

NHS England South West

Community Pharmacy Bulletin

DATE 30 September 2022

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Thank you

We would like to thank all our Community Pharmacy teams, who urgently worked with short notice to organise and deliver the recent bank holiday cover arrangements. Thank you for your support!

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 |
|--|------------------------|
| • 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 Contractual Framework 2019-2024 5-year Deal

The Department of Health and Social Care (DHSC), NHS England and the PSCN have agreed the arrangements for the final two years of the Community Pharmacy Contractual Framework (CPCF) in Year 4 2022/23 and Year 5 2023/24.

The arrangements outline new services and the expansion of existing services that pharmacy teams would be able to offer to patients and local communities.

For further details about the arrangements, read the joint letter from DHSC, NHS England and PSCN [here](#) .

Community Pharmacy Workforce Survey 2022

New Regulations laid out by the Department of Health and Social Care (DHSC) require pharmacy contractors to complete an annual workforce survey from 2022. Community pharmacies in England will now be required to take part in the [2022 Community Pharmacy Workforce Survey](#) from autumn 2022.

The survey will be open for a period of eight weeks. The workforce survey will provide a full picture of the community pharmacy workforce, including identifying the number of vacancies and regions where these are particularly hard to fill.

When the survey launches from early October, individual pharmacies will be contacted by NHSBSA to complete the online survey. Those that do not receive an invitation can expect their head office to submit data on their behalf. If in doubt, please check with your head office.

Updated Patient Group Direction for the Seasonal Flu Service

Following the publication of the [Community Pharmacy Advanced Service Specification](#) for seasonal influenza last month, the [inactivated influenza vaccine PGD](#) has been updated to reflect the changes to training requirements as set out in the Advanced Service Specification.

All vaccinators should ensure that the vaccine given to patients corresponds with the JCVI recommendations as set out in table format in [Appendix C](#) of the National flu immunisation programme 2022 to 2023 letter.

Stoptober 2022

Stoptober is back this October! Stoptober is a great opportunity to encourage smokers to make a quit attempt and help them sustain it throughout October and beyond. This year's campaign will reach smokers through a range of media with an emphasis on targeting smokers aged 25 to 50 from lower socio-economic groups who work in routine and manual jobs.

The messaging of the campaign will be *'You've got what it takes to quit this Stoptober'*; encouraging smokers to quit not only by promoting the benefits of quitting, but also to give them confidence that they *can* quit successfully.

Free campaign resources are available to order [here](#)

Keeping Your Pharmacy Profile Information Up to Date

Community pharmacy contractors are reminded to ensure they verify and, where necessary, update the information contained in their NHS website profile and the DoS profile via their [NHS Profile Manager](#).

Regular updates (or corrections where needed) will help to ensure that others will be able to contact you or visit your pharmacy as needed.

Quarterly New Medicines Service Data (NMS) returns not required for Q2 2022/23

Due to the pandemic, contractors were not required to submit their completed NMS summary data to NHSBSA in 2021/22. NHS England has been reviewing this data requirement and will advise in due course arrangements for later quarters in 22/23.

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 Temazepam 10mg and 20mg tablets

| Medicine | Out of Stock | Alternatives |
|---------------------------------|--|---|
| Temazepam 10mg and 20mg tablets | Limited supply until w/c 5 th December 2022 | <ul style="list-style-type: none">• Alternative benzodiazepines and non-benzodiazepine hypnotics remain available.• Unlicensed imports |

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.
