

NHS England South West

Community Pharmacy Bulletin

DATE 13 September 2022

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Bank Holiday Monday 19th September 2022

Following the death of Her Majesty Queen Elizabeth II, and announcement on Saturday of the bank holiday on the date of The Queens state funeral Monday 19th September, please find the link to the letter regarding Primary Care arrangements on this date:

- [NHS England » Funeral plans and arrangements for primary care services](#)

Christmas & New Year Bank Holidays 2022/23

At the end of June 2022 all community pharmacies were contacted by NHS England with the community pharmacy contractual opening hours requirements for Christmas and New Year 2022/2023.

As you will be aware, current regulation states that community pharmacies are not required to open on Public Holidays or Bank Holidays.

For winter 2022/2023 the relevant dates are: -

- Sunday 25 December 2022 Christmas Day - bank holiday
- Monday 26 December 2022 Boxing Day - bank holiday
- Tuesday 27 December 2022 Christmas substitute bank holiday
- Monday 02 January 2023 New Year's substitute bank holiday

Application process to change Core and Supplementary Hours

Applications to change / reduce core hours must be made giving 90 days' notice. Notification to reduce Supplementary Hours must be made giving 90 days' notice. Please note that applications received after the 90-days' notice deadlines will not be accepted.

Deadline for application submissions are as follows: -

- | | Deadline |
|--|--------------------------|
| • Christmas Eve Saturday 24 December 2022 | Sunday 25 September 2022 |
| • New Year's Eve – Saturday 31 December 2022 | Sunday 02 October 2022 |
| • New Year's Day – Sunday 01 January 2023 | Monday 03 October 2022 |

Please use the appropriate following links to submit an application:

- [Application to amend Core Hours Form](#)
- [Application to amend Supplementary Hours Form](#)

Community Pharmacy Assurance Framework (CPAF) 2022

The Screening questionnaire closed on 31st August 2022 and NHS Business Services Authority on behalf of NHS England have now sent the final reports. These reports detail the pharmacies who did not complete the screening questionnaire in time and will therefore be automatically selected to complete a full CPAF questionnaire.

Pharmacies who fall into this category and those who are also chosen by the area team to complete a full CPAF questionnaire will be contacted by the NHS Business Services Authority in a couple of weeks.

Learning from a Patient Complaint about Access to Vegan Medication

Context: Patient with ethical vegan beliefs felt that more should have been done to source vegan medication.

Response: The practice and pharmacy confirmed the steps taken to source suitable medication and the information provided to the individual to support informed decision making.

Shared Learning: Decision making between patient and clinician on healthcare treatment should be shared decision making ([NHS England » Shared decision making](#)) and take into consideration the patients' beliefs and weigh up as part of the overall benefit vs risk of treatment or not accepting treatment.

In this complaint situation, the patient's beliefs conflict with the available healthcare options if there is no suitable vegan alternative and all reasonable efforts have been tried to find a suitable alternative. In some cases, there may be no vegan option of treatment. It then would become a compromise on whether the patient places their belief over the prescribed treatment and accepts the risks to their health in this circumstance.

An example of this in another context would be a person belonging to Jehovah's Witness belief unwilling to accept treatment with blood products, even if this is to the detriment to their health after being made aware of the potential risks and outcomes.

There is no specific national guidance in relation to managing a patient's vegan beliefs if these come into conflict with available healthcare options. There is general guidance in relation to patients' personal beliefs and care from General Pharmaceutical Council (GPhC):

[in_practice-_guidance_on_religion_personal_values_and_beliefs.pdf \(pharmacyregulation.org\)](#)

Join the Conversation on Pharmacy Professional Leadership

The UK chief pharmaceutical officers would like to invite you to take part in the independent UK Commission for Pharmacy Professional Leadership's Call for Evidence.

The UK Commission on Pharmacy Professional Leadership has been set up by the Chief Pharmaceutical Officers of England, Scotland, Wales and Northern Ireland. Findings from the survey will inform the Commission's work as it develops recommendations for the future of pharmacy professional leadership in the UK

Please [share your views in this online survey by 16 September 2022](#)..

Autumn Covid19 Booster and Flu Vaccine Programme

National Protocol for Inactivated Influenza Vaccine

The National Protocol for Inactivated Influenza Vaccine has been published and can be accessed through this link: [National protocol for inactivated influenza vaccine - GOV.UK \(www.gov.uk\)](#)

The [Flu Immunisation Training recommendations](#) set out the minimum standards of training for flu immunisers to administer adult vaccinations. Flu training should cover the topics in the Core Curriculum for Immunisation Training (for [RHCPs](#) or [HCSWs](#)) relevant to the immuniser's specific area of practice, the flu vaccine(s) that they will deliver and their role.

Mandatory completion of workforce survey

The Department of Health and Social Care (DHSC), NHS England and PSNC have agreed that it will be a Terms of Service requirement for contractors to complete the annual Health Education England (HEE) community

pharmacy workforce survey, which will then provide a full picture of the community pharmacy workforce, including identifying the number of vacancies and regions where these are particularly hard to fill.

Regulations have been laid in Parliament which will make this a requirement of the Terms of Service from 1st October 2022.

Removal of the requirement to undertake a Patient Satisfaction Survey

PSNC is acutely aware of the challenges that contractors and their teams are currently facing, so in recognition of the workload associated with completing the annual workforce survey, we have negotiated with DHSC and NHS England that the requirement to undertake an annual patient satisfaction survey will be removed from the Terms of Service from 1st October 2022. This means that contractual requirement will no longer apply to contractors in 2022/23 and going forward.

