

Community Pharmacy Bulletin

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Table of Contents

Headline News

- Delegation of Commissioning Services for Pharmacy, Optometry & Dentistry2
- Easter Bank Holiday Weekend 07 April to 10 April 20232
- National NHS services to help this Easter2
- HRT Pre-payment Certificate2
- Ramadan 22 March to 20 April3
- Claiming seasonal influenza vaccination service fees.....3

National Pharmacy Services

- Changes to how referrals to the Community Pharmacist Consultation Service are received.....3
- Decommissioning the National Community Pharmacy Hepatitis C (HCV) Service3
- Deadline for end of year returns 2022/23.....4

Pharmacy Quality Scheme (PQS)

- Community Pharmacy Oral Anticoagulant Safety Audit 2021/22.....4

Education & Training

- New clinical skills training offer for community pharmacists4

Quality & Regulations

- Updating NHS Website Profile and DoS Profile5
- Infection Prevention and Control Education Framework Updated5

Shortages

- Serious Shortage Protocols (SSPs)5
- DHSC Medicine Supply Notifications6

Digital & Technology

- MiDoS MECC App Intro for BNSSG, BSW, Gloucestershire and Somerset.....7
- Data Security and Protection Toolkit Workshop now on demand.....7
- NHS Smart Card Renewal8
- Email Correspondence – Signature Details8

Useful Information

- Complaints and Incidents8
- New provider of British Sign Language (BSL) Services in BNSSG8
- Interpretation and Translation Services9
- Contact Details and Further Information9

Headline News

Delegation of Commissioning Services for Pharmacy, Optometry & Dentistry

Please find attached a letter outlining the arrangements which will be in place after 1 April when commissioning responsibility for pharmacy, optometry and dental services will be delegated to ICBs.

As noted in the letter we, the NHS England South West Pharmacy & Optometry Team, will become the Collaborative Commissioning Hub supporting the 7 ICBs locally and will continue to be your primary point of contact. You can continue to contact us via england.pharmacysouthwest@nhs.net after 1 April 2023.

Easter Bank Holiday Weekend 07 April to 10 April 2023

The pharmacy opening hours for Easter 2023 were shared on Wednesday 29 March and will be available to view here [NHS England- South West pharmacy opening hours](#)

Could all contractors please check their correct hours are noted on [Profile Manager](#) to ensure NHS.UK and DoS are displaying the correct information over the Easter weekend.

National NHS services to help this Easter

To help reduce calls to 111, please encourage patients to [manage their repeat prescriptions](#) before the Easter bank holiday weekend.

Patients may be able to order these through a number of different apps and online services. The NHS App is a single place where they can:

- find pharmacy bank holiday opening times using the 'Find services near you' feature.
- change their nominated pharmacy to a location convenient to them.
- request their repeat prescriptions.

You can signpost your patients to [online help and support](#) if they have questions about using the NHS App.

Use NHS Service Finder to find Easter opening hours.

Health and care professionals can use NHS Service Finder to quickly locate nearby NHS services, check opening times and access other non-public information. It also provides directions and maps which can be shared with patients.

[Sign in](#) or [create account](#).

HRT Pre-payment Certificate

From the 1 April, the Government is launching the HRT Pre-Payment Certificate (PPC) to reduce prescription costs for women receiving Hormone Replacement Therapy (HRT).

Prescribers will need to complete a separate prescription for items covered by the HRT PPC to allow patients to claim the exemption correctly. [Guidance on the HRT PPC is now available](#) and includes details for prescribers

(chapter 5) and dispensers (chapter 6). In addition you can also access [NICE menopause guidance](#) and [British Menopause Society guidance for clinicians](#).

Ramadan 22 March to 20 April

Many of our colleagues will be observing Ramadan between the 22 March - 20 April. We would like to draw attention to the following guidance published by the NHS Muslim Network's [Ramadan and Eid Guidance 2023](#) which includes information for line managers, colleagues and Muslim staff, as well as the support available during Ramadan and Eid.

Claiming seasonal influenza vaccination service fees

This is a reminder that, as of 1 September 2022, claims for administering the seasonal flu vaccine to an eligible patient under the seasonal influenza vaccination advanced service must be made within three months of the administration of the vaccine, as per the [Community Pharmacy Advanced Service Specification](#) (see page 2 and section 7.1).

This means that, any claims administered in December 2022 must be submitted by the end of March 2023. Claims will be accepted by the NHSBSA within three months of administration of the vaccination or by 30 June 2023, whichever date is earlier.

