

NHS England South West

Community Pharmacy Bulletin

Date: 14 February 2023

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Headline News

Electronic Prescribing comes of age

The Electronic Prescription Service has transformed primary care prescribing in England.

Christine Hague looks back at 18 years of the service and asks what's next. To read the article click [here](#).

New Medicines Service (NMS) – Antidepressant pilot extension

In May 2022, a pilot started to test the inclusion of people newly prescribed antidepressants for depression in the NMS. The model of care includes an engagement, intervention, follow up and additional follow up stage with a community pharmacist and encourages signposting, collaborative working, and the development of peer support networks around depression and mental health.

Subject to positive evaluation of the ongoing pilot, the NMS will expand to include antidepressants to enable patients who are newly prescribed an antidepressant to receive extra support from their community pharmacist later in 2023. Further details, including a revised start date for the service, will be published when the evaluation has completed.

NHS Prescription Services ‘Hints & Tips’ – Issue 50

NHS Prescription Services produces a quarterly newsletter called “Hints & Tips for dispensing contractors”. The latest edition (Issue 50) contains some useful information and advice on:

[NHS England and Wales Drug Tariff Online](#)
[Hypromellose 0.3% eye drops – Drugs changing to Appliances](#)
[Disallowed items](#)
[Endorsing SSPs](#)

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

National Pharmacy Services

National Clinical Audit 2022/23 – Valproate

By 31 March 2023, all community pharmacy contractors must have completed the 2022/23 national clinical audit on valproate, over a six-week consecutive period. The audit aims to reduce the potential harm caused by taking valproate during pregnancy.

For contractors who have not yet commenced the audit, the last day on which you can start the audit and complete it by 31 March is **Saturday 18th February 2023**.

While contractors are required to conduct the audit over a six-week consecutive period, the workload associated with the audit is expected to be manageable for all contractors as the number of patients covered by the audit is very low.

When a similar audit was undertaken in the 2019/20 PQS, on average, there were 1.2 patients per pharmacy that participated over a three-month period; over a six-week audit period this is likely to be lower still.

To read more about the audit and access the paperwork click [here](#).

The NHSBSA has published a spreadsheet listing the contractors that have already submitted their audit data on the [MYS Portal](#)

New Medicines Service (NMS) Quarterly Summary Data

NHS England wish to work with pharmacy contractors to collect NMS quarterly summary data to support monitoring of uptake of NMS in the expanded therapeutic areas and to inform potential future developments of the service into new areas.

NHS England has agreed with PSNC that this will initially be on a voluntary basis for Q3 2022/23.

Voluntary submissions can be made via the NHSBSA website shortly, where an updated reporting spreadsheet will also be available for head offices to use who are able to submit data on behalf of multiple pharmacies. The last date for voluntary submissions for Q3 is **19 March 2023**.

Promotion of Healthy Lifestyles

2022/23 Mandatory Health Campaign- Weight Management

As you will be aware, contractors participated in the 2022/23 mandatory national health campaign -**Weight Management Campaign** from 3-29 January.

As part of the campaign, contractors were provided with a tally sheet and requested to record the number of people with whom they had conversations and the number of referrals made to Local Authority Weight Management services/NHS Digital Weight Management Programme.

As previously informed, PharmOutcomes will be open from 13 February 2023 to submit your campaign evaluations. To submit your collated records, please click on the link below which will take you to the website to complete your submission. www.pharmoutcomes.org

Please note that contractually, you are required as a minimum to report back the number of conversations that you have undertaken on the campaign even if it is a nil response.

We would like to reassure contractors that we do review all evaluation submissions in the interests of sharing learning, good news stories and of course, in the general interests of promoting the great work of community pharmacy within primary care and your local communities; therefore, your participation and facilitation of effective campaigns in store are of paramount importance and we are thankful to every one of you.

If you have any questions about access to PharmOutcomes, please do not hesitate to contact us via our generic email england.pharmacy southwest@nhs.net

Thank you for your continuing support for all our campaigns, your participation is vital in getting these important messages out to the public

Quality & Regulations

Pharmacy Quality Scheme (PQS): Declaration window is now open

The declaration window for the Pharmacy Quality Scheme (PQS) 2022/23 is now open.

Community pharmacy contractors can make a claim for a PQS payment up until **11.59pm on Friday 3rd March 2023** through the [MYS Portal](#)

Contractors must have evidence to demonstrate meeting the gateway criteria and the domains that they have claimed for by the **end of 31st March 2023**. However, contractors must make their declaration by **11.59pm on Friday 3rd March 2023** based on what domains they intend to meet.

Pharmacy Quality Scheme (PQS): Antibiotic review data published

The NHS Business Services Authority (NHSBSA) have published information showing which community pharmacy contractors have or yet to submit data for their antibiotic review as part of the Pharmacy Quality Scheme (PQS) 2022/23.

To view your pharmacy's status on the PQS antibiotic review please use the following link [Check Your Pharmacy Status](#) and scroll down to the Antibiotic Stewardship Review section and click the link to the Excel Spreadsheet.

Contractors are reminded that if they have conducted the audit over eight weeks but did not identify any patients for the review, they are still required to declare that no patients were identified as being suitable for review on the antibiotic review data collection tool on MYS by the end of 31st March 2023.

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. 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.

Shortages

Serious Shortage Protocols (SSPs)

1. Eight Serious Shortage Protocols (SSPs) currently in effect for Penicillin V products (SSPs 040-047) which are due to end on 31 January are being extended. The end date for these SSPs will now be 28 February 2023. In addition, SSPs 043-047 have been amended to remove the options of azithromycin and clarithromycin. These SSPs and supporting guidance is now published on the SSP website.
2. Extension of SSP05 fluoxetine 10mg tablets. The Serious Shortage Protocol for fluoxetine 10mg tablets (SSP05) which was due to end today is being extended. The revised end date for SSP05 is now Friday 31 March 2023. Please note that there will be no further extensions of this SSP (which has been in effect since March 2020) and 31 March 2023, will be the final expiry date.

