

Community Pharmacy Bulletin

Date: 28 February 2023

Table of Contents

Headline News

- Hundreds of thousands of women experiencing menopause symptoms to get cheaper HRT2
- Group A Streptococcus (GAS) interim clinical guidance2
- New asthma resources to support patients and the environment.....2
- International Women's Day Wednesday 8 March3

National Pharmacy Services

- Community Pharmacy Contractual Framework - End of Year Annual Returns 2022/23.....3
- New Medicines Services (NMS) Quarterly Summary Data3

Promotion of Healthy Lifestyles

- Weight Management Campaign – completing campaign evaluation4
- No Smoking Day 8 March 20234

Quality & Regulations

- Pharmacy Quality Scheme (PQS): Declaration window is now open4
- Priority Access to Utilities – have you signed up yet?4

Shortages

- Serious Shortage Protocols (SSPs)5
- DHSC Medicine Supply Notifications5

Digital & Technology

- Data Security and Protection Toolkit Workshop now on demand.....7
- NHS Smart Card Renewal7
- Email Correspondence – Signature Details8

Training & Education

- Independent Prescribing for Pharmacists – Applications open now for 2023/24 courses8

Dispensing Doctors

- Dispensing Services Quality Scheme (DSQS) 2022/23 DRUMS Declaration8

Useful Information

- Complaints and Incidents8
- Interpretation and Translation Services9
- Changes to Language Empire translations service telephone number from 28 February9
- Contact Details and Further Information9

Headline News

Hundreds of thousands of women experiencing menopause symptoms to get cheaper HRT

Around 400,000 women across England will get better access to menopause support – saving hundreds of pounds and making treatment more accessible.

- Women in England will be able to access cheaper hormone replacement therapy (HRT) for menopause through a new prescription prepayment certificate (PPC)
- To be rolled out from 1 April 2023, the certificate will help around 400,000 women save hundreds of pounds a year, reducing their HRT costs to less than £20 a year
- Better access to HRT will improve the lives of millions of women in England who suffer from negative symptoms of the menopause

From 1 April 2023, women prescribed HRT - the main treatment for menopause symptoms - will have access to a new scheme enabling access to a year's worth of menopause prescription items for the cost of 2 single prescription charges (currently £18.70).

As part of commitments to reduce the cost of HRT for menopausal women, the PPC will be valid for 12 months. It can be used against a list of HRT prescription items, and a patient can use this against an unlimited number of HRT items, such as patches, tablets and topical preparations. There will be no limit to how many times the certificate can be used while it is valid.

The HRT PPC, valid for 12 months, can be used against any listed HRT prescription item(s) licensed for the treatment of menopause (a list of the item(s) is shown in the link below. The list of eligible HRT medicines will also be published in the April 2023 Drug Tariff. To read more on this article click [here](#).

Once systems are ready, the HRT PPC will be available to purchase through the [NHS Business Services Authority](#) website or in person at a pharmacy registered to sell PPCs. Note, patients in possession of a HRT PPC will continue to pay for other prescribed medicines that fall outside of the scope of the certificate.

Group A Streptococcus (GAS) interim clinical guidance

On 15 February, the [Group A Streptococcus \(GAS\) interim clinical guidance](#), released on 9 December 2022, was retired. In light of the decrease from exceptionally high rates of infections, the decision to reinstate the [NICE Sore Throat \(Acute\) NG84 guidelines](#) for all age groups for management of sore throat was taken following a review by the NHS England Clinical Advisory Group, professional bodies and UKHSA Group A Strep Incident Management team.

The situation will continue to be monitored and clinicians are advised to be alert to the severe complications of GAS and when assessing patients, particularly those with preceding viral infection (including chickenpox) or close contacts of scarlet fever/iGAS.

New asthma resources to support patients and the environment

NHS England has been working in partnership with [Asthma + Lung UK](#) to help patients improve their lung health and support the environment with the provision of new information on inhaler choices.

This information, developed in partnership with clinicians, patients, and partners, is available on the Asthma + Lung UK website, and supports patients to use their inhalers as prescribed, adhere to the right inhaler technique via discussion with their healthcare professional, consider changing to a lower-carbon inhaler, and return used or unwanted inhalers to their community pharmacy for appropriate disposal.

More information is available in this GreenerNHS blog, '[Delivering high quality, low carbon respiratory care](#)'.

