



# Community Pharmacy Newsletter

## NHS England South West (North)

BaNES, Gloucestershire, Swindon and Wiltshire

**Urgent** items marked:







Items requiring **action** marked:



Items included for **info** marked:

INFORMATION



	April	May
Week 1	<p><b>*MUR &amp; NMS Returns via NHSBSA Due (Quarter 4 2018-19):</b> Reminder: Contractors must submit MUR electronic returns via the NHS BSA Online form 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><b>*End of Year for the 2018-19 Contractual year.</b></p>	<p><b>*May Bank Holiday</b> Monday 06 May 19</p>  <p><b>Children's Oral Health/Smile Month</b> (1st Contractual Health Campaign 2019-20) National Campaign</p> 
Week 2	<p><b>**'Help Us Help You' Pharmacy Campaign</b> National Campaign Evaluation Submissions 01 April – 14 April 19</p>	
Week 3	 <p><b>EASTER HOLIDAYS HOURS</b> Remember to have your NHS Net Web Site up to date and you have informed NHS England of any last-minute changes. Also remember to have your posters displayed for when you are closed.</p>	
Week 4		<p><b>*May Bank Holiday</b> Monday 27 May 19</p> 
<b>In This Issue:</b>		
<ol style="list-style-type: none"> <li>1. Easter Opening</li> <li>2. National Roll Out of Schedule 2&amp;3 Drugs in EPS</li> <li>3. Translation and Interpretation</li> <li>4. EU Exit</li> <li>5. New Prescription Charges</li> </ol>		<ol style="list-style-type: none"> <li>6. Pharmacy Campaigns</li> <li>7. Reclassification of Gabapentin and Pregabalin</li> <li>8. Unplanned Closures</li> <li>9. Drug Shortages Information</li> <li>10. Update From PCSE</li> <li>11. Team Contact Details</li> </ol>



## Easter Opening

### Opening Hours

Each year NHS England has responsibility for ensuring capacity exists across the Healthcare system to manage demand without causing undue pressures on any part of the system, particularly in A&E. It is NHS England's responsibility to ensure patients have confidence in the availability of their primary care services, during the Easter period. We collate information from all Primary Care Contractors: Dentists, Pharmacists and Opticians, which is incorporated into the wider NHS plans.

In order to plan appropriately, we use your pharmacy opening times to populate an Easter Information Pack: the pack provides an overview of hours for each pharmacy. This information is very important as we share the pack with NHS 111, Out of Hours, A&E Team and wider health Partners. They are then able to signpost patients to community pharmacy where appropriate. This information is taken from your opening hours from [www.NHS.uk](http://www.NHS.uk) (was NHS Choices) <https://www.nhs.uk>, so it is very important that this is always up-to-date.

During the Easter holiday period where there are unplanned closures on the day at your pharmacy:

- Please ensure that the patients are signposted accordingly with signposting visible externally.
- Out of Hours are informed of the changes so they can redirect patients.
- The unplanned closure form is submitted to NHS England as soon as possible. These forms can be found at, <https://www.england.nhs.uk/south/info-professional/pharm-info/south-west-north-community-pharmacy-information>.

When completed please submit them to: [england.bgs-w-pharmacy@nhs.net](mailto:england.bgs-w-pharmacy@nhs.net).

### Signposting patients to an alternative pharmacy when Closed

NHS England South West and NHS England South East have been made aware that not all pharmacies in the region have notices displayed providing information to patients of other pharmacies that are open when they are closed.

Please note: The Terms of Service for NHS Pharmacies, paragraph 23(4)(b), states:

"Unless [the contractor] is a distance selling chemist, at [the] pharmacy premises [the contractor] must exhibit ... at times when the premises are not open, a notice based on information provided by [NHS England], where practicable legible from outside the premises, specifying ... the addresses of other NHS pharmacists and the days on which and times at which drugs and appliances may be obtained from those addresses..."

With the development of technology and the wide spread public use of smart phones, it has been agreed with the NHS England Central Team that a notice which directs the patients to the NHS website and gives them the number for NHS 111 will meet the requirements of this terms of service.

The NHS England South communications team have designed a template notice for all Community Pharmacies to use. Multiples that wish to customise the template with their corporate branding are able to do so but the poster must be displayed where it can be seen by patients when the pharmacy is closed where practicable.

All Community Pharmacies received this poster template electronically in December and therefore for Easter we will expect it to be displayed where it can be seen by patients when the pharmacy is

closed where practicable. NHS England's expectation is that the poster is displayed by each pharmacy by Easter 2019.

