

Community Pharmacy Bulletin

Date: 31 May 2023

Headline News

- National flu immunisation programme plan 2023 to 20242
- DHSC's changes to the Pharmaceutical Regulations 27 April 2023.....2
- NHS response to COVID-19: Stepping down from NHS level 3 incident.....2
- Delegation of primary care complaints function to Integrated Care Boards.....3
- PSNC to become Community Pharmacy England3

Regulations & Quality

- No mandatory clinical audits in 2023/243
- End of life care Daffodil Standards for community pharmacy3

Pharmacy Quality Scheme

- Findings & Recommendations from the Antimicrobial Stewardship 2020-224
- Pharmacy Quality Scheme Guidance 2023-244

Advanced Services

- Community Pharmacy Consultation Scheme (CPCS) claim period change from 1st June.....4

Shortages

- Central Alerting System (CAS): Shortage of Pyridostigmine 60mg Tablets4
- Serious Shortage Protocols (SSPs)5
- DHSC Medicine Supply Notifications5

Digital & Technology

- NHS Profile Manager: Spring reminder.....6
- Data Security and Protection Toolkit Workshop now on demand.....6
- NHS Smart Card Renewal7
- Email Correspondence – Signature Details7

Useful Information

- Complaints and Incidents7
- Interpretation and Translation Services7
- Contact Details and Further Information8

National flu immunisation programme plan 2023 to 2024

The annual flu letter describes the national flu immunisation programme and outlines which groups are eligible for flu vaccination.

Please click [here](#) to read the letter.

DHSC's changes to the Pharmaceutical Regulations 27 April 2023

On 27th April 2023, the Department of Health and Social Care (DHSC) introduced regulatory changes in response to increased temporary closures (temporary suspensions in the provision of pharmaceutical services) of pharmacies in England and related pressures.

The changes are contained within The National Health Service (Pharmaceutical and Local Pharmaceutical Services) (Amendment) Regulations 2023 and add to and amend the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (PLPS regulations).

Click [here](#) to view the amendments.

Areas that have been amended include:

- Fitness information
- Notices of commencement and changes to the date on which service provision will commence
- Opening hours – both core and supplementary, and directions
- 100-hour pharmacies
- Local hours plans
- Temporary suspensions
- Business continuity plans.

Relevant forms to reflect the regulation changes in relation to opening hours have been updated in the pharmacy Manual; these can be accessed [here](#).

The PSNC have also provided a useful briefing on the changes to the Pharmaceutical Regulations which can be viewed [here](#).

NHS response to COVID-19: Stepping down from NHS level 3 incident

NHS England is stepping down the COVID-19 incident. This [letter](#) provides more information and sets out how the following will change:

- COVID-19 patient notification system and other COVID-19 data reporting
- Outbreak reporting
- Communications: national and regional operations centres hours of operation

Delegation of primary care complaints function to Integrated Care Boards

From 1 July 2023, the way members of the public make a complaint about primary care services to the commissioner is changing. Rather than contacting NHS England, they will contact their local integrated care board (ICB). Information about how to do this, including ways of contacting the ICB by phone, e-mail, or written correspondence, will be available on ICB/primary care websites and shared widely by ICBs to relevant stakeholders, partners, and patient groups. Members of the public will still be able to make a complaint to the service provider. More information will be available soon.

PSNC to become Community Pharmacy England

From May 30th the Pharmaceutical Services Negotiating Committee (PSNC) will be known as Community Pharmacy England, with new branding designed to be more impactful and authoritative, helping to better represent community pharmacy.

Click [here](#) to read the full article.

Regulations & Quality

No mandatory clinical audits in 2023/24

Community pharmacy contractors are **not required** to undertake a contractor-chosen or an NHS England determined clinical audit in 2023/24.

A clinical audit on anticoagulants is included in the Pharmacy Quality Scheme (PQS) 2023/24. If contractors choose to not participate in PQS, and therefore do not complete the anticoagulant clinical audit, there is still no requirement to complete two clinical audits in 2023/24.

End of life care Daffodil Standards for community pharmacy

Community pharmacies can now sign up to the [Daffodil Standards for palliative and end of life care](#), aimed at improving the care provided to patients approaching the end of their life.

The Daffodil Standards are a partnership by the Royal Pharmaceutical Society and the charity Marie Curie.

Community pharmacies will be able to display the 'daffodil mark' as a sign of their commitment to improving the care they provide, as they work through the self-assessment and actions for the eight individual Daffodil Standards.

The Standards also align with and complement the Royal College of General Practitioners and Marie Curie Daffodil Standards already used by general practices.

Pharmacy Quality Scheme

Findings & Recommendations from the Antimicrobial Stewardship 2020-22

Please find attached with this bulletin the findings and recommendations from the Antimicrobial Stewardship initiatives.

