

Bookmarks

- [Application Forms](#)
- [British National Formulary \(BNF\)](#)
- [Business Services Authority \(BSA\)](#)
- [Caldicott Guardian](#)
- [CAS - Central Alerts System](#)
- [Child Protection](#)
- [Clinical Governance](#)
- [Complaints](#)
- [Contract Changes](#)
- [Controlled Drugs](#)
- [Disposal of Unwanted Medicines](#)
- [Drug Tariff](#)
- [Electronic Prescription Service \(EPS\)](#)
- [EPS Dispensing Tokens](#)
- [Freedom of Information \(FOI\)](#)
- [Health and Social Care Publications Order line](#)
- [Incident reporting system](#)
- [Leaflet Information Service](#)
- [Local Pharmaceutical Committees \(LPCs\)](#)
- [Market Entry Applications](#)
- [Medicines Use Review \(MUR\)](#)
- [Multidisciplinary Clinical Audit](#)
- [New Medicine Service \(NMS\)](#)
- [NHS Choices](#)
- [NHS mail](#)
- [NUMSAS](#)
- [OneLife Suffolk](#)
- [Payment queries](#)
- [Pharmaceutical Needs Assessments](#)
- [PharmOutcomes](#)
- [Primary Care Support England \(PCSE – Capita\)](#)
- [Private CD codes](#)
- [Public Health England \(PHE\)](#)
- [Public Health Interventions](#)
- [Quality Payment Scheme](#)
- [SAM - Safety Alert Management](#)
- [Signposting](#)
- [Smartcards](#)
- [Support for Self-Care](#)
- [Switched Prescriptions](#)

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|--|--|---|
| Application Forms | There are many application forms available for Pharmacies to use. | Forms from the NHS England Pharmacy Manual:- https://www.england.nhs.uk/commissioning/primary-care/pharmacy/app-forms/ |
| British National Formulary (BNF) | The British National Formulary (BNF) is a United Kingdom pharmaceutical reference book that contains a wide spectrum of information and advice on prescribing and pharmacology, along with specific facts and details about many medicines available on the UK National Health Service (NHS). | The website can be found as follows:- https://www.bnf.org/ Eligible health professionals will now receive one print copy a year – the September issue – to supplement online access. In England, if you are entitled to an NHS copy of BNF or BNFC, please call (0)1268 495 609 or email: bnf@wilmingtonhealthcare.com |
| Business Services Authority (BSA) | The NHS Business Services Authority is an executive non-departmental public body of the Department of Health which provides some support services to the National Health Service in England and Wales. | The following link takes you to useful information regarding the services provided by the BSA:- https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors |
| Caldicott Guardian | <p>A Caldicott Guardian is a senior person responsible for protecting the confidentiality of patient and service-user information and enabling appropriate information-sharing.</p> <p>Organisations that access patient records are required to have a Caldicott Guardian; this was mandated for the NHS by the Health Service Circular: HSC 1999/012. The mandate includes acute trusts, ambulance trusts, mental health trusts, clinical commissioning groups (CCGs), special health authorities, commissioning support units and area teams.</p> | Dr James Hickling – Caldicott Guardian j.hickling@nhs.net 0113 824 9088 Christine Cooper – Administration c.cooper4@nhs.net 0113 824 9091 Office days – Monday to Friday |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|------------------------------------|--|---|
| Central Alerts System (CAS) | <p>The Safety Alert Management (SAM) system is now in place and alerts go out via this system.</p> | <p>NHS England Contact:-</p> <p>Helen Ramkhelawon Assurance Support Manager</p> <p>Midlands & East (East), Swift House, Hedgerows Business Park, Colchester Road, Chelmsford, CM2 5PF</p> <p>Direct Line: 0113 824 9005 Email: helenramkhelawon@nhs.net Or, england.cas-alerts@nhs.net.</p> |
| Child Protection | <p>Pharmacies should have appropriate safeguarding procedures for service users.</p> <p>NHS England and the Health and Social Care Information Centre (HSCIC) have produced a series of short films to promote the benefits of the Child Protection – Information Sharing project (CP-IS).</p> | <p>The CP-IS will help the NHS give a higher level of protection to children who present in unscheduled care settings by enabling local authorities to share child protection information with the NHS for the first time, at a national level. This can be found at:</p> <p>http://www.england.nhs.uk/2014/03/21/ch-protect/</p> <p>Further information can also be found on the NHS Digital website as follows:-</p> <p>https://digital.nhs.uk/child-protection-information-sharing</p> <p>NHS England Contact Details:-</p> <p>england.safeguarding@nhs.net</p> |
