

Community Pharmacy Bulletin

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Headline News

May Bank Holidays

Please remember in May there are three bank holidays, you should have all received the information which shows the pharmacies that are open over the Bank Holiday weekends.

- Monday 01 Bank Holiday
- Monday 08 Bank Holiday Please note that Saturday 06 May is a normal working day if you open on a Saturday.
- Monday 29 Bank Holiday

Please remember when you are closed to have your poster visible signposting patients to the nearest open pharmacy. If you have not received this information, please contact the team on the generic email address.

Support isolated people to self-refer for volunteer calls

People who would benefit from extra social contact can now self-refer for free 'Check In and Chat' phone calls from the NHS Volunteer Responders by calling 0808 196 3646. Alternatively, [clinicians and other primary care colleagues can directly refer people](#) with their consent. [GP practices and pharmacies can also order pre-printed posters and flyers to promote self-referral](#).

The 'Check In and Chat' service involves volunteers phoning patients for a friendly chat. Where appropriate, they can encourage people to make positive changes and share information about other local services. People with additional vulnerabilities should be referred for Check In and Chat Plus to be linked with a DBS-checked volunteer.

Children aged 6 months to 4 years in clinical risk groups to be offered COVID-19 vaccine

The Joint Committee on Vaccination and Immunisation (JCVI) has advised that clinically vulnerable children aged 6 months to 4 years should be offered a Covid-19 vaccine.

Although young children are generally at low risk of developing severe illness from Covid-19, infants and young children who have underlying medical conditions are over 7 times more likely to be admitted to paediatric intensive care units.

Eligible children should be offered 2 doses of the vaccine, with an interval of 8 to 12 weeks between the first and second doses.

NHS England has confirmed it will begin offering vaccinations to those eligible in England from mid-June. Parents should wait to be contacted before coming forward.

Free digital resources to support unpaid carers

In partnership with national charity Carers UK, NHS England is offering free access to [Carers UK Digital Resource for Carers](#), an online platform that hosts information and advice for carers to help them build resilience in their caring role.

Primary Care Commissioning Assurance Framework

This has been published by NHS England [here](#)

National Pharmacy Services

National Care Records Service

The National Care Records Service (NCRS) is replacing the Summary Care Record application (SCRa). It provides a quick, secure way to access national patient information and it is free to use. Find out how to make the switch. All SCRa users will need to switch to NCRS before 29 September 2023.

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](#).

New programme on Complex Clinical Reasoning now available

NHS England e-learning for healthcare has worked in partnership with University Hospitals Dorset NHS Foundation Trust, and St George's University Hospitals NHS Foundation Trust to develop a new elearning programme on complex clinical reasoning.

To safely and effectively assess, treat and manage people in our complex health system, it is essential for professionals to use complex clinical reasoning and decision-making skills.

The new Complex Clinical Reasoning elearning programme aims to support clinicians working along the continuum of enhanced to advanced practice, who want to learn about the complexities of clinical reasoning across the NHS to develop key knowledge around the clinical reasoning process, including how to implement this in clinical practice.

This programme will be of value to many practitioners wanting to expand their field of clinical reasoning during the progression of their careers along the continuum of enhanced to advanced level practice. It has been designed to run in parallel with supervision in practice for developing clinical reasoning skills in both the elearning and clinically based components of the programme's learning advanced practice supervision and contains a detailed supervisor guidance pack to enable further critical thinking and reflection.

The programme consists of 9 elearning sessions in total, which can be accessed in any order or timeframe.

Each session sets out clear aims to help learners grow confidence in the clinical reasoning process. This includes, identifying examples of clinical reasoning strategies, describing new and outdated clinical reasoning frameworks and explaining the benefits associated with a multi-professional approach.

Upon completion of the programme, both learners and supervisors can print evidence of achievement to include within their portfolios.

For more information and to access the programme, please visit the [Complex Clinical Reasoning programme page](#).

Events and webinars

2 May, 10:30am – 11.30am. [Involving people and communities – a practical guide](#)

16 May, 2pm – 4pm. [Learning Disability Annual Health Check learn and share event](#)

7 June, 9.30am – 4pm. [Primary care improvers conference](#)

Shortages

Serious Shortage Protocols (SSPs)

- **Date issued 13/04/2023:** Serious Shortage Protocols (SSP055) has been issued for Estradot® (estradiol hemihydrate) 75micrograms/24 hours transdermal patch - SSP055. This SSP will enable community pharmacists to supply patients with Evorel® (estradiol) 75micrograms/24 hours patch. The SSP came into effect 13 April and is currently scheduled to end on Friday 5 May 2023.
- **Date issued 27/04/2023:** A number of Serious Shortage Protocols (SSPs) currently in effect and due to end on 28 April are being extended. The revised end dates for the SSPs are shown in the table below.

SSP	Product	New end date
SSP029	Estradiol (Sandrena®) 0.5mg and 1mg gel sachets	12 May*
SSP030	Estradiol (Sandrena®) 0.5mg and 1mg gel sachets	12 May*
SSP031	Estradiol (Sandrena®) 0.5mg and 1mg gel sachets	12 May*
SSP032	Atorvastatin (Lipitor) 10mg chewable tablets	12 May
SSP040	Phenoxymethylpenicillin	12 May*
SSP041	Phenoxymethylpenicillin	12 May*
SSP042	Phenoxymethylpenicillin	12 May*

SSP043	Phenoxymethylpenicillin	12 May*
SSP044	Phenoxymethylpenicillin	12 May*
SSP045	Phenoxymethylpenicillin	12 May*
SSP046	Phenoxymethylpenicillin	12 May*
SSP047	Phenoxymethylpenicillin	12 May*
SSP053	Clarithromycin 125mg/5ml oral suspension	26 May
SSP054	Clarithromycin 250mg/5ml oral suspension	26 May

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 12 April 2023

- A Tier 2 medicine supply notification for alfuzosin 10mg modified release tablets

Medicine	Out of stock	Alternatives
Alfuzosin 10mg modified release tablets	Until w/c 15 th May 2023	Alternative alpha-adrenoceptor blockers are available

Dated 14 April 2023

- A Tier 2 medicine supply notification for estradiol (Estradot®) 75micrograms/24hours transdermal patches

Medicine	Out of stock	Alternatives
Estradiol (Estradot®) 75micrograms/24hours transdermal patches	Until early May 2023	<ul style="list-style-type: none"> • Evorel® 75micrograms/24hours transdermal patches • Serious Shortage Protocol (SSP) was issued on 13/04/2023 See MSN for details.

Dated 24 April 2023

- A Tier 2 medicine supply notification for oxybutynin 5mg modified release tablets

Medicine	Out of stock	Alternatives
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Oxybutynin 5mg modified release tablets	Until w/c 1 st May 2023	<ul style="list-style-type: none"> Oxybutynin immediate release formulations (tablets and liquid) Alternative anticholinergic agents See MSN for details.
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DHSC and NHSE/I have now launched an online [Medicines Supply Tool](#), which provides up to date information about medicine supply issues. The contents of these MSNs can now be viewed on the Tool. The Tool also details any changes to resupply dates and updates to the entries. To access the Tool you will be required to register with the [SPS website](#).

The Medicine Supply Tool is moving on the SPS website. Update your links and bookmark its new home in the 'Tools' section: <https://www.sps.nhs.uk/home/tools/medicines-supply-tool/>

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

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.