NHS England South West and South East are asking pharmacies which consider that they are unable to display a notice visible from outside to pro-actively respond to NHS England to say what makes it impracticable, so that we can work with them to find a practicable solution, and that if we don't hear from a pharmacy we will assume that they will be able to display the poster.

The Health Watches in the NHS England South East and South West regions will be notified of this, they will also be asked to feed back to NHS England of examples where the poster is obscured or there is no poster.

Whilst this requirement has been part of the terms of service since 2013, NHS England has not checked compliance systematically. Consequently, in the first instance of a reported non-compliance after Easter 2019, NHS England will work to support the pharmacy and will not take any actions as allowed by the Regulations. But ultimately if there is persistent non-compliance NHS England will take contractual will be left with no alternative but to take contractual action.

NHS England South East and South West wish to work with all the LPCs across the region to assist Community Pharmacies in meeting their Terms of Service and enabling patients to access pharmaceutical services.

### National roll out of Schedule 2 and 3 Controlled Drugs in EPS

The [national roll out of controlled drugs](#) (CDs) in EPS started on Thursday 28 February for TPP SystemOne and Vision GP practices.

This means that the number of CD prescriptions you receive via EPS will increase significantly as more GP practices have the functionality switched on.

**It is important that all staff working in your pharmacy, including locums, are aware of the roll out and prepared to dispense an electronic prescription for a controlled drug.**

If you receive a prescription for a Schedule 2 or 3 CD via EPS, you should dispense it as you would any other electronic prescription. Processing Schedule 2 & 3 CDs electronically using EPS will make the process safer and more secure.

You may find it useful to check when the GP practices local to you are going live by checking the roll out schedule.

As patients can nominate any EPS Release 2 enabled pharmacy in England, you could receive an electronic CD prescription at any time, even if there are no GP practices close to you currently live with CD functionality. GP practices taking part in the [EPS Phase 4](#) pilot will prescribe CDs electronically both for patients with nominations and for those without (on Phase 4 tokens).

For more information and best practice guidance, visit the [NHS Digital](#) website.

## Translation and Interpretation Services for Pharmacies



### New Translation and Interpretation provider starting 1st April 2019

Did you know you can access this service free of charge for patients? From the 1st April 2019, DA Languages Ltd will provide interpretation and translation services to Optometrists, Dentists and **Pharmacies** in BaNES, Gloucestershire, Swindon and Wiltshire.

If you haven't received your communication from **DA Languages** yet, it may be that we do not have your up to date contact details, please contact us if you have not had this email on the BGSW pharmacy email at the end of this newsletter. The attached document details the steps you need to take to raise bookings

- To gain access to the DA Languages Link portal, :  
[https://link.dalanguages.co.uk/users/sign\\_in?portal=client](https://link.dalanguages.co.uk/users/sign_in?portal=client) from your web browser. .
- For telephone bookings you should have the telephone number and your individual PIN to book patients.

## EU Exit Update



Community pharmacies will be aware that the Government has agreed a further extension of the EU exit date to 31st October 2019. This means that the 12th April, is no longer the legal default to leave the EU without a deal.

If the Withdrawal Agreement is ratified by both sides before the 31st October, then the UK will leave the EU earlier, with a deal. However, it is important to note the legal default in UK and EU law remains that, until a deal is agreed and ratified, there is a risk of a no deal exit at the end of the extension period on 31st October 2019.

Community pharmacists are still advised to familiarise themselves with the latest Government guidance on preparing for the possibility of a no-deal Brexit. NHS England has published a letter to support primary care contractors in their no-deal Brexit preparations. This letter is a companion to the DHSC's EU Exit Operational Readiness Guidance, which was first issued in December 2018. More information is available [here](#).

The DHSC has said it will share further guidance at the earliest opportunity, NHS England will keep contractors updated if and when the situation changes.

## Prescription Charges Increase



[Back to Top](#)

### NHS Prescription Charge Increase 1st April 2019

As you will be aware, the Government has announced an increase to the NHS prescription charge of 20 pence, to £9.00 per prescription item.

**This change will come into effect from 1st April 2019.**

The cost of prescription pre-payment certificates (PPCs) will remain the same for a further year, with the price of a three-month PPC at £29.10 and a 12-month PPC at £104.00. (PPCs offer savings for those needing four or more items in three months or more than 12 items in one year). Following this announcement, the PSNC has designed a downloadable Prescription Charge Card for community pharmacies.

The card, which has been designed to be easy to download and print ready for display in community pharmacies, is now available on the PSNC website [HERE](#).