| Clinical Governance | <p>Pharmacies will have an identifiable clinical governance lead and apply clinical governance principles to the delivery of services.</p> <p>This will include use of standard operating procedures; recording, reporting and learning from adverse incidents; participation in continuing professional development and clinical audit; and assessing patient satisfaction.</p> | <p>Clinical Governance approved particulars can be found at:-</p> <p>https://www.gov.uk/government/news/clinical-governance-approved-particulars-for-community-pharmacies-published</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|--------------------------|--|--|
| <p>Complaints</p> | <p>A pharmacy contractor <i>must</i> investigate complaints to resolve them speedily and efficiently and during the investigation, keep the complainant informed, as far as reasonably practicable.</p> <p>Annual Summary of complaint reports - each pharmacy contractor <i>must</i> prepare an annual report for each year, ending 31 March. These must be forwarded to NHS England at england.pharmacyeast@nhs.net.</p> | <p>Summary of the Pharmacy NHS complaints procedure can be found at:-</p> <p>http://psnc.org.uk/contract-it/essential-service-clinical-governance/complaints/</p> <p>NHS England Complaints Information:-</p> <p>https://www.england.nhs.uk/contact-us/complaint/</p> <p>How to Complain to NHS England:-</p> <p>https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/</p> <p>You can complain or give feedback:</p> <p>By post to:</p> <p>NHS England PO Box 16738 Redditch B97 9PT</p> <p>By email to: england.contactus@nhs.net</p> <p>If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.</p> <p>By telephone: 0300 311 22 33</p> <p>Our opening hours are: 8am to 6pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am.</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|--|---|---|
| Contract Changes | <ul style="list-style-type: none"> • Change of Supplementary or Core hours • Details of unexpected closures • Bank holiday opening hours • Return of 100 hour monitoring monthly forms • Annual Complaints Records | <p>Contact Details:-</p> <p>NHS England – Midlands & East (East), West Wing, Victoria House, Capital Park, Fulbourn, Cambridge, CB21 5XB or;</p> <p>Email: england.pharmacyeast@nhs.net</p> <p>Forms: https://www.england.nhs.uk/commissioning/primary-care/pharmacy/app-forms/</p> |
| <p>Controlled Drugs</p> <p>Private CD codes</p> <p>Reporting CD Incidents</p> <p>Requesting Authorised Witnesses</p> | <p>A private controlled drug prescriber code is allocated by the NHS Prescription Services to private prescribers who prescribe schedule 2 and 3 controlled drugs that are intended to be dispensed by registered pharmacies.</p> <p>Authorisation must be obtained from the NHSE Area Team.</p> <p>All Controlled Drug Incidents must be reported to the CDAO</p> <p>Destruction of Controlled Drugs must be witnessed by an authorised witness.</p> | <p>NHS England Contacts:</p> <p>Dr Sarah Rann Associate Medical Director and Controlled Drug CDAO NHS England East england.ea-cdao@nhs.net</p> <p>Further contact details can be found on www.cdreporting.co.uk</p> <p>Reporting System: All Controlled Drug incidents www.cdreporting.co.uk</p> <p>Independent Pharmacies can request an Authorised Witness on Website: www.cdreporting.co.uk</p> <p>PSNC information can be found at:- https://psnc.org.uk/dispensing-supply/dispensing-controlled-drugs/controlled-drug-prescription-forms-validity/</p> <p>Further information can be found at:- http://www.datadictionary.nhs.uk/data_dictionary/attributes/p/prio</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|---------------------------------------|--|--|
| Disposal of Unwanted Medicines | <p>Pharmacies will accept unwanted medicines from households and individuals which require safe disposal.</p> <p>There is a requirement that waste is managed with all reasonable measures taken to ensure that the waste is dealt with appropriately from the point of production to the point of final disposal.</p> <p>Community pharmacies act as a collection point for the public's unwanted medicines. Returned medicines can be accepted from households and individuals, NHS England has central contracts with clinical waste management companies for the collection and disposal of unwanted medicines from pharmacies. The collection of patient returned medications is deemed to be an essential service that pharmacies are required to provide.</p> <p>The pharmacy is solely responsible for ensuring that waste is:</p> <ul style="list-style-type: none"> • correctly segregated; • appropriately labelled; • packaged appropriately for transport; • stored safely and in a secure place away from areas of public access within the premises; • described accurately and fully on the accompanying documentation when removed; • transferred to an authorised person for transport to an authorised waste site. (currently SRCL) | <p>/private_controlled_drug_prescriber_code_de.asp?shownav=1</p> <p>Contact details for Norfolk:-</p> <p>Caroline Davies Waste Management Officer Facilities Department Norfolk Community Health and Care NHS Trust</p> <p>E: caroline.davies@nchc.nhs.uk T: 01603 272 602</p> <p>Currently NCH&C are the contact for this service for the Norfolk, Great Yarmouth & Waveney area Pharmacies only.</p> <p>For the other areas within Midlands and East (East), contact should be made to:-</p> <p>england.pharmacyeast@nhs.net</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|---|--|--|
