

Community Pharmacy Bulletin

Date: 30 November 2023

Headline News

- Advanced Pharmacy First Service 2
- Christmas & New Year Hours 2
- Winter Season and Adverse Weather Conditions 3
- National NHS services to help this Christmas 3
- Temporary Suspensions 3
- Updated measles guidelines and resources 4

National Pharmacy Services

- Delivery Plan for Recovering Access to Primary Care: expansion of NHS Pharmacy Contraception and Blood Pressure Services 4
- Lateral Flow Device Tests Supply Advanced Service 4

Quality & Regulations

- Community Pharmacy Assurance Framework (CPAF) 5
- Have you completed the 2023 Mandatory Workforce Survey? 5
- NHSBSA 'Hints & Tips' – Issue 53 5

Health Promotion

- Tens of thousands of women set to benefit from 'repurposed' NHS drug to prevent Breast Cancer 6

Training & Development

- Foundation Trainee Pharmacist funding from 2025/26 6

Dispensing Doctors

- Dispensing Services Quality Scheme (DSQS) 2023/24 Completion of Self Declaration Form 6
- DSQS Scheme: Update to date contact details 7

Shortages

- Serious Shortage Protocols (SSP's) 7
- DHSC Medicine Supply Notifications 7

Alerts

- MHRA Alert 8
- MHRA Alert 9
- National Patient Safety Alert (NatPSA) 9

Digital & Technology

- Patients can now view EPS information within the NHS App 9
- Clinical IT System update 9
- Updating NHS Website Profile and DoS Profile 9
- NHS Smart Card 10
- Data Security and Protection Toolkit (DSP) 2023/2024 10
- Email Correspondence – Signature Details 10

Useful Information

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

Advanced Pharmacy First Service

The service specification and clinical pathways for the [Community Pharmacy Advanced Pharmacy First Service](#) are now available on the NHS England website. Community pharmacies that have not yet opted in / register to deliver these services are encouraged to do so from 1 December 2023, by registering via the ['Manage Your Service' platform](#). Pharmacies that are already delivering the Community Pharmacist Consultation Service (CPCS) will be required to 'opt in' to by 31 Jan 2024 to qualify for the one off initial fixed payment of £2000. The existing [CPCS specification](#) will continue to be available on the NHS England website until 30 January 2024.

Pharmacy contractors should ensure their service information for both services is also up to date on their profiles using [NHS Profile Manager](#).

Community Pharmacy England will be hosting a series of webinars through December and January to help Pharmacy owners and their teams to prepare for the new Pharmacy First Service and changes to the Contraception and Hypertension Case-Finding Services. Each webinar will have policy experts from NHS England and Centre for Pharmacy Postgraduate Education as speakers.

The webinars are as followed:

- Pharmacy Contraception Service: Initiating contraception (Tuesday 5th December 2023, 7-8.30pm)
- Pharmacy First: Getting to know the service (Wednesday 13th December 2023, 7-8.30pm)
- Hypertension Case-Finding Service (Wednesday 3rd January 2024, 7-8.30pm)
- Pharmacy Contraception Service: getting going with the service (Wednesday 10th January 2024, 7-8.30pm)
- Pharmacy First: Getting ready for launch (Monday 15th January 2024 7-8.30pm)
- [Read more about the webinars scheduled](#)
- [Book your place to attend](#)

Christmas & New Year Hours

Final draft Christmas & New Year rotas were recently circulated to contractors. Could you please ensure all information included for your pharmacy is correct. If there are any amendments required, please email england.pharmacysouthwest@nhs.net.

Final rotas are due to be circulated w/c 11th December so please ensure any amendments are shared in advance of this date.

For contractors who will be opening on any of the bank holidays please ensure you update your hours via [Profile editor login - NHS \(www.nhs.uk\)](#) so these times are reflected on your NHS.UK and DoS profiles.

Where pharmacies will be open on any of the bank holidays, please ensure pharmacists are reminded to have their Smartcard with them as this will be especially critical with more limited provision available on these dates.

Finally, we would like to thank all those contractors, and their teams, who have agreed to support over the festive period.

Winter Season and Adverse Weather Conditions

Winter is now upon us and parts of the region have already been subjected to some extremely adverse weather with heavy rain and flooding. If you find that you are unable to open due to adverse weather, as well as completing the Temporary Suspension closure form, it would be helpful to inform us of what arrangements you have put in place to cover any emergencies, please remember to inform your local surgeries and surrounding pharmacies if you need to close or cannot open the pharmacy.

