

## Community Pharmacy Bulletin

Date: 15 March 2023

### Table of Contents

#### Headline News

- Prescription charge rises to £9.65 .....2
- New regulations to accompany the introduction of HRT prepayment certificates (HRT PPCs) .....2
- New patient materials to support practice referrals to community pharmacists .....2
- Primary care's help sought to shape NICE guidance .....3
- Hope Programme for Long Covid – Free online courses for people living with Long Covid.....3
- Closure of NHS England Offices in Chippenham and Saltash .....3

#### National Pharmacy Services

- Deadlines for end of year returns 2022/23.....3
- National Valproate Audit 2022/23 .....4
- New Medicines Services (NMS) Quarterly Summary Data .....5

#### Promotion of Healthy Lifestyles

- 2022/23 Mandatory Health Campaign - Weight Management.....5
- Pharmacy Quality Scheme: Data on NHS Digital Weight Management Programme referrals published.....5

#### Quality & Regulations

- Priority Access to Utilities – have you signed up yet? .....6

#### Shortages

- Serious Shortage Protocols (SSPs) .....6
- DHSC Medicine Supply Notifications .....6

#### Digital & Technology

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

#### Dispensing Doctor

- Dispensing Services Quality Scheme (DSQS) 2022/23 end of year returns .....7

#### Useful Information

- Complaints and Incidents .....8
- Interpretation and Translation Services .....8
- Contact Details and Further Information .....8

### Prescription Charge rises to £9.65

The Department of Health and Social Care (DHSC) has announced that from 1st April 2023, the NHS prescription charge will increase to £9.65 per prescription item (note: some items may incur more than one charge).

Amendments to the National Health Service (Charges for Drugs and Appliances) Regulations have been laid before Parliament which will introduce changes for NHS prescription charge and prescription prepayment certificates (PPCs), as well as the introduction of the Hormone Replacement Therapy (HRT) PPC.

The cost of PPCs has also increased, with the price of a three-month PPC at £31.25 (an increase of £1.00) and a 12-month PPC at £111.60 (an increase of £3.50). PPCs offer savings for those needing four or more items in three months, or 12 or more items in a year.

The recently announced HRT PPC will cost £19.30 (the cost of two prescription charges). Please note that whilst the HRT PPC was originally announced as costing £18.70, this has increased to reflect the rise in the prescription charge. This PPC can only be used when a patient is prescribed a listed HRT medicine.

Further details can be viewed [here](#).

---

### New regulations to accompany the introduction of HRT prepayment certificates (HRT PPCs)

The Department of Health and Social Care (DHSC) has introduced new pharmaceutical regulations, to take effect on 1 April 2023, to accompany the introduction of the HRT PPC. They are within the National Health Service (Amendments Relating to Pre-Payment Certificates, Hormone Replacement Therapy Treatments and Medicines Shortages) Regulations 2023 [www.legislation.gov.uk](http://www.legislation.gov.uk).

The HRT PPC is a new, limited scope, less expensive, prepayment certificate applicable only to listed HRT items.

Because of its limited scope, a patient with an HRT PPC will continue to pay the prescription charge for any other (non-HRT) medicines (unless another exemption reason applies). While GPs will be required to write HRT items on separate prescriptions, on occasion both an HRT item and another medicine will be prescribed on the same prescription – a mixed prescription. This presents a problem for a patient who has an HRT PPC because a prescription cannot be processed as both ‘exempt’ and ‘paid’ within the NHS prescription processing and pricing systems.

Therefore, the new regulations give 3 options to contractors/pharmacists facing mixed prescriptions presented by patients with an HRT PPC. For details on these options and further information please visit [PSNC Website HRT PPC](#)

---

### New patient materials to support practice referrals to community pharmacists

New patient materials to support referrals from general practice for a minor illness consultation under the [Community Pharmacist Consultation Service](#) are now available. The communication materials have been designed to help practice teams and ICBs explain to patients why they are being offered a consultation with a community pharmacist and what to expect from it, to increase confidence in the referral process.