| <p>Drug Tariff</p> | <p>The Drug Tariff is a monthly publication used as a reference for the payment and repayment of NHS prescription costs in England and Wales by pharmacists or doctors dispensing in primary care.</p> <p>It covers such issues as the costs of prescription payments for patients, costs of appliances and blacklisted medicines.</p> | <p>An electronic version of the Drug Tariff can be found at:-</p> <p>https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff</p> |
| <p>Electronic Prescription Service (EPS)</p> | <p>The Electronic Prescription Service (EPS) sends electronic prescriptions from GP surgeries to pharmacies. Eventually EPS will remove the need for most paper prescriptions.</p> <p>EPS allows prescribers to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.</p> <p>EPS is being deployed through two key releases.</p> <p>Release 1 (R1) - the barcoded paper prescription form remains the legal prescription.</p> <p>Release 2 (R2) - the transmission of electronic prescriptions; e-repeat dispensing (eRD); patient nomination of their selected pharmacy; GP cancellation of e-prescriptions; and the electronic submission of reimbursement claims to the Pricing Authority. Currently, prescribers can only issue an electronic NHS prescription where it is being sent electronically to a patient's nominated pharmacy.</p> | <p>Information can be found at;</p> <p>https://digital.nhs.uk/Electronic-Prescription-Service/The-future-for-electronic-prescriptions</p> <p>http://psnc.org.uk/dispensing-supply/eps/</p> <p>http://psnc.org.uk/dispensing-supply/eps/eps-release-1/</p> <p>http://psnc.org.uk/dispensing-supply/eps/eps-r2-tips-for-planning-staff-training/</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|--|---|---|
| <p>EPS Dispensing Tokens</p> | <p>Paper copies that are printed to accompany electronic prescriptions are known as 'tokens'. There are two types of token:</p> <ul style="list-style-type: none"> (1) the prescription token; (2) the dispensing token. <p>NHS England Area Team is responsible for issue of tokens through Primary Care Support England (PCSE).</p> | <p>Primary Care Support England:-</p> <p>http://pcse.england.nhs.uk/contact/ Customer service centre on 0333 014 2884.</p> <p>Further info can be found at:- http://psnc.org.uk/dispensing-supply/eps/dispensing-in-eps-release-2/eps-tokens/ordering-eps-dispensing-tokens/</p> <p>To order various stationery items (including EPS tokens) from PCSE, you will require to register for the Online Portal at:-</p> <p>https://secure.pcse.england.nhs.uk/forms/pcsssignin.aspx?ReturnUrl=%2f layouts%2f15%2fAuthenticate.aspx%3fSource%3d%252F&Source=%2F</p> |
| <p>Freedom of Information (FOI)</p> | <p>The Freedom of Information Act 2000 provides a right of access to a wide range of information held by public authorities, including the NHS. The purpose is to promote greater openness and accountability.</p> | <p>NHS England FOI Information:-</p> <p>https://www.england.nhs.uk/contact-us/foi/</p> <p>For postal requests, please send to the following address:</p> <p>NHS England PO Box 16738 Redditch B97 9PT</p> <p>Email requests should be sent to england.contactus@nhs.net</p> <p>Please write "Freedom of Information" in the subject line.</p> <p>If you would have difficulty making a written request, please call</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|---|--|--|
| Health and Social Care Publications Order line | <p>This service is run by the Department of Health in association with Public Health England.</p> <p>It is a national service which provides a wide range of Health and Social Care publication materials to order and delivery.</p> | <p>our Customer Contact Centre on 0300 311 22 33.</p> <p>Webpage:-</p> <p>https://www.orderline.dh.gov.uk/ecom_dh/public/home.jsf</p> |
| Incident reporting system | <p>All pharmacies are to maintain logs of patient safety incidents, including all stages of the medication process, i.e. not just dispensing errors.</p> | <p>How to report Patient Safety Incidents:-</p> <p>As part of the Clinical Governance provisions in the Terms of Service, community pharmacies have to report patient safety incidents through the National Reporting and Learning System (NRLS).</p> <p>The easiest way to make these reports is via the NRLS website http://www.nrls.npsa.nhs.uk/report-a-patient-safety-incident/healthcare-staff-reporting/</p> <p>To facilitate the collection and recording of the information needed to report an incident to the NRLS a form has been produced which community pharmacies may choose to use;</p> <p>Forms; http://psnc.org.uk/contract-it/essential-service-clinical-governance/patient-safety-incident-reporting/</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|---|---|--|
