

Community Pharmacy Bulletin

Date: 15 September 2023

Headline News

- Urgent Public Health message – Outbreak of food botulism in France2
- NHS Pharmacy Quality Scheme and Independent Prescribing in Community Pharmacy 2
- NHS Profile Manager update: Online flu vaccination booking details can be added to your NHS website profile.....3
- Department of Health & Social Care consultation on use of PGDs by Pharmacy Technician3
- Summary Care Record (SCRa) portal being replaced by National Care Records Service (NCRS).....3
- Reminder CPCS IT Provider ‘Switching’4

Health Promotion

- NHS England invites more than one million people for lung cancer checks.....4
- Get ready for Stoptober 20235
- NHS to invite more people for shingles vaccine as human papillomavirus (HPV) moved to one dose.....5

Training & Development

- Foundation Trainee Pharmacist Programme Board.....5
- Pharmacy Education Conference6
- Community Pharmacy Technician: advancing your role6

Shortages

- Serious Shortage Protocols (SSPs) 6
- DHSC Medicine Supply Notifications 8

Digital & Technology

- NHS Smart Card Renewal10
- Toolkit Webinars and Update of Events10
- Email Correspondence – Signature Details10

Useful Information

- Community Pharmacy Complaints.....10
- Interpretation and Translation Services..... 11
- Contact Details and Further Information..... 11

UKHSA - Urgent public health message – outbreak of food botulism in France involving several British nationals.

This is an urgent public health message to all front-line clinicians regarding an outbreak of food botulism involving several British nationals. The outbreak has been linked to consumption of home-prepared sardines served by a restaurant in Bordeaux, France called the Tchin Tchin Wine Bar, between 4 and 10 September 2023.

Symptoms of foodborne botulism include vomiting and diarrhoea, followed by constipation which might precede neurological symptoms.

Please see the following link which contains further information including symptoms, testing and referral: [Food botulism: outbreak in France involving British nationals - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/urgent-public-health-message-outbreak-of-food-botulism-in-france-involving-several-british-nationals)

NHS Trusts, please bring this to the attention of your Emergency Departments, neurologists, and medical teams.

NHS Pharmacy Quality Scheme and Independent Prescribing in Community Pharmacy

PQS Aspiration Payment Window Open – Deadline 29 September 2023

Community pharmacy contractors will be able to make a claim for an aspiration payment for the PQS 2023/24 on the NHS Business Services Authority (NHSBSA) [Manage Your Service \(MYS\) portal](#) from 4 September 2023.

This payment is optional and not claiming will not impact a contractor's ability to claim payment for the PQS 2023/24 during the declaration period.

If contractors wish to claim for an aspiration payment, they should review the requirements of the PQS 2023/24 and decide which domains they intend to meet when they make their PQS declaration between 9:00 on 5 February 2024 and 23:59 on 1 March 2024. The full PQS guidance can be found [here](#).

Contractors who wish to claim an aspiration payment must do so between 9:00 on 4 September 2023 and 23:59 on 29 September 2023. The aspiration payment will be paid on 1 November 2023.

PQS – TARGET Treating Your Infection (TYI) Leaflets Report and Data Collection Tool

Community pharmacy contractors taking part in PQS will be able to access the TARGET TYI Leaflet data collection tool via the [MYS portal](#) from 1 September 2023. A printable data collection tool will also be available from the [NHSBSA website](#).

Prior to carrying out the data collection, contractors will need to familiarise themselves with the findings and recommendations published in the report from the data collection carried out in the 2022/23 PQS available [here](#).

NHS Profile Manager update: Online flu vaccination booking details can be added to your NHS website profile

NHS England's Transformation Directorate has added a new feature to NHS Profile Manager.

Community pharmacy teams offering NHS flu vaccinations can now update their NHS Profile Manager with the details of their patient-facing appointment booking system. This feature aims to reduce patient phone enquiries for flu vaccination appointments. For further information visit the Community Pharmacy England website: [NHS Profile Manager update](#).

On 18 September 2023 the National Booking Service (NBS) will become available to allow eligible people to book a COVID-19 vaccination online ([using NHS.uk](#)) via the NHS App or by calling 119. National COVID-19 vaccination invitations will also start from 18 September. Additional financial support will be available to support providers as detailed in the system letter [here](#).

Department of Health & Social Care consultation on use of PGDs by Pharmacy Technicians

The Department of Health and Social Care has opened a consultation on the proposal for the use of patient group directions (PGDs) by pharmacy technicians.

This consultation, run jointly with the Department of Health Northern Ireland, is seeking views on enabling pharmacy technicians to supply and administer medicines under PGDs and runs until 11.59pm on 29th September 2023.