The report provides a table (pages 2-3) of recommendations for community pharmacies following the findings with useful links to relevant resources for pharmacy teams to use.

Pharmacy Quality Scheme (PQS) Guidance 2023-24

The Pharmacy Quality Scheme (PQS) forms part of the Community Pharmacy Contractual Framework (CPCF). It supports delivery of the NHS Long Term Plan and rewards community pharmacy contractors who deliver quality criteria in three quality dimensions: clinical effectiveness, patient safety and patient experience.

NHS England, in collaboration with internal and external stakeholders, has developed the PQS for 2023/24. Details of the PQS for 2023/24 have been provided in Part VIIA of the [Drug Tariff](#).

A copy of the guidance is attached with this bulletin. The document replaces guidance issued for all previous schemes and provides further detail for contractors regarding how they demonstrate compliance with this year's scheme requirements.

Advanced Services

Community Pharmacy Consultation Scheme (CPCS) claim period change from 1st June

From **1st June 2023**, in a change from the previous Community Pharmacist Consultation Service (CPCS) service specification, claims for payment should be submitted within one month of, and no later than three months from the claim period for the chargeable activity provided. The change normalises the grace period for service claims from its previous position of six months to three months, which is the case for most of the other Advanced services.

Please ensure you have **reviewed and submitted any outstanding CPCS claims** on the Manage Your Service portal to avoid any potential service fee losses as a result of this reduced grace period for claims.

[Read the updated CPCS specification](#)

Shortages

Central Alerting System (CAS): Shortage Of Pyridostigmine 60mg Tablets

Pyridostigmine 60mg tablets are out of stock, resupply is expected week commencing 12 June 2023.

- There are three suppliers of pyridostigmine 60mg tablets: Viatris, Teva and Flynn Pharma. The supply issue is caused by a combination of manufacturing issues and a resulting increase in demand to other suppliers.

This National Patient Safety Alert below provides further background and clinical information and actions for providers.

- [NatPSA_2023_006_DHSC.pdf](#)

Serious Shortage Protocols (SSPs)

- **Utrogestan® 100mg capsules**
Serious Shortage Protocol (SSP056) has been issued for Utrogestan® 100mg capsules. The SSP will restrict the amount of Utrogestan® 100mg capsules that can be provided to a patient to no more than two-months' supply. The SSP came into effect 19 May 2023, and is currently scheduled to end on Friday 18 August 2023.

Endorsement guidance for SSP056 - Utrogestan® 100mg capsules is now available. [Read information about SSP056 and endorsement guidance on the SSP webpage.](#)
- **Clarithromycin 125mg/5ml oral suspension and clarithromycin 250mg/5ml oral suspension**
Extending the Serious Shortage Protocols (SSPs) currently in place for clarithromycin 125mg/5ml oral suspension (SSP053) and clarithromycin 250mg/5ml oral suspension (SSP054) which are due to end on 26 May. The new end date for these SSPs is Friday 23 June 2023. The SSPs are available to view on the NHS Business Service Authority (BSA)'s dedicated SSP web page.

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

Tresiba (insulin degludec) FlexTouch 100units/ml solution for injection 3ml pre-filled pens

- Tier 2 – medium impact
- Date of issue: 24/05/2023
- Further information and action to be taken on this supply notification can be found via [Medicines Supply Tool](#).

Summary:

- Tresiba® FlexTouch® (Insulin degludec) 100units/ml pens will be out of stock from August 2023 until January 2024.
- Tresiba Penfill® (Insulin degludec) 100units/ml solution for injection 3ml cartridges remain available and can support increased demand.

Glucagon 1mg powder for injection kit (GlucaGen®)

- Tier 2 – medium impact
- Date of issue: 18/05/2023
- Further information and action to be taken on this supply notification can found via [Medicines Supply Tool](#),

Summary:

- There are two glucagon preparations available – GlucaGen® (1mg powder for injection kit) and Ogluo® (0.5mg and 1mg pre-filled auto-injector pens)
- GlucaGen® 1mg powder for injection kit will be unavailable from mid-June 2023 until to mid-July (a period of 4 weeks).
- Ogluo® 0.5mg and 1mg pre-filled auto-injector pens can be used for the treatment of severe hypoglycaemic episodes; however, is not suitable for treatment of beta blocker or other drug overdoses.
- Ogluo® is available to order from the wholesaler, Alliance.

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

NHS Profile Manager: Spring reminder

It will soon be time for contractors to verify their NHS Profile Manager profile information.

Ahead of the **30th June 2023** deadline, please remember to update NHS Profile Manager to ensure your pharmacy's **NHS website** and **Directory of Services (DoS)** profile information is kept up-to-date.

The Pharmacy Terms of Service requires pharmacy owners to verify profile information at least once per quarter, however the new NHS Profile Manager has been introduced to make the process as quick as possible. Details on how to do this can be accessed via the PSNC website [here](#).

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
-

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.