| <p>Leaflet Information Service (Norfolk Only)</p> <p><i>(Please note this is only available for the Norfolk area.)</i></p> | <p>The Health Information Leaflet Service (HILS) provides free, good quality health information leaflets and posters for professionals working in voluntary and statutory agencies within Norfolk. The service also distributes Healthy Start vitamins to Norfolk pharmacies. This will be changing, as Pharmacies will be able to place orders for vitamins through PharmOutcomes. Information regarding this new process will be communicated to Pharmacies in due course.</p> <p>Pharmacies can order from a wide range of health promotion materials to display and distribute. Most items also have a downloadable file so you can view the content before you order (we'll always try to keep items in stock but if for reasons beyond our control an item is unavailable, you may wish to print this file off as an alternative).</p> <p>There is also an ever-increasing range of electronic (digital) resources that can be downloaded and used to promote Public Health England campaigns, such as Change 4 Life, One You and Stay Well this Winter.</p> <p>If you work in a health or community setting you play an important role in helping people to make informed choices about their lifestyle. Printed materials such as leaflets and posters act as handy visual prompts and are a useful way to complement information given verbally.</p> <p>Displaying posters on noticeboards or in communal areas such as waiting rooms enables you to proactively promote the campaigns that are most important to your community. Leaflets can be taken home to be digested at the reader's own pace and saved for future reference – as well as acting as a tangible reminder to act on any</p> | <p>The Norfolk Health Information Leaflet Service address:-</p> <p>HILS, Norfolk County Council, County Hall, Martineau Lane, Norwich, Norfolk, NR1 2DH.</p> <p>Telephone number is 01603 638381.</p> <p>E-mail: hils@norfolk.gov.uk</p> <p>Contact names:-</p> <p>Julie Pretty or Julie Fitt</p> <p>Resources Ordering Services in other Areas:-</p> <p>HPAC Cambridgeshire:-</p> <p>http://hpac.cambridgeshire.gov.uk/HPAC/</p> <p>OneLife Suffolk:-</p> <p>See separate section under OneLife Suffolk.</p> <p><i>We have been unsuccessful in locating any similar services in other areas. If you know of any, please do let us know. The e-mail address to use is at the foot of each page.</i></p> <p>Public Health England Campaign Resource Centre:-</p> <p>https://campaignresources.phe.gov.uk/resources/</p> <p>Health and Social Care Publications Orderline</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|---|--|---|
| | advice that may have been given. | https://www.orderline.dh.gov.uk/ecom_dh/public/home.jsf |
| Local Pharmaceutical Committees (LPCs) | Local Pharmaceutical Committees (LPCs) represent all NHS pharmacy contractors in a defined locality. LPCs are recognised by local NHS Primary Care Organisations and are consulted on local matters affecting pharmacy contractors. | <p>Cambridgeshire & Peterborough LPC:-</p> <ul style="list-style-type: none"> • http://www.cambsandpeterboroughlpc.org.uk/contact-us/ <p>Norfolk LPC:-</p> <ul style="list-style-type: none"> • http://psnc.org.uk/norfolk-lpc/contact-us/ <p>Suffolk LPC:-</p> <ul style="list-style-type: none"> • http://psnc.org.uk/suffolk-lpc/about-us/your-lpc-committee <p>Essex LPC:-</p> <ul style="list-style-type: none"> • http://www.essexlpc.org.uk/node/10 |
| Market Entry Applications | Pharmaceutical lists are maintained by NHS England and all market entry applications must continue to be made to the NHS England Regional Local Team. Primary Care Support England (PCSE) is responsible for validating and processing market entry applications on behalf of NHS England. | <p>6 easy steps for Market Entry applications:-</p> <p>https://pcse.england.nhs.uk/services/market-entry/</p> <p>PCSE Market Entry queries e-mail:-</p> <p>pcse.marketentry@nhs.net</p> <p>Information regarding PCSE:-</p> <p>https://pcse.england.nhs.uk/media/1218/pcse-national-engagement-team-nov2017.pdf</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|--|---|---|