*PSNC have also designed a version optimised for printing in black-and-white. Both versions are available to download from their website.*

**Pharmacy Campaign 05 March – 28 April****VOLUNTARY Public Health Campaign: Cervical Screening**

The 2019 Cervical Screening Campaign is running from 5 March - 28 April and resource packs are available to order for use in the pharmacy from the PHE Campaign Resource Centre.

<https://campaignresources.phe.gov.uk/resources/campaigns/85-cervical-screening-campaign/resources>

**Reclassification of Gabapentin and Pregabalin as CDs**

Community pharmacy teams are reminded that from 1st April 2019 gabapentin and pregabalin are reclassified as Schedule 3 Controlled Drugs (CDs).

Once this change has come into force, all gabapentin and pregabalin prescriptions will be subject to the prescription writing requirements for Schedule 3 CDs and it will be illegal to supply these drugs through repeat dispensing. However, pregabalin and gabapentin will be included in the list of “exempted drugs” in the Safe Custody Regulations which means that they will not be required to be kept in the CD cabinet.

We have updated our briefing to include information on NUMSAS and physiotherapist and podiatrist prescribing.

Questions relating to dispensing of CDs using EPS are covered in a separate briefing detailed below.

**Guidance**

- PSNC Briefing 010/19: Reclassification of gabapentin and pregabalin as CDs
- PSNC Briefing 016/19: EPS Controlled drugs FAQs
- NHS England has issued a briefing note on Rescheduling of Gabapentin and Pregabalin as Schedule 3 Controlled Drugs [HERE](#)

## Unplanned Closures – A Reminder for all Pharmacies



Forms can be found on the link <https://www.england.nhs.uk/south/info-professional/pharm-info/south-west-north-community-pharmacy-information/> Please then email the form to: [england.bgs-w-pharmacy@nhs.net](mailto:england.bgs-w-pharmacy@nhs.net)

As part of logging a closure, please confirm:

- Where appropriate, supervised consumption / daily pick up patients have been contacted and alternative arrangements have been made for those who cannot collect
- Where appropriate, local drug treatment agencies have been informed of any concerns with regard to patient collections.
- Patients where acute medications or people they are concerned will go without, have been contacted
- Directory of Services team have been informed of the closure so they can amend the Directory of Service
- Details of the closure are visible to the public on the front of the pharmacy to signpost patients to the nearest local, open, healthcare service.
- Messages are included in the pharmacy website/telephone msg/NHS Choices page for the pharmacy
- Pharmacies have contacted their nearest practices to advise of a change to hours or closure.

If you have any other questions please email to [england.bgs-w-pharmacy@nhs.net](mailto:england.bgs-w-pharmacy@nhs.net) – this email account is continuously monitored between 08:00 – 17:30 Monday to Friday.

## Drug Shortage Information



### Carbagen (Carbamazepine) various preparations

As carbamazepine is considered a Category 1\* anti-epileptic medication, patients should normally be maintained on the same brand, however Mylan (the manufacturers of Carbagen) have informed DHSC that the following preparations of Carbagen (carbamazepine) tablet will be unavailable until mid-late 2019.

The affected products are listed below:

- Carbagen 200mg and 400mg Immediate Release Tablets – unavailable until mid-2019
- Carbagen 200mg and 400mg Modified Release Tablets – unavailable until late 2019

Patients currently prescribed Carbagen tablets by brand will therefore need to be switched to an alternative brand of carbamazepine tablets during this time.

Novartis, the manufacturer of Tegretol which is the alternative brand of carbamazepine, tablets have confirmed that they are able to support additional demand during this time for all affected strengths and formulations.

DHSC have worked with NHSE, NHSI and UK Medicines Information to develop a clinical memo, which has been produced to support clinicians in prioritising and switching patients during this period. The memo can be found at the following link: <https://www.sps.nhs.uk/articles/shortage-of-carbagen-carbamazepine-tablets/>



Clinicians and pharmacists should identify potentially affected patients as soon as possible and ensure they are managed appropriately.

*\*There are clear indications that clinically relevant differences between different manufacturers' products might occur, even when the pharmaceutical forms are the same and bioequivalence has been shown.*

**Valproate (Epilim and Depakote) Preparations...** Sanofi have issued a **statement** regarding the supply of all their valproate preparations (Epilim and Depakote).

Temporary disruption is expected until mid-March 2019, this is due to temporary disruption at a Sanofi manufacturing site, leading to lower stock levels than usual.

