

Community Pharmacy Bulletin

Date: 19 October 2023

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Unplanned Closure Temporary Suspension of Services Policy

As you are aware the temporary suspension of services policy was rolled out in community pharmacy on 1 November 2022. The policy has been recently revised and an updated copy of the policy has been sent to the shared NHS email accounts of all community pharmacy contractors.

Please ensure you read the updated policy ([also attached](#)) and share these with your pharmacy teams.

Changes to note include:

- The space between increases in the financial withholding has been extended; instead of 1-step increments in the amount per hour withheld, this has been extended to 3-steps as shown in the table below.

CLOSURE EVENT (Within a 6-month rolling period)	UPDATED JULY 2023
1 st Closure event	Breach notice, no financial withholding
2 nd – 4 th Closure event	Breach notice, +£50 per hour withholding
5 th – 7 th Closure event	Breach notice +£100 per hour withholding
8 th – 10 th Closure event	Breach notice +£150 per hour withholding
11 th or more Closure event	Breach notice +£200 per hour withholding

- The above amendment will be retrospectively applied to the calculation of financial withholdings from 1st November 2022.
- The update also recognizes that splitting closures across two sites reduces risk and supports patients and that in doing this, the support site closure (if >4hrs) should not count towards increasing the increment (For example: pharmacy A does not open because a locum pharmacist does not arrive; the pharmacist from pharmacy B closes pharmacy B at lunchtime, to move to and open pharmacy A) in the afternoon.

If you have any questions about the updated policy, please do not hesitate to contact us via our generic email england.pharmacysouthwest@nhs.net

Independent Prescribing in Community Pharmacy Pathfinder Programme

We are pleased to confirm the launch of the Independent Prescribing in Community Pharmacy Pathfinder Programme and seek expressions of interest (EOI) from existing community pharmacy contractors in the South West

The strategic aim of this NHS England Pathfinder Programme is to develop a commissioning framework that will support the commissioning of independent prescribing as part of clinical services in community pharmacy.

You were all sent an email yesterday with the information pack. If you meet the requirement for this programme and wish to express interest, please complete the online MS form.

Link is here: [MS Form for EOI IP Pathfinder](#)

The deadline for competition of the form is by 23:59 on **Sunday 5 November 2023**

Winter vaccinations get underway in the South West

2023-2024 Flu season is now underway with a number of our pharmacies now offering both Covid and Flu Vaccinations on the same visit. Last year pharmacies across the South West delivered 478,377 flu vaccinations, which was another amazing year, with more 65+ patients vaccinated than in previous years.

Advanced Flu Service	Total Vaccinations in 2020-21	Total Vaccinations in 2021-22	Total Vaccinations in 2022-23
Total vaccinations	270,419	530,401	478,377
65 years and over	146,914	204,364	238,425

Flu Resources

Community Pharmacy England have produced new resources for pharmacy owners to promote the Flu Vaccination Service to their patients. A variety of resources are available including letters, posters, flyers and social media template tweets and tiles.

These can also be accessed via their flu hub page at cpe.org.uk/flu under the 'Promoting the service to patients' section.

[New promotional materials for the Flu Vaccination Service - Community Pharmacy England \(cpe.org.uk\)](https://cpe.org.uk)

Over 65 Vaccinations

As a reminder can you please note the requirements for Adjuvanted Quadrivalent Influenza vaccination – last year a larger number of patients were vaccinated with the wrong vaccine which caused a lot of work with contractors to revaccinate patients.

- Adjuvanted Quadrivalent influenza vaccine acronym is AQIV and not ATIV. AQIV is the preferred vaccine for over 65s, and QIVr and QIVc are suitable/recommended alternatives.

Further information on the flu vaccines for the 2023 to 2024 season can also be obtained via the GOV.UK website. [Flu vaccines: 2023 to 2024 flu season - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Similar to last year, we will contact you to verify any vaccinations given to under 65's and the same process will be followed.

Contractors can administer Flu vaccinations within Patient's homes, if they meet the criteria of the service specification. No permission is required from the ICB's if Contractor's meet the requirements of specification.

New Lateral Flow Device (LFD) Advanced Service launches in November

A new Advanced Service to supply eligible patients with COVID-19 Lateral Flow Device (LFD) test kits has been announced.