| <p>Medicines Use Review (MUR)</p> <p>Medicines Use Reviews (MURs) are a part of the Advanced Services of the community pharmacy contract.</p> | <p>It involves the pharmacist conducting a structured review with patients about their medicines use. The aims of this service are to improve patient's knowledge, concordance and use of medicines.</p> <p>The NHSBSA administers the collection of MUR and NMS information from pharmacy contractors on behalf of NHS England. Pharmacy contractors therefore need to submit their quarterly MUR and NMS data to the NHSBSA rather than emailing the report to their local NHS England team. If a contractor normally provides MURs or NMS, but does not do so in a specific quarter, there is no requirement for the contractor to submit a 'nil-return' submission of data to the NHSBSA.</p> <p>Pharmacy contractors must submit their MUR and NMS quarterly information to the NHSBSA within 10 working days from the last day of the quarter the data refers to (last day of June, September, December and March).</p> | <p>For further information:-</p> <p>Pharmaceutical Services Negotiating Committee (PSNC):-</p> <p>http://psnc.org.uk/services-commissioning/advanced-services/murs/</p> <p>Business Services Authority (NHS BSA):-</p> <p>https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use</p> <p>Off the Pharmacy Premises Info:-</p> <p>http://psnc.org.uk/services-commissioning/advanced-services/murs/conducting-murs-off-the-pharmacy-premises/</p> |
| <p>Multidisciplinary Clinical Audit - one each year.</p> | <p>Contractors must undertake a clinical audit each year, the topic of which they choose. In addition to this pharmacy-based audit they must also complete an audit on a topic that has been determined by NHS England.</p> <p>Since the introduction of the CPCF in 2005 community pharmacies have been required to carry out an annual audit where the topic of the audit was determined locally by the PCT or latterly by the local NHS England team.</p> <p>It was agreed that in 2014/15, rather than audit topics being chosen by local NHS England teams, one nationally agreed audit would be undertaken by all pharmacies on the emergency supply of medicines.</p> | <p>Information from PSNC:-</p> <p>http://psnc.org.uk/contract-it/essential-service-clinical-governance/clinical-audit/national-audit/</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|--|---|---|
| | <p>PSNC believes this represented a good opportunity for the sector to demonstrate the importance of its work in this area and the positive impact that pharmacy emergency supplies can have in reducing the demand for urgent and emergency services such as out of hours GP care, NHS 111 and Emergency Departments. The audit may also be useful in helping pharmacies to identify patients suitable for the repeat dispensing service.</p> | |
| <p>New Medicine Service (NMS)</p> | <p>The New Medicine Service (NMS) was the fourth Advanced Service to be added to the Community Pharmacy Contractual Framework; it commenced on 1st October 2011.</p> <p>The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is initially focused on particular patient groups and conditions.</p> <p>The NHSBSA now administers the collection of MUR and NMS information from pharmacy contractors on behalf of NHS England.</p> | <p>PSNC Webpage Info:-</p> <p>http://psnc.org.uk/services-commissioning/advanced-services/nms/</p> <p>Business Services Authority (NHS BSA)</p> <p>https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use</p> |
| <p>NHS Choices</p> | <p>NHS Choices provides an award-winning, comprehensive health information service with thousands of articles, videos and tools, helping you make the best choices about your health and lifestyle, as well as making the most of NHS and social care services in England.</p> <p>Pharmacies are able to amend their pharmacy details or respond to comments left on the NHS Choices website.</p> <p><i>All pharmacies</i> must be registered to edit their pharmacy details as this is a Quality Payment Scheme</p> | <p>NHS Choices Webpage:-</p> <p>https://www.nhs.uk/pages/home.aspx</p> <p>NHS Choices for professionals:-</p> <p>https://www.nhs.uk/aboutNHSChoices/professionals/Pages/manage-profiles-faq.aspx</p> <p>East Anglia Area Team Pharmacies:-</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|--|--|---|
| | <p>(QPS) requirement.</p> <p>All organisations have a profile template on NHS Choices and should have received their account, user name and password. The communications and IT team are usually the designated profile editors. If you want to find out who the administrator is for your organisation or wish to change the designated person, email our Service Desk via nhschoicesservicedesk@nhs.net.</p> | <p>https://www.nhs.uk/Services/Trusts/Pharmacies/DefaultView.aspx?id=89787</p> <p>Essex Area Team Pharmacies:-</p> <p>https://www.nhs.uk/Services/Trusts/Pharmacies/DefaultView.aspx?id=89788</p> <p>NHS Choices Contact Details:-</p> <p>https://www.nhs.uk/aboutNHSChoices/Pages/ContactUs.aspx</p> <p>Quality Payment Scheme:-</p> <p>http://psnc.org.uk/services-commissioning/essential-services/quality-payments/</p> |
