

# Community Pharmacy Bulletin

Date: 26 September 2024

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## Headline News

### New MYS route for Temporary Suspensions Notifications

NHS England has announced that notifications of unplanned temporary suspensions of services (closures) can now be made via the [Manage Your Service \(MYS\) portal](#).

The Terms of Service require NHS community pharmacy owners to have a business continuity plan for temporary suspensions due to illness or other reason beyond their control and to action the plan when necessary. One action of any plan is to notify the Integrated Care Board (ICB) of an unplanned temporary suspension, or a likely temporary suspension. The MYS portal provides a digital route for notifications.

The MYS portal can be updated with one or more unplanned, temporary suspensions and is editable for 7 days after it is submitted. It can be used for unplanned temporary suspensions and deleted if there is no subsequent suspension of services.

At this stage, the MYS portal notification route is optional. The hard-copy notification route can still be used. This can be found on the NHS England [website](#) titled Annex 18.

More information on unplanned temporary suspensions can be found [here](#).

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### Contractors using EMIS PharmOutcomes IT system - Post event messages (PEMs)

The NHS South West Collaborative Commissioning Hub cascaded an email 25th September 2024 to all contractors in the South West regarding technical issues with some electronic post event messages (PEMs).

Please ensure you have read the email sent on 25th September 2024 to the contractors NHS shared mailbox account and have taken the required action stated within this communication.

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### Amendment to NHS (Pharmaceutical Services) Regulations

Amendments to the NHS (Pharmaceutical Services) Regulations have been laid in parliament. This means that from 1 October 2024, any applications made to the Pharmaceutical List will no longer require provision of details of suitable referees, and references will no longer be sought in relation to applications. Any applications made before October will still have to provide the details of referees as before.

The amendments can be viewed [here](#). Other amendments to the Regulations relating to the provision of drugs are also included and come into force on 1 January 2025.

Contractors should ensure they are familiar with the changes.

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### NHS England issues advice ahead of early release of prisoners

NHS England has written to Integrated Care Boards, providing advice relevant to community pharmacies and general practices ahead of the early release of people from prisons later this month and in October.

This follows the Lord Chancellor taking action to avert a prison capacity crisis by introducing a process for lowering Standard Determinate Sentences from 50% to 40% (SDS40). This process will see around 5,500 people being

released early from prison, with the first tranche being released on 10th September 2024 and a second tranche on 22nd October 2024.

For further details please [read the NHS England letter](#)

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## Request for help: Supplier switching user research

An NHS England User Researcher team are looking to conduct a 30–45-minute Teams interview with research participants over the next 2 weeks on supplier switching and the challenges with pharmacies getting enabled on DoS to begin receiving referrals

The research team would like to speak to Superintendent pharmacists to ensure they are happy to speak openly and honestly about issues and any knock-on effects they have experienced. Ideally the team are looking for pharmacies in the following criteria:

1. recently switched (in the last month)
2. in the process of switching
3. That don't fit in the above two categories

The research will be covering supplier switching which is a complex and time-consuming process for DoS leads. Engagement is sought with pharmacists to help understand if there are wider effects of this issue before a solution can be found.

Any pharmacies interested in taking part in the research should contact [molly.abraham1@nhs.net](mailto:molly.abraham1@nhs.net).

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## NHS guidance on mpox virus outbreak in Africa

In Mid-August, the UK Health Security Agency issued guidance to all NHS service providers regarding Clade I mpox virus (MPXV) infection.

This followed the World Health Organization (WHO) declaring that outbreaks in eastern and central Africa constituted a global health emergency.

[Read the UKHSA guidance](#)

NHS England has now issued further guidance for health professionals and providers which pharmacy owners will want to read, ensuring their teams are aware of the key points.

The new guidance includes 'action cards' to use in the event of a person presenting with possible symptoms of mpox infection, with one aimed at all primary care providers (even though it is labelled as for general practice).

[NHS England guidance](#) (5th September 2024)

[Primary care 'action card'](#) (5th September 2024)

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## Update on independent prescribing in Community Pharmacy Pathfinder programme

From September 2026, all newly qualified pharmacists will be independent prescribers on the day of their registration.

This presents an opportunity for NHS England to commission clinical services from community pharmacies incorporating independent prescribing, as the new workforce enters the profession. For further details see the full [letter](#) from NHS England.

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## Sub-dermal contraceptive implants (Nexplanon)

From 1 January 2025, GP practices will be able to order sub dermal contraceptive implants (Nexplanon) directly from the supplier and claim back the cost. The Statement of Financial Entitlements (SFE) will be published on 1 October 2024 including this change. This will mean that patients do not have to go to the pharmacy to pick up the implant themselves and then make a further GP appointment to get it fitted.

Community pharmacists should consider running down their stocks of sub-dermal implants in response to this change.

### Advanced Services

## 2024-2025 Advanced Flu Service

Please note there is no requirement to notify NHS England that you intend to provide the Advanced Flu service.

The key changes for the 2024/25 Advanced Flu service this season are:

1. Timing of the start of the programme
  - From 1 September 2024 to 2 October 2024, **only pregnant women** can be offered NHS flu vaccinations.
  - Thursday 3 October 2024 is the commence date for other eligible adult cohorts in the service.