The service, which is funded outside of the CPCF global sum, will allow eligible patients who have [risk factors for progression to severe COVID-19](#) to obtain LFD test kits from participating community pharmacies.

Access to LFD test kits allows eligible patients to self-test if they have symptoms which suggest they may have COVID-19, with the potential for them to access treatment if the result is positive.

A service fee of £4 + VAT will be paid for each completed transaction of the supply of one box of five COVID-19 LFD test kits and the cost of tests supplied will be paid according to arrangements set out in the November 2023 Drug Tariff.

The service specification is currently going through NHS England's internal publication process and will be published shortly, but in the meantime, a draft version has been published on the NHSBSA website.

[Download the draft service specification from the NHSBSA website](#)

When ready to provide the service, pharmacy owners will be able to sign up on the NHSBSA's MYS portal from 6th November 2023, after which they will be able to provide the service.

[To read more about the LFD service click here](#)

NHS South West Collaborative Commissioning Hub (SW CCH)

On the 1 April 2023 as part of the operating model for delegation of community pharmacy, optometry and dental services in the South West, the current NHS England primary care team became part of a Collaborative Commissioning Hub, which works on behalf of the 7 South West Integrated Care Board (ICBs).

The South West Collaborative Commissioning Hub have the knowledge and expertise about you and the service you provide. The hub is the first point of contact for community pharmacy, optometry and dental contractors and continues to be the existing NHS England Primary Care Team (now part of the South West Collaborative Commissioning Hub), using the generic email addresses detailed below: -

- Community Pharmacy: england.pharmacysouthwest@nhs.net
- Optometry: england.optometricsouthwest@nhs.net
- Dentistry: england.swdental@nhs.net

In summary:

- The South West Collaborative Commissioning Hub continues to be the initial point of contact for contractors and local representative committees (LDC, CPL, LOC) for contracting or commissioning issues. There are existing channels for liaison which allow for sharing of national messaging, as well as engagement on local issues.
- ICBs will have overarching accountability for Pharmacy, Optometry and Dentistry commissioning and contracting through delegation.
- The South West Collaborative Commissioning Hub Teams will dock into ICB governance structures, to agree an annual commissioning plan for each community pharmacy, optometry and dental function, for routine regular reporting against agreed plans, and escalation for key decisions where appropriate e.g., commissioning pipeline approval, dental contract awards etc.

Quality & Regulations

Full pack dispensing of Valproate – containing medicines

Changes to the Human Medicines Regulations 2023 came into effect 11 October which provides new rules requiring pharmacists to dispense all licensed medicines containing valproate in the manufacturer's original full pack.

When dispensing valproate products, the pharmacist must supply the product as a complete pack. This will require them to round up or down the quantity prescribed to ensure the patient receives their medicine in the manufacturer's original packaging. Valproate-containing medicines **must not** be repackaged in plain dispensing packaging.

Based on an **individual risk assessment**, which assesses the needs of patients, pharmacists can make exceptions to these rules and supply medicines containing valproate in different packaging (for example in a monitored dosage system), provided processes are in place to ensure a PIL is supplied.

For reimbursement purposes, all licensed medicines containing sodium valproate, valproic acid and semi sodium valproate were reclassified as special containers from 1st October 2023. Where the quantity on a prescription is not for a quantity in original pack size or multiple pack sizes, the nearest number of full packs will be reimbursed (either rounded up or down; rounded down when the quantity prescribed is exactly halfway between rounding up or down). Pharmacy teams do not need to endorse the prescription, you will be automatically paid for the relevant number of complete packs.

The Medicines and Healthcare products Regulatory Agency (MHRA) has today published [new guidance for dispensers](#) to support this change.

For more information including reimbursement and FAQs click here: [All valproate-containing products reclassified special containers from October 2023](#).

Get ready for the 2023 Workforce Survey

The 2023 Community Pharmacy Workforce Survey will launch later this month and, as was the case last year, all pharmacy owners will need to submit data to support workforce planning for the sector. The survey will be open for a period of eight weeks.

The survey will be conducted by North of England Commissioning Support Unit (NECS) on behalf of NHS England.

