

Community Pharmacy Bulletin

Date: 18 May 2023

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Community Pharmacy Contractual Framework: Year 5 (2023 to 2024) update for contractors

Year 5 of the Community Pharmacy Contractual Framework (CPCF) has been agreed between the Pharmaceutical Services Negotiating Committee (PSNC), the Department of Health and Social Care (DHSC) and NHS England (NHSE). Please click [here](#) to read the full update.

Prescription reminder for patients ahead of May bank holiday

Ahead of the final bank holiday in May, please encourage patients to prepare for getting their prescriptions early; advising them to make sure they order and collect their repeat medicines in plenty of time.

Bank Holiday Monday 29 May 2023

Could all contractors please check their correct hours are noted on [Profile Manager](#) to ensure NHS.UK and DoS are displaying the correct information for the late May Bank Holiday.

The pharmacy opening hours for late May will shortly be available to view here [South West pharmacy opening hours](#)

Number of repeat prescriptions ordered via NHS App up by 92% in the last year

More than 500,000 repeat prescriptions are now booked through the NHS App every week. [New figures we've released](#) show that since the NHS App's launch in December 2018, more than 42 million repeat prescriptions have been ordered through the app.

NHS delivers two million spring boosters

The NHS COVID-19 Vaccination Programme has [vaccinated more than two million](#) of the most at-risk people in England with a spring covid jab since the programme launched last month.

End of antiviral medicine prescribing for 2022/23 influenza season

In light of surveillance data indicating that circulation of influenza in the community has returned to baseline levels, the Department of Health and Social Care has published an alert to inform prescribers working in primary care and pharmacy teams that antiviral medicines should no longer be prescribed.

Community pharmacists should no longer supply antiviral medicines for the prophylaxis and treatment of influenza on a FP10 prescription form.

Follow the link to read the prescribing and supply of antivirals alert in full: [CAS-ViewAlert \(mhra.gov.uk\)](#)

Referrals from Urgent and Emergency Care (UEC) into the Community Pharmacist Consultation Service (CPCS)

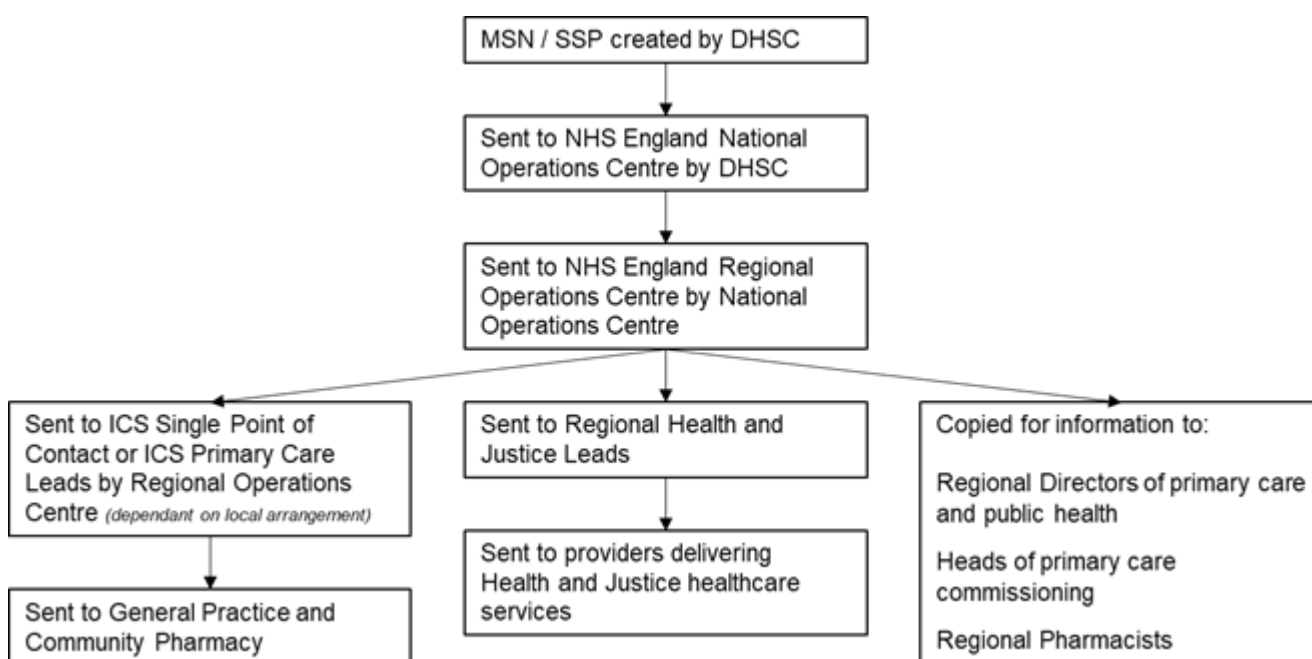
The May 2023 Drug Tariff has been amended to allow CPCS referrals from UEC, e.g., urgent treatment centres and emergency departments. Contractors may start to receive referrals from 15 May 2023 if local UEC providers have implemented an electronic referral process.