Start date	Eligible cohort
From 1st September 2024	Pregnant women
From 3rd October 2024	All other eligible adult patients

2. Use of second line vaccines should **only** be considered when every attempt to use first line recommended vaccines has been exhausted.
3. Recombinant quadrivalent influenza vaccine (QIVr) will not be available for the 2024/25 flu vaccination programme.
4. [Amendments to the Annual Flu letter](#) include a new flu vaccine which can be used for the first time – high-dose quadrivalent influenza vaccine (QIV-HD) – which is only licensed for those aged 60 years and over.
5. Pharmacy technicians can now provide NHS flu vaccinations via the patient group direction.
6. All community pharmacies offering the Flu Vaccination Advanced Service can now use the National Booking System (NBS) to schedule appointments.

Community Pharmacy England have produced a list of answers to FAQs on this year's Advance Flu service which can be found [here](#).

## Quality & Regulations

### An evaluation of oral anticoagulant safety indicators by England's community pharmacies

Anticoagulants are life-saving medicines that can prevent strokes for patients diagnosed with atrial fibrillation as well as treating patients with venous thromboembolism, but when used incorrectly, they are associated with patient harm. In 2021-22 and 2023-24, two national audits were incentivized in the Pharmacy Quality Scheme to understand the impact community pharmacy teams have on improving anticoagulant safety.

Approximately 11,000 community pharmacies audited just under a quarter of a million patients and made almost 150,000 interventions for patients taking oral anticoagulants. The results found community pharmacy teams are well placed in educating and counselling patients on the safe use of anticoagulants and ensuring that all patients are correctly monitored. Full details are available [here](#).

## Dispensing Doctors

### Dispensing Services Quality Scheme (DSQS) Returns

Please note the following requests for DSQS returns will be sent to all dispensing practices at the end of September/early October:

1. Self-Declaration Assessment, recommended deadline for return **25 January 2025**.
2. Return of Serious Untoward Incidents for Q2 (July 2024 – September 2024); recommended deadline for return **31 October 2024**.

Once completed all returns should be sent to [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net).

Whilst we recommend you complete your returns on the dates specified above this is only voluntary and you do still have up until the end of the year 31 March 2025 to submit all evidence for DSQS.

## Healthy Living

### World Mental Health Day 10<sup>th</sup> October 2024

World Mental Health Day is celebrated every year on 10 October. This year's theme set by the World Federation of Mental Health is, "it's time to prioritize mental health in the workplace". The theme highlights the importance of addressing mental health and wellbeing in the workplace, for the benefit of people, organizations, and communities.

On World Mental Health Day, let's all come together to talk about mental health and show everyone that mental health matters. Talking about our mental health can help us cope better with life's ups and downs. So, on World Mental Health Day and beyond it, why not check in with your friends, family, peers, or colleagues?

For Further Information: [World Mental Health Day 2024 | Mental Health Foundation](#)

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## Stoptober – Quit Smoking Campaign 1 September – 31 October 2024

Stoptober is the Department of Health and Social Care's annual stop smoking campaign, based on evidence that if a smoker makes it to 28 days smoke-free, they are five times more likely to quit for good. With your help, this year the aim is to encourage the remaining 5 million smokers in England to give quitting a go this October and support them to quit successfully.

Searching 'Stoptober' directs smokers to the Better Health website, where they can access a range of free support, tools, information and advice on quitting smoking. There is also a postcode lookup tool to help them find their local stop smoking service. Stoptober is a little different this year as there will be no national paid media campaign, so your support is more important than ever.

Stoptober campaign resources are now available to download from the [Campaign Resource Centre](#). These can be used throughout September and October to help raise awareness of the campaign and encourage smokers to plan their quit attempt. **Please note that this is not a mandatory campaign**

### Training & Development

## NHS England launch the Community Pharmacy Technician Apprenticeship Programme.

NHS England are excited to announce the launch of the Community Pharmacy Technician Apprenticeship Programme. This programme will support Pre-registration Trainee Pharmacy Technicians (PTPTs) to be employed and complete their full 24-month apprenticeship training within a **community pharmacy setting**.

Upon completion of training and registration with the General Pharmaceutical Council (GPhC) this will support community pharmacy to utilise the expertise and knowledge of registered pharmacy technicians as part of pharmacy services and wider reform

### Funding Offer

NHS England are offering a training contribution of **£15,053 per trainee, per year for two years** (24 months) to support community pharmacies in developing a PTPT programme that meets the [GPhC IET standards for pharmacy technicians](#) and the [NHS England Education Quality Framework](#).

### Next Steps

Application for funding is through expression of interest (EoI) submitted via an [online application form](#). The application window will open on Monday 23 September 2024 until Sunday 13 October 2024.

There will be a webinar via MS Teams to provide more information on the programme including the application process and how to access apprenticeship funding. This will be repeated, please use the link below to attend on your preferred date. You need only attend one webinar date.

- 11am, [Friday 27 September](#)
- 2pm, [Sunday 29 September](#)
- 1pm, [Wednesday 02 October](#)
- 7pm, [Tuesday 08 October](#)

If you have any questions, please email [england.wtepharmacy.sw@nhs.net](mailto:england.wtepharmacy.sw@nhs.net) with Community Pharmacy Technician Apprenticeship Programme in the subject field.

Please see attached guidance for contractors on the apprenticeship programme.

## 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 via one of the following ways either:

1. via [Manage Your Service \(MYS\) portal](#).



2. Completing the Temporary Suspension Form found [here](#) titled Annex 18 and sending this to the SW generic email address: [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net).
  3. Completing the SW Online Microsoft Form found [here](#)
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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 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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## 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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## 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>

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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.