Information on current SSPs is now available to view on the NHS Business Service Authority BSA's dedicated SSP web page 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 03/02/2023.
A Tier 2 medicine supply notification for zopiclone 3.75mg tablets
A Tier 2 medicine supply notification for fluoxetine 20mg/5ml oral solution and fluoxetine (Olena®) 20mg dispersible tablets
A Tier 2 medicine supply notification for sulfasalazine (Salazopyrin®) 500mg suppositories
A Tier 2 medicine supply notification for imiquimod (Aldara® 5% and Bascellex® 50mg/g cream)
A Tier 2 medicine supply notification for estradiol (Estradot®) various strength transdermal patches
A Tier 2 medicine supply notification for hyoscine hydrobromide (Kwells Kids®) 150mcg and (Kwells®) 300mcg tablets

Medicine	Out of stock	Alternatives
Zopiclone 3.75mg tablets	<ul style="list-style-type: none">• Until mid-February 2023	<ul style="list-style-type: none">• Zopiclone 7.5mg tablets• Zolpidem 5mg tablets• See MSN for further details
Fluoxetine 20mg/5mL oral solution Fluoxetine (Olena®) 20mg dispersible tablets	<ul style="list-style-type: none">• Limited supplies until March 2023• Out of stock until further notice	<ul style="list-style-type: none">• Fluoxetine capsules, including the 10mg and 20mg strengths• Unlicensed fluoxetine 20mg/5mL oral suspension• Alternative SSRI liquid preparations• See MSN for further details

Sulfasalazine (Salazopyrin®) 500mg suppositories	<ul style="list-style-type: none"> From 6th February until w/c 20th March 2023 	<ul style="list-style-type: none"> Alternative 5-ASA suppositories See MSN for further details
Imiquimod (Bascellex® 50mg/g) cream	<ul style="list-style-type: none"> Until early March 2023 	<ul style="list-style-type: none"> Alternative products remain available for each indication
Imiquimod (Aldara®) 5% cream	<ul style="list-style-type: none"> Until mid-March 2023 	<ul style="list-style-type: none"> Unlicensed supplies may be sourced See MSN for further details
Estradiol (Estradot®) 25microgram/24hours patches	<ul style="list-style-type: none"> Until w/c 13th February 2023 	<ul style="list-style-type: none"> Estradiol patches, Evorel®, of the same respective strengths remain available
Estradiol (Estradot®) 50microgram/24hours patches	<ul style="list-style-type: none"> Until w/c 20th February 2023 	<ul style="list-style-type: none"> See MSN for further details
Estradiol (Estradot®) 100microgram/24hours patches	<ul style="list-style-type: none"> Until w/c 13th February 2023 	
Hyoscine hydrobromide (Kwells Kids®) 150mcg and (Kwells®) 300mcg tablets	<ul style="list-style-type: none"> Until 15th February 2023 	<ul style="list-style-type: none"> Alternative products remain available See MSN for further details

- Date of Issue 07/02/2023.
A Tier 2 Medicine Supply Notification for bezafibrate (Bezalip®) 200mg tablets

Medicine	Out of stock	Alternatives
Bezafibrate (Bezalip®) 200mg tablets	<ul style="list-style-type: none"> Until 20th March 2023 	<ul style="list-style-type: none"> Alternative bezafibrate products are available Alternative fibrates are available See MSN for further detail

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](#)

Digital & Technology

NHS Digital merged into NHS England

From 1st February 2023, NHS Digital teams and responsibilities have been absorbed into NHS England.

This change follows a review which looked into how digital transformation could occur across the NHS in line with the objectives of the NHS Long Term Plan and a subsequent decision that NHS Digital would be merged into NHS England.

NHS England's new digital teams will continue the work running the national IT systems which support NHS IT in the community pharmacy sector and more widely within health and social care. This includes management of EPS, NHSmail, Summary Care Records (SCR), the NHS Spine, the Health and Social Care Network (HSCN), the Data Security and Protection Toolkit (DSPTK) etc. All these NHS IT programmes will continue operating as before.

Ransomware - a clear and present danger

Ransomware is a growing threat across the health and care system. NHS cyber security experts describe how it can affect organisations and what is being done to combat it. To read the article click [here](#).

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)

Dispensing Doctors

Dispensing Services Quality Scheme (DSQS) 2022/23 Clinical Audits

Thank you to all those who have returned their completed DSQS Clinical Audit for their practice. If you have yet to do so, can you please ensure you send a copy of your completed Clinical Audit to the DSQS Primary Care Team at NHS England for review.

We ask all audits are submitted as soon as possible 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 your clinical audit to england.pharmacysouthwest@nhs.net

If you 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.

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
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Changes to Language Empire translation service telephone number from 28 February

Language Empire will be changing their on-demand platform line number to further streamline the service. The old number 0330 20 20 345 will no longer be in use from midnight 28 February 2023 and access to on-demand telephone services will be inactive on this line after this date.

The new dedicated on-demand phone line is: **0333 188 3712**. All features and processes of the on-demand telephone service will be the same as before but accessed via the new line. There will be no changes to unique 8-digit PIN number(s).

For any questions regarding this change, contact Customer Services on 0330 20 20 270 or at bookings@empire-groupuk.com. There will be a notification pop-up on the customer portal to remind users of this change.

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.