The 2023 survey maintains a consistent approach to the 2022 and previous surveys, focusing on the number of staff, the number of full-time equivalents (FTE) and any vacancies in each of ten staff categories employed in community pharmacy.

As with previous surveys, the data will be collected through two different methods:

- An online survey; or
- Via data collection at Head Office level through an Excel spreadsheet.

Pharmacies will be emailed by the NHSBSA, asking them to complete the online survey and we will also alert pharmacy owners when it opens via our email newsletter and this website. For those pharmacies that do not receive an email from the NHSBSA, it is likely their head office will submit data on their behalf, but if there is any doubt, they should check with their head office.

[To read more about the survey click here.](#)

NHS publishes Pharmacy Workforce Race Equality Standard (PWRES)

NHS England has taken a significant step towards promoting equality, diversity, and inclusion in pharmacy with the recent release of the [Pharmacy Workforce Race Equality Standard \(PWRES\)](#).

The PWRES report provides the first national overview of diverse experiences within pharmacy teams, aiming to improve diversity and inclusion in pharmacy. It outlines actionable steps for senior pharmacy leaders and encourages all pharmacy professionals across community pharmacy to help work towards a more inclusive and equitable pharmacy environment.

[Find out more PWRES and related initiatives](#)

Pharmacy Quality Scheme (PSQ) and Changes of Ownership

Across the South West there have been a number of changes of ownership, and we want to remind contractors of the claiming PQS Gateway Criteria.

Contractors who opened from 1 June 2023 or had a change of ownership resulting in a new ODS code must deliver two NMS multiplied by the number of months, or part months, they are open, by the end of 31 December 2023, to qualify for payment for the PQS 2023/24.

For example, a contractor that opens on 30 September 2023 will need to delivery 8 NMS by the end of 31 December 2023.

Hypertension Case-Finding Service: Commencement of PPV Activity

From 9 October 2023, the NHS Business Services Authority (NHSBSA) Provider Assurance Team (PAT), will start to undertake post-payment verification (PPV) reviews of pharmacy owners providing the Hypertension Case-Finding Service.

The reviews, commissioned by NHS England, will look at the following categories:

- Highest claimers of blood pressure checks.
- High volumes of opportunistic blood pressure checks in those under the age of 40 years.
- Pharmacies with high numbers of clinic blood pressure readings but disproportionately fewer (or no) ambulatory blood pressure monitoring (ABPM); and
- Pharmacies that have reported higher volumes of identified patients with very high clinic blood pressure readings.

The initial review period is for claims between October 2022 and December 2022.

The PPV approach for the Hypertension Case-Finding Service will begin by targeting a relatively small cohort of pharmacies nationwide having very high volumes over the review period in one or more of the above categories. The NHSBSA will shortly be writing to the selected pharmacy owners, setting out the process for reviewing their claims submitted over the review period.

NHSBSA will provide a summary, to each selected pharmacy owner, of the number of blood pressure checks that were claimed and ask for the corresponding records that were sent to the patient's general practice for entry into the patient record. As part of the PPV process, additional information, such as appropriate referrals made etc., may be requested to provide additional evidence to support these claims.

Further information on PPV processes can be found on the Community Pharmacy England's website [here](#).

Health Promotion

Stoptober is back

The Stoptober campaign is back* and launching its mass quit attempt which runs until 31st October 2023. The campaign has helped over 2.5 million people to make a quit attempt since the campaign's launch 12 years ago.

The theme for this year's campaign is '*When you stop smoking, good things start to happen*'. A [new nationwide survey](#) showed nearly all (95%) ex-smokers see positive changes in their life as early as two weeks after quitting, including having more energy (45%), feeling healthier (42%) and improved breathing (42%).

A range of resources are available to support promotion of the Stoptober campaign, which can be downloaded from the [Department of Health and Social Care Campaign Resource Centre](#). Resources include digital posters, social media assets, web banners, graphics for digital screens and campaign toolkit containing key messages, stats and facts and long/short copy for newsletters and websites.

Please note this is not a mandatory campaign.

Help Us Help You – ‘Earlier Diagnosis – Lung Cancer Symptoms’ Campaign

NHS England is currently re-running ‘Help Us, Help You’ national cancer campaign activity to tackle barriers to timely presentation. The latest phase focuses on lung cancer symptoms.

