

Community Pharmacy Bulletin

Date: 28 February 2024

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NHS South West Collaborative Commissioning Hub

As part of the [national process of delegation](#) of some commissioning functions from NHS England to Integrated Care Systems (ICSs), the Pharmacy team is now part of the NHS South West Collaborative Commissioning Hub (NHS SW CCH). This also includes the **Dental, Ophthalmic, GP Transformation and Complaints Teams**.

Along with these teams, we are now hosted by the NHS Somerset Integrated Care Board (ICB) but continue to work with and on behalf of all ICSs and primary care providers across the South West. As part of this new hosting arrangement, we transferred employment from NHS England South West to NHS Somerset in June 2023.

From Wednesday 14 February, 2024, you may have noticed the organisation name displayed next to our email addresses has changed to show as NHS SOMERSET ICB - 11X. Previously it showed as X24 NHS England. Please note, our email addresses have remained the same.

This technical change occurred as our IT support changed to our new Somerset ICB employer. It does not change the roles or responsibilities of individuals or our teams: we will continue to work with you and other pharmacy providers in your ICS.

As there has not been a change to colleagues' email addresses, you should therefore, continue to contact the team in the same way as before. Our generic email address is still england.pharmacysouthwest@nhs.net

Should you have any questions about the delegation of some commissioning functions to Integrated Care Systems, please contact us on england.pharmacysouthwest@nhs.net

Flu Vaccination Programme 2023/24 – Thank you

As the flu season is now drawing to a close we are pleased to announce this year 316,674 flu vaccinations were administered across the South West region with 313,109 of these vaccinations given within a community pharmacy. 63.15% of the total vaccinations given were to patients 65 and over.

We would like to take this opportunity to say a big thank you to all our contractors who have delivered a hugely successful advanced flu service this year to our patients and helped in protecting those who are most at risk of serious illness or death should they develop influenza.

Flu Vaccination Programme 2023/24 – Cegedim Rx PoC system

The National Policy and Contracting Team has been made aware that some community pharmacies are/have been using the Cegedim Rx Point of Care system to record NHS flu vaccinations this season, their update is below. To all intents and purposes this is 'no change' for the current season. This message has been shared directly with community pharmacies and the South West Community Pharmacy Leads.

Please be aware that the Cegedim Rx PoC system is not currently under contract with NHSE for this service. As such, the Rx system does not automatically populate GP patient records and instead sends a spreadsheet style notification of all vaccinations captured to the GP practices, that requires them to update patients' records.

Please note the following:

- Cegedim Rx has not been assured by NHSE to provide their product for recording flu vaccinations for community pharmacies for A/W 2023/24;

- However, it has been agreed that it is too late in the current flu season to require community pharmacies to change from the Rx PoC system to another provider; and
 - GPs have a contractual obligation to update their patient records when receiving such notifications (however those may arise).
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7-day prescription requests

We have been notified that several contractors are requesting 7-day prescriptions for patients where medications are supplied in a compliance aid where this does not appear to be clinically indicated.

Weekly prescriptions should only be requested and issued for patients who need their medicine supplying weekly for clinical and/or safety reasons. If weekly prescriptions are issued then the pharmacy must supply the medication weekly. Medication must not be assembled and supplied together, for example 28 days medication issued and supplied against 4 individual 7-day prescriptions.

Any patients having an adjustment, such as blister packs, should have a record of an assessment having been carried out by a pharmacist. If, following an assessment, the pharmacy decides to withdraws any adjustment being provided this would need to be justifiable under the Equality Act 2010. Where this cannot be justified the contractor would be open to legal challenge by the patient or their representative.

Measles advice and guidance

There is an increase in cases of measles, with a particular cluster in the West Midlands amongst unvaccinated children. This has been declared as a national incident.

The UK Health Security Agency is [warning that further outbreaks of measles will spread to other towns and cities](#) unless urgent action is taken to increase measles, mumps and rubella (MMR) vaccination uptake in areas at greatest risk.

The below may be useful to contractors looking to help us raise awareness of measles and the MMR vaccine:

- UKHSA has produced a [measles communications toolkit](#).
 - The Department for Education has published a new blog aimed at parents and carers: ['What to do if you think your child has measles and when to keep them off school'](#)
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Ordering repeat prescriptions in the NHS App Promotional Material

NHS Digital have created the promotional materials on this page to help you inform your patients about ordering repeat prescriptions on the NHS App.

