

# Community Pharmacy Bulletin

Date: 15 June 2023

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### Pharmacy Quality Scheme (PQS) 2023/24

This year's PQS launched on 1 June 2023, consisting of **one gateway criterion** (NMS) with the delivery of 15 NMS between 01 April 2023 and 31 March 2024.

**Three domains** – Medicines Safety and Optimisation (15 points), Respiratory (25 points) and Prevention (20 points). The criteria are to support national health priorities, building on earlier work around respiratory disease, antimicrobial stewardship and improving access to end-of-life medicines,

To qualify for the PQS payment, pharmacy contractors must meet the gateway criterion by the end of 31 December 2023 and claim payment during the declaration period, which is between 9am on 5 February 2024 and 11.59pm on 1 March 2023/24.

**Important please note** - The aspiration payment declaration will open on 9am on 4 September 2023 and close at 11.59pm on 29 September 2023, more detail on making declarations will be provided in due course. We will remind you again closer to that time.

Further detail about the scheme can be found in the [June 2023 Drug Tariff](#) and [NHS England Pharmacy Quality Scheme Guidance 2023/24](#). We encourage pharmacy contractors to review the guidance document to support the understanding of the requirements for this year's PQS.

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### Hypertension Case-Finding Service & NHS Smoking Cessation Service (SCS) – Updated Specifications

This week updated service specifications for the NHS [Blood Pressure Check](#) and [Smoking Cessation](#) services in Community Pharmacy have been published.

For the first time, the specifications allow pharmacy technicians to deliver these services to patients so that even more people over 40 can have their blood pressure checked and receive support to stop smoking after discharge from hospital.

We encourage all pharmacy technicians to read the operational processes, familiarise themselves with the NICE guidelines, and complete the e-learning as outlined in the specifications.

- **Hypertension Case-Finding Service – Updated Specification**

The key changes in the service specification are highlighted in yellow within the document found via the following link: [Advanced-service-specification-NHS-community-pharmacy-hypertension-case-finding](#).

- **NHS Smoking Cessation Service (SCS) – Updated Specification**

The key changes in the service specification are highlighted in yellow within the document found via the following link: [Advanced-service-specification-nhs-smoking\\_cessation\\_service](#).

### 2023/24 Community Pharmacy Assurance Framework (CPAF) screening questionnaire

The 2023/24 Community Pharmacy Assurance Framework (CPAF) timescales have been released with the screening questionnaire available for completion from approximately 1am on Monday 3rd July 2023 until midnight on Sunday 30th July 2023.

As a result of NHS regulations introduced at the end of 2020, completion of CPAF is now a requirement of the Terms of Service, with contractors required to complete the screening questionnaire and, if needed, the full CPAF questionnaire.

The short screening questionnaire consists of 10 questions. Contractors who use the NHS Business Services Authority (NHSBSA) [Manage Your Service \(MYS\) portal](#) will be required to complete the questionnaire on the portal. Contractors who are not yet signed up to MYS can complete the questionnaire online.

The questions will be published on the [NHSBSA website](#) ahead of the 03 July 2023 go-live date to give contractors advance notice of these.

Community Pharmacy England have issued a useful briefing on the CPAF screening questionnaire supplying guidance on the process which can be accessed [here](#).

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### Community Pharmacy Standard

The Professional Record Standards Body (PRSB) has published the updated version of its [Community Pharmacy Standard \(v.3\)](#). This is to reflect changes to the Community Pharmacy Contractual Framework (CPCF) in England and the services it covers, along with other changes that make the standard ready for widespread implementation.

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### Learn from patient safety events (LFPSE) service

The Learn from Patient Safety Events (LFPSE) service is a new national NHS service for the recording and analysis of patient safety events that occur in healthcare. The service introduces a range of innovations to support the NHS to improve learning from the over 2.5 million patient safety events recorded each year, to help make care safer (see 'How LFPSE will improve patient safety learning').

LFPSE is currently being introduced across the NHS as organisations switch to recording patient safety events onto the new LFPSE service, rather than the National Reporting and Learning System (NRLS) and Strategic Executive Information System (StEIS) it is replacing.

A short video explaining how the service works can be found below:

<https://www.youtube.com/watch?v=mIRu-B-XbGM>

## Advanced Services

### Pharmacy Contraception Service

The Pharmacy Contraception Service aims to provide a model for community pharmacy teams to continue the provision of oral contraception supplies initiated in primary care or sexual health clinics (or equivalent). This service also looks to establish an integrated pathway between existing services and community pharmacies that provides people with greater choice and access when considering continuing their current form of OC.