In the event of you being unable to open due to adverse weather conditions please complete a Temporary Suspension closure form which can be found [here](#) and include a response to the questions below regarding confirmation of your contingency plans and send this to our generic email address: england.pharmacysouthwest@nhs.net

- Please make sure you have an up-to-date Business Continuity Plan in place.
- Supervised consumption / daily pick up patients have been contacted and alternative arrangements have been made for those who cannot collect.
- Local drug treatment agencies have been informed of any concerns regarding patient collections.
- Patients with acute medications or vulnerable patients have been contacted.
- Directory of Services team have been informed of the closure so they can amend the Directory of Service
- Details of the closure are visible to the public on the front of the pharmacy to signpost patients to the nearest local, open, healthcare service.
- Messages are included in the pharmacy website/telephone message/NHS.UK (formerly NHS Choices) page for the pharmacy.
- You have contacted the nearest pharmacies and GP Practices to advise of change to hours or closure.

National NHS services to help this Christmas.

To help reduce calls to 111, please encourage patients to [manage their repeat prescriptions](#) before the Christmas Bank Holiday.

Patients may be able to order these through several different apps and online services. The NHS App is a single place where they can:

- find pharmacy bank holiday opening times using the 'Find services near you' feature.
- change their nominated pharmacy to a location convenient to them.
- request their repeat prescriptions.

You can signpost your patients to [online help and support](#) if they have questions about using the NHS App.

Use NHS Service Finder to find Christmas opening hours.

Health and care professionals can use NHS Service Finder to quickly locate nearby NHS services, check opening times, and access other non-public information. It also provides directions and maps which can be shared with patients.

[Sign in](#) or [create account](#).

Temporary Suspensions

Please note as of Wednesday 15 November 2023, PharmOutcomes is no longer available for the reporting of temporary suspensions, (previously known as Unplanned Closures).

All temporary suspensions must be reported by completing a Temporary Suspension Form and sent on email to the South West Pharmacy Team at england.pharmacysouthwest@nhs.net.

A resilience guide for contractors which provides a checklist to support with actions required should you need to undertake a temporary suspension together with a copy of the temporary suspension form can be found on the

Updated measles guidelines and resources

This year has seen a steady rise in measles cases. The UK Health Security Agency (UKHSA) has published updated [national measles guidelines](#) and [resources, with a new slide set](#) for healthcare professionals and support staff in primary care, including community pharmacy. These guidelines advise how to manage cases of suspected measles, what patient details to take, who to notify and assessing risk of disease spreading in close contacts.

National Pharmacy Services

Delivery Plan for Recovering Access to Primary Care: expansion of NHS Pharmacy Contraception and Blood Pressure Services

[Community pharmacies will now be able to sign up to deliver the expanded NHS Pharmacy Contraception Service, to include the initiation of oral contraception, from 1 December 2023.](#)

Contractors who have registered to deliver the current Tier 1 NHS Pharmacy Contraception Service **on or before 30 November 2023**, must opt-in to the new extended service via the Manage Your Service (MYS) system, **by 29 February 2024**.

Individuals will be able to walk in or make an appointment at registered pharmacies, to receive a consultation from an NHS pharmacist. If clinically appropriate, individuals can be supplied oral contraception for the first time, switch from one type of contraceptive pill to another, or can receive the next supply of their current oral contraceptive.

In addition, the [NHS Community Pharmacy Blood Pressure Check Service](#), which has previously been delivered by pharmacists and pharmacy technicians, can now be delivered by trained members of the wider pharmacy team, who will work within their scope of practice alongside pharmacists and pharmacy technicians, from 1 December 2023.

This will release capacity to support the provision of the service to more people. A refreshed service specification will be published on the NHS England website to support this. The data specification has also been updated, to match the new application programme interface (API) and IT requirements for the NHS assured IT systems that support the service.

Details of service specifications and patient group directions can be found here:

- [NHS Pharmacy Contraception Service \(Service Specification & PGD\)](#)
- [NHS community pharmacy hypertension case-finding advanced service \(Service Specification\)](#)

Lateral Flow Device Tests Supply Advanced Service

Community pharmacy owners from Monday 6 November 2023 can start providing the Lateral flow device tests supply service for patients potentially eligible for COVID-19 treatments (LFD service).

Before providing the service, pharmacy owners must have signed up on the NHSBSA's MYS portal, after which they will be able to provide the service. Pharmacy owners should also update [NHS Profile Manager](#) to show that their pharmacy is providing the service.

The LFD service, which is an Advanced service funded outside of the CPCF global sum, allows 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.

Further information can also be found here: cpe.org.uk

Quality & Regulations

Community Pharmacy Assurance Framework (CPAF) – full survey deadline extended

NHS England has extended the final completion deadline for the full CPAF survey. The survey will now close at **midnight on 17 December 2023**.