For further information: [Ordering repeat prescriptions in the NHS App \(promotional pack\) - NHS Digital](#)

Advanced Services

Think Pharmacy First

The 'Think pharmacy first' campaign social media copy and assets are now live on the Department of Health & Social Care (DHSC) Campaign Resource Centre. The aim of the materials is to increase awareness that pharmacists can provide some prescriptions medicines if needed without seeing a GP.

The campaign materials feature earache, insect bites and urinary tract infections (UTIs) for women 65 and under.

Resources are available to access on [Pharmacy assets | Help Us Help You - Primary Care Services | Campaign Resource Centre \(dhsc.gov.uk\)](#)

Pharmacy First: new FAQs and resource

As pharmacy owners and their teams continue to implement the Pharmacy First service, Community Pharmacy England we have been responding to lots of your questions relating to the service, with the most frequently asked being added to their [Pharmacy First FAQ webpage](#).

Additional resources to assist with providing online information sources to patient are also now available via Community Pharmacy England; for further information click here. [Pharmacy First: new FAQs and resource - Community Pharmacy England \(cpe.org.uk\)](#)

Get ahead for Pharmacy First with NHS funded training

Pharmacy First is here – build your pharmacy future with fully funded, flexible training tailored to your skills, experience and individual learning requirements. Learn new skills, support peer development and expand your clinical knowledge.

Courses include:

- **Clinical Examination Skills and Independent Prescribing** for Community Pharmacists.
- **Advancing your role** for Community Pharmacy Technicians
- **Educational Supervisor Training for Community Pharmacists and Pharmacy Technicians**

[Find out more and apply now](#)

Quality & Regulations

Pharmacy Quality Scheme (PQS) Declaration window now open

The Pharmacy Quality Scheme (PQS) forms part of the Community Pharmacy Contractual Framework (CPCF). PQS is designed to support delivery of the NHS Long Term Plan and reward community pharmacies that deliver quality criteria in three quality dimensions:

- clinical effectiveness
- patient safety
- patient experience

If you're participating in the PQS 2023-24, you will need to declare your performance against the quality domains on a day of your choosing during the declaration window.

You can make your pharmacy's PQS declaration at any time during the declaration window, **between 9am on 5 February 2024 and 11:59pm on 1 March 2024**.

- [PQS declaration questions](#)

Send any questions relating to the Pharmacy Quality Scheme (PQS) to the NHS BSA by email at pharmacysupport@nhsbsa.nhs.uk

GPhC issues guidance on safe service provision

The General Pharmaceutical Council (GPhC) has released advice for pharmacy owners and superintendents on safely implementing pharmacy services following the start of the Pharmacy First Service across England.

Read the guidance [Safely providing a wider range of services in community pharmacy | General Pharmaceutical Council \(pharmacyregulation.org\)](#)

Data Security & Protection Toolkit: 2024 guidance available

Community Pharmacy England has published new guidance to help community pharmacy owners complete the latest Data Security and Protection Toolkit. The Toolkit is used to make a pharmacy's information governance (IG) declaration and must be completed by **Sunday 30th June 2024**.

For further details [Data Security & Protection Toolkit: 2024](#)

Launch of consultation on Never Events framework

NHS England has launched a consultation seeking views on whether the existing Never Events Framework remains an effective mechanism to support patient safety improvement. Never Events are defined as patient safety events that are 'wholly preventable' because of the existence of strong systemic protective barriers at a national level. However, reports from the [CQC](#) and [HSIB](#) highlighted for several types of Never Events the barriers are not strong enough and called for the framework to be reviewed.

[Find out more on the consultation webpage and share views via the online survey before 5 May 2024.](#)

Training & Development

NHS staff encouraged to complete Oliver McGowan Mandatory Training

Senior leaders across health and care continue to champion and voice their support for the Oliver McGowan Mandatory Training on Learning Disability and Autism. Recent [support has come from Amanda Pritchard, Chief Executive Officer at NHS England](#), who has completed Oliver's Training with the NHS England Board. She strongly encourages everyone in the NHS to complete the training to ensure that more autistic people and people with a learning disability can live healthy, happy lives. [Visit Oliver's Training to find out more.](#)

The Oliver McGowan Mandatory Training is the government's recommended training to meet the Health and Care Act 2022 statutory training requirement and is a key ambition in the NHS Long Term Workforce Plan.