As well as facilitating timely access to medicines for patients, this is part of a previous commitment from Government and the NHS to explore efficiency reforms aimed at making better use of the skills of the whole pharmacy team, as agreed under the 5-year Community Pharmacy Contractual Framework (CPCF) deal.

For further details on this consultation and how you can respond please click [GOV.UK website](#).

Summary Care Record (SCRa) portal being replaced by National Care Records Service (NCRS)

The Summary Care Record (SCRa) application portal is scheduled to be replaced by a new system called the National Care Records Service (NCRS) from September 2023.

From now until 29th September 2023, both the SCRa portal and the NCRS portal will be accessible.

Differences between the NCRS portal and the SCR portal:

The NCRS enables pharmacy professionals to:

- View the previous Summary Care Record.
- Access further information such as [NHS Record Locator information](#) and access documents.
- Experience an improved look and feel compared to SCRa.
- Enable easier access on mobile devices.

Testing and using NCRS portal

Pharmacy professionals are encouraged to start using the new NCRS portal immediately, even before the SCRa portal is phased out. You can visit the NCRS portal via this [link](#) using a pharmacy computer with an NHS Smartcard reader (e.g. a Patient Medication Record PC). You will need to use your NHS Smartcard, and the following 'test patient' NHS numbers will allow you to see how records look within NCRS:

- 999 040 2132
- 999 025 2955
- 999 024 0272.

There is also an [online check](#) to see if your system is ready to use NCRS.

For further information, you can refer to the [SCRa switchover guidance from NHS England's Transformation Directorate](#) (NHSE's TD) and read more on Community Pharmacy England's updated webpages [SCR](#) and [NCRS](#).

Reminder CPCS IT Provider 'Switching'

- - Since the launch of NHS CPCS in October 2019, two assured CPCS IT solutions have been centrally procured to support community pharmacy contractors with the delivery of the service.
 - A 'provider pays' commissioning model came into effect on 01 April 2022, when the responsibility for the cost of CPCS IT solutions was transferred to community pharmacy contractors.

Please follow link as below for further information:

[Pharmacy contractor guide to CPCS IT provider switching v1.3.pdf \(nhsbsa.nhs.uk\)](#)

Health Promotion

NHS England invites more than one million people for lung cancer checks

More than one million people (1,052,083) have been invited for a lung cancer check, as part of the biggest programme to improve early lung cancer diagnosis in health service history.

The NHS has invited former and current smokers to attend a consultation in convenient locations such as football stadiums, shopping car parks and town centers with on-the-spot chest scans for those at highest risk. Almost 2,400 cancers have already been caught through the Targeted Lung Health Check Programme with around three-quarters caught at the earliest stages of one and two, where survival chances are much higher.

NHS leaders are urging everyone who receives an invite for a lung health check to attend, regardless of whether they think they are in good health or not.

For more information, please follow Link: [NHS England » NHS England invites more than one million people for lung cancer checks](#)

Get ready for Stoptober 2023

Stoptober will launch around 20 September (exact date tbc) to give smokers time to prepare for their quit attempt from 1 October. A range of digital campaign resources will be available for you to download from the Campaign Resource Centre ahead of the launch including posters, a comms toolkit, social assets, and web banners – we'll be in touch again once these are live.

The theme for this year's campaign is 'When you stop smoking, good things start to happen'; reminding smokers of the many benefits of quitting and providing useful tips to help them on their quitting journey. The campaign will encourage smokers to search 'Stoptober', directing them to a range of information and free support tools on the [Better Health website](#)

In addition to creating these new Stoptober resources, there are a range of free stop smoking marketing resources available on the [Campaign Resource Centre](#) along with stop smoking content (including a substantial section of vaping content) available on the [Better Health website](#) which you can signpost to.

We appreciate your support and hope that together we make this year's campaign a huge success. Any queries about the campaign can be sent to: partnerships@dhsc.gov.uk.

Please note this is not a mandatory campaign.

NHS to invite more people for shingles vaccine as human papillomavirus (HPV) vaccine moves to one dose.

From 1st September 2023 almost a million more people (900,000) will become eligible for a shingles vaccination, on the same day that the HPV vaccine moves to a single dose for under 25s. The NHS has updated two of its life-saving vaccination programmes, following the latest advice by the Joint Committee on Vaccination and Immunisation (JCVI). [Read more](#)

Training & Development

Foundation Trainee Pharmacist Programme Board

NHS England Workforce, Training & Education South West Pharmacy Team are looking for one Community Pharmacy representative to join the Foundation Trainee Pharmacist Programme. The Foundation Trainee Pharmacist Programme Board is responsible for the governance and quality assurance of the NHS England WT&E South West/PWDS Foundation Trainee Pharmacist Training Programme and Course. The terms of reference for the board are attached.

