

# Community Pharmacy Bulletin

Date: 26 January 2024

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### Pharmacy First key dates – launch 31 January 2024

Below is a summary table of the important dates relating to the initial £2,000 fixed payment as well as the switch from CPCS to the Pharmacy First service.

Date	Information
1st December 2023	MYS portal opens to allow pharmacy owners to declare that they agree to the terms and scope of the three elements of the Pharmacy First service and therefore claim the initial fixed payment of £2,000.
	Pharmacy owners can no longer register to provide CPCS.
11.59pm on 31st December 2023	Deadline for pharmacy owners to declare that they agree to the terms and scope of the three elements of the Pharmacy First service and therefore claim the £2,000 initial fixed payment, <b>if they want to receive the payment on 1st February 2024.</b>
30th January 2024	CPCS finishes.
11.59pm on 30th January 2024	Deadline for pharmacy owners to declare that they agree to the terms and scope of the three elements of the Pharmacy First service and therefore claim the £2,000 initial fixed payment; <b>this will be paid on 1st March 2024.</b>
	Pharmacy owners can still declare that they agree to the terms and scope of the three elements of the Pharmacy First Service after this date, but they will not be entitled to the £2,000 initial fixed payment.
31st January 2024	Pharmacy First service commences and pharmacy owners who have declared that they agree to the terms and scope of the three elements of the Pharmacy First Service on the MYS portal can start providing the service. <b>Please see attached Pharmacy First launch letter.</b>
	Pharmacy owners providing CPCS, who have not declared that they agree to the terms and scope of the three elements of the Pharmacy First service will be de-registered from providing CPCS (and will be notified of this).
1st February 2024	Pharmacy owners who declared that they agree to the terms and scope of the three elements of the Pharmacy First service <b>by 11.59pm on 31st December 2023</b> will be paid their £2,000 initial fixed payment.
1st March 2024	Pharmacy owners who declared that they agree to the terms and scope of the three elements of the Pharmacy First service <b>by 11.59pm on 30th January 2024</b> will be paid their £2,000 initial fixed payment.

11.59pm on 31st March 2024	<p>Deadline for pharmacy owners to have delivered a minimum of five Pharmacy First – clinical pathway consultations that cross the Gateway point.</p> <p>If pharmacy owners have not delivered a minimum of five of these consultations by this date, they will have their £2,000 initial fixed payment recovered.</p>
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## Watch Pharmacy First: Getting ready for launch webinar

Pharmacy owners and their teams can now watch an on-demand recording of Community Pharmacy England's webinar, which provides practical guidance for preparing to launch the Pharmacy First service.

[Watch the Pharmacy First: Getting ready for launch webinar](#)

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## Implementing Pharmacy First: Drop-in sessions and additional resources

Community Pharmacy England will be hosting a series of online drop-in sessions around the launch date of the Pharmacy First service to assist pharmacy owners and their teams with any queries they may have on the service.

The drop-in sessions will be held between 1-2pm on Microsoft Teams on:

- Monday 29th January 2024;
- Tuesday 30th January 2024;
- Tuesday 6th February 2024; and
- Thursday 8th February 2024.

For further information please see Link : [Implementing Pharmacy First: Drop-in sessions and additional resources - Community Pharmacy England \(cpe.org.uk\)](#)

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## Pharmacy First: resources to promote the service

Community Pharmacy England has released a series of resources to help promote the new Pharmacy First service to patients and members of the public.

Please see link for further information: [Pharmacy First: resources to promote the service - Community Pharmacy England \(cpe.org.uk\)](#)

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## Reinforced autoclaved aerated concrete (RAAC) in estate used by the NHS

You may or may not have been aware of the attached guidance in relation to reinforced autoclaved aerated concrete (RAAC) in estate used by the NHS (see attached).

Contractors have an obligation to provide premises for the delivery of services that are safe, fit for purpose and compliant to enable service delivery. Therefore, contractors need to be content that no structural issues are present that will impact delivery or put staff or patients at risk of harm.

If RAAC is found, then it will be dependent on the Structural Engineer report and recommendations for any remedial work required, mitigations to put in place (including if required, temporary accommodation) and impact on the premises. As this impacts on the ability to deliver the services set out in the contract, you need to advise us (via [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net)) if any RAAC is found and any remedial plan which may be required, including if there is a need to seek temporary accommodation.

If you have identified an issue, please clarify the issue and any remedial plan in place, including any impact on the service you are providing.

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## Easter 2024 Intentions

Thank you to those contractors who have contacted us to share their intention to open on either Good Friday (29th March), Easter Sunday (31st March) or Easter Monday (1st April).

