

Community Pharmacy Bulletin

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CPCS claim period change from 1st August 2023

The Department of Health and Social Care (DHSC) has announced from 1st August 2023, that Community Pharmacist Consultation Service (CPCS) 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 CPCS service claims from its previous position of six months to three months, which is the case for most of the other Advanced services.

This change will be reflected from the July Drug Tariff. Activity completed in May, June and July 2023 can be claimed until 5th December 2023.

Contractors should ensure they 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.

NHSBSA emails are changing – please note

Email addresses for the NHS Business Services Authority (NHSBSA) are changing. For pharmacy teams this means that some of the email addresses previously used to contact NHS Prescription Services will no longer work.

There will be a small transition period where emails sent to the old address will be automatically forwarded. **This ends on Tuesday 18 July. After this date, emails sent to the old email address will not be received by the NHSBSA, so pharmacy teams are advised to use the new email address from this point on.**

Please see below some of updated email addresses for NHSBSA departments most frequently contacted by pharmacy teams.

The new email address for the Manage Your Service (MYS) admin team is: mys@nhsbsa.nhs.uk.

The new email address for the Contactor Payments team is: contractorpayments@nhsbsa.nhs.uk.

Please note: The email address for all queries relating to Prescriptions Services **will not be changing**. For any queries on payments, Drug Tariff, prescription endorsement, prescription searches and sorting and submission, pharmacy teams can still contact Prescription Services by email at: nhsbsa.prescriptionservices@nhsbsa.nhs.uk or via telephone on 0300 330 134.

Advanced Smoking Cessation Service

A reminder to all contractors of the changes to the service following the secretary of state directions, which now allows pharmacy technicians to start providing the service.

The key to the changes are highlighted in yellow within the [service specification](#); we encourage pharmacy owners to review the changes to the service, update their standard operating procedures and brief their teams accordingly.

August Bank Holiday Hours

Draft hours for the bank holiday on Monday 28th August were share for review on Monday 10th July. Could contractors please check all information is correct and notify via email to england.pharmacysouthwest@nhs.net of any changes by Monday 17th July.

If your store will be open on the bank holiday please ensure the hours are recorded via the Profile Manger [Profile editor login - NHS \(www.nhs.uk\)](#) so these are visible on NHS.UK and DoS.

Drug alert from Public Health

There has been an increase in the number of overdoses (with some deaths) in people who use drugs, primarily heroin, in some parts of the country. There is evidence that the heroin used in some of these cases contains a nitazene, one of a group of potent synthetic opioids, most likely isotonitazene or N-pyrrolidino etonitazene (also called etonitazepyne), or potentially fentanyl (testing is still underway in some cases).

There is good evidence that naloxone, the antidote to opioid overdoses, worked in these cases, strengthening the belief that they involve an opioid. The treatment required for an overdose that may be related to a potent synthetic opioid is the same as for other opioid overdoses, but delivering it rapidly and completely is even more critical, as progression to respiratory arrest, and recurrence of respiratory arrest, are more likely.

Those in contact with heroin users should be alert to the increased possibility of overdose arising from heroin containing synthetic opioids and be able to recognise possible symptoms of overdose and respond appropriately.

There is no good evidence for absorption of synthetic opioids through the skin but usual precautions, including masks, should be taken when handling unknown substances.

All organisations where staff may encounter people who use drugs should ensure those staff are:

- made aware of the risk of severe toxicity resulting from adulteration of heroin with potent synthetic opioids
- made aware that the potency and toxicity of nitazenes is perhaps similar to, or more than, fentanyl, and much more than heroin
- alert to the symptoms of opioid overdose in known and suspected opioid/heroin users
- communicate these risks to people who use opioids/heroin during any contacts but avoid referring to 'strong' or 'potent' heroin as this may lead them to seek it out
- ensure people who use opioids/heroin and others who might encounter an opioid overdose have naloxone available

All organisations that provide emergency care for opioid overdose should ensure staff are supported to:

- treat suspected cases as for any opioid overdose, using naloxone and appropriate supportive care
- recognise that appropriate monitoring and further doses of naloxone may be required since the duration of action of naloxone is shorter than that of many opioids

Public health continues to monitor the situation and seek further confirmation of the substance involved and their likely spread.

Blood Pressure Check Service – IT Update 1 September 2023

1 September 2023 start date for Blood Pressure Check Service API

If you are a contractor that is registered to provide the Blood Pressure Check Service please note that once the clinical IT systems go live with new API (Application Programming Interface) to automate payment claims and reporting data to the NHS Business Services Authority (NHSBSA) , the use of an approved IT system will become mandatory and the existing manual MYS claim process for the service will be retired.

All service provisions within June, July and August 2023 must be claimed by the current manual MYS process by Tuesday 5 September.

Please read the attached briefing which provides information about how this works. Further communication will follow in the run up to the start date to remind contractors.

Commissioning changes

As of 1st April 2023, the integrated care boards (ICB's) took over the commissioning of Pharmacy, Optometry and Dental (POD).

As from 1st July 2023, the Community Pharmacy Team for NHS England was transferred to the ICB's and is now called the NHS SW Collaborative Commissioning Hub, our team undertakes all the functions that were completed under NHS England but for each of the seven ICBs.

Regulations & Quality

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

The 2023/24 Community Pharmacy Assurance Framework (CPAF) screening questionnaire launched on Monday 3 July 2023.

It is now a regulatory requirement to complete the annual CPAF screening questionnaire.

The questions in this CPAF questionnaire, set by NHS England, are the same as last year's questionnaire to assess your compliance. You will be able to view a copy of the questionnaire on the NHS Business Services Authority (NHSBSA) [CPAF webpage](#) in advance of the go-live date. NHSBSA will have contact all contractors to inform them of the launch.

How to complete the CPAF screening questionnaire

If you have a [Manage Your Service](#) (MYS) portal account:

- You must log in to your MYS account to access the CPAF questionnaire.

If you have not signed up to MYS yet:

- NHSBSA will send a link to your NHS Mail shared pharmacy inbox.

You must complete the questionnaire no later than 11:59pm on Sunday 30 July 2023.

If you have any questions regarding the 2023/24 CPAF screening questionnaire, please email:

nhsbsa.pharmacysupport@nhs.net.

Shortages

Serious Shortage Protocols (SSPs)

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/>

Digital & Technology

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](#)

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 South West 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.

All complaints and incidents will be reported through the pharmacy's NHS mail account so please ensure your pharmacy is checking the account daily.

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.

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.

The information and how to access these are available on the South West Pharmacy website page via the following link [Interpretation & Translation Services](#).

The services commissioned cover the following areas:

- Bristol, North Somerset, and South Gloucestershire (BNSSG)
- Bath and North East Somerset, Swindon, and Wiltshire (BSW)
- Cornwall & Isles of Scilly
- Devon
- Dorset
- Gloucestershire
- 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.