

# NHS England South West

## Community Pharmacy Bulletin

Date: 14 October 2022

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## 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 (1 January\*) substitute bank holiday

\* Community Pharmacies with contracted hours on Sundays are expected to be open on Sunday 1 January 2022

### Notification to Change Supplementary Hours

Notification to reduce Supplementary Hours must be made giving **at least 5 Weeks' notice**. Please note that applications received after the 5-Weeks' notice deadlines will not be accepted.

Deadline for application submissions are as follows:

	<b>Deadline</b>
• Christmas Eve Saturday 24 December 2022	Saturday 19 November 2022
• New Year's Eve – Saturday 31 December 2022	Saturday 26 November 2022
• New Year's Day – Sunday 01 January 2023	Sunday 27 November 2022

Please use the appropriate form (Annex 7- Notification of Changes to Supplementary hours) when applying.

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## Amendments to the Regulations

Amendments made to the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations introduced several changes which came into effect on 1 October 2022, these include:

- **Annual Workforce Survey**- Mandatory completion of the Health Education England (HEE) annual workforce survey for Community Pharmacies as part of their clinical governance obligations
- Requirement for Pharmacies to undertake patient survey removed
- **Market Entry**- The consultation period in relation to applications to consolidate services onto a particular site is reduced
- **Change to Supplementary Opening Hours**: the required notice periods for changes to supplementary opening hours have reduced. 3-months' notice is no longer required,

If a contractor wants:

To **increase** supplementary opening hours at the pharmacy, this can be done with no notice, but notification of the change must still be given to NHS England.

To **decrease** supplementary opening hours at the pharmacy- **at least five-weeks' notice** must be given to NHS England prior to implementing the change.

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## Community Pharmacy Workforce Survey 2022 now live – deadline 30 November

[The Community Pharmacy Workforce Survey 2022](#) launched 6 October and will close on **Wednesday 30 November**. A change in regulations now requires pharmacy contractors in England to complete the survey. This new requirement recognises the priority the NHS places on the community pharmacy workforce, and the importance of collecting consistent, accurate data on the size and shape of the workforce.

All contractors will be notified via an email from the NHS Business Services Authority (NHSBSA) with a link to the webpage to complete the survey online. Community Pharmacy organisations who are multiples, will be able to access an Excel template through their relevant membership organisations (AIM/CCA/NPA).

The process for the survey means it is not possible to remove, in advance, all pharmacies where a head office submission will be made. It will be necessary for head offices to liaise with your teams in branches to inform them that this submission will be done at head office level and to check with you before starting the online survey.

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## Pharmacy Quality Scheme 2022/23

The Pharmacy Quality Scheme 2022/23 started 10 October 2022. It builds on previous work around respiratory disease, antimicrobial stewardship and weight management and includes new criteria on improving access to end of life medicines, domestic abuse, and cancer red flags.

To qualify for the Pharmacy Quality Scheme (PQS) 2022/23 payment, pharmacy contractors will have to meet all the gateway criteria by the end of 31 March 2023.

Pharmacy contractors must claim payment for the PQS 2022/23 during the declaration period, which is between **9am on 6 February 2023** and **11.59pm on 3 March 2023**.

NHS England has published [Guidance to the Pharmacy Quality Scheme 2022/23](#) (also attached in email)  
NHS BSA has also published the [Drug Tariff Part VIIA - Pharmacy Quality Scheme](#) (also attached in email)

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## Flu Vaccination: Important Reminder

Contractors are reminded that they must ensure the correct flu vaccines are being used for each patient cohort within the NHS flu vaccination service.

Please note, there is no provision for the use of standard egg-cultured quadrivalent influenza vaccine (QIVe) in the 65 years and over patient cohort and is not covered in the pharmacy PGD, inactivated flu vaccine PGD or national protocol

A poster that summarises which flu vaccines should be used for which cohorts can be found on the GOV.UK website: [Flu Vaccines 2022 to 2023 Season](#)

**Clinical Waste from Flu Vaccination clinics** – A reminder to contractors all clinical waste related to Flu, including sharps is the responsibility of the contractor for disposal, as part of the service. NHS England only commissions clinical waste collections for unwanted medicines.

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## Updated Staff Respect Materials Available for all Primary Care Settings

We know the damaging impact that violence, abuse, and harassment can have on people's health and wellbeing, affecting both mental and physical health. [Public-facing assets are available to download from the Campaign Resource Centre](#) featuring NHS staff working in a range of different NHS settings, including general practice, pharmacy, optometry and dentistry, carrying the message '*We are here to help you. Thank you for treating us with respect*'.

Materials have been produced with staff, stakeholders, and patient groups to support NHS teams to reduce abuse and violence against staff. This includes posters featuring groups of NHS staff and individuals, social media graphics, digital screen graphics for waiting rooms or staff room screens, and a poster template is also available for download that can be used to feature photography of teams, or individual members of staff.

Please email [england.pccomms@nhs.net](mailto:england.pccomms@nhs.net) with any feedback about how these materials are/will be used so that their effectiveness can be determined.

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## Chief Pharmaceutical Officer's Pharmacy Leaders Programme

The Chief Pharmaceutical Officer's pharmacy leaders' development programme is in partnership with the Centre for Pharmacy Postgraduate Education (CPPE), it aims to develop the knowledge, skills, attitudes, and behaviours to help experienced pharmacy professionals become outstanding, compassionate, and inclusive leaders.