Additionally, following a request from the Medicines and Healthcare Regulatory Agency (MHRA), pack sizes of valproate have been changed from 100 to 30 tablets. Therefore, the packs of 100 may appear as "unavailable" on ordering systems and the packs of 30 should be selected instead. Community pharmacy teams are recommended to check the pack size of the product being ordered, and if experiencing any difficulty in obtaining stock to contact the Sanofi customer service team on 01483 505515 so they can assist and help resolve the issue. If stock isn't available, you may need to contact the prescriber for an alternative preparation.

In its statement Sanofi has added that "Patients may find that their normal tablet or granule preparation is substituted by their doctor for a liquid or syrup preparation of valproate and vice versa. This may result in a change to the frequency of dosing, but it is important that patients continue taking their medication and any changes are discussed with their doctor."

### **Metoprolol 50mg and 100mg Tablets...**

DHSC has been made aware of an ongoing supply issue with the following two products:

- o Metoprolol 50mg tablets
- o Metoprolol 100mg tablets.

The issue has been caused because of some manufacturers discontinuing the products and others having supply difficulties. Milpharm/Aurobindo, are currently the sole supplier of both presentations to the UK market. Supplies of both presentations are currently available but may be limited, further stock is arriving over the coming weeks however supply is likely to be intermittent for several months.

**If patients are having difficulty obtaining metoprolol, they may need to be switched to an appropriate alternative treatment.**

**Information is available, which advises on management options for patients affected by this supply issue, including the use of alternative beta blockers, dosing information for these alternative beta blockers and monitoring requirements.**

Suppliers of alternative beta blockers have been contacted to determine if they can meet any additional demand and currently, the manufacturer of carvedilol has indicated it would be unable to meet demand if patients were switched to this product. Manufacturers of bisoprolol, atenolol and propranolol have indicated they have capacity to support any additional demand on their products. DHSC are continuing to work with the manufacturers Milpharm/Aurobindo, to expedite future deliveries will continue to monitor the overall situation.

## PCSE Updates



### Submitting enquiries to the Market Entry team at PCSE

Enquiries and queries should be emailed to the Market Entry team, with the case (CAS) reference number clearly displayed within the email subject header. The CAS number ensures all correspondence relating to a specific application can be easily identified and attached to the correct file.

If you have not been provided with a CAS number, please enter relevant reference information in the email subject header. For example this could include:

- Name of applicant
- Proposed pharmacy address & postcode
- Name of body corporate
- Registered office address & postcode

The email address for PCSE's Market Entry team is: [PCSE.marketentry@nhs.net](mailto:PCSE.marketentry@nhs.net)

### New online form to replace paper applications for Market Entry

Later this year, the new approach for pharmacy applications will see the replacement of multiple paper forms with one single online application, accessible via PCSE Online.

The newly developed online form to replace the 30+ paper forms that currently exist for Market Entry applications is now being tested. It will include not only Market Entry and Change of Ownership, but also Market Exit and Consolidations, and Opening Hours Changes.

The new system will provide a straightforward online application process that is automatically checked for completeness before applications are submitted.

Some of the benefits of the online form include:

- Applicant will be guided to complete only the fields that are relevant to their application and organisation type. They will be able to save a draft and upload relevant files such as floorplans and maps with their applications
- Real time validation to prevent incorrect information being submitted
- More 'right first time' applications
- Acknowledgement email and reference to confirm an application has been received
- Facility to download pdfs of applications
- Option to view and track the status of open applications on PCSE Online
- NHS England will be able to access and update the application status directly

Following internal testing by PCSE (with some NHSE participation), the new system will then be subject to User Acceptance Testing with NHS England and other stakeholders, before a trial period for 'early adopters' is followed by the national roll-out expected later this year.

### Top tips for completing Market Entry applications

PCSE is responsible for processing Market Entry applications on behalf of NHS England. To help



applicants accurately complete the forms, we have put together some useful tips. These are based on omissions or errors that are commonly made on applications we receive\*.

- Please do not leave any sections blank. If there is a section that is not applicable to you or your application, please state this on the form. PCSE will return incomplete forms, where fields are left blank or information is missing, with a request to add the relevant information or mark n/a.
- Ensure the correct Health and Wellbeing Board (HWB) is named in the relevant section of your application form. You should select the HWB for the area where you are applying for the pharmacy premises to be. General information about HWBs is available from the King's Fund who have a [HWB directory](#) which might help you find out your local HWB.
- Clearly state the applicants name in section 1.1. For example - if you are applying as a body corporate, add the name of the body corporate in this section as well as the correspondence address.
- If you are applying for a **change of ownership**, please include the current pharmacy trading name and full address in section 2 of the application form.
- Check that you have included the correct 'Core' and 'Supplementary' opening hours.