National Pharmacy Services

Changes to how referrals to the Community Pharmacist Consultation Service are received

The way Community Pharmacist Consultation Service (CPCS) referrals are sent by the EMIS PharmRefer product is changing. From 28 March, community pharmacies that are using CPCS solutions from Cegedim Healthcare, Positive Solutions or Sonar Informatics will no longer be able to use PharmOutcomes to access their CPCS referrals. Referrals from GPs and the emergency departments or urgent treatment centre pilot sites using Pharmrefer will arrive at community pharmacies' NHS shared mailbox accounts.

If this applies to you, you must tell staff about the changes and update standard operating procedures to ensure NHS shared mailboxes are monitored and referrals are picked up. Community pharmacies using PharmOutcomes for their CPCS service will continue to receive referrals in their usual way.

Decommissioning the National Community Pharmacy Hepatitis C (HCV) Service

In agreement with the Pharmaceutical Services Negotiating Committee and the Department of Health and Social Care, NHS England will be decommissioning the national Community Pharmacy HCV Antibody Testing Service from 1 April 2023. Further information will be shared in an email to contractors providing the service.

The service aimed to increase diagnosis of Hep C and was part of the [ground-breaking NHS initiative on HCV](#), with the NHS now set to eliminate HCV ahead of the rest of the world.

Following the decommissioning of this national community pharmacy service, local pharmacies can direct people seeking testing to other testing providers or to the Hepatitis C Trust Helpline (020 7089 6221 – Monday to Friday, 10:30am to 4:30pm).

Deadline for end of year returns 2022/23

As part of the Terms of Service all community pharmacies are required to confirm they have completed the following requirements of the Terms of Service for this year 2022/23:

The following annual declarations are required by 31 March 2023:

- **Pharmacy Patient Leaflet Available**
- **In House Clinical Audit** (Your own Company (in house) clinical audit has been carried out)
- **Annual Complaints Review for period 1 April 2022 – 31 March 2023.**
To be compliant you need to have completed the PharmOutcomes Annual Complaints return or your Head Office must have submitted on your behalf. Deadline 30th April 2023

A self-declaration form is available on PharmOutcomes for all Community Pharmacies to complete.

Please log into PharmOutcomes [here](#) and complete the self -declaration form for your pharmacy to confirm compliance with the requirements of the Terms of Service for 2022/23.

The return can be found in the Mandated Health section of PharmOutcomes, where the Weight Management Campaign is held.

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

Pharmacy Quality Scheme (PQS)

Community Pharmacy Oral Anticoagulant Safety Audit 2021/22

The community pharmacy oral anticoagulant safety audit was conducted as part of the 2021/2022 pharmacy quality scheme (PQS). Overall, 9,303 pharmacies participated in this audit and submitted data for 131,526 patients over a 7-month period between 1 September 2021 to 31 March 2022.

The key findings have now been published on NHS England's website: [NHS England » Community pharmacy oral anticoagulant safety audit 2021/22](#)

Education & Training

New clinical skills training offer for community pharmacists

Health Education England (HEE) is making available 10,000 module places which will be delivered until March 2024.

This exciting new training offer will give community pharmacists the opportunity to build on their existing clinical examination and consultation skills - to assess, treat and manage common health problems.

This offer is available to community pharmacists, including part-time staff and locums working in community pharmacy. To register and find out more about the training visit the [CliniSkills website](#).

Quality & Regulations

Updating NHS Website Profile and DoS Profile

As part of contractors' terms of service, you are required to verify and, where necessary, update the information contained in your NHS website profile and your DoS profile at least once each quarter of the financial year. The new quarter starts on 1st April and ends on 30th June 2023. This is a mandatory requirement for all contractors.

Actions:

- Register for NHS Profile Manager with your personal NHSmail address if you haven't already.
- Once registered, update your NHS Profile Manager pharmacy profile; for each profile check that the pharmacy's opening times, contact information and services information are up to date or verify this information if it is correct (even if no changes have been made during the financial quarter, contractors must still verify this information using NHS Profile Manager as this creates a record which will act as evidence to NHS England that these actions have been undertaken).

Infection Prevention and Control Education Framework Updated

NHS England has published an updated infection prevention and control education framework. For further details click [here](#).

Shortages

Serious Shortage Protocols (SSPs)

- **Date issued 17/03/2023:** Serious Shortage Protocol (SSP) has been issued for Paracetamol 240mg suppositories. The SSP will enable community pharmacists to supply patients with Paracetamol 250mg suppositories. The SSP came into effect on 17 March and is currently scheduled to end on Friday 5 May 2023.
- **Date issued 28/03/2023:** Serious Shortage Protocol (SSP052) has been issued for Progynova® TS 100 microgram patches. The SSP will enable community pharmacists to supply patients with FemSeven® 100 microgram patches. The SSP came into effect on 28 March and is currently scheduled to end on Friday 9 June 2023.
- **Date issued 31/03/2023:** Serious Shortage Protocols 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 28 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
- Telephone: 0300 330 1349
- Textphone: 18001 0300 330 1349

DHSC Medicine Supply Notifications

Dated 16 March 2023.

