

Community Pharmacy Bulletin

Date: 29 October 2024

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Headline News

Post Event Messages (PEMs) – For action by 31 October 2024

A letter was sent to community pharmacies by NHS England on 24 June 2024 explaining that due to a technical issue, some electronic post event messages (PEMs) were not being sent to some GP practices following clinical service consultations for a range of services in community pharmacy.

On the 25 September 2024 the attached email was sent to all contractors to action the following by Thursday 31 October 2024:

For urgent action – Review emails in PharmOutcomes

1. Review and action the queue of notification emails within the PharmOutcomes system for the clinical services delivered by the pharmacy, in order of priority as set out in Annex 1 of the attached letter.
2. Follow instructions for manipulating the suppressed post event messages (PEMs) held within PharmOutcomes as set out in the supporting documentation; and follow guidance for sending notifications to a GP practice where suppressed PEMs need to be sent.
3. If there are any concerns about potential patient harm because of delayed notifications following a pharmacy consultation, please report the incident using the 'Learning From Patient Safety Events' portal and use the code 'PharmacyPEM' for reporting purposes.
4. Pharmacists must consider and fulfil their duty of candour.

Final Action - Confirmation for the completion of actions

In order to capture confirmation of completed actions and for the purpose of audit, our local approach across the South West is completing the online MS form.

The form can be found here via this link: [Patient Safety Issue Re: Electronic notifications from community pharmacies to GP practices](#)

We will be reviewing the number of returns received on **Thursday 31 October 2024**.

Thank you for your support. If you have any questions, please contact us via our generic email address: england.pharmacysouthwest@nhs.net

Community Pharmacy Assurance Framework 2024/2025 - For action 31 October 2024

If you have been selected to complete the full Community Pharmacy Assurance Framework (CPAF) survey for your pharmacy; this is an urgent reminder that the full CPAF survey, which is monitoring pharmacy contractors' compliance in 2024/25, is only available to complete until **31 October 2024**. If you have recently completed the survey, thank you for doing so and no further action is needed at this time.

Completion is a **mandatory** requirement for all selected contractors and the results will form the basis for which pharmacies will be considered for a visit. Failure to complete the full CPAF survey will result in a mandatory visit to the pharmacy. Users of the NHSBSA's [Manage Your Service \(MYS\) portal](#) will be able to complete the survey via their MYS login.

If you have not received an initial invite email to your generic pharmacy NHS email account (as it has since changed or is inactive), please contact the team at england.pharmacysouthwest@nhs.net for further guidance.

Winter Bank Holiday Rotas – For action

The draft Winter Bank Holiday rotas have been sent to all pharmacies to review on 25 October 2024.

For Christmas Day (Wednesday 25 December) pharmacies have been noted as closed unless commissioned provision has been agreed or the pharmacy has been directed to open.

For Boxing Day (Thursday 26 December) and New Years Day (Wednesday 1 January) those contractors who have notified us they will **not** be open have been noted as closed on these dates. All other stores will be noted as closed on these dates **unless** we receive notification they intend to be open, there is no need to contact us to say you will be closed, but please do let us know if you are not listed and intend to be open stating the date and times by email to england.pharmacysouthwest@nhs.net.

Actions:

- Please check the pharmacy information is correct, including the telephone number, the hours for all usual working days before and after the bank holidays and any hours for the bank holidays we have recorded. Any corrections, please advise by email to england.pharmacysouthwest@nhs.net.
- Please ensure your records for NHS.UK and DoS are updated using [Profile Manager](#) as soon as possible for any hours you will be open on the bank holidays .
- Where pharmacies will be open on any of the bank holidays, please ensure pharmacists are reminded to have their Smartcard with them as this will be especially critical with more limited provision available.

Community Pharmacy Workforce Survey 2024

The Community Pharmacy Workforce Survey 2024 launched on **Wednesday 16 October 2024** and will close on **Wednesday 11 December 2024**. This annual survey is recognised as an important part of the community pharmacy regulations. The survey is essential in helping NHS England plan for investment in the current and future community pharmacy workforce. The survey is commissioned by NHS England and conducted by the North of England [Commissioning](#) Support Unit (NECS).

