services:

- Omnicell MDS Trays
- CD Registers
- Denaturing kits
- Dispensary Manager's Guide
- Prescription Clerk's Guide
- FREE access to DispexCD



Dispex is the UK's leading provider of dispensary training and profitability reviews, delivered through flexible remote and on-site support. Discounted member rates.



Members have access to our WhatsApp support group. Connect with peers and share knowledge in real-time with the Dispex community.



Dispex AI can help streamline admin tasks, reduce repetitive workloads and save valuable time.

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DISPEX ANSWERS

The experts at Dispex provide answers to the most common questions, quoting the relevant regulations.

dispex.net



Q

We have rolled out a new filing system and this involves us writing a reference number in the top left hand corner of the prescription-is this ok? We also, make a small mark in the margin for items that require ordering, we spend a lot of time rubbing these out and wondered if we actually need to be doing this-do the marks effect the PPA system?

Dispex members can login **here** to find out the answer.

We will continue to add more questions and answers over time.

A



Ask the Experts

Don't forget Dispex members have access to our support helplines!



dispex.net



enquiries@dispex.net



01604 859000 (10am-12pm)



Dispex WhatsApp Group



JOIN NOW