

Community Pharmacy Bulletin

Date: 17 January 2023

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Nine in ten patients positive about NHS community pharmacies

As pharmacies play a greater role in looking after peoples' health, results from Ipsos found [the vast majority of patients \(91%\) who had used a community pharmacy in the previous year for advice about medicines, a health problem, injury or which health service they should use, said they received good advice.](#)

For more information about the survey, and for the survey results, see the Ipsos website: [Public perceptions of community pharmacy survey.](#)

Winter Season and Adverse Weather Conditions

With winter upon us if you find that you are unable to open due to adverse weather, as well as the unplanned closure form, it would be helpful to inform us of what arrangements you have put in place to cover any emergencies, please remember to inform your local surgeries and surrounding pharmacies if you need to close, or cannot open the pharmacy.

In the event of you being unable to open due to adverse weather conditions please complete an Unplanned Closure form (a copy is attached with this bulletin) and include a response to the questions below regarding confirmation of your contingency plans and send this to our generic email address: england.pharmacysouthwest@nhs.net

- Supervised consumption / daily pick up patients have been contacted and alternative arrangements have been made for those who cannot collect
 - Local drug treatment agencies have been informed of any concerns regarding patient collections
 - Patients where acute medications or people they are concerned will go without, have been contacted
 - Directory of Services team have been informed of the closure so they can amend the Directory of Service
 - Details of the closure are visible to the public on the front of the pharmacy to signpost patients to the nearest local, open, healthcare service
 - Messages are included in the pharmacy website/telephone message/NHS.UK (formerly NHS Choices) page for the pharmacy
 - You have contacted their nearest pharmacies and GP Practices to advise of change to hours or closure
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Pharmacy Quality Scheme – Update to NHS Profile from 16 January 2023

From Monday 16 January NHS Profile Manager was updated to enable community pharmacies (other than distance selling pharmacies) to add "Palliative care medication stockholder" to their Urgent & Emergency Care Directory of Services (UEC DoS) profile to support pharmacy contractors with the completion of the requirements of the "Addressing Unwarranted Variation in Care" domain of the Pharmacy Quality Scheme (PQS). Community pharmacy contractors are reminded to review the PQS guidance and the Palliative and End of Life Care (PEoLC) Action Plan quality criterion.

By default, NHS Profile Manager will not list your pharmacy as a "Palliative care medication stockholder". Therefore, community pharmacies which stock the 16 critical end of life medicines listed in the Drug Tariff and support local access to parenteral haloperidol are encouraged to update NHS Profile Manager as early as possible. This must be completed by **31 March 2023** to meet the PQS quality criterion.

If a pharmacy is NOT a stockholder of these 16 medicines, they are NOT required to update NHS Profile Manager. Instructions on how to update NHS Profile Manager are listed below:

1. Log in to NHS Profile Manager
2. Select “Check your profiles”
3. Select a profile from your list of profiles that you can manage
4. Select “Manage your services”
5. Select “Manage your Urgent and Emergency Care (UEC) services”
6. Select the box to check if you are a ‘Pharmacy palliative care medication stockholder’ and click “Continue”
7. Review your response and confirm your answer on the next page by clicking “Save and confirm”

National Pharmacy Services

Mandatory Weight Management Campaign: January 3 - 29

The national Weight Management Health Campaign is now underway, and Community Pharmacies are required as part of their contractual obligations to participate in the campaign which runs from **January 3-29**.

To support the campaign in your pharmacy, please visit the [Campaign Recourse Centre](#) website for a range of pharmacy specific resources (including posters, wallet cards and wallet card dispensers). Pharmacy teams can choose to use digital resources as part of the campaign, which are available to download on the Campaign Resource Centre website also.

Pharmacy teams could use the campaign materials as conversation starters to assist them with meeting requirements of the Healthy Living Support domain of the 2022/23 Pharmacy Quality Scheme, which requires teams to proactively discuss weight management with a minimum of 25 patients and refer at least four patients (who meets the criteria for referral) to either a Local Authority funded tier 2 Weight Management Service or the NHS Digital Weight Management Programme.

There is a requirement for all pharmacies to upload their data for this Health Campaign onto PharmOutcomes. We have therefore attached a manual tally sheet for you to record these conversations for your convenience. We will then require you to complete the evaluation survey on PharmOutcomes from Monday **13 February to 24 February 2023** to report your figures; even if it is a nil return (further details about this will be provided shortly).

NHS England-South West Unplanned Closure Policy

The local unplanned Closure Policy which came into effect on 1 November 2022 has been shared with all community pharmacy contractors, the policy sets out the South West Pharmaceutical Services Regulations Committee (the Committee) approach for dealing with unplanned closures in Community Pharmacy. Please ensure you read this policy and share with relevant colleagues within your Community Pharmacy.

In the event of an unplanned closure, all contractors should immediately complete the [‘Notification of unplanned temporary suspension of service’](#) form. NHS England’s [Resilience Guidance](#) also helps support a pharmacy during an unplanned closure.

