

## Community Pharmacy Bulletin

Date: 19 April 2023

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## Headline News

### South West Sustainable Primary Care Roadshow

The South West Greener NHS team are pleased to invite you to join our regional event focussing on sustainable healthcare within primary care, chaired by Dr Katherine Brown.

This session will highlight the co-benefits of more sustainable health care, including improved physical and mental health, staff, and patient wellbeing, improved local biodiversity and connection to nature. In addition, it will be an opportunity to connect with regional colleagues and to celebrate some of the great work that is currently going on across primary care in the South West.

This event is open to anyone interested in learning more about net zero primary care.

**When:** 10:00-12:00, Wednesday 26 April 2023

**Where:** MS Teams (link will be shared following sign up)

Agenda to be shared closer to the date.

To book your place, please fill out [this form](#) by midday, 24 April 2023.

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### 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.

## National Pharmacy Services

### Hypertension Case-Finding Service and SCS

Pharmacy technicians are now able to perform blood pressure checks as part of the Hypertension Case-Finding Service and deliver the Smoking Cessation Service (SCS). The Drug Tariff has been amended, where necessary, to reflect this and includes the amendments to [The Pharmaceutical Services \(Advanced and Enhanced Services\) \(Amendment\) \(England\) Directions 2023](#).

The service specifications for both services are currently going through NHS England's publication process; when these are published PSNC will alert contractors through their normal communication channels. PSNC resources for both services are also currently being updated.

## 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).

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### 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 06/04/2023:** Serious Shortage Protocol (SSP032) currently in effect for **atorvastatin 10mg chewable tablets** is being extended. The revised end date for SSP032 is now Friday 28 April 2023.
- **Date issued 06/04/2023:** Serious Shortage Protocols (SSP053 and SSP054) have been issued for clarithromycin 125mg/5ml and 250mg/5ml oral suspension. The SSPs will enable community pharmacists to supply patients with clarithromycin 250mg/5ml oral solution (for SSP053) and clarithromycin 250mg tablets (for SSP054). The SSPs came into effect on 6 April and are currently scheduled to end on 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](mailto:nhsbsa.prescriptionservices@nhsbsa.nhs.uk)
- Telephone: 0300 330 1349
- Textphone: 18001 0300 330 1349

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### DHSC Medicine Supply Notifications

**Dated 16 March 2023**

- A Tier 2 medicine supply notification for estriol (Imvaggis®) 0.03mg pessary
- A Tier 2 medicine supply notification for oxycodone hydrochloride 5mg/5ml Oral Solution
- A Tier 2 medicine supply notification for clarithromycin 125mg/5ml and 250mg/5ml oral suspensions

Medicine	Out of stock	Alternatives
Estriol (Imvaggis®) 0.03mg pessary	Until mid-late May 2023	<ul style="list-style-type: none"><li>• Alternative estriol vaginal products</li><li>• Estradiol 10mcg vaginal tablets</li></ul>
Oxycodone Hydrochloride 5mg/5ml Oral Solution	Until end of June 2023	<ul style="list-style-type: none"><li>• Oxycodone 5mg and 10mg immediate release capsules</li><li>• Alternative liquid opioid formulations</li><li>• Specials oxycodone 5mg/5ml oral suspension have been sourced. See MSN for details</li></ul>

<ul style="list-style-type: none"> <li>• Clarithromycin 125mg/5ml oral suspension</li> <li>• Clarithromycin 250mg/5ml oral suspension</li> </ul>	<ul style="list-style-type: none"> <li>• 125mg/5ml oral suspension - until w/c 10<sup>th</sup> April 2023</li> <li>• 250mg/5ml oral suspension - limited supply until w/c 10<sup>th</sup> April 2023</li> </ul>	<ul style="list-style-type: none"> <li>• Alternative clarithromycin preparations</li> <li>• Serious Shortage Protocol's (SSP) were issued on 06/04/2023</li> </ul>
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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](mailto: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](#)

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## 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.

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## 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](mailto:bookings@signsolutions.uk.com) or phoning 0121 447 9620.

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

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## 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](mailto:england.pharmacysouthwest@nhs.net)

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