A key objective of the programme, and part of our work on inclusive pharmacy practice, is to improve the diversity of people working in NHS senior pharmacy professional leadership roles. The programme aims to create a cadre of senior pharmacy professionals ready for challenging senior leadership roles and to develop professional networks to sustain their professional leadership practice.

Applications are encouraged from experienced pharmacists and pharmacy technicians who aspire to lead large and complex NHS departments, services, teams, or systems of care to benefit patients and local communities.

Find out more about the programme here: [CPhO's pharmacy leaders development programme : CPPE](#). **Applications close on 21 October.**

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## Health Education England South West Pharmacy Education Conference

This event is open to pharmacy colleagues across all sectors interested in workforce and education. The event will be held face to face on **Thursday 24th November** at: Padbrook Park Hotel, Swallow Way, Cullompton EX15 1RU (no virtual attendance available).

Places are limited and will be available on a first come first served basis by signing up at the following link: <https://healtheducationyh.onlinesurveys.ac.uk/swpharmedconf22>. **Please sign-up by 1<sup>st</sup> November.** Places will be confirmed in due course and full details of the day provided. You will be placed on a waiting list if demand exceeds venue capacity.

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## PWDS Future Workshop- Expression of Interest

Pharmacy Workforce Development South (PWDS) are looking to host an online event with Aspens Training around neurodiversity (including ASD, ADHD, Dyslexia) and what this means for our trainees and our work colleagues. We would like to see how much interest there is in this event so please could you complete the very short survey linked below **before October 25th**:

<https://healtheducationyh.onlinesurveys.ac.uk/neurodiversity-workshop>

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## High Street Pharmacists Treat Thousands More People for Minor Illnesses

More than 100,000 patients were seen by their high street pharmacist in just one month according to new NHS figures, helping people get the quick care they need as well as easing pressure on GP teams facing record demand.

In June, **118,123 people** with minor illnesses such as a sore throat or constipation, or those in need of medicine urgently, received a same-day consultation with their local pharmacist after calling NHS 111 or their GP practice- an increase of more than four fifths (83%) on the number in the same month last year. **(64,512)**

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## 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
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## DHSC Medicine Supply Notifications

A Tier 2 medicine supply notification for Nafarelin (Synarel®) 200microgram/dose nasal spray

A Tier 2 medicine supply notification for Dioralyte® oral rehydration sachets

A Tier 2 medicine supply notification for Semaglutide (Ozempic®) 1mg/0.74ml solution for injection 3ml pre-filled disposable device

A Tier 2 medicine supply notification for Dulaglutide (Trulicity®) 0.75mg, 1.5mg, 3mg and 4.5mg solution for injection devices

A Tier 2 medicine supply notification for Prochlorperazine (Stemetil®) 5mg/5ml syrup

A Tier 2 medicine supply notification for Prochlorperazine (Stemetil®) 12.5mg/1ml solution for injection ampoules

Medicine	Out of stock	Alternatives
Nafarelin (Synarel®) 200microgram/dose nasal spray	Until late-December 2022	<ul style="list-style-type: none"><li>• Alternative gonadotrophin-releasing hormone (GnRH) analogues (parenteral formulations) remain available</li><li>• Unlicensed import</li></ul>

Dioralyte® oral rehydration sachets	Limited resupplies are expected late-December 2022	<ul style="list-style-type: none"> <li>O.R.S Hydration tablets</li> <li>St Mark's solution</li> <li>Kidderminster formula</li> </ul> Refer to MSN for further details
Semaglutide (Ozempic®) 1mg/0.74ml solution for injection 3ml pre-filled disposable device	Until week commencing 17 <sup>th</sup> October 2022. Thereafter, supply will only be available for existing patients until January 2023	<ul style="list-style-type: none"> <li>Alternate strengths of Semaglutide (Ozempic®) remain available but can only support a partial uplift in demand.</li> <li>Alternative GLP-1 receptor agonists (RAs) also remain available</li> </ul> Refer to MSN for further details
Dulaglutide (Trulicity®) 0.75mg, 1.5mg, 3mg and 4.5mg solution for injection devices	Supplies of dulaglutide (Trulicity®) 0.75mg, 1.5mg, 3mg and 4.5mg solution for injection devices are limited until January 2023, supply will only be available for existing patients	<ul style="list-style-type: none"> <li>Supplies of alternative glucagon-like peptide-1 agonists (GLP-1) remain available.</li> </ul> Refer to MSN for further details
Prochlorperazine (Stemetil®) 5mg/5ml syrup	Discontinued with immediate effect	<ul style="list-style-type: none"> <li>Prochlorperazine 5mg tablets</li> <li>Prochlorperazine 3mg buccal tablets</li> <li>Alternative antiemetic liquid preparations</li> </ul> See MSN for further details
Prochlorperazine (Stemetil®) 12.5mg/1ml solution for injection ampoules	Until w/c 24 <sup>th</sup> October 2022	<ul style="list-style-type: none"> <li>Limited supplies remain available in NHS Trusts and health boards</li> <li>Alternative antiemetic liquid preparations remain available</li> </ul>

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](#)

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## 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.

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## 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: [NHS England — South West » South West Community Pharmacy information](#) for more further information, blank templates, forms, and documents.

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