If you would like more information on this service, information can be found here, [NHS England » NHS Pharmacy Contraception Service Tier 1 – Ongoing supply of oral contraception](#) and sign up is via the NHSBSA. Portal.

If you have any questions, please contact [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net)

## Dispensing Doctors

### Sign up 23/24 Dispensary Services Quality Scheme (DSQS): Deadline 30 June 2023

As a dispensing GP practice if you wish to participate in the Dispensary Services Quality Scheme (DSQS) for 2023/24 the practice needs to notify the NHS South West Pharmacy Team of that intention by 1 July 2023.

All dispensing GP practices in the South West have been contacted directly to invite them to take part in this year's scheme. If you have yet to sign up and wish to participate, please contact a member of the team via [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net) and we will arrange to send you the relevant paperwork.

Please note the deadline for sign up to the scheme is Friday 30 June 2023. If we do not receive the practice's sign-up form by this date, the practice will not be able to take part in DSQS this year.

## Training & Education

### NHS training offers for Community Pharmacy Professionals

New, fully funded, flexible training for community pharmacists is now available to help expand clinical skills and improve patient care.

Courses include:

- **Clinical Examination Skills** – offering a step towards Independent Prescribing and an opportunity to gain new specialist skills to increase your NHS role or to expand and refresh your diagnostic and consultation skills if you are already an IP.

Training is tailored to your skills, experience and individual learning requirements.

Complete the gateway module in approximately 1 hour online, followed by one of four specialist modules in cardiology, paediatrics, ENT or dermatology.

Optional in-person, practical training sessions are also available.

- **Independent Prescribing** - training to support patients from diagnosis to prescribing, providing advice and follow-up, and preparing to provide clinical care.

Courses are offered by a range of universities and education providers.

Visit the [Community Pharmacy Training Page](#) for more information and to register.

## Shortages

### Serious Shortage Protocols (SSPs)

- **Extension of SSP052 - Progynova® TS 100mcg patches**

Due to ongoing supply issues, there is an extension to Serious Shortage Protocol (SSP) currently in place for Progynova® TS 100mcg patches (SSP052) which is due to end on 9 June.

The new end date for this SSP is Friday 8 September 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

### Ethinylestradiol 20microgram / Drospirenone 3mg (Eloine®) tablets

- Tier 2 – medium impact
- Date of issue: 01/06/2023
- Further information and action to be taken on this supply notification can be found via [Medicines Supply Tool](#),

#### Summary

- Ethinylestradiol 20microgram / Drospirenone 3mg (Eloine®) tablets are out of stock from late-June 2023 until late-August 2023.
- Alternative combined oral contraceptives (COC) remain available and will be able to support increased demand.

### Clomifene (Clomid®) 50mg tablets

- Tier 2 – medium impact
- Date of issue: 05/06/2023
- Further information and action to be taken on this supply notification can be found via [Medicines Supply Tool](#)

#### Summary:

- Sanofi will be out of stock of clomifene (Clomid®) 50mg tablets from w/c 12 June 2023 until w/c 18 September 2023.
- Generic clomifene 50mg tablets remain available from Wockhardt who can partially uplift supplies until end of July 2023.
- Unlicensed supplies of clomifene 50mg tablets may be sourced, lead times vary.
- Alternative medicines for use in infertility remain available.

### Oxcarbazepine (Trileptal®) 300mg and 600mg tablets

- Tier 2 – medium impact
- Date of issue: 14/06/2023
- Further information and action to be taken on this supply notification can be found via [Medicines Supply Tool](#)

#### Summary:

- Oxcarbazepine (Trileptal®) 300mg tablets will be out of stock from late June 2023 until mid-July 2023.
- Oxcarbazepine (Trileptal®) 600mg tablets are out of stock until mid-July 2023.
- Generic oxcarbazepine 300mg and 600mg tablets remain available and will be able to support increased demand.
- Oxcarbazepine (Trileptal®) 150mg tablets and generic oxcarbazepine 150mg tablets remain available but cannot support the increase in demand.
- Oxcarbazepine (Trileptal®) 60mg/ml oral suspension remains available but cannot meet an increase in demand.

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 of 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](#).

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## 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](#)

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## NHS Smart Card Renewal

If you have received automated messages about NHS smartcard renewal, please renew them 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 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.

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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

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

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