The digital materials were tested by practices – who found them a useful resource when making referrals. They include a patient leaflet and easy read version, poster, digital display screen, social media images and

accompanying text and a briefing sheet that explains how to use them. Translations of the leaflet are available in ten languages. Contact [england.pharmacyintegration@nhs.net](mailto:england.pharmacyintegration@nhs.net) for more information.

---

## Primary care's help sought to shape NICE guidance.

NICE has launched a series of targeted communications to highlight healthcare professionals' vital role in shaping its guidance. They focus on primary care staff, from GPs to practice nurses and community pharmacists, and aim to raise awareness of how NICE is guided by their expertise.

A wide range of healthcare professionals, including primary care staff, work with the National Institute for Health and Care Excellence (NICE) to develop their recommendations. From district nurses and GPs to practice nurses and community pharmacists, NICE is guided by your knowledge and expertise. Learn more about how primary care colleagues influence NICE's work. [Healthcare professionals - shaping our work | NICE](#)

---

## Hope Programme for Long Covid – Free online courses for people living with Long Covid

As part of the work of the Long Covid team within NHS England we have been offering the HOPE Programme, a self-management course, which is available to the South West population who may require support through the recovery of Long Covid.

We would be grateful if pharmacies would consider sharing the attached media tools on their patient facing communications such as web pages, social media pages etc. to help us able reach patients who have Long Covid but who have not been offered or are not aware of this opportunity.

---

## Closure of NHS England Offices in Chippenham and Saltash

As of 1 April 2023, NHS England will not longer hold office space at Jenner House, Avon Way, Langley Park, Chippenham, SN15 1GG and Peninsula House, River Court, Kingsmill, Road, Tamar View Industrial Estate, Saltash, Cornwall, PL12 6LE.

Please do not send any future post to these offices. If you wish to forward any correspondence by post to NHS England, then please contact us via [england.pharmacy@nhs.net](mailto:england.pharmacy@nhs.net) and we will inform you of the best way to forward any paperwork.

---

### National Pharmacy Services

## Deadline for end of year returns 2022/23

The following provides a checklist of important dates for the Community Pharmacy Contractual Framework (CPCF) which relate to services including Flu Vaccination Service; Hepatitis C Testing Service; Hypertension Case-Finding Service and New Medicine Service (NMS). It also highlights important dates for the 2022/23 Pharmacy Quality Scheme (PQS) and Terms of Service (ToS) requirements.

Please check these dates and ensure you have completed any end of year returns your pharmacy needs to submit by the deadlines.

### Deadline 19th March 2023

1. **NMS:** Deadline for contractors to voluntarily submit NMS quarterly summary data to the NHSBSA for Quarter 3 2022/23.

- **Action:** If not already done so, and you wish to submit your data, submit this via the NHSBSA website today.

## Deadline 31st March 2023

1. **Flu:** 2022/23 Flu Vaccination Service ends.
  - **Action:** At the end of the day remove any promotional materials for the Flu Vaccination Service (including any on your website) and ensure all staff are aware that the service has now finished for 2022/23.
2. **Hepatitis C Testing Service:** The Hepatitis C Testing Service is due to end.
3. **Hypertension Case-Finding Service:** Deadline for contractors to have achieved their incentive fee threshold for 2022/23.
  - **Action:** Need to provide 15 ABPMs between 1st April 2022 and 31st March 2023 to achieve the incentive fee.
4. **PQS:** Deadline for ensuring the requirements of the gateway and quality criteria (excluding those that need to be met by the day of the declaration (see above)) have been met.
  - **Action:** If not already done so, ensure you meet the gateway and quality criteria (excluding those that need to be met by the day of the declaration (see above)) by the end of the day.
5. **PQS:** MYS audit collection tool closes at 11.59pm for the antimicrobial stewardship (AMS) criterion.
  - **Action:** If you have not entered your data for the AMS criterion, enter this by the end of the day.
6. **ToS:** Deadline for verifying and, where necessary, updating the information contained in a pharmacy's NHS website profile and their DoS profile for the 01 January to 31 March 2023 quarter of the financial year. This is a mandatory requirement for all contractors.
  - **Action:** Ensure NHS website profile and DoS profile is verified and if necessary updated.
7. **ToS:** Deadline to have completed the national clinical audit 2022/23 on valproate prescribing. Completion of this audit is a mandatory requirement for all contractors.
  - **Action:** Enter the audit data on the NHSBSA MYS platform.
8. **ToS:** Approved Particulars to be returned to NHS England Primary Care Pharmacy Team.
  - **Action:** Complete return on PharmOutcomes.

