

# Community Pharmacy Bulletin

Date: 17 August 2023

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### Prescription reminder for patients ahead of August bank holiday

Ahead of the August bank holiday on the 28th, can all contractors please encourage patients to prepare for getting their prescriptions early.

Please remind patients to order their prescriptions in advance of the bank holiday to ensure they have the necessary medication they need for the holiday period.

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### Approved Particulars

Two new Pharmacy Approved Particulars have now been published. The approved particulars detail the requirements for the [notification of a temporary suspension or likely temporary suspension](#) and [displaying notices regarding a temporary suspension](#).

Three further Approved Particulars were updated and published in July 2023. These include:

- [Information Governance Programme](#),
- [pharmacy practice leaflets](#) (check if your leaflet needs updating to meet the new approved particulars requirements)
- [premises](#), (requires pharmacy contractors to have a premises standards programme as part of their system of clinical governance)

If you have any further queries, please contact us on: [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net)

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### Advanced Flu Service

We have had several queries from contractors regarding this year's Advanced Flu Service; to clarify:

- The service is starting in **October** this year not September as in previous years.
- There is no need to submit an expression of interest (EOI) for the Advanced Flu Service this is only if you wish to participate in the COVID vaccination programme.
- There is no requirement to sign up for the Advanced Flu Service.

The starting date for the service has been clarified in NHS England's [letter to systems, community pharmacies and general practices](#) which states flu vaccinations (and COVID-19 vaccinations) can commence:

- for care home residents and care home staff from **2nd October 2023**; and
- for all other eligible patient cohorts from **7th October 2023**.

Changes under the specification for 2023-24 are:

- The eligible patient cohorts have been amended to reflect those previously announced, i.e., the removal of the 50-64 years old, not at-risk cohort.
- Pharmacy owners must use an NHS-assured point of care IT system (e.g., Sonar Informatics and PharmOutcomes) to make their clinical records for the service and to submit payment claims.
- Claims must be submitted via the MYS portal so you will need to sign up to the portal if you do not regularly use this for your claims.

## PGD and National Protocol

- As last year, the [PGD](#) will be able to be used by an appropriately trained practitioner to provide the Advanced service. This will therefore allow pharmacy owners to use other healthcare professions listed in the PGD (e.g., nurses) to provide the service under the supervision of a pharmacist.
- A [National Protocol](#) is also available, which can be used by pharmacy owners as an alternative to the PGD, where they are able to make use of the skill mix flexibilities allowed by the protocol. Clinical supervision of the service will still need to be provided by a pharmacist.

### Appointments Booked for September.

Please be aware payment for vaccinations will ordinarily only be made following the service commencement date in October. However, we understand that some firm commitments and appointments have already been made, so where this is the case, NHS England will permit payment claims to be submitted.

We recommend contractors:

- Review their current appointment bookings for the service, noting which patients booked appointments prior to the service commencement date.
- Update their booking systems where possible in light of the above communication.
- Contractors should not be booking further flu appointments in September, unless a firm commitment has been made (e.g. staff have already been booked to work).

We understand this is a challenging situation for pharmacies and primary care networks. Please be reassured we have been sharing the feedback with national colleagues and will support our contractors and our South West eligible population to continue to access the flu vaccination: we deliver a really successful vaccination programme in the South West.

For your information the above information is also being shared with primary care networks via the ICBs.

We will keep you updated as further information is published on the service for this year.

## Dispensing

### NHS Prescription Services 'Hints & Tips'

NHS Prescription Services produces a quarterly newsletter called "Hints & Tips for dispensing contractors". The latest edition issue 52 contains some useful information and advice on:

- [NHSBSA email](#)
- [Manage Your Service – User Access](#)
- [New Medicine Service \(NMS\) – Voluntary Quarterly Data Submission](#)
- [Exemptions and resources for free NHS prescriptions](#)
- [Hypromellose 0.3% eye drops](#)
- [How to avoid referred backs](#)
- [FP57 receipt and refund claim form updates](#)
- [HRT PPC definition amendments](#)
- [HRT PPC Resources](#)
- [NHS Training offers for Community Pharmacy professionals](#)

To view current and previous issues of Hints & Tips click [here](#).