- A Tier 2 medicine supply notification for capsaicin 0.075% (Axsain®) and 0.025% (Zacin®) cream

Medicine	Out of stock	Alternatives
Capsaicin 0.075% (Axsain®) and 0.025% (Zacin®) cream	Until end of June 2023.	<ul style="list-style-type: none">• Unlicensed supplies may be sourced, lead times vary.• See MSN for details.

Dated 21 March 2023.

- An updated Tier 2 medicine supply notification for paracetamol 120mg and 240mg suppositories

Medicine	Out of stock	Alternatives
Paracetamol 120mg and 240mg suppositories	Until early May 2023.	<ul style="list-style-type: none">• Paracetamol 125mg and 250mg suppositories are available.• Serious Shortage Protocol's (SSP) are in place for paracetamol 120mg and 240mg suppositories.• See MSN for details

Dated 28 March 2023

- A Tier 2 medicine supply notification for primidone (Aspire Pharma) 50mg tablets
- A Tier 2 medicine supply notification for acetazolamide (Diamox® SR) 250mg modified-release capsules
- A Tier 2 medicine supply notification for estradiol valerate/medroxyprogesterone acetate (Indivina®) 1mg/2.5mg tablets

Medicine	Out of stock	Alternatives
Primidone (Aspire Pharma) 50mg tablets	Until w/c 24 th April 2023	<ul style="list-style-type: none">• Primidone (Teva) 50mg tablets• See MSN for details.
Acetazolamide (Diamox® SR) 250mg modified-release capsules	Until 31 st July 2023	<ul style="list-style-type: none">• Acetazolamide immediate release 250mg tablets• Unlicensed imports of acetazolamide SR 250mg capsules• Specials of acetazolamide oral suspension• See MSN for details
Estradiol valerate/medroxyprogesterone acetate (Indivina®) 1mg/2.5mg tablets	Until w/c 26 th June 2023	<ul style="list-style-type: none">• Alternative continuous combined hormone replacement therapies (HRT) are available.• See MSN for details

Dated 28 March 2023

- A Tier 2 medicine supply notification for estradiol (Progynova® TS) 100micrograms/24hours transdermal patches

Medicine	Out of stock	Alternatives
Estradiol (Progynova® TS) 100micrograms/24hours transdermal patches	Until w/c 5th June 2023	<ul style="list-style-type: none"> FemSeven® (estradiol) 100micrograms/24hours transdermal patches A Serious Shortage Protocol (SSP) was issued on 28/03/2023. See MSN for details.

Dated 29 March 2023

- A Tier 2 medicine supply notification for triptorelin acetate (Gonapeptyl® Depot) 3.75mg powder and solvent for suspension for injection pre-filled syringes
- A Tier 3 medicine supply notification for ciclosporin (Vanquorel®) 25mg capsules

Medicine	Out of stock	Alternatives
Triptorelin acetate (Gonapeptyl® Depot) 3.75mg powder and solvent for suspension for injection pre-filled syringes	Until late April 2023	<ul style="list-style-type: none"> Alternative gonadotrophin-releasing hormone (GnRH) analogues See MSN for details
Ciclosporin (Vanquorel®) 25mg capsules	Until mid-May 2023	<ul style="list-style-type: none"> Alternative brands of ciclosporin capsules (Neoral® and Capsorin®) Unlicensed Ciclosporine® (Sandoz) and Deximune® 25mg capsules 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

MiDoS MECC App Intro for BNSSG, BSW, Gloucestershire and Somerset

In 2022 NHS Digital created NHS Service Finder which allows health and care professionals a way to access, search for and signpost patients to available services in their local area.

In addition to this service, the South West NHS Digital Directory of Services North team have created the MiDoS MECC App – available to health and care professionals in BNSSG, BSW, Gloucestershire and Somerset.

A free, fast, reliable, and accessible MECC resource available through any internet-enabled device. The MiDoS app allows users to search for local health and social care services to signpost patients to.

Users can search by location and service – from pharmacies to sexual health clinics, and many more.

Click on the link for how to [register](#) and use the app, or for more information email the team on DoSteam.southwest@nhs.net.

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)

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.

New provider of British Sign Language (BSL) Services in BNSSG

From 1 April 2023 BNSSG ICB will be covered by a new provider of British Sign Language (BSL) services:

Sign Solutions [Sign Language Interpreter, Deaf Awareness Training, BSL Translations | Sign Solutions](#)

Pharmacies can access BSL services including face to face and video interpreting for their patients by emailing bookings@signsolutions.uk.com or phoning 0121 447 9620.

An out of hours number is also available 0121 447 962.

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
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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.