

NHS England South West

Community Pharmacy Bulletin

Date 25 August 2022

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Pharmacy Opening Hours August Bank Holiday 2022

Final rotas have now been circulated to all our contractors, out of hours services, Local Pharmaceutical 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.

Final rotas are available on our web site to view together with maps outlining the pharmacies open on the Bank Holiday in the region. The rotas and maps can be viewed [here](#).

Please note that the August Bank Holiday rotas are only being sent to Out of Hours services, Local Pharmaceutical Committees, regional ICBs and various NHS England team leads. Please distribute as needed to other interested parties or direct them to our [website](#).

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](#)

Postal Strikes and Delivery of Medicines

Please note the Royal Mail are planning postal disruptions on the following dates:

- Friday 26th August
- Bank Holiday Monday 29th August
- Wednesday 31st August
- Thursday 8th September
- Friday 9th September

For all distance selling pharmacies (DSPs) please make sure that you have your business continuity plan in place and outline your contingency plan on your website so that patients are aware.

Please be aware that patients who opt to receive their medicines by post and expect to need their prescription on or around those dates, may place their requests early.

Royal Mail has confirmed that parcels containing prescription medicines will be prioritised where possible during this time.

Royal Mail's announcement can be viewed [here](#)

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.

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**.

Community Pharmacy Seasonal Influenza Service 2022/23

A service specification for the community pharmacy seasonal influenza vaccine advanced service for the 2022/23 flu season was published on 22 August. Further details can be seen [here](#)

For further details about the Autumn Covid 19 and Flu vaccination programme see email attachment

Flu Immunisation Training Recommendations

Please see the [Flu Immunisation Training Recommendations](#), which set out the minimum standards of training for flu immunisers.

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.

Changes of Director and/or Superintendent Pharmacist

Where a pharmacy body corporate appoints a new director or superintendent, or a DAC body corporate appoints a new director, it must notify NHS England within 30 days (paragraph 32(4), Schedule 4 and paragraph 22(4), Schedule 5 of the Regulations).

The relevant part of the Regulations can be found, here:

[The National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013 \(legislation.gov.uk\)](#)

To submit the notifications, please access the Pharmacy Market Administration Services (PMAS) through the [Primary Care Support England \(PCSE\) portal](#) and complete and submit the relevant forms. There is guidance on the process on the website.

Controlled Drugs Newsletter Published by the NHS England Regional Team

The NHS England - South West controlled drugs team have published a new edition of their controlled drug newsletter for summer 2022.

This newsletter aims to share the themes and learning from the many controlled drug incidents that are reported to them. The team had previously paused the publication of their newsletters during our organisational restructure, and also during the pandemic but they now aim to publish a newsletter twice a year on their website. The latest issue can be accessed [here](#) and back issues are available [here](#).

The team welcome feedback via england.southwestcontrolleddrugs@nhs.net

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 diltiazem (Tildiem Retard®) 90mg and 120mg modified-release tablets
- A Tier 3 medicine supply notification for bowel evacuation preparations
- An updated Tier 2 medicine supply notification for voriconazole (VFEND®) 40mg/ml powder for oral suspension
- An updated Tier 2 medicine supply notification for acebutolol (Sectral®) 100mg and 200mg capsules and 400mg tablets

Medicine	Out of stock	Alternatives
Diltiazem (Tildiem Retard®) 90mg and 120mg modified-release tablets	<ul style="list-style-type: none">• Diltiazem (Tildiem Retard®) 90mg modified-release tablets are out of stock until w/c 17th October 2022.• Diltiazem (Tildiem Retard®) 120mg modified-release tablets	<ul style="list-style-type: none">• Adizem® SR capsules• Angitil® SR capsules• See MSN for details.

	will be out of stock from beginning of September to w/c 17th October 2022.	
Bowel evacuation preparations	<ul style="list-style-type: none"> • Moviprep® oral powder sachets are out of stock until w/c 22nd August 2022. • Moviprep® orange oral powder sachets are out of stock until w/c 3rd October 2022. • Supplies of Plenvu® oral powder sachets remain available but may be limited at present, with deliveries due weekly until September. • Limited supplies of Klean-Prep® oral powder 69g sachets remain available. 	<ul style="list-style-type: none"> • Citrafleet® oral powder 15.08g sachets • Citramag® effervescent powder sachets • Picolax® oral powder 16.1g sachets • The above products remain available and can support a partial uplift in demand. • See MSN for details.
Voriconazole (VFEND®) 40mg/ml powder for oral suspension	Until late August 2022.	<ul style="list-style-type: none"> • Voriconazole 50mg tablets • Voriconazole 100mg tablets • Voriconazole 200mg tablets • Unlicensed supplies of voriconazole 40mg/ml oral suspension
Acebutolol (Sectral®) 100mg and 200mg capsules and 400mg tablets	<ul style="list-style-type: none"> • Following the discontinuation of acebutolol (Sectral®) 100mg capsules in 2021, Neon Healthcare have now discontinued 200mg capsules and 400mg tablets. • Stocks already exhausted. 	<ul style="list-style-type: none"> • Alternative beta blockers. • 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.