Find out more about the [community pharmacy workforce survey](#).

NHS England would like to thank pharmacy contractors for providing consistent, accurate data to support effective workforce planning. Findings from the 2023 survey can be found on [Community Pharmacy Workforce Survey - data.gov.uk](#).

Temporary Suspension of Service

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.

In the event of a temporary suspension in service the contractor should use all reasonable endeavours to implement their business continuity plan, this should include as a minimum the following:

- Inform the commissioner of the closure as soon as practicable. This can be completed in the South West region via one of the following ways:
 - via [Manage Your Service \(MYS\) portal](#).
 - Completing the Temporary Suspension Form found [here](#) titled Annex 18 and sending this to england.pharmacysouthwest@nhs.net.

➤ Completing the SW Online Microsoft Form found [here](#)

- Update their directory of services (DoS) profiles via Profile Manager to show the temporary suspension of service.
- Ensure patients are not referred to the pharmacy premises for directed urgent care services during the temporary suspension where practicable.
- Notify other pharmaceutical service providers and GP practices about the suspension, and its anticipated duration, where practicable.
- Display the necessary information to patients about the suspension, and its anticipated duration, in the approved manner, so that it is visible from outside the pharmacy (or for DSPs made the necessary changes to their website).
- Make arrangements for the continuity of patient care including for those patients with booked appointments or those attending the pharmacy regularly for the supervised administration of medicines. (details on how to find your local Drug and Alcohol Support Service can be found under the Drug & Alcohol Services section of this bulletin).
- Use all reasonable endeavours to resume the provision of pharmaceutical services as soon as practicable.

Mpox: guidance on when to suspect a case of mpox

This guidance is for healthcare professionals on when to suspect mpox, the disease caused by any clade of the virus called MPXV, and how to decide if a suspected case needs to be managed as a [High Consequence Infectious Disease \(HCID\)](#). Clade II mpox has been circulating in the UK and globally since 2022 predominantly in gay, bisexual or other men who have sex with men, but remains uncommon. It is no longer classified as an HCID.

Please see [Link](#) for further information.

Advanced Services

Advanced Flu Service 2024/25

- **Reminder of vaccine storage requirements**

We have recently noted an increase in queries around storing flu vaccines out of their original packaging due to storage space challenges. This is not in line with storage requirements and NHS England do not recommend use of this practice to create additional space.

It should be noted that the SPCs for flu vaccines require storage in their original cartons to protect the vaccine from light. Taking the vaccines out of their original cartons will mean that the vaccines will be stored outside of the SPC requirements. It will also make identifying vaccines more difficult so may result in an increased risk of selection errors resulting in an incorrect vaccine being administered to a patient.

The clinicians at the practice will need to risk assess and decide whether to store vaccines in this way and whether they are OK to use for their subsequent clinics. If they have been stored outside of the conditions set out in the SPC, use will be "off label". The PGD can still be used to administer but the practice will need to decide whether or not they need to inform patients of the "off label" use.

- **Sharps from covid and flu vaccinations**

Please note contractors are responsible for the management of their own clinical waste with regards removal of sharps and waste from flu and covid vaccination programmes. It is the responsibility of the contractor to make arrangements and pay for the disposal of their sharps including for Flu and COVID vaccination clinical waste.

The commissioned clinical waste service for your area, will not collect anything other than pharmaceutical waste.

- **Winter vaccine eligibility - frontline health and social care workers**

All frontline health and social care workers who have contact with patients should now be offered the flu vaccine through their employer.

Please be advised that NHS England does not reimburse flu vaccination of healthcare workers outside of provider-led occupational health services. There are circumstances where frontline staff, employed by specific social care providers without access to employer-led occupational health schemes, can access the flu vaccine through the NHS free of charge.

Eligible individuals can self-declare for COVID-19 and flu vaccination on the National Booking Service.