Contractors required to complete the full CPAF survey will be contacted directly by the NHS Business Services Authority if their pharmacy has been selected and users of the NHSBSA's [Manage Your Service \(MYS\) portal](#) will be able to complete the survey via their MYS login until the closing date.

Have you completed 2023 Mandatory Workforce Survey?

Pharmacy owners are reminded of the requirement to complete the 2023 workforce survey, which is a mandatory requirement for all pharmacy owners. The NHS Business Services Authority sent an email to pharmacy owners containing a link to the survey on 23 October 2023; the survey can also be accessed via the following link:

[Access the 2023 workforce survey.](#)

In some cases, e.g., Company Chemists' Association member companies and other multiple pharmacy groups, head offices will complete the survey centrally. If you are not sure whether the survey will be completed centrally, please ask your head office for guidance.

The survey will close on Sunday 17th December 2023.

[Read more about the survey and how to complete it](#)

NHSBSA 'Hints & Tips' – Issue 53

The NHS Business Services Authority (NHSBSA) produces a quarterly newsletter called "Hints & Tips for dispensing contractors". The latest edition (Issue 53) click [here](#) contains some useful information and advice on:

- [What to include in the red separator](#)
- [Changes to print colour and dispensing tokens \(FP10DT\)](#)
- [How to avoid refer backs](#)
- [Water for injections – endorsement and reimbursement](#)
- [Hypromellose 0.3% eye drops endorsement](#)
- [Commencement of PPV activity](#)
- [Patients could save with the HRT PPC](#)
- [New awareness campaign to help people save money on prescriptions](#)
- [Use RTEC to check patients' prescription exemption status](#)

Health Promotion

Tens of thousands of women set to benefit from ‘repurposed’ NHS drug to prevent breast cancer

Tens of thousands more women at increased risk of breast cancer could now benefit from a proven risk-reducing drug on the NHS, after it was licensed in a new use to help prevent the disease.

Anastrozole, which has been used for many years as a breast cancer treatment, has today been licensed by the Medicines and Healthcare products Regulatory Agency (MHRA) as a preventive option – which it is hoped could help prevent around 2,000 cases of breast cancer in England.

The drug, which is off patent, has been shown in trials to reduce the incidence of the disease in post-menopausal women at increased risk of the disease by almost 50%.

For further information click [here](#)

Training & Development

Foundation Trainee Pharmacist funding from 2025/26

NHS England (NHSE) has announced that from 2025/26, to support provision of an equitable offer to all foundation trainee pharmacists (previously known as pre-reg pharmacists), the funding available to all foundation training sites will be harmonised.

The level of funding for each site employing a foundation trainee pharmacist in the 2025/26 training year will be £26,500 per trainee. This funding will be consistent across all sectors of practice and all regions of England.

In addition, NHSE will provide access to a consistent, funded training offer which will be available to all foundation trainee pharmacists across all sectors and regions.

In the 2025/26 training year, all foundation training sites will also be required to meet the same quality standards, with NHSE taking on new responsibilities, delegated by the General Pharmaceutical Council, for the quality assurance of all foundation training sites.

For more information on the 2025/26 training year, including on funding and FAQs, visit the [Implementing the Foundation Pharmacist Training Year 2025/26](#) page of NHS England’s website, where you can also find a detailed update on the changes coming for the 2025/26 foundation training year, and the preparations that pharmacy owners need to make ahead of this.

Dispensing Doctors

Dispensing Services Quality Scheme (DSQS) 2023/24 Completion of Self Declaration Form

All dispensing practices signed up for DSQS 2022/24 will have recently received an email requesting completion of the self-assessment/declaration of compliance form.

As in previous years each dispensing practice is required to complete a self-assessment/declaration of compliance form. Dispensing practices will be required to make declarations as to whether the practice is fully, partially, or not compliant with the requirements of the DSQS specification and guidance. If, for any statement, the practice is partially or not compliant, further information will need to be provided.

Once completed, please email the spreadsheet to england.pharmacysouthwest@nhs.net by no later than **Friday 26 January 2024**. This ensures that there is time for the team to review all submissions and for any queries to be resolved before the deadline of 31 March 2023.

If you have not received a copy of the self-assessment/declaration of compliance form then please contact england.pharmacysouthwest@nhs.net and a member of the team will arrange for a copy to be sent.

DSQS Scheme: Update to date contact details

For those dispensing practices participating in the DSQS Scheme can you please ensure when there are changes to your contact details you update the pharmacy team; this includes any changes to the Accountable GP, Practice Manager and any additional dispensary colleagues requiring DSQS communications.