---

## National Valproate Audit 2022/23

By 31st March 2023, all community pharmacy contractors must have completed the 2022/23 national clinical audit on valproate over a six-week consecutive period and have submitted their data via the Valproate audit 2022/23 tab on MYS.

If contractors have conducted the audit but did not identify any patients to participate in the audit, they are still required to declare that no patients were identified as being suitable. This should be done by ticking the 'No eligible patients' box within the Valproate Audit 2022/23 tab on MYS and submitting this information by 31st March 2023. This will create a record which will act as evidence that the audit has been completed even though no patient data has been added to MYS.

The NHS Business Services Authority (NHSBSA) has updated their spreadsheet which lists whether contractors have submitted their audit data on the MYS portal (this is correct up until 6th March 2023). If contractors are showing as having submitted their data (highlighted in green on the spreadsheet) no further action is required.

[View the NHSBSA 2022/23 National Clinical Audit Spreadsheet](#)

---

## 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, PharmOutcomes has been opened since 13 February for submission of your campaign evaluations.

Contractors have until Friday **31 March 2023** to submit collated records of activity for the mandatory weight management health campaign. If you haven't already done so, please click on the link below which will take you to the website to complete your submission. [www.pharmoutcomes.org](http://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**.

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

---

## Pharmacy Quality Scheme: Data on NHS Digital Weight Management Programme referrals published.

The NHS Business Services Authority (NHSBSA) has published a spreadsheet showing which community pharmacy contractors have made a referral to the NHS Digital Weight Management Programme (DWMP) as part of the Pharmacy Quality Scheme (PQS) 2022/23.

To gain the maximum number of points and to meet the Referral stage of the Healthy living support domain, a pharmacy must have referred at least four patients (who meet the criteria for referral) to either a Local Authority funded tier 2 weight management service or the NHS DWMP between 10th October 2022 and end of 31st March 2023.

The data published only includes referrals made to the NHS DWMP (this does not include referrals to Local Authority funded tier 2 weight management services) and the data is accurate as of 6th March 2023.

[View the Weight Management Referrals](#)

## Quality & Regulations

### 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)

- Date issued 13/03/2023: Serious Shortage Protocol (SSP032) currently in effect for **atorvastatin 10mg chewable tablets** is being extended. The revised end date for SSP032 is now Friday 7 April 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](mailto:nhsbsa.prescriptionservices@nhsbsa.nhs.uk)
- Telephone: 0300 330 1349
- Textphone: 18001 0300 330 1349

---

### DHSC Medicine Supply Notifications

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](#)

### 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)

## Dispensing Doctors

### Dispensing Services Quality Scheme (DSQS) 2022/23 end of year returns

Thank you to all those who have submitted their completed annual returns for the 2022/23 DSQS scheme.

If you have yet to submit any of the following listed below, can you please ensure you send in your evidence to the DSQS Primary Care Team at NHS England via [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net).

- Self-Assessment Declaration
- Clinical Dispensing Audit

- DRUMS Declaration
- Error Reporting for any Untoward Serious Incidents relating to Qtr1, Qtr2 or Qtr3.

The deadline for all returns is **Friday 31 March 2023**.

If you need any help or support regarding your practice returns, then please do not hesitate to contact a member of the team on the email address above.

## 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. 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 – Southwest Region Community Pharmacy Contract Management Team contact information

Email: [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net)

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