The campaign is running on TV, online, radio, community press, social media and search engines, and aims to increase the knowledge that a cough for three weeks or more could be a sign of cancer, and anyone with this symptom should contact their GP practice.

Materials to support the campaign include:

- [Campaign Toolkit](#)
- [Social Media Copy and Assets](#)
- [Posters](#)

Further resources, are available to download via the [Campaign Resource Centre](#).

Please note this is not a mandatory campaign.

Ordering repeat prescriptions on the NHS App

Patients can order repeat prescriptions through the NHS App, selecting their preferred time and a convenient pharmacy. [Healthcare providers can save time and reduce phone calls when patients use the app for ordering repeat prescriptions - this promotional pack provides step-by-step guidance for patients.](#)

Join the community, get involved in promotion and receive updates by emailing appambassadors@nhs.net.

Training & Development

Claiming the Foundation Trainee Pharmacist Grant

As part of NHS England and the NHS Business Services Authority (NHSBSA)’s new electronic system for Foundation trainee grant registration, **from 14 September**, pharmacy owners can register trainee pharmacists through the NHSBSA’s Manage Your Service (MYS) portal.

Payments will be made monthly, covering the period between the grant application and the start of training.

Those contractors with trainees who started in July 2023 and who submit between 14 September and 23.59pm on 21 September will receive their July payment in October. [Learn more about the process of claiming the Foundation Trainee Pharmacist grant on the Community Pharmacy England website.](#)

Implementing the Foundation Pharmacist Training Year 2025/26

NHS England Workforce, Training and Education have published the [latest update](#) relating to the implementation of the new standards and learning outcomes in the Foundation Training Year from 2025. This includes key details of:

- How all training posts must be entered into, and recruited through, the National Recruitment Scheme (Oriol) website
- An overview of key timelines and deadlines for using the National Recruitment Scheme (Oriol) system
- The planned requirements for training sites relating to Designated Prescribing Practitioners and access to a prescribing learning environment.
- Multi-sector rotations, and when they will become compulsory in the foundation training year.

Please see further details available as a [narrated presentation](#) on the YouTube Channel. A summary is also available on [the HEE website](#).

Further details of updates relating to the implementation of the new standards and learning outcomes will be shared as they are published.

Clinical Examination Skills Training for Community Pharmacists: face to face training

The Clinical Examination Skills Training for Community Pharmacists face to face sessions are now available for the South West in Bristol at Engineer's House Bristol on:

- Friday 3rd November 2023 (6pm – 9pm)
and
- Saturday 4th November 2023 (10am – 1pm)

These informal and interactive sessions are designed to allow hands on experience with clinical examination skills.

Each training day will include workstations with focused skills, including:

- Cardiology
- Ear, Nose and Throat
- Dermatology
- Paediatrics

For more information on the training available please visit the CliniSkills website, which includes photos and a video from a recent face to face event <https://www.cliniskills.com/community-pharmacists/>

Pharmacy Education Conference

The SW Pharmacy Workforce Training and Education Department will be holding an education conference for the South West region on **Friday 17 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

Dispensing Doctors

Return of Serious Untoward Incidents for Q2 (July 2023 – September 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 2 (01 July to 30 September).

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 2 (1 July – 30 September 2023) and forward to england.pharmacysouthwest@nhs.net by 31 October 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

Serious Shortage Protocols (SSPs)

- **Extension of SSP053 and 054 - Clarithromycin 125mg/5ml oral suspension and Clarithromycin 250mg/5ml oral suspension**

Due to ongoing supply issues, we are extending the Serious Shortage Protocols (SSPs) currently in place for Clarithromycin 125mg/5ml oral suspension and Clarithromycin 250mg/5ml oral suspension (SSPs 053 and 054) which are due to end on Friday 29 September.

The new end date for SSPs 053 and 054 is **Friday 17 November**.

SSP056 (Utrogestan® 100mg capsules) is not being extended and ends on Friday 29 September.

- **Extension of SSP057 - Estradot® 100mcg patches**

Due to ongoing supply issues, the Serious Shortage Protocol (SSP) currently in place for Estradot® 100mcg patches (SSP057) which was due to end today (Friday 13 October) is being extended.