International Women's Day Wednesday 8 March 2023

On Wednesday 8 March 10am until 12pm a virtual event highlights work underway to progress gender equality and make a positive difference for women working in health and care. Speakers include Amanda Pritchard and Dr Bola Owolabi, Director of Health Inequalities Improvement, NHS England.

Click [here](#) to find details on how to join the event.

National Pharmacy Services

Community Pharmacy Contractual Framework - End of Year Annual Returns 2022/23

As part of the Terms of Service all Community Pharmacy contractors are required to complete the Community Pharmacy Contractual Framework – End of Year Annual Return for this year 2022/23.

An email will be sent out shortly to all contractors with the requirements of the self-declaration form. Once received please log into PharmOutcomes and complete the self-declaration form for your pharmacy to confirm compliance with the requirements of the Terms of Service for 2022/23.

If you have any queries with the above, then please do not hesitate to contact the pharmacy team via england.pharmacysouthwest@nhs.net.

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

Weight Management Campaign – completing campaign evaluation

Thank you to all pharmacies that have completed the Weight Management Campaign evaluation on PharmOutcomes; your continuing support for the campaign evaluation is essential to promoting the great work of community pharmacy within primary care and your local communities.

Contractors are reminded that they are required (as part of their contractual obligations) to complete the campaign evaluation which is currently open on PharmOutcomes.

To submit your collated records, **(even if it is a nil response)** please click on the link below which will take you to the website to complete your submission. www.pharmoutcomes.org

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

No Smoking Day 8 March 2023

In preparation for No Smoking Day on Wednesday 8 March 2023, ASH (Action on Smoking and Health) has created a new [communications toolkit](#) to support any local quit smoking marketing activity.

The theme for No Smoking Day this year is brain health and the link between smoking and dementia. ASH has been working with Alzheimer's Research UK in development of the toolkit whose research demonstrates low awareness amongst smokers of the increased risk of dementia caused by smoking. The campaign will encourage smokers to 'never give up giving up' and signpost them to the [NHS Better Health Quit Smoking website](#) which includes a wealth of information and support to help smokers on their quitting journey.

There's also a range of free quit smoking resources available on the DHSC [Campaign Resource Centre](#) to support ongoing quit smoking activity.

Quality & Regulations

Reminder: Have you made your Pharmacy Quality Scheme (PQS) declaration yet?

Community pharmacy contractors have until **11.59pm on Friday 3rd March 2023** to make their Pharmacy Quality Scheme (PQS) 2022/23 declaration through the [MYS portal](#), as the window for claiming this payment will then close.

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.

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. Serious Shortage Protocol (SSP) has been issued for **paracetamol 120mg suppositories** - SSP050. This SSP will enable community pharmacists to supply patients with paracetamol 125mg suppositories. The SSP came into effect on 16 February and is currently scheduled to end on Friday 5 May 2023.
2. The Serious Shortage Protocol (SSP) currently in effect for **Estradot® 50mcg and 100mcg patches** (SSPs 048 and 049) has been extended.

The revised end date for SSP048 will now be Friday 24 February 2023.

The revised end date for SSP049 will now be Friday 17 March 2023.

3. Ongoing supply issues the Serious Shortage Protocols (SSPs) currently in effect for **Sandrena®** (SSPs 029-031) and **phenoxymethylpenicillin** (SSPs 040-047) are being extended. The revised end date for the SSPs is now Friday 31 March 2023.

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 15/02/2023

- A Tier 2 medicine supply notification for promethazine hydrochloride (Phenergan® elixir) 5mg/5ml oral solution sugar free
- A Tier 3 medicine supply notification for medroxyprogesterone (Provera®) 2.5mg tablets
- A Tier 2 medicine supply notification for lamotrigine 5mg dispersible tablets
- A Tier 2 medicine supply notification for meptazinol (Meptid®) 200mg film-coated tablets

Medicine	Out of stock	Alternatives
Promethazine hydrochloride (Phenergan® elixir) 5mg/5ml oral solution sugar free	Until mid-April 2023	<ul style="list-style-type: none"> Promethazine hydrochloride 10mg and 25mg tablets Alternative sedating antihistamines available as a liquid formulation Unlicensed promethazine oral solution and suspension from Specials manufacturers. See MSN for details.
Medroxyprogesterone (Provera®) 2.5mg tablets	Until mid-March 2023	<ul style="list-style-type: none"> Norethisterone 5mg tablets See MSN for details.
Lamotrigine 5mg dispersible tablets	Until late March 2023	<ul style="list-style-type: none"> Unlicensed lamotrigine 25mg/5ml oral suspension (including sugar-free formulations) from Specials manufacturers. Unlicensed imports of lamotrigine (Lamictal®) 5mg dispersible tablets have been sourced. See MSN for details.
Meptazinol (Meptid®) 200mg film-coated tablets	Until late June 2023	<ul style="list-style-type: none"> Alternative analgesic products including non-opioids See MSN for details.

