

# NHS England South West

## Community Pharmacy Bulletin

DATE 17 August 2022

### Table of Contents

Pharmacy Opening Hours August Bank Holiday 2022.....	2
Christmas & New Year Bank Holiday 2022/23.....	2
Community Pharmacy Assurance Framework (CPAF) 2022.....	3
Complaints and Incidents.....	3
Long Covid Awareness Support.....	3
Independent Prescribing Provision 2022.....	3
Reimbursable vaccines and eligible cohorts for the 2022/23 NHS Seasonal Influenza (flu) Vaccination Programme.....	4
NHS England Business Plan 2022.....	4
NHS Prescription Services: Hints & Tips Newsletter.....	4
Serious Shortage Protocols (SSPs).....	4
MHRA - Class 4 Medicines Defect Information.....	5
DHSC Medicine Supply Notifications.....	5
Useful Information.....	6

---

## Pharmacy Opening Hours August Bank Holiday 2022

Draft versions of the August Bank Holiday rotas were circulated to all contractors in early August for review and to advise us of any changes by Friday 12 August. Thank you to those contractors who reviewed and submitted any changes.

Final rotas will now be circulated week commencing 15 August 2022 to all our contractors, out of hours services, Local Pharmacy Committees, Regional ICBs and NHS England team leads.

In preparation for the forthcoming bank holiday could all pharmacies please ensure the following:

1. Regarding daily pick up patient prescriptions - remember to plan to ensure the prescriber is aware of the pharmacy's opening hours.
2. Update NHS UK <https://www.nhs.uk/> to show the opening & closing times of the pharmacy to reflect the opening hours as stated within the August Bank Holiday rota.
3. Update DOS with the pharmacy's hours if you have not already done so.

---

## 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

### Expression of Interest for Voluntary opening hours on bank holidays

Whilst we are aware this is not a mandatory requirement, we would be grateful if you would let us know if you have any expressions of interest to open your pharmacy for full dispensing services over the Christmas and New Year public and bank holidays dates. You can register your interest by completing the Microsoft Form online using the following link:

- [EOI MS Form to be completed](#)

### 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](#)

For full details of NHS England's letter regarding Community Pharmacy Winter Planning Requirements for Christmas and New Year 2022/2023 please see the attachment sent on email with the bulletin.

---

## Community Pharmacy Assurance Framework (CPAF) 2022

NHS Business Services Authority on behalf of NHS England is facilitating the Community Pharmacy Assurance Framework (CPAF) Survey for 2022. The screening survey is taking place from Monday 18 July until Midnight Wednesday 31 August and will follow the same format as in 2021.

All pharmacies have been contacted on how to conduct the survey. For those who have access to "Manage Your Service (MYS)" you will need to complete the survey via MYS. Those contractors who do not have access to MYS you will be sent a link to complete the survey, this will also be made available via the webpage below: <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/community-pharmacy-assurance-framework-cpaf>

Participation in CPAF is a contractual requirement so please ensure your pharmacy has completed their screening questionnaire by the deadline of midnight Wednesday 31 August 2022.

---

## 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.

---

## Long Covid Awareness Support

The Long Covid Team at NHS England are looking at reducing health inequalities across the region and one area of focus is awareness. The aim is to ensure that the population know what Long Covid is, what the symptoms are and what they need to do if they are suffering with the condition.

There are two posters available which can be displayed within your pharmacy and on your web and social media pages.

- Poster 1: "Have you got Long Covid?"
- Poster 2: Provides details for the HOPE Programme, a self-management course, which is available to the South West population who may require support through the recovery of Long Covid.

For copies of the posters please see the attachments sent on email with the bulletin.

---

## Independent Prescribing Provision 2022/23

Health Education England's national team have now announced the outcome of the procurement for national Independent Prescriber (IP) training provision.

HEIs successful within the South West, Thames Valley and Wessex are:

- University of Bath

- University of Plymouth
- University of Reading
- University of West of England (subject to contract)
- University of Portsmouth (subject to contract)

For more information on pharmacist eligibility and the application process for learners please visit the HEE IP [webpage](#). For further information or for any queries, please contact [pharmacyteam@hee.nhs.uk](mailto:pharmacyteam@hee.nhs.uk), however HEE South Pharmacy ([pharmacy.south@hee.nhs.uk](mailto:pharmacy.south@hee.nhs.uk)) can be contacted for any region-specific queries.