Contractors who will be closed on these dates do not need to do anything, NHS.UK, DoS and our records will note you as closed.

If you will be open and have not yet notified us could you please do so by emailing [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net) to ensure we have your opening hours included on the rota.

First drafts of the Easter hours are due to be shared shortly for review.

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## Guidance to support HC2 application for Asylum Seekers

The [Guidance to support HC2 application for asylum seekers](#) is now published. It is aimed at professionals supporting asylum seekers around access to healthcare and prescriptions. No one organisation is commissioned to specifically support individuals seeking asylum to complete the HC1 forms, however, often support is needed, and this guidance has been produced to assist those professionals who are providing this.

A [HC2 certificate](#) entitles individuals to free NHS prescriptions, dental treatment, wigs and fabric support, sight tests, vouchers towards the cost of glasses or contact lenses, and necessary travel costs to and from hospital for NHS treatment under the care of a consultant.

It is normal in the UK for those under the age of 60 to have to pay for prescriptions, eye tests and dental care. However, those who have low or no income are eligible to apply for an HC2 certificate by completing a HC1 form. Anyone, regardless of their immigration status, can apply for this.

Please use the link to access and read the [Guidance to support HC2 application for asylum seekers](#)

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## Guidance: supporting the adoption of shared workforce models

NHS England has developed [guidance to support the adoption of shared workforce models](#) between community pharmacies and primary care networks (PCNs). It includes descriptions of the types of models available, a process to establish them and key considerations relating to each. While targeted at PCNs and pharmacies, much of the content is also applicable to the adoption of shared workforce models more broadly.

Please email [england.primarycareworkforce@nhs.net](mailto:england.primarycareworkforce@nhs.net) with any queries.

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## PCSE update

From April 2024, PCSE will no longer process payments made by cheque. Therefore, application fee payments must be made via bank transfer.

When your application documentation is received via email to [pcse.marketentry@nhs.net](mailto:pcse.marketentry@nhs.net) or by post to Primary Care Support England, PO Box 350, Darlington, DL1 9QN, a member of the Pharmacy Market Administration Services (PMAS) team will contact you via email.

You will be issued with a unique payment reference code for you to use when you make payment.

Please refrain from making payment until you have been issued a payment reference code.

If submitting via PCSE Online, you must select the bank transfer option and use your application number as your payment reference code.

## Advanced Services

### Lateral Flow Device Tests Supply Service (LFD)

On Monday 6 November 2023, the advanced service - 'Lateral Flow Device Tests Supply Service' was launched, enabling the supply of Covid-19 Lateral Flow Devices from the pharmacy to patients that form part of the eligible cohort.

1. To provide this advanced service, there is a requirement for pharmacies to sign up by completing the LFD service declaration on the NHS Business Services Authority's (NHSBSA) Manage Your Service (MYS) portal. Once you have signed up you are deemed as being live for this service as you have declared yourselves ready.
2. Like any other advanced service, there is then the requirement to update your profiler manager which will in turn update NHS.UK allowing this service to be visible for eligible patients.
3. Once you have signed up on MYS and updated your profiler manager, **the pharmacy should order LFD test kits through your normal wholesalers so that you have a supply of test kits at the pharmacy for eligible patients.**

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. Pharmacies will need to submit their claims for payment within the MYS portal, as part of the normal month end claims process. Claims for payment should be submitted within one month of, and no later than three months from the claim period for the chargeable activity provided. Claims which relate to work completed more than three months after the claim period in question, will not be paid.

#### Helpful links:

- The full list of eligibility criteria is determined by the National Institute for Health and Clinical Excellence (NICE) and can be found in the NICE guidelines '[Supporting information on risk factors for progression to severe COVID-19](#)'.
- Further information can be found on the [NHSE website](#) including the [Service Specification](#).
- [Read the directions for this service \(PDF: 148KB\)](#).

Please may we ask that if you have already signed up to deliver this service you have **ensured you have followed steps 1, 2 and 3 so that when eligible patients arrive at your pharmacy you have kits to give them.**

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## 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 \(Service Specification\)](#)

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## Pharmacy Contraception Service: getting going with the service webinar

Pharmacy owners and their teams can now watch an on-demand recording of Community Pharmacy England's webinar on the expansion of the Pharmacy Contraception Service

[Watch Pharmacy Contraception Service: Getting going with the service webinar](#)

[Download the slides from the webinar](#)

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## Hypertension Case-Finding Service Webinar

Pharmacy owners and their teams can now watch an on-demand recording of Community Pharmacy England's webinar on the re-launch of the Hypertension Case-Finding Service.