*\*PCSE Market Entry is precluded from offering detailed guidance on how to complete an application but these tips have been provided to help applicants avoid common mistakes.*

## How do I opt in or out of receiving the monthly hard copy drug tariff?

In line with NHS England's sustainable development strategy and commitment to make services available online where possible, we are encouraging pharmacies to make use of the [online version of the Drug Tariff](#).

The online Drug Tariff is available to view on the NHS Business Services Authority website (see link above), providing timely access to the very latest information. The latest version is available three working days prior to the start of each month. You can also view any updates that have been made to the published version online.

All pharmacies were given the option to opt in to continue to receive the hard copy drug tariff in December 2018. Any pharmacies that did not inform PCSE of their wish to opt in will not receive a monthly hard copy.

Pharmacies can opt in or out of receiving the monthly hard copy of the drug tariff at any time. Please email [dtbsurvey@nhs.net](mailto:dtbsurvey@nhs.net) with the following information:

- Your name
- Your business name and address
- Your business opening hours
- ODS/Practice code (if you do not know this please contact the Exeter Helpdesk on 0300 3034 034 or email: [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net))

### Please state whether you are opting in or out.

If you are opting in please include information on any days you are not open and alternative delivery instructions for those days.

To receive a hard copy of the drug tariff next month, please inform us that you wish to opt in by the 15th day of the month.

## South West (North) Community Pharmacy Webpage: An Update


[Back to Top](#)

In the last newsletter, we provided details of the new NHS England South West (North) Community Pharmacy Webpage. We have recently set this up for all Pharmacy Contractors in BaNES, Gloucestershire, Swindon & Wiltshire.

You can also find the following information and templates on the webpage:

- |                                                                   |                                                                                                                                                                                     |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a) NHS England South West (North) Pharmacy Team Contact details   | g) Use of NHS Mail Shared E-Mail Accounts <i>(including Additional User Requests and Requests to Change the Name of an Existing Email Address, and Removal of Additional Users)</i> |
| b) Contact for Controlled Drugs, Incidents or Concerns            | h) WWW.NHS Net: Your Profile Page                                                                                                                                                   |
| c) NHS Complaints Procedure                                       | i) Translation & Interpretation Service Providers for NHS patients                                                                                                                  |
| d) Template for requesting changes to Core or Supplementary Hours | j) Primary Care Support Services: An online portal for stationery supplies                                                                                                          |
| e) Template for reporting Unplanned Closures                      | k) MUR/NMS Quarterly Submission Process                                                                                                                                             |
| f) Template for 100 Hour Contract Returns                         | l) Newsletters                                                                                                                                                                      |

Please refer to our webpage by following the link below:

<https://www.england.nhs.uk/south/info-professional/pharm-info/south-west-north-community-pharmacy-information/>

## Contact Details



### Email Address:

All contractual queries should be sent to: [england.bgs-w-pharmacy@nhs.net](mailto:england.bgs-w-pharmacy@nhs.net)

**PLEASE NOTE THAT NHS ENGLAND WILL ONLY BE ABLE TO COMMUNICATE WITH YOU THROUGH YOUR NHS.NET EMAIL ACCOUNTS GOING FORWARD.**



**PLEASE ENSURE THAT YOUR NHS MAIL ACCOUNTS ARE CHECKED DAILY.**

### South West (North) Community Pharmacy webpage:

This webpage provides a wealth of information for Pharmacy Contractors in BaNES, Gloucestershire, Swindon & Wiltshire, plus a number of templates which can be downloaded and returned to us at the email address above.

<https://www.england.nhs.uk/south/info-professional/pharm-info/south-west-north-community-pharmacy-information/>

### Postal Addresses:

Chippenham Office		Gloucester Office	
Primary Care Commissioning, NHS England South West (North), 1st Floor, Jenner House, Avon Way, Langley Park, Chippenham, Wiltshire, SN15 1GG		Primary Care Commissioning, NHS England South West (North), Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth, Gloucester, GL3 4FE	
Name	Job Title	Tel No	Email Address
Sharon Greaves	Contracts Manager	0113 825 1515	Sharongreaves@nhs.net
Melissa Kendall-Milnes	Assistant Contracts Manager	0113 824 8345	Melissa.kendall-milnes@nhs.net
John Reason	Commissioning Support	0113 825 3496	John.reason@nhs.net
Sharon Hodges	Commissioning Support	0113 825 3512	Sharon.hodges2@nhs.net
Joy Weeks	Senior Administrator	0113 825 1543	Joy.weeks@nhs.net