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 practices have until the 31 March 2024.

Please ensure the following submissions are sent to the pharmacy team at england.pharmacysouthwest@nhs.net for review before the 31 March 2024.

- Self-Declaration Form
- DRUMs Form
- Clinical Audit
- Error Reporting Returns for Qrt1, Qrt2 and Qtr3.

If you require a copy of any of the forms or have queries regarding the above; please contact the team via england.pharmacysouthwest@nhs.net.

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)

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
- Telephone: 0300 330 1349
- Textphone: 18001 0300 330 1349

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 any changes to your opening times, contact information and services information including advanced services are updated using Profile Manager to ensure your pharmacy's NHS website profile and your DoS profile are kept up to date at all times.

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](#)

Reminder: NHSmail set to make multi-factor authentication mandatory

The NHSmail team recently announced that multi-factor authentication (MFA) is set to become mandatory across the platform for all NHSmail users from later within 2024.

What is MFA?

Normally you use your email address and password to log into your NHSmail account. MFA is an additional way of checking that it is really you when you log in to your account and this will eventually be the default for all NHSmail user accounts.

What does this mean for pharmacy NHSmail users?

Pharmacy NHSmail users are encouraged to enrol for MFA, prior to it becoming mandatory, there are three methods to set up. We recommend using the Authenticator App as it is the strongest form of security, and many users find this method the easiest.

Click here for guidance provided by Community Pharmacy England on setting up MFA [NHSmail mandatory multi-factor authentication](#)

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.

GDPR email requirements

We would like to remind all contractors any emails containing patient identifiable information must be sent from a secure email address, preferably the pharmacies shared generic nhs.net store email address. Any emails with patient details must not be sent from a non-secure email address as this could result in a breach of GDPR.

Please see attached the guidance regarding the investigation and reporting of incidents where any potential breach of GDPR has occurred.

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)

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

Pharmacy Support for Health & Wellbeing

Please see below support available for our NHS people with free confidential coaching and support for the primary care workforce.

- Looking after you:
 - Free confidential coaching and support for the primary care workforce which is available to all colleagues working in POD.
 - Link: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/looking-after-you-confidential-coaching-and-support-for-the-primary-care-workforce/>
- Wellbeing apps:
 - NHS staff have been given free access to a number of wellbeing apps to support their mental health and wellbeing.
 - Link: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/>
- Mental Health and Wellbeing:
 - Guidance and advice on how you can stay mentally healthy and boost your wellbeing from Pharmacists' Support.
 - Link: <https://pharmacistsupport.org/i-need-help-managing-my/mental-health-and-wellbeing/>
- Addiction support:
 - Information about the free and confidential addiction support provided by Pharmacists Support.
 - Link: <https://pharmacistsupport.org/how-we-can-help/addiction-support-programme/>
- Managing your finances:
 - Information and guidance on money management and finding financial assistance from Pharmacists Support.
 - Link: <https://pharmacistsupport.org/i-need-help-managing-my/finances/>

- Physical Health:
 - Support on Physical Health from Pharmacists Support, including how to easily incorporate exercise and healthy eating into your daily routine, and the benefits of doing so.
 - Link: <https://pharmacistsupport.org/i-need-help-managing-my/physical-health/>
- Royal Pharmaceutical Society Wellbeing Guide
 - Wellbeing Guide from the Royal Pharmaceutical Society
 - Link: <https://www.rpharms.com/resources/pharmacy-guides/your-wellbeing>

Training Resources for Pharmacists

- E-learning: Dealing with difficult discussions:
 - E-learning programme from the Centre for Pharmacy Postgraduate Education.
 - Link: <https://www.cppe.ac.uk/programmes/l/diffdisc-e-01>
- Resource Pack: Stopping violence in the Pharmacy:
 - Resource pack from the pharmacists' defence association.
 - Link: <https://www.the-pda.org/wp-content/uploads/stopping-violence-resources.pdf>

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
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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.

Website: [South West Community Pharmacy information](#) for more further information, blank templates, forms, and documents.