| <p>NHS.net email accounts</p> <p>NHS mail is a centrally funded and managed secure email and communications service which is approved by the NHS for exchanging patient data.</p> | <p>The NHS mail service is available anywhere, over either the NHS N3 network or the open internet. The service can be viewed through a free web based client or alternatively pharmacies can choose to connect the service to a local email client they have purchased, for example Microsoft Outlook.</p> <p>The key benefit of the service is its security, which means it can be used for transmission of patient information between health professionals.</p> <p>For a number of years, community pharmacies in England have been able to request a shared NHS mail account. To access a shared NHS mail mailbox, users must have their own personal NHS mail address which is</p> | <p>NHS Mail website:-</p> <p>https://digital.nhs.uk/nhsmail</p> <p>In the event of a query for NHS Digital, please contact pharmacyadmin@nhs.net so that emails go directly to the national NHS mail team managing pharmacy accounts.</p> <p>The general NHS mail national helpdesk may be able to help in some scenarios (0333 200 1133), however where possible please contact the NHS mail pharmacy admin team.</p> <p>Guidance for Pharmacies Joining NHS Mail:-</p> <p>https://portal.nhs.net/help/joiningnhsmail</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|--|---|--|
| | linked to the shared mailbox. This is to allow different staff members to access the mailbox without sharing of login details. | |
| NHS Urgent Medicine Supply Advance Service (NUMSAS) | NUMSAS is a national pilot commissioned by NHS England and is designed for community pharmacists to provide emergency supplies of repeat prescriptions at NHS expense, following a referral from NHS 111. This pilot has been established to assess how this service alleviates the pressure on GP OOH services, as requests for an urgent supply of medication would historically be referred to out of hours. | <p>FAQ – from the PSNC Website:-</p> <p>https://psnc.org.uk/services-commissioning/advanced-services/nhs-urgent-medicine-supply-advanced-service-numsas-faqs/</p> <p>Further info from PSNC:-</p> <p>https://psnc.org.uk/services-commissioning/urgent-medicine-supply-service/</p> <p>NHSBSA Information:-</p> <p>https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/nhs-urgent</p> |
| OneLife Suffolk | OneLife Suffolk is a FREE integrated healthy lifestyle service for Suffolk, commissioned by Public Health at Suffolk County Council. They do not hold specific health information leaflets, only their own service leaflets which explain what they do. In addition to this they develop resources for various health campaigns throughout the year to raise awareness of the chosen topic, e.g. our current one (2018) is type 2 diabetes. | <p>OneLife Suffolk contact details:-</p> <p>www.onelifesuffolk.co.uk Email megan.felton@onelifesuffolk.co.uk</p> <p>Tel: 01473 718193 Mob: 07826517525 Fax: 01473 726722</p> <p>OneLife Suffolk Inspire Suffolk Lindbergh Road Ipswich</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|--|---|---|
| | | <p>IP3 9QX</p> <p>Facebook Twitter</p> <p><i>MoreLife (UK) Limited. Registered in England 07107520</i></p> |
| <p>Payment queries</p> | <p>Payments to Pharmacies are made by NHS Business Services Authority (NHSBSA).</p> <p>Any payment queries regarding NHS England commissioned services – Essential Services, Advanced Services and Enhanced Services should be aimed towards PCSE (Primary Care Support England) – Capita Ltd.</p> | <p>NHSBSA Information:-</p> <p>https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors</p> <p>NHSBSA Contact Details:-</p> <p>https://www.nhsbsa.nhs.uk/nhs-prescription-services/contact-us</p> <p>PCSE Details:-</p> <p>To E-mail, go to www.pcse.england.nhs.uk/contact-us</p> <p>Phone: 0333 014 2884</p> <p>Address: Primary Care Support England, PO Box 350, Darlington, DL1 9QN</p> <p>The opening hours for the Customer Support Centre are 08.00-17.00, Monday-Friday.</p> |
| <p>Pharmaceutical Needs Assessments</p> | <p>Since 1 April 2015, every Health and Wellbeing Board (HWB) in England has had a statutory responsibility to publish and keep up to date a statement of the needs for pharmaceutical services every 3 years for the population in its area, referred to as a 'pharmaceutical needs assessment' (PNA).</p> | <p>Suffolk PNA</p> <p>https://www.healthysuffolk.org.uk/uploads/Suffolk_2018_PNA_FV_-_reduced_size1.pdf</p> <p>Cambridgeshire PNA</p> <p>https://cambridgeshireinsight.org.uk/wp-content/uploads/2018/02/Cambridgeshire-Pharmaceutical-Needs-Assessment-2017-FULL-DRAFT-REPORT-FOR-</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|----------------------|--|---|
| | | <p>CONSULTATION-v2_0.pdf</p> <p>Peterborough PNA https://www.peterborough.gov.uk/healthcare/public-health/pharmaceutical-needs-assessment/</p> <p>Norfolk PNA https://www.norfolk.gov.uk/-/media/norfolk/downloads/what-we-do-and-how-we-work/policy-performance-and-partnerships/partnerships/care-support-and-health/health-and-wellbeing-board/pharmaceutical-needs-assessment.pdf?la=en</p> <p>Essex PNA http://www.essexinsight.org.uk/ViewPage1.aspx?C=Resource&ResourceID=1536</p> <p>Southend on Sea PNA http://www.southend.gov.uk/info/200233/health_and_wellbeing/499/pharmaceutical_needs_assessment</p> <p>Thurrock PNA https://www.thurrock.gov.uk/healthy-living/pharmaceutical-needs-assessment</p> |