The board will meet three times a year on the following dates:

- Monday 6th November 10:30 – 13:00
- Tuesday 5th March 13:30 to 16:00
- Tuesday 9th July 13:30 to 16:00

The November and March meetings will be held virtually, we are hoping to hold the July meeting in-person (location TBC). This coincides with our trainee pharmacist end of year event which will be held the following day to which you are invited to attend.

If you would like to join the Programme Board then please let us know by responding to louise.bowen6@nhs.net by **Friday 22nd September**. If you have any questions, then please don't hesitate to contact us.

Pharmacy Education Conference

The SW Pharmacy Workforce Training and Education Department will be holding an education conference for the South West region on **Friday 17th November 2023**. This is a face-to-face event which will be held at The Canalside, Marsh Lane, Bridgwater, Somerset. TA6 6LQ.

The event will be open to pharmacy colleagues across all sectors interested in workforce and education.

This email is to 'save the date' so please do put in your diaries. It will be an all-day event from 9:00-16:30. Further information including a registration process to the day will follow soon.

For further information, please contact:

Email: england.WTEpharmacy.sw@nhs.net

Website: www.england.nhs.uk

Community Pharmacy Technician: advancing your role

This new NHS England fully funded training programme will help pharmacy technicians develop the skills and confidence to deliver effective clinical services in community pharmacy. This is to ensure that they have the right post-registration training to enable confident, safe working practices and career development.

The programme launches on **28 September** and [registration is open now](#)

Shortages

Serious Shortage Protocols (SSPs)

1. Estradot® 100mcg patches (SSP057) and Jext® 300mcg adrenaline auto-injectors (SSP058)

Serious Shortage Protocols have been issued 21/8/23 for Estradot® 100mcg patches (SSP057) and Jext® 300mcg adrenaline auto-injectors (SSP058)

SSP057 will allow pharmacists to supply either Evorel® 100mcg patches or Estraderm MX® 100mcg patches as alternatives and is currently due to end on Friday 8 September.

SSP058 will allow pharmacists to supply EpiPen® 300mcg adrenaline auto-injectors as the alternative and is currently due to end on Friday 15 September.

2. Extension of SSP056 Utrogestan® 100mg capsules

Because of ongoing supply issues, the Serious Shortage Protocol (SSP) currently in place for Utrogestan® 100mg capsules, which is due to end on Friday 1 September is being extended.

The new end date for this SSP is Friday 29 September 2023.

Extension of SSP057 and SSP058 - Estradot® 100mcg patches (SSP057) and Jext® 300mcg adrenaline auto-injectors (SSP058)

Due to ongoing supply issues, the Serious Shortage Protocols (SSPs) currently in place for Estradot® 100mcg patches (SSP057) and Jext® 300mcg adrenaline auto-injectors (SSP058) are being extended.

The new end date for SSP057 is Friday 13 October 2023.

The new end date for SSP058 is Friday 20 October 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
- Telephone: 0300 330 1349
- Textphone: 18001 0300 330 1349

MHRA - Class 3 Medicines Recall: Theramex HQ UK Ltd, Evorel Sequi, EL (23)A/34 MDR number MDR 240-08/23

Company name : Theramex HQ UK Ltd

Product name : Evorel Sequi PL 49105/0010

SNOMED Code : 3217311000001104

Batch Number	Expiry Date	Pack Size	First Distributed
6029403	July 2024	8 patches	13th June 2023

Active Pharmaceutical Ingredient: each pack of Evorel Sequi contains eight patches; four (4) Evorel 50 patches (containing estradiol only) and four (4) Evorel Conti patches (containing estradiol and norethisterone).

Brief description of the problem

Theramex has informed the MHRA that some cartons of Evorel Sequi contain the incorrect combination of patches. An error at the packaging site means that a limited number of packs have the incorrect combination of Evorel 50 and Evorel Conti patches. Only the batch listed in this notification is affected. The remainder of the batch is being recalled as a precautionary measure. The batch is comprised of 150,132 packs. So far 24 packs have been confirmed to contain the incorrect combination and the investigation has concluded that the issue is limited to a small number of packs only.

Advice for healthcare professionals

Stop supplying the above batch immediately. Quarantine all remaining stock and return it to your supplier using your supplier's approved process.

If a patient presents with the incorrect patches, they should be dispensed a correct pack from another batch. Theramex has confirmed that all other batches are unaffected and that there is no impact on supply.

For prescriptions written within the last 6 months, check the pack being returned by the patient and the dispensing record (Summary Care Record may be checked with the patient's consent). Following advice from the Department of Health and Social Care, this is considered a correction to the original prescription and a further prescription would not be necessary. Follow your company's returns procedure through your wholesaler to arrange a credit note or contact Theramex (see Further information below for contact details).

