

# Community Pharmacy Bulletin

Date: 29 July 2024

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## Headline News

### Community Pharmacy Assurance Framework (CPAF) screening questionnaire 2024/25

Please ensure you complete the annual CPAF screening questionnaire for your pharmacy before the deadline of **Tuesday 30 July 2024**. Please note it is a regulatory requirement for all community pharmacies to complete the annual CPAF screening questionnaire.

#### How to complete the CPAF screening questionnaire

If you have a [Manage Your Service](#) (MYS) portal account:

- You must log in to your MYS account to access the CPAF questionnaire.

If you have not signed up to MYS yet:

- A link should have been emailed to your NHS shared pharmacy inbox. If you have not received a link or do not have an NHS shared inbox, please email [pharmacysupport@nhsbsa.nhs.uk](mailto:pharmacysupport@nhsbsa.nhs.uk)

**You must complete the questionnaire no later than 11:59pm on Tuesday 30 July 2024.**

If you have any questions regarding the 2024/25 CPAF screening questionnaire, please contact [pharmacysupport@nhsbsa.nhs.uk](mailto:pharmacysupport@nhsbsa.nhs.uk)

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### Updated Incident Reporting Approved Particulars

New Incident Reporting Approved Particulars have now been published on the NHS England website [Approved Particulars](#). This document will replace the previous Approved Particular which have been in place since 2012. Contractors should familiarise themselves with the content of this new document to ensure they understand what is required should an incident occur, including being familiar with what is considered an incident.

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### Market exit moving to Primary Care Support England (PCSE)

As of 1 July, PSCE have taken over the administration and processing of notices of withdrawal from a pharmaceutical list.

Any notices of withdrawal should be sent to [pcse.marketentry@nhs.net](mailto:pcse.marketentry@nhs.net). Any notices submitted prior to 1st July 2024 will still be processed by the ICB directly and any queries should be directed to the relevant ICB.

The [annexes](#) for Chapter 38 of the [Pharmacy Manual](#) can be used by pharmacy owners when wanting to permanently close its pharmacy premises and entering administration.

Further information can be found on PCSE's website, [Market Exit | PCSE \(england.nhs.uk\)](#)

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### Drug and Alcohol Services

Below are the contact details for your local drug and alcohol service. In the event of temporary suspension of service at your premises please ensure you contact your local service provider to make arrangements for the continuity of patient care for those attending the pharmacy regularly for the supervised administration of medicines.

- BSW - Swindon Borough Council - [SubstanceMisuseTeam@swindon.gov.uk](mailto:SubstanceMisuseTeam@swindon.gov.uk)
- BSW - Wiltshire - <https://www.turning-point.co.uk/services/connect-wiltshire>  
email: [substanceUseTeam@wiltshire.gov.uk](mailto:substanceUseTeam@wiltshire.gov.uk) tel: 0300 0034566
- BSW - Banes - [TheBeehive@dhilbath.org.uk](mailto:TheBeehive@dhilbath.org.uk) tel: 01225 329411
- BNSSG - <https://remedy.bnssg.icb.nhs.uk/adults/drug-and-alcohol-misuse/bristol-drug-and-alcohol-service/>
- Cornwall and Isles of Scilly - Drug and Alcohol Action Team (DAAT) [DAAT@cornwall.gov.uk](mailto:DAAT@cornwall.gov.uk)
- Devon - [Together - EDP Drug & Alcohol Services](#) tel: 0800 233 5444
- Dorset - [Dorset HealthCare :: Addictions \(Alcohol and Drugs\)](#)
- Gloucestershire - <https://www.viaorg.uk/services/gloucestershire-2/>  
email: [gloucestershire@viaorguk.cjsm.net](mailto:gloucestershire@viaorguk.cjsm.net) tel: 01452 223 014
- Somerset - <https://www.turning-point.co.uk/services/somerset> tel: 0300 303 8788

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## National RSV vaccination programme announced

Please note the commissioning of the RSV vaccination adult programme will be from General Practice only and the infant programme will be via General Practice and maternal secondary care providers.

For further information on the RSV programme please click here :[Gov.UK national-rsv-vaccination-programme-announced](#)

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## Evaluation Survey – Community Pharmacy Contractual Framework (CPCF)

RAND Europe, a non-profit research organisation commissioned by NHSE to evaluate clinical services provided under the Community Pharmacy Contractual Framework (CPCF), also known as the 'pharmacy contract' is asking for contractors to participate in an evaluation.

Your input will help to understand the experiences of the community pharmacy workforce, and the successes and challenges you have faced in providing the CPCF clinical services.

Contractors' participation in the research is important to inform future decisions regarding clinical services in the future. To participate in the evaluation please follow the link <https://www.smartsurvey.co.uk/s/CPSPQ1/>

## Advanced Services

## Flu vac: PGD and national protocol published

NHS England (NHSE) have approved the patient group direction (PGD) for use by community pharmacy owners during the forthcoming flu vaccination season. This follows publication of the national protocol earlier in the week by the UK Health Security Agency.

The publication of both documents, follows updates to the [flu service specification](#) following the amendment to the National Flu Immunisation Programme 2024/25 letter, in response to [the news](#) that the Sanofi recombinant quadrivalent influenza vaccine (QIVr) will not be available for the 2024/25 flu vaccination programme.

[Download the NHS Flu Vaccination PGD](#)

[Download the inactivated influenza vaccine national protocol](#)

Following the [change in legislation](#), the PGD has been updated so pharmacy technicians can now provide flu vaccinations via the flu PGD this coming season.