| PharmOutcomes | <p>PharmOutcomes is a web-based system which helps community pharmacies provide services more effectively and makes it easier for commissioners to audit and manage these services. By collating information on pharmacy services it allows local and national level analysis and reporting on the effectiveness of commissioned services, helping to improve the evidence base for community pharmacy services.</p> <p>PSNC's collaboration with Pinnacle Health Partnership has two clear shared objectives: to capture the evidence</p> | <p>PharmOutcomes webpage is as follows:-</p> <p>https://pharmoutcomes.org/pharmoutcomes/</p> <p>PharmOutcomes Helpdesk Contact Details:-</p> <p>E-mail: helpdesk@phpartnership.com</p> <p>Tel: 01983 216 699</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|--|--|---|
| | <p>of community pharmacy's benefit for patients; and to ease the burden of record keeping, service management and financial tracking for services provided by community pharmacies.</p> | |
| <p>Primary Care Support England (PCSE – Capita)</p> | <p>PCSE (formerly Primary Care Support Service – PCSS) provides administrative and payment services to community pharmacies amongst others. On 1 September 2015, PCSE - Capita assumed responsibility for the delivery of most of NHS England's primary care support services.</p> <p>Not all PCS services are part of the contract with PCSE - Capita, and some services will continue to be delivered by other organisations – including Commissioning Support Units, CCGs, NHS Shared Business Services and NHS Pensions.</p> | <p>The PSNC (Pharmaceutical Services Negotiating Committee) have provided a helpful webpage on PCSE – Capita:-</p> <p>http://psnc.org.uk/the-healthcare-landscape/healthcare-whos-who/primary-care-support-england-pcse/</p> <p>PCSE Details:-</p> <p>To E-mail, go to www.pcse.england.nhs.uk/contact-us</p> <p>Phone: 0333 014 2884</p> <p>Address: Primary Care Support England, PO Box 350, Darlington, DL1 9QN</p> <p>The opening hours for the Customer Support Centre are 08.00-17.00, Monday-Friday.</p> |
| <p>Public Health England (PHE)</p> <p>Opportunistic healthy lifestyle advice and public health advice to patients on;</p> <ul style="list-style-type: none"> • diabetes • coronary heart disease • high blood pressure | <p>Public Health England (PHE) is an executive agency of the Department of Health (DH) which is the expert national public health agency which fulfils the Secretary of State for Health's statutory duty to protect health and address inequalities, and executes its power to promote the health and wellbeing of the nation.</p> <p>It was established on 1st April 2013 to bring together public health specialists from more than 70 organisations</p> | <p>Public Health England website is as follows:-</p> <p>https://www.gov.uk/government/organisations/public-health-england</p> <p>PSNC information can be found at:-</p> <p>http://psnc.org.uk/services-commissioning/essential-services/public-health/</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|---|--|--|
| <ul style="list-style-type: none"> • smoking • weight | <p>into a single public health service, which has a mission to protect and improve the nation's health and to address inequalities.</p> <p>Pharmacies should pro-actively participate in national and local campaigns, to promote public health messages to general pharmacy visitors during specific targeted campaign periods, for up to 6 campaigns per year. The pharmacy will record the number of people who receive advice.</p> | <p>Health and Wellbeing Boards contacts for Midlands & East (East) Areas:-</p> <p>Norfolk: https://www.norfolk.gov.uk/what-we-do-and-how-we-work/policy-performance-and-partnerships/partnerships/health-partnerships/health-and-wellbeing-board</p> <p>Cambridgeshire: https://www.cambridgeshire.gov.uk/residents/bewell/cambridgeshire-health-and-wellbeing-board/</p> <p>Essex: http://essexpartnership.org/content/essex-health-and-wellbeing-board/</p> <p>Peterborough: http://democracy.peterborough.gov.uk/mgCommitteeDetails.aspx?ID=526</p> <p>Southend on Sea: http://www.southend.gov.uk/info/200233/health_and_wellbeing/468/health_and_wellbeing_board</p> <p>Suffolk: https://www.suffolk.gov.uk/council-and-democracy/the-council-and-its-committees/committees/suffolk-health-and-wellbeing-board/</p> <p>Thurrock: https://www.thurrock.gov.uk/local-care-partnerships-and-boards/health-and-well-being-board</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|--|--|---|