The new end date for SSP057 is **Friday 3 November 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

DHSC Medicine Supply Notifications

Progesterone (Lutigest®) 100mg Vaginal tablets
Progesterone (Crinone®) 8% progesterone vagina gel
Tier 2 – medium impact
Date of issue: 03/10/2023
Link: [Medicines Supply Tool](#)

Summary

- Progesterone (Lutigest®) 100mg vaginal tablets are out of stock until late December 2023.
- Progesterone (Crinone®) 8% progesterone vagina gel is out of stock from late August until late December 2023.
- Alternative progesterone products remain available and will be able to support an increased demand.

Bumetanide 1mg and 5mg tablets
Tier 3 – High impact
Date of issue: 12/10/2023
Link: [Medicines Supply Tool](#)

Summary

- Bumetanide 5mg tablets are out of stock until early March 2024
- Bumetanide 1mg tablets remain available until the end of October and will be out of stock until January 2024.
- Bumetanide 1mg/5ml SF oral solution remains available but is unable to support increased demand.
- Furosemide 20mg and 40mg tablets remain available and can support increased demand.
- Where these are not suitable, unlicensed supplies of bumetanide 1mg and 5mg tablets may be sourced, lead times vary.

Pancrease® HL gastro-resistant capsules
Tier 2 – medium impact
Date of issue: 12/10/2023
Link: [Medicines Supply Tool](#)

Summary

- Pancrease® HL gastro-resistant capsules are being discontinued with stock expected to be exhausted by mid-November 2023.
- Alternative high strength pancreatin preparations remain available and will be able to support increased demand.

Azithromycin (Azyter®) 15mg/g eye drops (0.25g unit dose, preservative free)
Tier 2 – medium impact
Date of issue: 12/10/2023
Link: [Medicines Supply Tool](#)

Summary

- Azithromycin (Azyter®) 15mg/g eye drops are out of stock from mid-October to mid-November 2023
- Alternative topical and oral antibiotics remain available.

- Where alternative antibiotics are unsuitable, unlicensed imports of azithromycin 15mg/g eye drops (0.25g unit dose, preservative free) can be sourced.

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

Update to Manage Your Service (MYS) Dashboard

From 12 October 2023, the [Manage Your Service \(MYS\)](#) dashboard layout will be changing following user feedback. The changes will see the current tabs move to the left-hand side of the page and the tabs will be reordered and listed in alphabetical order.

The image below shows how the new layout will look:

Manage Your Service

- Community Pharmacy Assurance Framework (CPAF) screening questionnaire
- Community Pharmacist Consultation Service
- Contraception Service
- Disallowed items (0)
- Discharge Medicines Services
- Flu claim
- Flu Premises and Refrigeration Payments
- Foundation Trainee Pharmacist Grant Payments
- Hypertension Case-Finding Advanced Service
- Manage users
- Paper prescription request
- Pharmacy Quality Scheme
- PQS AMS Data Collection

BETA This is a prototype for a new NHS service.

Dashboard > Summary [Sign out](#)

FXXXX

0 Unpaid items

Items with missing information

- 0 EPS items
- 0 Paper prescription items

Submissions and payments

Missed a submission? Contact the helpdesk on 0300 330 1368 or via email @ mys@nhsbsa.nhs.uk for help.

Period	Status	Action
November 2023	Not started	Start submission
February 2019	Processed	View
March 2018	Processed	View
April 2016	Processed	View

If these changes do not appear automatically on Thursday 12 October, you may need to clear the cache from your internet browser. If you encounter any issues, please contact the [MYS admin team](#).

Updating NHS Website Profile and DoS Profile

Please ensure you update any changes required on your pharmacy's NHS website profile and your DoS profile, i.e., opening times, contact information and services information you provide.

Guidance and helpful video tutorials on how to check and update your profile using NHS Profile Manager can be found here [NHS Profile Manager](#).

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 \(dsptoolkit.nhs.uk\)](#)

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](#)

Please note – Headquarter Organisations

When completing the Data Security and Protection Toolkit, if you are submitting under a 'Headquarters' organisation, e.g., completing the toolkit for several branches under one headquarter code; please ensure you select all the appropriate linked branches. If you do not select the branches linked under your headquarter organisation those branches will not be compliant.

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.