Further information on the service, guidance and resources can be found on our [Flu Vaccination Hub page](#).

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## Pharmacy First

Are you confident in making clinical records? CPPE have a new e-learning programme to support pharmacy professionals in updating their knowledge of best practice in record keeping.

The learning programme supports pharmacy professionals to:

- Summarise the legal and regulatory requirements for patient clinical records.
- Describe the information required for clear, concise and appropriate patient clinical records.
- Recognise the required structure expected when writing in patient clinical records; and
- Document details of patient consultations and clinical interventions concisely and accurately in patient clinical records.

For further details on the programme please click here [Documenting in patient clinical records e-learning programme](#).

## Quality & Regulations

### Understanding the roles of Pharmacy Technicians in Antimicrobial Stewardship (AMS)

NHS England Antimicrobial Prescribing and Medicines Optimisation (APMO) team would like to understand more about the pharmacy technician role in Antimicrobial Stewardship (AMS). [Please complete this survey](#), which will close on Wednesday 7 August 2024 at midnight.

The purpose is to understand the current composition of the AMS pharmacy technician workforce and the intentions of existing post-holders for continuing in this specialty. Findings of the survey will help evaluate the present and future requirements of the workforce and make recommendations in relation to workforce planning for the AMS pharmacy sector.

## Training & Development

### NHS England's Core20PLUS Ambassadors Programme

Recruitment is now open for the third cohort of NHS England's Core20PLUS Ambassadors Programme.

Anyone working in the NHS and across Integrated Care Systems (ICSs) or wider in Local Authorities, VCSE or in Industry who is committed to narrowing healthcare inequalities can become a [Core20Plus Ambassador](#).

Ambassadors will be committed to ensuring equitable access, excellent experience, and optimal outcomes for all, with a focus on 'Core20PLUS' populations which are more likely to experience healthcare inequalities.

The programme particularly welcome applications from professionals with good links to Core20PLUS communities and from areas such as rural and coastal communities.

**Recruitment opened 15 July 2024 and closes 20 September 2024.**

Interested individuals can apply by completing the following [expressions of interest form](#).

New ambassadors will be informed by early October. They will be in post for one year from November 2024 to October 2025. After this date, they will be invited to join the Core20PLUS Ambassadors Alumni Network.

The programme is committed to ensuring the Ambassadors are strongly connected and rooted with the healthcare inequalities work taking place at local/ICS, regional and/or national level therefore Core20PLUS Ambassadors will be supported to form local, regional, and national networks to reduce healthcare inequalities. They will be offered platforms and training to actively champion healthcare inequality improvement. This includes face-to-face and online learning events. The programme is self-directed so you can participate in development that suits your needs and to build your individual strengths to amplify your work.

Over 250 Core20PLUS Ambassadors were recruited in cohort 2 in 2023/24.

If you have any questions, please email [england.core20plusambassador@nhs.net](mailto:england.core20plusambassador@nhs.net).

## Dispensing Doctors

### Clinical Audit Dispensing Services Quality Scheme (DSQS) 2024/25

Details on the suggested clinical audit for the 2024/25 DSQS scheme has now been circulated to all dispensing practices on our distribution list. If you have not received the details, please contact the team via [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net) and we will arrange to forward you the relevant information.

However, please note this is not a mandatory audit title and if the practice has its own audit title, they wish to use then please let us know the title and rationale of the audit by no later than **Friday 02 August 2024** for approval by the regional pharmacy team.

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### Return of Serious Untoward Incidents for Q1 (1 April 2024 – 30 June 2024)

As you are aware, 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.

We are continuing to ask for returns on a quarterly basis to reduce the amount of information you are required to collate and return for the DSQS scheme later in the year. Whilst we would ideally prefer you to return quarterly this is voluntary and you have up until the end of the year to submit all returns.

If you wish to report quarterly, please email [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net) and the pharmacy team will arrange to send you the submission form for completion.

Quarterly submissions are requested to be returned to [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net) by **31 August 2024**.

## 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 that any changes to your opening times, contact information and services information including advanced services are updated using Profile Manager. This will 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](#).

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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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## 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.

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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)



Please click the link below to take you to the Microsoft Form:

- [Pharmacy contractor notification of a Temporary Suspension of Services](#)
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## Pharmaceutical Clinical Waste

If you have any queries with regards the collection of clinical waste from your premises e.g. a missed collection or issues with the frequency of collection; please contact the SW Collaborative Commissioning Hub on [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net).

Please note contractors are responsible for the management of their own clinical waste with regards removal of sharps and waste from covid vaccination programmes. It is the responsibility of the contractor to make arrangements and pay for the disposal of their sharps and COVID vaccination clinical waste. The commissioned clinical waste service for your area, will not collect anything other than pharmaceutical waste.

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## Changes of director and/or superintendent pharmacist.

When a body corporate appoints a new director and / or a new superintendent they must inform the commissioner within 30 days of the person taking up that new position. Recent experience suggests that contractors sometimes overlook making these declarations.

To make such a declaration you should go to the Primary Care Support England (PCSE) website at <https://pcse.england.nhs.uk/services/pharmacy-market-administration-services/market-entry/> where you will be able to complete the necessary declarations.

Failure to notify any changes to directors and / or superintendent pharmacist maybe a breach of your terms of service.

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## 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.

- 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>

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

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