| <p>Public Health Interventions</p> | <p>Sets out opportunities for commissioners and providers to realise community pharmacy's role in protecting and improving the nation's health.</p> <p>Community pharmacies are a pivotal health and social care asset in the community, offering an ideal setting to reach out to the public, helping to improve their health, reduce disease burden and premature mortality and reduce health inequalities.</p> | <p>A document was published on 6th September 2017 which sets out a range of opportunities for pharmacy teams working in communities, and through their daily interactions with patients and the public, to play an important role in protecting and improving the health of the nation.</p> <p>https://www.gov.uk/government/publications/community-pharmacy-public-health-interventions</p> |
| <p>Quality Payment Scheme (QPS)</p> | <p>A Community Pharmacy Quality Payments Scheme, which forms part of the Community Pharmacy Contractual Framework (CPCF), was introduced from 1st December 2016 until 31st March 2018. A total of £75 million was paid to community pharmacies for meeting a number of quality criteria.</p> <p>As part of the interim arrangement for the first six months on 2018/19 it was agreed a further £37.5 million is to be invested into a six month extension of the scheme, with a June 2018 declaration. This declaration point will operate similarly to previous declarations and will continue to reward community pharmacies who successfully meet the quality criteria.</p> <p>The interim Quality Payments Scheme 2018/19 is largely similar to the Quality Payments Scheme 2017/18 except for a few minor changes, including changes to the Gateway criteria.</p> | <p>Quality Payment Scheme Info:-</p> <p>http://psnc.org.uk/services-commissioning/essential-services/quality-payments/</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|---------------------------|---|--|
| <p>Signposting</p> | <p>The provision of information to people visiting the pharmacy.</p> <p>For people who require further support, advice or treatment which cannot be provided by the pharmacy, on other health and social care providers or support organisations who may be able to assist the person. Where appropriate this may take the form of a referral.</p> <p>NHS England will provide pharmacies with lists of sources of care and support in the area.</p> <p>Pharmacies will be expected to help people who ask for assistance by directing them to the most appropriate source of help.</p> | <p>PSNC Information:-</p> <p>https://psnc.org.uk/services-commissioning/essential-services/signposting/</p> <p>NHS Choices website http://www.nhs.uk/Pages/HomePage.aspx</p> |
| <p>Smartcards</p> | <p>Smartcards and their access control provide security measures to protect patient data. Access control ensures only those people who are directly involved in patient care, and have a legitimate reason to access patient medical information can do so.</p> <p>The local Registration Authority will assign roles onto the Smartcard, and will also set the Smartcard so that it can be used in the relevant pharmacy, or multiple pharmacies.</p> <p>Each pharmacy team member whose role means that they need a Smartcard should have one; Smartcards should not be shared by staff.</p> <p>All pharmacy staff registering for a smartcard for the first time will have to go through the full registration process</p> | <p>List of Registration Authorities and Contact Details:-</p> <p>https://www.digital.nhs.uk/Registration-Authorities-and-Smartcards/Service-provider-contact-details#East%20of%20England</p> <p>PSNC Information:-</p> <p>http://psnc.org.uk/contract-it/pharmacy-it/smartcards/smartcard-registration-authorities/</p> <p>Helpdesk Telephone Number:-</p> <p>0300 303 2733</p> |

Resource guide for Community Pharmacy Contractors Midlands and East (East) Area

| Service | Description | Resources |
|-------------------------------|---|---|
| | which includes identity checks. | Self Service Portal:- https://selfservice.nelcsu.nhs.uk/ |
| Support for Self-Care | <p>Pharmacies will help manage minor ailments and common conditions, by the provision of advice and where appropriate, the sale of medicines, including dealing with referrals from NHS 111.</p> <p>Records will be kept where the pharmacist considers it relevant to the care of the patient.</p> | <p>Locally agreed contact LPC PSNC Information:-</p> <p>http://psnc.org.uk/services-commissioning/essential-services/support-for-self-care/</p> |
| Switched Prescriptions | <p>During the pricing of prescriptions, if the Pricing Authority does not agree with the charge group (i.e. paid or exempt) in which a prescription has been submitted, the prescription will be 'switched'.</p> | <p>NHSBSA Webpage:-</p> <p>https://contactcentreservices.nhsbsa.nhs.uk/selfnhsukokb/AskUs_PS/template.do?name=How+can+I+request+copies+of+switched+prescriptions%253F&id=17519</p> <p>Drug Tariff Part XIVB: arrangements for contractors concerning prescription pricing errors:-</p> <p>https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/drug-tariff/drug-tariff-part-xiv</p> <p>Further information can be found at:-</p> <p>http://psnc.org.uk/dispensing-supply/payment-accuracy/prescription-pricing-accuracy/switching/</p> |