Quality & Regulations

Free PPE for pharmacy teams extended until March 2024

The Government’s scheme providing free personal protective equipment (PPE) to health and care providers, including community pharmacies in England, has been [extended for another year](#).

The Department of Health and Social Care (DHSC) has announced that it will continue to supply all categories of PPE, free of charge, for frontline health and social care staff according to demand until the end of March 2024, or when stocks run out.

Last year, DHSC implemented a new and improved portal platform for eligible providers to access free COVID-19 related PPE supplies. Community pharmacy teams can continue to order PPE from the NHS PPE portal for free for as long as stock is available.

By the time the scheme closes in March 2024, it is expected that ordering of PPE stock will be significantly reduced and as such any further PPE requests will incur a charge. More information about this will be provided by DHSC in due course.

Pharmacy Quality Scheme (PQS): Declaration questions published

The NHS Business Services Authority (NHSBSA) has published the questions which will be included in the 2022/23 Pharmacy Quality Scheme (PQS) declaration so community pharmacy contractors can view these ahead of making their declaration.

The questions are available on the [NHSBSA PQS hub page](#); contractors should scroll down to the 'Declaration questions' section where they can access the questions in a Word document.

The PQS declaration period opens at **9am Monday 6 February 2023 and closes at 11.59pm 3 March 2023**.

Just a reminder

New Medicine Service (NMS) gateway criterion

The aim of this gateway criterion is to ensure that all pharmacies taking part in the scheme meet all the terms of service requirements and are choosing to actively provide clinical support to patients by providing the NMS.

As with the previous year's scheme, **PQS payments will only be made to those who have claimed payment for 20 completed NMS interventions between, and including, 1 April 2022 to 31 March 2023**. These must have been claimed via our [MYS portal](#) by 5 April 2023. Any claims for NMS received after **5 April 2023** will not be considered for the PQS gateway.

Access to Learning from Patient Safety Events (LFPSE) Service

LFPSE is replacing the current National Reporting and Learning System (NRLS) and Strategic Executive Information System (StEIS), to offer better support for staff from all health and care sectors.

Anyone experiencing issues and not getting a timely response/access to the LFPSE service can contact the [national patient safety team](#) direct who will arrange for access to be approved.

Further information on LFPSE can be found [here](#).

Priority Access to Utilities – have you signed up yet?

To further support your pharmacy's business continuity plan you can now sign up for the Priority Services Register. Inclusion on this register should mean your pharmacy has priority access to electricity, water, and gas supplies. The Priority Services Register is run by the UK's utility companies.

How do I sign-up?

Your utility bills may explain how to sign-up and provide contact details. Alternatively, identify who your energy supplier is at the [Energy Networks Association's \(ENA's\) website](#) or search for "PSR" and or "Priority Service Register" on your utility company websites.

Advice on how to best complete the register can be found via the PSNC website [here](#).

You will need to send a separate request to your water supply company explaining you are a 'sensitive property', as relevant data sharing between water and other utility companies is not yet in place.

Digital & Technology

NHS.UK Profiles

Many patients are choosing to leave feedback regarding their experiences on pharmacy NHS.UK profiles. Could contractors please ensure they have a mechanism in place to review, and respond to, any feedback patients leave on NHS.UK in a timely manner.

Telephone calls

We appreciate the significant pressures teams are experiencing in store. It is important however to ensure telephone calls are answered in a timely manner. Could contractors please remind team members to answer the telephone and, if they are unable to help immediately, make a note of the caller's name and contact number so they can be called back later in the day.

Also, where the store has a telephone answering machine, please check this regularly in order to respond to these messages. This will avoid the mailbox becoming full resulting in callers being unable to leave a message.

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](#)

Email Correspondence – Signature Details

Please can you ensure when communicating with the NHS England Community Pharmacy Team you include the following details within your correspondence to help us with responding to your enquiry. Many thanks.

- Contact Name
- Name of Contractor
- ODS Code (F Code)

Training & Education

Centre for Pharmacy Postgraduate Education (CPPE) Newly qualified pharmacist programme re-open for registration

The CPPE and Health Education England (HEE), have worked together to deliver the Newly qualified pharmacist programme, which is now re-open for registration.

This twelve-month programme is fully funded by HEE as part of their Newly Qualified Pharmacist pathway which aims to link the initial education and training reforms to a continuum of development into post-registration. The pathway is intended to help pharmacists make the transition to more independent learning and acts as a stepping-stone towards enhanced and advanced practice.

Applications for the Newly qualified pharmacist programme are now open.

The programme will begin on 27 March 2023.

For more information, please see the attached flyer or visit: www.cppe.ac.uk/career/nqp

Webinar: KidzMeds Pill School

The University Hospital Dorset (UHD) have kindly shared a recent webinar that the paediatric pharmacist delivered to healthcare professionals who want to be able to advise parents and carers on administration of 'pills' aligned to the KidzMeds resources that have been widely promoted within the national clinical guidance for the management of Strep A infection.

The webinar has now been uploaded to UHD's YouTube channel and can be viewed [here](#).