Any updates should be reported via england.pharmacysouthwest@nhs.net

Shortages

Serious Shortage Protocols (SSPs)

- Extension of SSP057 - Estradot® 100mcg patches (SSP057)

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 3 November) is being extended. The new end date for SSP057 is Friday 1 December 2023.

- Extension of SSP053 Clarithromycin 125mg/5ml oral suspension and end of SSP054 Clarithromycin 250mg/5ml oral suspension

Due to ongoing supply issues, the Serious Shortage Protocol (SSP) currently in place for Clarithromycin 125mg/5ml oral suspension which was due to end on Friday 17 November is being extended. The new end date for SSP053 is Friday 8 December.

SSP054 (Clarithromycin 250mg/5ml oral suspension) is not being extended and ends on Friday 17 November.

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

Co-trimoxazole 40mg/200mg/5ml oral suspension sugar free

Tier 2 – medium impact

Date of issue: 17/11/2023

Link: [Medicines Supply Tool](#)

Summary

- Co-trimoxazole 40mg/200mg/5ml oral suspension sugar free is out of stock until early February 2024
- Co-trimoxazole 80mg/400mg/5ml oral suspension remains available and can support increased demand.
- Where this is not suitable, unlicensed supplies of co-trimoxazole 40mg/200mg/5ml oral suspension sugar free may be sourced, lead times vary.

Rasagiline 1mg tablets

Tier 3 – high impact

Date of issue: 16/11/2023

Link: [Medicines Supply Tool](#)

Summary

- Rasagiline 1mg tablets are in limited supply until mid-December 2023.
- Unlicensed supplies of rasagiline 1mg tablets may be sourced, lead times vary.
- Selegiline (Eldepryl®) 5mg and 10mg tablets remain available and can support increased demand.
- Safinamide (Xadago®) 50mg and 100mg tablets remain available and can support increased 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/>

Alerts

MHRA Alert

Valproate: Organisations to Prepare for New Regulatory Measures for Oversight of Prescribing to New Patients and Existing Female Patients

The MHRA is asking organisations to put a plan in place to implement new regulatory measures for sodium valproate, valproic acid and valproate semisodium (valproate). This follows a comprehensive review of safety data, advice from the Commission on Human Medicines and an expert group, and liaison with clinicians and organisations.

Due to the known significant risk of serious harm to a baby after exposure to valproate in pregnancy, these measures aim to ensure valproate is only used if other treatments are ineffective or not tolerated, and that any use of valproate in women of childbearing potential who cannot be treated with other medicines is in accordance with the Pregnancy Prevention Programme (PPP). Given these and other risks of valproate, these measures also aim to reduce initiation of valproate to only in patients for whom no other therapeutic options are suitable.

The following links provides further information and detailed actions.

- [View Alert](#)
- [Natpsa_2023_013_MHRA.pdf](#)

MHRA Alert

Please see link below to MHRA press notice on recall of specific batches of carbomer-containing lubricating eye gels and attached Field Safety Notice and recall poster.

[Specific batches of carbomer-containing lubricating eye gels branded Aacarb, Aacomer and Puroptics recalled as a precaution due to possible microbial contamination - GOV.UK \(www.gov.uk\)](#)

National Patient Safety Alert (NatPSA)

A National Patient Safety Alert (NatPSA) was issued in September 2023 for several medicines used to treat ADHD.

Further information has been published on the Specialist Pharmacy Service website to support the ongoing management of supply disruption of medicines used to treat Attention Deficit Hyperactivity Disorder (ADHD). This information is in a series of articles which are available below:

- [Continuing management of the ADHD medicines shortage](#)
- [Supporting system response to the ADHD medicine shortage](#)
- [Considerations when prescribing guanfacine](#)
- [Considerations when prescribing modified-release methylphenidate](#)
- [Prescribing available medicines to treat ADHD](#)

Digital & Technology

Patients can now view EPS information within the NHS App

In a new feature for the NHS App, patients will be able to view their EPS prescribed items.

The app will show the items prescribed, the prescription type (repeat or one-off) and who the prescriber is.

Further information can be found [here](#)

Clinical IT System update

Please see the attachment to this bulletin for a Clinical IT System update for the following services:

- New Medicine Service (NMS),
- Smoking Cessation Service (SCS)
and
- Discharge Medicine Service (DMS)

For any questions regarding the New Medicine Service (NMS), Smoking Cessation Service (SCS) or Discharge Medicine Service (DMS) please contact the Pharmacy Integration Team email at england.pharmacyintegration@nhs.net.

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 complaint.

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.