Advice for patients and carers

Patients who may have received the impacted batch of Evorel Sequi should consider the following information:

- Check the contents of your pack to ensure that it contains four (4) Evorel 50 patches and four (4) Evorel Conti patches. The packaging is clearly labelled with the medication names.
- If you have received four (4) of each patch, please continue to take the medicine as prescribed by your healthcare professional. You do not need to take any action.
- If you do not have 4 of each patch, please contact your pharmacist. If the prescription was written within the past 6 months, the pharmacist will arrange for the dispensing of a correct pack from another batch. Alternatively, contact your GP directly as a new prescription may be required.

Patients who experience adverse reactions or have any questions about the medication, should seek medical attention. Any suspected adverse reactions should also be reported via the [MHRA Yellow Card scheme](#).

Further Information

For medical information enquiries please contact the **Theramex Medical Information Department** on **033 3009 6795** or via email: medinfo.uk@theramex.com For pharmacy stock control enquiries please contact Alliance Customer Services Team on **020 3962 5555**.

DHSC Medicine Supply Notifications

Permethrin 5% w/w cream

Tier 2 – medium impact*

Date of issue: 08/09/2023

Link: [medicines-supply-tool](#)

Summary

- Permethrin 5% w/w cream is in limited supply until further notice due to an increase in demand.
- Unlicensed supplies of permethrin 5% cream may be sourced, lead times vary.
- Malathion liquid, an alternative to permethrin for treatment of scabies, is currently unavailable.
- Crotamiton 10% Cream (Eurax), which is licensed for the treatment of scabies, remains available but can only meet its current demand for other conditions.
- Benzyl benzoate 25% topical emulsion can be sourced from special-order manufacturers; this is an unlicensed medicine.
- Ivermectin 3mg tablets are licensed for treatment of scabies but are not currently marketed in the UK. Unlicensed supplies of ivermectin 3mg tablets may be sourced, lead times vary.

Estradiol valerate/medroxyprogesterone acetate (Indivina®) 1mg/5mg tablets

Tier 2 – medium impact* Date of issue: 14/09/2023

Link: [medicines-supply-tool](#)

Summary

- Estradiol valerate/medroxyprogesterone acetate (Indivina®) 1mg/5mg tablets are out of stock until w/c 11th December 2023
- Alternative continuous combined hormone replacement therapies (HRT) containing estradiol 1mg but a different progesterone component remains available and will be able to support increased demand.
- Estradiol valerate/medroxyprogesterone acetate (Indivina®) 1mg/2.5mg tablets remain available but cannot support uplift in demand.
- Where alternatives are not suitable, unlicensed supplies may be sourced, lead times vary.

Estradiol (FemSeven®) 75micrograms/24hours and 100micrograms/24hours transdermal patches

Tier 2 – medium impact*

Date of issue: 14/09/2023

Link: [medicines-supply-tool](#)

Summary

- Estradiol (FemSeven®) 75micrograms/24hours and 100micrograms/24hours transdermal are out of stock until w/c 2nd October 2023.
- Alternative brands of estradiol patches, Evorel® and Estraderm®, of the same strengths remain available and can support a full uplift in demand.

Midazolam (Epistatus®) 2.5mg/0.25ml and 10mg/1ml oromucosal solution pre-filled oral syringes

Tier 2 – medium impact*

Date of issue: 14/09/2023

Link: [medicines-supply-tool](#)

Summary

- Midazolam (Epistatus®) 2.5mg/0.25ml and 10mg/1ml oromucosal solution pre-filled oral syringes are out of stock until late November 2023.
- Midazolam (Buccolam® and generic) 2.5mg/0.5ml oromucosal solution pre-filled oral syringes remain available and will be able to support increased demand.
- Midazolam (Buccolam®) 10mg/2ml oromucosal solution pre-filled oral syringes remain available and will be able to support increased demand.
- Generic midazolam 10mg/2ml oromucosal solution pre-filled oral syringes remain available but are unable to support 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 Smart Card

Could all contractors please ensure all pharmacists, especially locums, are reminded to ensure they have their smartcard with them for all shifts. This is especially critical at weekends and on bank holidays as there is likely to be more limited access to pharmaceutical services on these days.

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](#)

Data Security and Protection Toolkit (DSP) 2023/2024

There are several planned webinars providing a Data Security and Protection Toolkit update, and question and answer session. The events are aimed at organisations who are working on their DSP Toolkits for 2023-24.

Please see link below for further information: [News \(dsptoolkit.nhs.uk\)](https://www.nhs.uk/news/2023/06/dsptoolkit-nhs-uk)

The deadline for the Data Security and Protection Toolkit is **30th June 2024**.

A downloadable copy of the Assertions and Evidence items for the 2023-24 Data Security and Protection Toolkit is [Assertions and Evidence Items 23-4 V6.xlsx](#)

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.

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.