World Pharmacist Day – September 25, 2022

World Pharmacists Day is observed on September 25 each year to pay tributes to pharmacists for the role they play in improving global health.

“Pharmacy united in action for a healthier world” is the theme of World Pharmacists Day on 25 September 2022. This year’s theme aims to showcase pharmacy’s positive impact on health around the world and to further strengthen solidarity among the profession.

MHRA - Class 2 Medicines Recall

Hikma Pharmaceuticals USA Inc are recalling the below batches due to an out of specification result with related substances during testing for retain samples. This unlicensed medicine has been imported into the U.K. to meet the special need of individual patients.

MDR number: 160-08/22

Product name: **Lorazepam 2mg/ml Injection**, Unlicensed medicine

| Batch number | Expiry date | Pack size | First distributed |
|--------------|--------------|-----------|-------------------|
| 070084 | 31 July 2023 | 25 x 1ml | 17 August 2020 |
| 070126 | 31 July 2023 | 25 x 1ml | 17 August 2020 |
| 080060 | 31 July 2023 | 25 x 1ml | 17 August 2020 |
| 080091 | 31 July 2023 | 25 x 1ml | 17 August 2020 |

Product name: **Lorazepam 4mg/ml Injection**, Unlicensed medicine

| Batch number | Expiry date | Pack size | First distributed |
|--------------|--------------|-----------|-------------------|
| 070096 | 31 July 2023 | 25 x 1ml | 17 August 2020 |

Advice for healthcare professionals: Stop supplying the above batch immediately. Quarantine all remaining stock and return it to your supplier using your supplier’s approved process.

Serious Shortage Protocols (SSPs)

Information on current SSPs is now available to view on the NHS Business Service Authority BSA's along with supporting guidance

- [Dedicated SSP web page](#)

The PSNC also have a lot of guidance on their website which you may find useful if you have queries:

- [Serious Shortage Protocols \(SSPs\)- PSNC Website](#)

If you have any questions regarding SSPs please contact the NHS Prescription Service:

- Email: nhsbsa.prescriptionservices@nhsbsa.nhs.uk
- Telephone: 0300 330 1349
- Textphone: 18001 0300 330 1349

DHSC Medicine Supply Notifications

A Tier 2 medicine supply notification for Methylprednisolone (Medrone®) 4mg tablets

A Tier 2 medicine supply notification for Rifampicin (Rifadin®) 100mg/5ml oral suspension

A Tier 2 medicine supply notification for estradiol (Estraderm MX®) 25micrograms/24hours and 100micrograms/24hours transdermal patches.

A Tier 3 medicine supply notification for medroxyprogesterone (Provera®) 10mg tablets

| Medicine | Out of stock | Alternatives |
|--|--|---|
| Methylprednisolone (Medrone®) 4mg tablets | From 15 th September 2022 until mid-January 2023. | <ul style="list-style-type: none"> • Prednisolone tablets See MSN for details |
| Rifampicin (Rifadin®) 100mg/5ml oral suspension | Limited supplies with resupply expected w/c 10 th October 2022. | <ul style="list-style-type: none"> • If further supplies are required before the resupply date, primary care should: <ul style="list-style-type: none"> ○ continue to order Rifadin® oral suspension in line with historic demand; and ○ be aware that, where demand exceeds historic use, a prescription validation process will be implemented. ○ Anonymised prescriptions should be sent to Sanofi Customer Services to receive further supplies. • Rifampicin 150mg and 300mg capsules See MSN for details. |
| Estradiol (Estraderm MX®) 25micrograms/24hours and | Until w/c 12 th September 2022. | <ul style="list-style-type: none"> • Estradiol (Evorel®) 25microgram patches |

| | | |
|---|---|---|
| 100micrograms/24hours transdermal patches. | Intermittent supply issues for both strengths are subsequently expected until January 2023. | <ul style="list-style-type: none"> Estradiol (Evorel®) 100microgram patches |
| Medroxyprogesterone (Provera®) 10mg tablets | Until mid-September 2022 | <ul style="list-style-type: none"> Norethisterone 5mg tablets See MSN for details. |

DHSC and NHS England have now launched an online Medicines Supply [Tool](#), which provides up to date information about medicine supply issues.

The Tool also details any changes to resupply dates and updates to the entries. To access the Tool, you will be required to register which can be done through the Specialist Pharmacy Service website [SPS Website](#)

NHS Smart Card Renewal

If you have received automated messages about NHS smartcard renewal, please self-renew as soon as possible. If NHS Digital do not manage to increase the rate of renewal now, it will inevitably result in a rush of users requiring smartcard renewals through the Care Identity Service with increasing urgency.

This could lead to delays in access to systems and services, due to backlogs of renewals being requested for processing by Registration Authorities. Any impact on the Care Identity Service will not affect authentication and access to clinical systems for users with a valid smartcard.

Please use the link for smartcard renewals: [Self-renewal NHS smartcard service - NHS Digital](#)

Complaints and Incidents

The South West Region Community Pharmacy Contract Management Team receive a high volume of complaints and incidents. To ensure we provide the best patient experience and adhere to our quality and improvement processes it is imperative all pharmacies respond within the required deadline so all complaints and incidents can be investigated and resolved as soon as possible.

If a community pharmacy is asked to report on an investigation, they will be required to respond within 10 working days of receiving the request.

All complaints and incidents will be reported through the pharmacy's NHS mail account so please ensure your pharmacy is checking the account daily.

Useful Information

NHS England – South West Region Community Pharmacy Contract Management Team contact information

Email: england.pharmacysouthwest@nhs.net

Website: <https://www.england.nhs.uk/south/info-professional/pharm-info/sw-pharm/> for more further information, blank templates, forms, and documents.