---

## Reimbursable vaccines and eligible cohorts for the 2022/23 NHS Seasonal Influenza (flu) Vaccination Programme

In a letter published by NHS England on the 15 July, everyone aged 50 and over will be among those offered a COVID-19 booster and a flu jab this autumn under plans to increase protection against respiratory viruses ahead of winter. [For further details click here.](#)

On COVID-19 boosters, the Joint Committee on Vaccination and Immunization (JCVI) has now published its final recommendations for this autumn's programme. [For further details click here.](#)

---

## NHS England Business Plan 2022/23

NHS England published on 10 August 2022 its business plan setting out the work in leading and supporting the NHS to respond to the challenges of the last two years as well as the opportunities to transform the delivery of care and health outcomes through collaborative system working, and the use of data and digital technologies.

For full details of the plan please click [here](#).

---

## NHS Prescription Services: Hints & Tips Newsletter

NHS Prescription Services produces a quarterly newsletter called "Hints & Tips for dispensing contractors". The latest edition (July 2022 Issue 48) contains some useful information and advice on:

[Batch submissions – Account Identifier Document](#)

[Licensed medicines](#)

[RTEC DWP work complete](#)

[NMS returns not required Q1](#)

[DDA conference – book your place](#)

[Endorsing SSPs](#)

[dm+d browser](#)

[Electronic Repeat Dispensing](#)

To view current and previous issues of Hints & Tips click [here](#).

---

## 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](mailto:nhsbsa.prescriptionservices@nhsbsa.nhs.uk)
- Telephone: 0300 330 1349
- Textphone: 18001 0300 330 1349

## MHRA - Class 4 Medicines Defect Information

- Omega Pharma Limited, Niquitin 14mg Clear Patch (14 patches), EL(22)A/32. Omega Pharma Limited have identified an error relating to the product packaging. Alert Issued 20 July 2022. For product and defect information please click [here](#).
- Novo Nordisk Limited, NovoRapid® FlexTouch® 100 units/ml, Saxenda® FlexTouch® (liraglutide) 6mg/ml, EL(22)A/33. Novo Nordisk Limited would like to notify you of a defect that affects specific batches of NovoRapid FlexTouch prefilled pen device and batches of Saxenda FlexTouch prefilled pen device in the UK. Alert Issued 21 July 2022. For product and defect information please click [here](#).

## DHSC Medicine Supply Notifications

- A Tier 2 medicine supply notification for Insulin isophane biphasic human 50/50 (Insuman® Comb 50) 100units/ml suspension for injection 3ml cartridge. Alert Issued 10 August 2022.

Medicine	Out of stock	Alternatives
Insulin isophane biphasic human 50/50 (Insuman® Comb 50) 100units/ml suspension for injection 3ml cartridge	Discontinued with stocks being exhausted imminently.	<ul style="list-style-type: none"> <li>• Humalog® Mix50 (50 % insulin lispro solution and 50 % insulin lispro protamine suspension) Kwikpen/cartridges</li> <li>• Other biphasic insulin preparations.</li> <li>• See MSN for details.</li> </ul>
The contents of this Medicine Supply Notification can now be viewed on the Tool (please see below).		

- A Tier 2 medicine supply notification for Disopyramide 150mg capsules. Alert Issued 12 August 2022
- A Tier 2 medicine supply notification for Hydrocortisone sodium phosphate 100mg/1ml solution for injection ampoules. Alert Issued 12 August 2022.

Medicine	Out of stock	Alternatives
Disopyramide 150mg capsules	Discontinued with immediate effect	<ul style="list-style-type: none"> <li>• Disopyramide 100mg capsules (Neon)</li> <li>• Disopyramide 250mg MR tablets (Neon)</li> </ul>
Hydrocortisone sodium phosphate 100mg/1ml solution for injection ampoules	<p>Very limited supply, stocks are likely to be exhausted in the coming months.</p> <p>Further stock is anticipated in mid-March 2023.</p>	<ul style="list-style-type: none"> <li>• Hydrocortisone sodium succinate 100mg powder for solution for injection/infusion (100mg x 1 pack with diluent and 100mg x 10 pack without diluent)</li> <li>• See MSN for details.</li> </ul>
The contents of this Medicine Supply Notification can now be viewed on the Tool (please see below).		

The contents of this Medicine Supply Notification can now be viewed on the Tool (please see below).

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](#).

---

## Useful Information

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

Email: [england.pharmacysouthwest@nhs.net](mailto: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.