## Advanced Services

### New Medicine Service (NMS)

The New Medicine Service (NMS) was the fourth Advanced Service to be added to the Community Pharmacy Contractual Framework (CPCF); it commenced on 1st October 2011.

The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is focused on specific patient groups and conditions.

NHS England is asking pharmacy owners to voluntarily submit New Medicine Service (NMS) quarterly summary data to the NHS Business Services Authority (NHSBSA) for Quarter 1 (Q1) 2023/24.

Voluntary submissions can be made via the [NHSBSA website](#), where a reporting spreadsheet is also available for head offices to use who are able to submit data on behalf of multiple pharmacies.

From later in 2023 (date to be determined), subject to positive evaluation of an ongoing pilot, the NMS will expand to include antidepressants to enable patients who are newly prescribed an antidepressant to receive extra support from their community pharmacist.

Further details on this change will be published in due course.

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### NHS Community Pharmacy Blood Pressure Check Service IT System Update

Please see attached communications relating to the NHS Community Pharmacy Blood Pressure Check Service IT System Update.

## Health Promotion

### World Patient Safety Day 17 September – Volunteers Required for Case Study

NHS England published a blog last month: [Community pharmacy teams' key role in improving medicines safety for patients \(rpharms.com\)](#) and are now looking to develop a patient case study story about the key role of community pharmacy in patients' medicine safety for World Patient Safety Day in September.

NHS England are looking to identify a community pharmacy that has done a lot of work in this area and that has a good patient willing to talk about how their community pharmacist has helped improve their quality of life/reduce potential harm etc.

If you are interested and know of a patient who would be interested in taking part, please contact: [gail.harding1@nhs.net](mailto:gail.harding1@nhs.net)

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### #Ask about Asthma

The annual NHS [#AskAboutAsthma](#) awareness campaign returns from September 11-17 and colleagues in primary care can [get involved on the campaign website](#) and by using the [primary care campaign toolkit](#).

#AskAboutAsthma is about making simple changes to children and young people's care that will make a big difference to how they experience their asthma.

The 2023 campaign theme is **“Widening our view”**: and the campaign will be shining a light on the wider factors of CYP asthma care and to reach out to everyone who has asthma, their friends, families, and the whole system that cares for them.

Please note this is not a mandatory campaign.

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## Spot early signs of life-threatening constipation in people with a learning disability.

The NHS has launched a campaign to support people with a learning disability, healthcare professionals and carers to spot the early signs of potentially life-threatening constipation. It comes after a review by LeDeR and South West NHS, which found that better recognition and management of constipation might significantly cut hospital admission and improve quality of life.

For further information and resources [read here](#).

Please note this is not a mandatory campaign.

## Training & Development

## Ensuring Patient Safety: Safeguarding Patients and the Importance of Interpreters in Healthcare

The Royal Association for Deaf People (RAD) are inviting contractors to attend the following webinar on safeguarding patients and the importance of interpreters in Healthcare.

**Date: Thursday 21st September**

**Time: 10am – 11:15am**

The webinar will focus on the following critical topics:

1. The Significance of Interpreters: Understanding the pivotal role of interpreters in facilitating effective communication between healthcare professionals and deaf patients.
2. Best Practices in Deaf-Friendly Healthcare: Learning how to create an inclusive and accessible healthcare environment for all patients.
3. Ensuring Compliance and Ethics: Understanding the legal and ethical obligations in providing interpreter services for deaf individuals.
4. Avoiding Communication Breakdowns: Strategies to prevent misunderstandings and ensure accurate information exchange.
5. Q&A Session: An opportunity to clarify doubts and receive expert insights on providing optimal care to the deaf community.

Your participation in this webinar is instrumental in promoting patient safety and enhancing healthcare access for the deaf population. Your knowledge and engagement will play a crucial role in shaping a more inclusive and compassionate healthcare landscape.

We urge you to reserve your spot promptly. Your commitment to this will undoubtedly make a significant difference in the lives of many patients.

