

# Community Pharmacy Bulletin

Date: 28 July 2023

## Headline News

- Community Pharmacy Complaints .....2
- Introducing Community Pharmacy Locals .....2
- OTCs and self-care could save NHS £1.7bn a year .....2

## Dispensing & Supply

- MHRA Drug Safety Update July 2023 .....3

## Regulations & Quality

- 2023/24 Community Pharmacy Assurance Framework (CPAF) screening questionnaire.....3

## Dispensing Doctors

- Commissioning changes .....4
- Return of Serious Untoward Incidents for Q1 (April 2023 – June 2023) .....4

## Shortages

- Central Alerting System: Shortage of Glp-1 Receptor Agonist.....4
- Central Alerting System: Potent Synthetic Opioids Implicated in Heroin Overdoses and Death .....5
- Serious Shortage Protocols (SSPs) .....5
- DHSC Medicine Supply Notifications .....5

## Digital & Technology

- NHS Smart Card Renewal .....7
- Email Correspondence – Signature Details .....7

## Useful Information

- Complaints and Incidents .....8
- Interpretation and Translation Services.....8
- Contact Details and Further Information.....8

### Community Pharmacy Complaints

The current primary care complaint's function transferred from NHS England to ICBs in July 2023. Primary care services include GPs, dentists, opticians, and pharmacy services.

From 1 July 2023 the way members of the public make a complaint about primary care services to the commissioner has changed. Rather than contacting NHS England or their contact centre they must now contact the ICB where the patient is located.

Therefore, all Pharmacies should now update their information for patient complaints, displaying the correct contact details for their area. Below are the links to the relevant ICB websites showing the details you will need to update your SOP and patient poster.

#### ICB Websites

- [Somerset](#)
- [Devon](#)
- [Dorset](#)
- [Cornwall](#)
- [Gloucestershire](#)
- [Bath and North East Somerset, Swindon and Wiltshire](#)
- [Bristol, North Somerset & South Gloucestershire](#)

To help support this change Community Pharmacy England (Previously PSNC) have also updated template, which pharmacy contractors may find helpful when updating their complaints poster. Copy attached with the bulletin.

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### Introducing Community Pharmacy Locals

A new term of office for Local Pharmaceutical Committees (LPCs) in England began Saturday 1st July. There are now 58 LPCs in England, and they will be known as Community Pharmacy "Local" to present a strengthened and unified identity to the local NHS, local government, and other stakeholders, as the local voice of community pharmacy.

To read further on the article please click [here](#).

Information, advice, and support in your region from your Community Pharmacy "Local" can be found here: -

- [Avon \(BaNES & BNSSG\)](#)
  - [CPSW \(Swindon & Wiltshire\)](#)
  - [Somerset](#)
  - [Dorset](#)
  - [Devon](#)
  - [Cornwall](#)
  - [Gloucestershire](#)
- 

### OTCs and self-care could save NHS £1.7bn a year

Proprietary Association of Great Britain (PAGB), the consumer health care association, has released a report on the economic value of the over-the-counter sector. The report suggests that encouraging people to take a more proactive approach to their health by promoting self-care could save the NHS over £1.7 billion per year by eliminating 25 million unnecessary GP appointments and five million available visits to A&E.

To read the report in full please click [here](#).

## Dispensing & Supply

### MHRA Drug Safety Update July 2023

A new Medicines and Healthcare products Regulatory Agency (MHRA) Drug Safety Update (Vol 16 Issue 12 July 2023) has been published and includes articles on:

- Hyoscine hydrobromide patches (Scopoderm 1.5mg Patch or Scopoderm TTS Patch): risk of anticholinergic side effects, including hyperthermia.
- Codeine linctus: public consultation on the proposal to reclassify to a prescription-only medicine.
- Letters and medicine recalls sent to healthcare professionals in June 2023.

To see the latest MHRA Drug Safety Updates in full, visit the [GOV.uk](https://www.gov.uk) website

## 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.

This is a gentle reminder if you have not already done so to complete the annual CPAF screening questionnaire for your pharmacy before the deadline of **Sunday 30 July 2023**.

Please note this is now a regulatory requirement to complete the annual CPAF screening questionnaire.

### 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:

- A link should have been emailed to your NHS shared pharmacy inbox. If you have not received a link, please email [nhsbsa.pharmacysupport@nhs.net](mailto:nhsbsa.pharmacysupport@nhs.net).

**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 contact [nhsbsa.pharmacysupport@nhs.net](mailto:nhsbsa.pharmacysupport@nhs.net).

## Dispensing Doctors

## Commissioning Changes

As of 1 April 2023, the Integrated Care Boards (ICB's) have responsibility for the commissioning of Pharmacy, Optometry and Dental (POD) and the regulatory pharmaceutical requirements for Dispensing Doctors.

From 1 July 2023, the Community Pharmacy Team for NHS England was transferred to the ICB's and is now called the NHS South West Collaborative Commissioning Hub. The team will continue to undertake all the functions we did under NHS England for the ICBs in the region, part of our role is continuing the process of DSQS for dispensing Doctors.

There will be no changes with regards the requirements or process of DSQS scheme for 2023/24, and we will continue to work alongside all dispensing practices within the South West who have signed up to the scheme this year.

We are also here to answer any questions relating to dispensing doctors and the regulations.

If you have any questions with regards the changes then, please do not hesitate to contact the team on [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net).