[Watch the Hypertension Case-Finding Service webinar](#)

[Download the slides from the webinar](#)

## Quality & Regulations

## Opportunity to take part in Pharmacy Supervision Consultation - open until 29 February 2024

DHSC is seeking views on proposals to modernise legislation governing the supervision of activities by a pharmacist in a pharmacy. This consultation closes at 11:59pm on 29 February 2024

This consultation sets out proposals to amend the [Medicines Act 1968](#) and [The Human Medicines Regulations 2012](#). The proposals are to:

- Enable pharmacists to authorise pharmacy technicians to carry out, or supervise others carrying out, the preparation, assembly, dispensing, sale and supply of medicines.
  - Enable pharmacists to authorise any member of the pharmacy team to hand out checked and bagged prescriptions in the absence of a pharmacist.
  - Allow pharmacy technicians to take primary responsibility for the preparation, assembly and dispensing of medicinal products in hospital aseptic facilities.
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## New statutory safeguarding guidance published

Click the link to read the full guidance [\\*Working together to safeguard children 2023: statutory guidance \(publishing.service.gov.uk\)](#)

### Health Promotion

## Stop Smoking and Good Things Happen

A new national stop smoking campaign launched on Wednesday 27 December 2023.

The campaign builds on the creative route of 'good things happen when you stop smoking' that was developed for this year's Stoptober campaign back in October.

Capitalising on the New Year moment when we know there is greater intent for smokers to make a quit attempt, the campaign promotes the many benefits of quitting and signposts to a range of quitting support and information on the [Better Health website](#).

There is a suite of free campaign resources to help you support and amplify the campaign locally including assets for use on social media, posters, web banners and images for digital screens; these can be found at [Better Health Quit Smoking | Campaigns | Campaign Resource Centre \(dhsc.gov.uk\)](#)

This is not a mandatory campaign.

### Training & Development

## Foundation Trainee Pharmacists in 2025/26

If you would like to host a trainee pharmacist in 2025/26, please read the attachment and respond by 1<sup>st</sup> March 2024. [Please see attachment.](#)

## Dispensing Doctors

### Dispensing Services Quality Scheme (DSQS)

Please be aware the deadline for all DSQS submissions is the **31 March 2024**, which is the end of the DSQS cycle for 2023/24. All submissions must be received and fulfil the scheme's criteria by 31 March 2024 for the DSQS payment to be made to the practice.

In order to support practices and help reduce the burden on the number of submissions at the end of the year, we actively encourage practices to send in their submissions in stages, although this is voluntary, and the practice has until the 31 March 2024.

We have set the following recommended dates for the Self-Declaration, Clinical Audit, and DRUMS to help practices manage submissions.

- Self-Declaration – Friday 26 January 2024
- Clinical Audit – Friday 9 February 2024
- DRUMS – Friday 15 March 2024

If you have any queries regarding the above then please contact the team via [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net)

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### 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](mailto:england.pharmacysouthwest@nhs.net)

## Shortages

### Serious Shortage Protocols (SSPs)

All current Serious Shortage Protocols can be viewed via [BSA 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

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/>

## Medicine Alerts

For information on medical alerts, recalls and safety information regarding drugs and medical devices please see the Medicines and Healthcare products Regulatory Agency below:

[Medicines and Healthcare products Regulatory Agency - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

## Digital & Technology

### 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](#).

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### 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](#).

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### 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/dsptoolkit)

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.

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## Email Correspondence – Signature Details

Please can you ensure when communicating with the NHS South West Collaborative Commissioning Hub's Community Pharmacy Team you include the following details within your correspondence to help us with responding to your enquiry. Many thanks.

- Contact Name
- Name of Contractor
- ODS Code (F Code)

## Useful Information

## Temporary Suspensions of Pharmaceutical Services

Following changes to the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 from 31st July 2023, it is a Terms of Service requirement for each NHS community pharmacy owner to have a business continuity plan for a temporary suspension of service due to illness or other reasons beyond their control, and to action this when necessary.

In accordance with regulations, contractors must notify the commissioner of any temporary suspension in service; including those for reasons due to illness or causes beyond the control of the contractor. In accordance with pharmacy regulations contractors must provide evidence to the commissioner they have undertaken the following:

- Notified the commissioner of the suspension as soon as practical.
- Used all reasonable endeavors to implement the business continuity plan required by paragraph 29D, Schedule 4 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, and
- Used all reasonable endeavors to resume the provision of pharmaceutical services as soon as is practicable. (Paragraph 23(10), Schedule 4, of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.

In the event of you being unable to open please complete a Temporary Suspension closure form which can be found [here](#) and send this to our generic email address: [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net)

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## 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.