To book a space [click here](#):

[ensuring-patient-safety-safeguarding-and-the-importance-of-interpreters-tickets](#)

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## Foundation Training Grant (formerly Pre-Registration Grant)

To facilitate a more streamlined procedure for payment of the foundation training grant (formerly pre-registration grant), NHS England is working with NHS Business Services Authority (NHSBSA) to implement an electronic registration process [via the Manage Your Service \(MYS\) portal](#). This new process, which will replace the current locally managed application process, is in the testing phase and is due to be **launched in September**.

**Please note: Training grant applications will only be actioned via the NHSBSA MYS portal from September 2023.** Full details on how to register for training grant payments via this new process will be provided in due course.

Payments will be made monthly in arrears, with the first payment covering any months between the time the employer applies for the grant and the time the trainee began their training. Full details on how to register for training grant payments via this new process will be provided in due course.

Until the MYS functionality is live, **please do not** send any training grant applications via email to Integrated Care Boards (ICBs) or the email addresses below, as these will not be actioned.

If you have any further questions, please contact: [traineepharmacist@hee.nhs.uk](mailto:traineepharmacist@hee.nhs.uk).

If you have questions relating to the 2022/23 foundation training grant (formerly pre-registration grant) or any regional queries, please contact the relevant NHS England Workforce, Training and Education regional team.

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## Pre-registration Trainee Pharmacy Technician Apprenticeship (PTPT)

It has been identified in various forums that a common denominator affecting PTPT recruitment is apprenticeship eligibility. Therefore, to help employers identify whether a potential applicant is eligible to receive apprenticeship funding.

Please see attachment for further information.

If you have any questions relating to apprenticeship funding, please email [Pharmacy.SW@hee.nhs.uk](mailto:Pharmacy.SW@hee.nhs.uk) and a member of the team will get back to you.

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## CPPE Accuracy Checking Pharmacy Technician programme (ACPT)

The South West managed sector already benefits from regional funding for the PWDS Final Accuracy Checking Programme. This CPPE offer provides an opportunity for pharmacy technicians working in community pharmacy and other sectors across the SW who may not have had access previously.

Please see attachment for further information.

## Dispensing Doctors

## 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.

## MHRA Product Recall

B. Braun Medical Limited is recalling various product batches as a precautionary measure after traces of midazolam were detected in the batches listed in the link below.

Please can healthcare professionals stop supplying these batches immediately and quarantine all remaining stock and return it to your supplier using your supplier's approved process. No action is required by patients as this is a pharmacy and wholesaler level recall.

Full details of batches can be found here: <https://www.gov.uk/drug-device-alerts/class-2-medicines-recall-b-braun-medical-ltd-various-products-el-23-a-slash-27>

Please note that this information was previously sent directly by the MHRA.

## Shortages

### 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**.

#### 2. Extension of SSP056 Utrogestan® 100mg capsules

Due to ongoing supply issues, we are extending the Serious Shortage Protocol (SSP) currently in place for Utrogestan® 100mg capsules, which is due to end on Friday 18 August.

The new end date for this SSP is **Friday 1 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

### **Tegretol® (carbamazepine) 100mg tablets**

Tier 2 – medium impact  
Date of issue: 31/07/2023

#### **Summary**

- Tegretol® (carbamazepine) 100mg tablets will be out of stock during August 2023.
- Tegretol® 200mg tablets and Tegretol® 100mg/5ml liquid remain available and will be able to support increased demand.
- Generic carbamazepine 100mg tablets remain available but are unable to support an increase in demand.

### **Reboxetine (Edronax®) 4mg tablets**

Tier 2 – medium impact  
Date of issue: 31/07/2023

#### **Summary**

- Reboxetine (Edronax®) 4mg tablets are out of stock from mid-August until the end of October 2023.
- Unlicensed imported stock is available (see details below)  
If local stock holding, imported stock and mutual aid cannot meet anticipated demand until the re-supply date, alternative antidepressants with noradrenergic properties should be considered

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 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

### 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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### 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.