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## Return of Serious Untoward Incidents for Q1 (April 2023 – June 2023)

Practices participating in DSQS are required to report all serious untoward incidents relating to dispensing to the South West Collaborative Commissioning Hub for the purpose of reviewing and learning from incidents.

As in previous years we are continuing to ask for returns to be submitted on a quarterly basis to reduce the amount of information you are required to collate later in the year. We are currently asking returns for Quarter 1 (01 April to 30 June).

Whilst we would ideally prefer you to return quarterly this is only voluntary and you do still have up until the end of the year to submit all your information.

If you have not already done so, can you please complete the return for Quarter 1 (1 April – 30 June 2023) and forward to [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net) by 31 August 2023. Please ensure that all the practice details on the return form are completed before sending back.

If you require a copy of the return form re-sending, then please contact the team on the address above.

## Shortages

### Central Alerting System: Shortage of Glp-1 Receptor Agonists

There are very limited, intermittent supplies of all glucagon-like peptide-1 receptor agonists (GLP-1 RAs).

Supplies are not expected to stabilise to meet full market demand until at least mid-2024.

The supply issues have been caused by an increase in demand for these products for licensed and off-label indications.

The off-label use of these agents for the management of obesity is strongly discouraged. Existing stock must be conserved for use in patients with diabetes. These shortages have serious clinical implications in the management of patients with type 2 diabetes.

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

- [NatPSA\\_2023\\_008\\_DHSC.pdf](#)
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## Central Alerting System: Potent Synthetic Opioids Implicated in Heroin Overdoses and Death

In the past 8 weeks there has been an elevated number of overdoses (with some deaths) in people who use drugs, primarily heroin, in many parts of the country (reports are geographically widespread, with most regions affected but only a few cities or towns in each region).

Testing in some of these cases has found nitazenes, a group of potent synthetic opioids. Nitazenes have been identified previously in this country, but their use has been more common in the USA. Their potency and toxicity are uncertain but perhaps similar to, or more than fentanyl, which is about 100x morphine.

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

- [NatPSA\\_2023\\_009\\_OHID.pdf](#)
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## Serious Shortage Protocols (SSPs)

### 1. Extension of SSP053 and SSP054 for clarithromycin 125mg/5ml and 250mg/5ml oral suspension

Due to ongoing supply issues, the Serious Shortage Protocols (SSPs) are being extended for clarithromycin 125mg/5ml oral suspension (SSP053) and clarithromycin 250mg/5ml oral suspension (SSP054), which are due to end on 21 July.

The new end date for these SSPs is **Friday 29 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

### Atomoxetine 40mg and 60mg capsules

Tier 2 – medium impact

Date of issue: 21/07/2023

Link: See below for Medicines Supply Tool link

### Summary

- Atomoxetine 40mg and 60mg capsules will be out of stock from late July 2023 until September 2023.
- Other strengths and formulations of atomoxetine remain available but in insufficient quantities to meet increased demand.
- Guanfacine (Intuniv®) prolonged release tablets remain available.
- For information on the availability of methylphenidate prolonged release tablets, please refer to the Medicine Supply Tool.
- Unlicensed supplies of atomoxetine 40mg and 60mg capsules may be sourced, lead times vary.

### Glucagon 1mg powder for injection kit (GlucaGen®)

Tier 2 – medium impact

Date of issue: 18/07/2023

Link: See below for Medicines Supply Tool link

### Summary

- There are two glucagon preparations available – GlucaGen® (1mg powder for injection kit) and Ogluo® (0.5mg and 1mg pre-filled auto-injector pens)
- There will be intermittent supply of GlucaGen® 1mg powder for injection kit until 2024.
- 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.
- All stock must be conserved as much as possible and used carefully as outlined below.

### Topotecan hydrochloride 4mg powder for concentrate for solution for infusion and topotecan (Hycamtin®) 0.25mg and 1mg capsules

Tier 2 – Medium impact

Date of issue: 18/07/2023

Link: See below for Medicines Supply Tool link

### Summary

- Topotecan hydrochloride 4mg powder for concentrate for solution for infusion will be out of stock between mid-July and late August 2023.
- Topotecan (Hycamtin®) 0.25mg capsules are out of stock until end of September 2023
- Topotecan (Hycamtin®) 1mg capsules will be out of stock from end of July 2023 until end of September 2023
- Topotecan hydrochloride 1mg powder for concentrate for solution for infusion remains available and can support an uplift in demand for topotecan 4mg powder for concentrate for solution for infusion.
- Topotecan 1mg/1ml and 4mg/4ml solution for injections remain available but will not be able to support increased demand for either topotecan 4mg powder for infusion and topotecan capsules.
- Where the above options are not suitable, unlicensed supplies of topotecan 1mg/1ml and 4mg/4ml solution for injection may be sourced, lead times vary.
- NHS provider trust stock holding may allow for mutual aid between hospitals; local procurement teams should contact Regional Pharmacy Procurement Specialists to discuss if this is possible.

### Solivito N® powder for concentrate for solution for infusion vials

Tier 2 – Medium impact

Date of issue: 26/07/2023

Link: See below for Medicines Supply Tool link

### Summary

- Solivito N® vials will be in limited supply until mid-2024.

- Trusts will receive allocated stock of Solivito N® vials for the duration of this period.
- Home Parenteral Nutrition patients are not affected by this shortage.
- Cernevit® powder for solution for injection vials remain available but cannot support a full uplift in demand until w/c 21st August 2023.

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](#)

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### Email Correspondence – Signature Details

Please can you ensure when communicating with the NHS 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.

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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.

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

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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.