The Webinar is also available on the Pharmacy Declares website in the resources section <https://www.pharmacydeclares.co.uk/resources>

Dispensing Doctors

Reminder - Dispensing Services Quality Scheme (DSQS) 2022/23 Self Declaration Form & Clinical Audit

Thank you to all those who have returned the DSQS Self-Declaration Form and Clinical Audit for their practice.

This is reminder to those who have yet to return the Self Declaration Form and Clinical Audit that the deadlines for both submissions are as follows: -

1. Self-Declaration Form Deadline: **Friday 20 January 2023**
2. Clinical Audit Deadline: **Friday 10 February 2023**

Please note the deadlines set are to ensure that there is time for the primary care team to review all submissions and for any queries to be resolved before the deadline of 31 March 2023.

Please return all submissions to england.pharmacysouthwest@nhs.net

If you have not received a copy of the self-assessment/declaration of compliance form or require any further information on the clinical audit, then please email the address above and a member of the team will arrange for details to be sent.

Shortages

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

- Date of Issue 17/01/23. A Tier 2 medicine supply notification for Insuman® products
- Date of Issue 17/01/23. A Tier 2 medicine supply notification for vigabatrin (Sabril®) 500mg tablets

Medicine	Out of stock	Alternatives
Insulin isophane biphasic human 25/75 (Insuman® Comb 25) 100units/ml suspension for injection 3ml cartridge	Until May 2023	<ul style="list-style-type: none">• Humalog® Mix 25• Alternative human isophane and neutral (soluble) insulins.• See MSN for details.
Insulin isophane biphasic human 25/75 (Insuman® Comb 25 SoloStar) 100units/ml suspension for injection pre-filled pens	Until June 2023	
Insulin human isophane (Insuman® Basal) 100units/ml suspension for injection 3ml cartridge	Until June 2023	
Insulin human isophane (Insuman® Basal SoloStar) 100units/ml suspension for injection 3ml pre-filled pens	Until June 2023	
Neutral (soluble) insulin (Insuman® Rapid) 100units/ml	Until May 2023	

suspension for injection 3ml cartridge		
Vigabatrin (Sabril®) 500mg tablets	Until w/c 3rd March 2023	<ul style="list-style-type: none"> • Humalog® Mix 25 • Alternative human isophane and neutral (soluble) insulins. • See MSN for details.

- Date of Issue 03/01/23. A Tier 2 medicine supply notification for Norditropin (somatropin) Flexpro® 10mg/1.5ml pen and Norditropin (somatropin) NordiFlex® 5mg/1.5ml, 10mg/1.5ml and 15mg/1.5ml pens

Medicine	Out of stock	Alternatives
Norditropin (somatropin) Flexpro® 10mg/1.5ml solution for injection pre-filled pen	Until early February 2023	<ul style="list-style-type: none"> • Omnitrope (somatropin) SurePal® 5mg/1.5ml, 10mg/1.5ml and 15mg/1.5ml solution for injection cartridges remain available • See MSN for details
Norditropin (somatropin) NordiFlex® 5mg/1.5ml, 10mg/1.5ml and 15mg/1.5ml solution for injection pre-filled pens	From mid-February 2023	

- Date of Issue 23/12/22. A Tier 2 medicine supply notification for the shortage selegiline (Eldepryl®) 5mg and 10mg tablets.

Medicine	Out of stock	Alternatives
Selegiline (Eldepryl®) 5mg and 10mg tablets	Until April 2023	<ul style="list-style-type: none"> • Rasagiline 1mg tablets • Unlicensed imports and unlicensed specials are available • See MSN for further details.

- Date of Issue 21/12/22. A Tier 3 medicine supply notification for dalteparin (Fragmin®) 10,000units/ml solution for injection ampoules (discontinuation)
- Date of Issue 21/12/22. A Tier 2 medicine supply notification for sulfasalazine 250mg in 5ml oral suspension sugar free

Medicine	Out of stock	Alternatives
Dalteparin (Fragmin®) 10,000units/ml solution for injection ampoules	Discontinuation - stock will be exhausted by May 2023	<ul style="list-style-type: none"> • Alternative dalteparin presentations • Enoxaparin • Tinzaparin • See MSN for further details
Sulfasalazine 250mg in 5ml oral suspension sugar free	Until early June 2023	<ul style="list-style-type: none"> • Sulfasalazine 500mg non-enteric coated tablets remain available. • Specials manufacturers are able to produce an unlicensed sulfasalazine 250mg/5ml oral suspension.

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

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.

Interpretation and Translation Services

Interpretation and translation services are available for Community Pharmacies when treating NHS Patients. These services are commissioned and paid for by NHS England South West. To access the services commissioned for the following areas please follow the link [here](#).

- Bath and North East Somerset, Swindon, and Wiltshire (BSW)
- Bristol, North Somerset, and South Gloucestershire (BNSSG)
- Devon
- Dorset
- Gloucestershire
- Kernow
- Somerset

Contact Details and Further Information

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

Email: england.pharmacysouthwest@nhs.net

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