Date of Issue 17/02/2023

- A Tier 2 medicine supply notification for paracetamol 120mg suppositories

Medicine	Out of stock	Alternatives
Paracetamol 120mg suppositories	Until w/c 8 th May 2023	<ul style="list-style-type: none"> Paracetamol 125mg suppositories are available A Serious Shortage Protocol (SSP) was issued on 16/02/2023 See MSN for details

Date of Issue 23/02/2023

- A Tier 3 medicine supply notification for dalteparin (Fragmin®) 10,000units/4mL solution for injection ampoule

Medicine	Out of stock	Alternatives
Dalteparin (Fragmin®) 10,000units/4mL solution for injection ampoule	From mid-February 2023 until late March 2023	<ul style="list-style-type: none"> Alternative strengths and formulations of dalteparin and other low molecular weight heparins are available See MSN for details.

Date of Issue 24/02/2023

- An updated Tier 2 medicine supply notification for Insuman® Comb 25 100units/ml suspension for injection 3ml cartridges, and Insuman® Basal 100units/ml suspension for injection 3ml cartridges with an updated discontinuation date.

Medicine	Out of stock	Alternatives
Insuman® Comb 25 100units/ml suspension for injection 3ml cartridges	From the end of February 2023	<ul style="list-style-type: none"> Humalog® Mix 25 remains available Alternative biphasic insulin preparation remains available See MSN for further detail
Insuman® Basal 100units/ml suspension for injection 3ml cartridges	From the end of February 2023	<ul style="list-style-type: none"> Alternative human isophane insulin preparations See MSN for further detail

Date of Issue 27/02/2023

- A Tier 3 medicine supply notification for latanoprost (Monopost®) 50 microgram/ml eye drops 0.2 ml unit dose (preservative free)

Medicine	Out of stock	Alternatives
Latanoprost (Monopost®) 50 microgram/ml eye drops 0.2 ml unit dose (preservative free)	Until 17th March 2023	<ul style="list-style-type: none"> Latanoprost 50microgram/ml eye drops containing a preservative are available. 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](#)

Digital & Technology

Data Security and Protection Toolkit Workshop now on-demand

Community pharmacy contractors can now access a recording of PSNC's recent online workshop to help with completion of the Data Security and Protection Toolkit for 2022/2023

During the webinar, representatives from PSNC and the Toolkit team provided guidance on completing the Toolkit questions, gave a demonstration of how to use and navigate the Toolkit, and answered viewers' questions on how to make the data security declaration.

With contractors required to finalise their pharmacy's Data Security and Protection Toolkit submission by 30th June 2023, this webinar provides the perfect opportunity to make good headway in its completion.

To view the workshop on demand 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)

Training & Education

Independent Prescribing for pharmacists – Applications open now for 2023/24 courses

Funding is now available for another year of independent prescribing courses for pharmacists.

Health Education England is offering more independent prescribing courses from March 2023 for pharmacists working across several settings, including locums.

This training enables pharmacists to support patients from diagnosis to prescribing, and to provide advice and follow-up – while also helping them to feel confident and prepared for the new challenges of their role.

Courses will be available between April 2023 and March 2024, with several universities offering multiple dates for cohort intakes. Start dates will depend on the university provider.

Find out more: <https://www.hee.nhs.uk/our-work/pharmacy/independent-prescribing>

Dispensing Doctors

Dispensing Services Quality Scheme (DSQS) 2022/23 DRUMS Declaration

Thank you to all those who have returned their completed DSQS DRUM Declaration for their practice. If you have yet to do so, can you please ensure you send your completed DRUMS Declaration to the DSQS Primary Care Team at NHS England via england.pharmacysouthwest@nhs.net.

Deadline for the DRUMS Declaration is **Friday 17 March 2023**.

Useful Information

Complaints and Incidents

The Southwest 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 Southwest. 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
-

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 – Southwest Region Community Pharmacy Contract Management Team contact information
Email: england.pharmacysouthwest@nhs.net
Website: [NHS England — Southwest » Southwest Community Pharmacy information](#) for more further information, blank templates, forms, and documents.