Communications materials to support winter vaccination uptake among frontline professionals are now available to download from the [Campaign Resource Centre](#).

Lateral Flow Device Service – Promoting the service to Care Homes

Contractors that are offering the Lateral Flow Device (LFD) service may want to consider approaching their local care homes to see if they would like to access free LFD test kits, ahead of the start of autumn, for those people eligible for the service.

All people aged 85 years and over are eligible for the service and the following people are also eligible for free LFD tests:

- People resident in a care home who are aged 70 years and over;
- People resident in a care home who have a BMI of 35 kg/m² or more;
- People resident in a care home who have diabetes; and
- People resident in a care home who have heart failure.

Other people in care homes may also be eligible if they meet the eligibility criteria. Care home staff cannot obtain LFD tests via the service for their own use unless they happen to meet one of the eligibility criteria. For Eligibility criteria please refer to the service specification: [LFD service specification](#).

People do not need to have symptoms of COVID-19 to obtain a free box of LFD test kits under the service. Therefore, ahead of winter, when we may see an increase in demand for testing, it is a good idea for eligible people to ensure they already have a supply of tests.

Quality & Regulations

New funding arrangements for Dispensing Appliance Contractors

NHS England, following discussions with British Healthcare Trades Association, Specialist Independent Appliance Contractors Association, Urology Trade Association and independent contractors, has confirmed an uplift to the fees for Dispensing Appliance Contractors.

With effect from 1 November 2024, professional fees (Part IIIB) and infrastructure fees (Part VIB) will be uplifted and published in the Drug Tariff. Contractors will receive additional information from their membership body. NHS England expects additional fees listed in 2A in Part IIIB to be uplifted by 1 February 2025.

Training & Development

Support to improve quality of translation and interpreting services in the NHS

NHS South, Central and West CSU are holding an event on **Wednesday 4 December 2024** to share insights gathered through staff and patient engagement into translation and interpreting services in the NHS.

The online event will bring together a range of stakeholders involved in the commissioning, management and delivery of translation and interpreting services to inform an improvement framework for the NHS.

Sign up to the event by emailing the team at scwcsu.healthimpandineq@nhs.net. The team are particularly looking for people with experience of interpretation services in primary care and community settings, whether clinical or non-clinical.

Healthy Living

International Men's Day – 19 November 2024

International Men's Day 2024 is a global observance that celebrates the positive contributions and achievements of men while addressing important issues affecting men's health, well-being, and gender equality. This day provides an opportunity to promote discussions and actions that support men's physical and mental health, encourage positive role models, and advocate for a more inclusive society.

What is International Men's Day?

International Men's Day is an annual event that highlights the importance of recognizing and addressing the challenges and experiences of men and boys. It encourages conversations about men's mental health, positive masculinity, and gender equality.

When is International Men's Day 2024?

International Men's Day is observed on 19 November each year. In 2024, it falls on a Sunday, providing a platform for individuals, organizations, and communities to engage in activities and discussions related to men's issues.

Please see [Link](#) for further information

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 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](#).

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](#)

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)

Useful Information

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.

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.

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
- BSW - Wiltshire - <https://www.turning-point.co.uk/services/connect-wiltshire>

- email: substanceUseTeam@wiltshire.gov.uk Tel: 0300 0034566
- BSW - Banes - TheBeehive@dhbath.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
 - 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 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>

Interpretation and Translation Services

Interpretation and translation services are available for Community Pharmacies when treating NHS Patients. These services are commissioned and paid for by NHS England.

The information and how to access these are available on the South West Pharmacy website page via the following link [Interpretation & Translation Services](#).

The services commissioned cover the following areas:

- Bristol, North Somerset, and South Gloucestershire (BNSSG)
- Bath and North East Somerset, Swindon, and Wiltshire (BSW)
- Cornwall & Isles of Scilly
- Devon
- Dorset
- Gloucestershire
- Somerset

Contact Details and Further Information

South West Collaborative Commissioning Hub Community Pharmacy Contract Management Team contact information: email: england.pharmacysouthwest@nhs.net.

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