The service specification for the advanced service will be published in due course. We are working with the community pharmacy IT supplier market to develop integrated referrals to support this pathway.

Change to route of delivery of Medicine Supply Notifications and Serious Shortage Protocols (SSPs)

Following discussions with DHSC and the NHS England National Primary Care Team the route by which Medicine Supply Notices (MSN's) and Severe Shortage Protocols (SSP's) is moving away from delivery by the Primary Care Team at NHS England (National) to following the standard cascade route via the National Operations Centre.

This change is with immediate effect and will see the following cascade route used moving forward.



NOTE: this does not affect the CAS Alert cascade route and applies only to routine MSN's and SSP's

Pharmacy Quality Scheme

Launch of year 5 scheme

The [year 5 Community Pharmacy Contractual Framework \(CPCF\) PQS scheme](#) will launch on 1 June 2023 and will consist of one gateway criterion (NMS) and three domains with annual funding of £45 million to support national health priorities.

Antimicrobial Stewardship Activities in England's Community Pharmacies through the Pharmacy Quality Scheme

[The Use of the TARGET Antibiotic Checklist to Support Antimicrobial Stewardship in England's Community Pharmacies](#) has recently been published. Antimicrobial Stewardship (AMS) requires effective teamwork with patients receiving consistent messages from all healthcare professionals on appropriate antimicrobial use, providing indication-specific education, and positively impacting the uptake of influenza vaccinations.

Community pharmacy teams successfully promoted AMS using the TARGET Antibiotic Checklist through the Pharmacy Quality Scheme, [the review of which has been published online](#)

Healthy Living

Mental Health Awareness Week 15-23 May 2023

15-23 May is Mental Health Awareness Week (MHAW) and that Better Health - **Every Mind Matters** (EMM) has a wealth of digital, social and printed resources to support this year's theme of anxiety on the [Campaign Resource Centre](#).

Focusing over the next couple of weeks, on how regular physical activity can have a significant impact on reducing the symptoms of anxiety and improving mental wellbeing. Public Health England have enlisted celebrities NHS Dr. Ranj Singh, comedian Tom Davis, and DJ Reece Parkinson to encourage people to '**make the first move for your mental health**' using NHS-approved **Couch to 5k** or **Active 10** apps to help make starting physical activity a little less challenging.

There is a [MHAW toolkit](#) full of social content and copy, editable posters & digital screens conversation starters and posters and more.

In addition the PR campaign will encourage people to sign up to [EMM's anxiety easing emails](#), or take the [Mind Plan](#) quiz, offering expert advice to help you stay on top of your mental wellbeing and showing you how to make these new steps part of your routine.

For related e-learning, these free bite-sized introductions to [mental health and wellbeing](#) and [physical activity](#) include key evidence, data and signposting. Go to the [Campaign Resource Centre](#) and help get more people to make the first move for their mental health.

Education & Training

Clinical Examination Skills Training for Community Pharmacists

NHS England are making available 10,000 module places which will be delivered by [CliniSkills](#) 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.

The training is designed to be complementary to independent prescribing training and can be completed prior to or after independent prescribing training courses.

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](#).

To find out more about the Pharmacy Integration Programme, visit the [Health Education England website](#).

Shortages

Serious Shortage Protocols (SSPs)

The following Serious Shortage Protocols expired on 12 May 2023 and will not be extended further.

SSP	Product
SSP029	Estradiol (Sandrena®) 0.5mg and 1mg gel sachets
SSP030	Estradiol (Sandrena®) 0.5mg and 1mg gel sachets
SSP031	Estradiol (Sandrena®) 0.5mg and 1mg gel sachets
SSP032	Atorvastatin (Lipitor) 10mg chewable tablets
SSP040	Phenoxymethylpenicillin
SSP041	Phenoxymethylpenicillin
SSP042	Phenoxymethylpenicillin
SSP043	Phenoxymethylpenicillin
SSP044	Phenoxymethylpenicillin
SSP045	Phenoxymethylpenicillin
SSP046	Phenoxymethylpenicillin
SSP047	Phenoxymethylpenicillin
SSP050	Paracetamol 120mg suppositories
SSP051	Paracetamol 240mg suppositories

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

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/>

MiDoS MECC Finder – Available in BNSSG, BSW, Somerset and Gloucestershire

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 web-based MiDoS MECC Finder – 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 Finder 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.

For more information, please read the attached FAQs and Guide on how to [register](#) and use the service, or 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 South West Collaborative Commissioning Hub's 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.

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

South West Collaborative Commissioning Hub Community Pharmacy Contract Management Team contact information: email: england.pharmacysouthwest@nhs.net

Website: [South West Community Pharmacy information](#) for more further information, blank templates, forms, and documents.