

Community Pharmacy Bulletin

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Headline News

Pharmacy First Campaign – Launch 11 November 2024

The community pharmacy-focused phase of NHS England's 'Help Us, Help You' campaign launched (11 November), and expands on the initial phase which ran earlier in the year.

The campaign aim is to increase people's awareness of the wide range of support community pharmacists can offer to patients on their doorstep. This will include highlighting the Pharmacy First service that allows pharmacists to offer treatment and provide some prescription medicine, if needed for the following conditions:

- Sinusitis (for those aged 12 years and over)
- Sore throat (for those aged 5 years and over)
- Earache (for those aged between 1 and 17 years old)
- Infected insect bite (for those aged 1 year and over)
- Impetigo (for those aged 1 year and over)
- Shingles (for those aged over 18 years old)
- Uncomplicated urinary tract infections (UTIs) (for women aged 16-64)

The [campaign resources](#) give you all the information you need to encourage patients to visit their community pharmacy.

Adverse Weather Conditions

We are now entering the winter season where the country may be subjected to some extremely adverse cold weather with snow and heavy rain. If you find that you are unable to open due to adverse weather, then please ensure you report any temporary suspension of service as soon as practicable 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](#)

As part of implementing your business continuity plan for the closure the following actions should be completed:

1. Update their directory of services (DoS) profiles via Profile Manager to show the temporary suspension of service.
2. Ensure patients are not referred to the pharmacy premises for directed urgent care services during the temporary suspension where practicable.
3. Notify other pharmaceutical service providers and GP practices about the suspension, and its anticipated duration, where practicable.
4. 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).
5. 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).
6. Use all reasonable endeavours to resume the provision of pharmaceutical services as soon as practicable.

Red Tape Challenge Survey

As part of NHS England's rapid review into bureaucracy across the NHS, clinical and non-clinical staff working in primary care are being encouraged to get involved and share their views. A short [seven-question survey](#) is now available for staff to complete to feed into this important programme that aims to improve interface working and reduce workload between NHS organisations and providers.

The 'Red Tape Challenge' was announced by the Secretary of State and NHS Chief Executive in October and is jointly led by Dr Claire Fuller and Stella Vig, medical directors for Primary Care and Secondary Care at NHS England respectively. It builds on and accelerates existing activity to improve the interface between primary and secondary care, such as how referrals are made and managed, patient discharge and how different parts of the health service communicate with each other.

The closing date for the survey is **16 December 2024**

Social media – NHS England and Integrated Care Boards (ICBs)

Stay connected with NHS England and your local ICB on social media. Keep up to date with posts on the latest news and information about local and national healthcare initiatives as well as information about opportunities to have your say and find out more about projects and plans in your region.

Organisation	X	Facebook	Instagram
NHS England SW	@NHSSW	https://www.facebook.com/NHSSW	@nhssouthwest
BNSSG ICB	@BNSSG_ICB	https://www.facebook.com/BNSSGICB	@bnssg_icb
BSW ICB	@BSW_Together	https://www.facebook.com/NHSBSWICB	@nhsbswccg
Cornwall and IoS ICB	@ciosicb	https://www.facebook.com/ciosicb	
Devon ICB	@NHSDDevon	https://www.facebook.com/NHSDDevon	@nhsdevon
Dorset ICB	@NHSDorset	https://www.facebook.com/NHSDorset	@nhsdorset
Gloucestershire ICB	@NHSGlos	https://www.facebook.com/nhsglos	@nhsgloucestershire
Somerset ICB	@NHSSomerset	https://www.facebook.com/NHSSomerset1	

Latest update on cases of Clade 1b mpox

Last week the [UKHSA announced a further 3 cases of Clade 1b mpox](#) in household contacts of the first case. This brings the total confirmed number of cases to 4.

The 3 patients are currently under specialist care at Guy's and St Thomas' NHS Foundation Trust in London. The risk to the UK population remains low.

There has been extensive planning underway to ensure healthcare professionals are equipped and prepared to respond to any further confirmed cases.

This announcement follows the World Health Organization's declaration in August 2024, that the upsurge of mpox in a growing number of countries in Africa constituted a [public health emergency of international concern \(PHEIC\)](#).

Central flu procurement and supply – call for provider engagement

The [NHS England Vaccination Strategy](#) set an ambition to improve the efficiency and responsiveness of vaccine supply. As part of this, NHS England are seeking to explore the potential costs and benefits of centralising the procurement and supply of adult flu vaccine.

NHS England want to hear from providers of the adult flu vaccination service about the current vaccine procurement model and how this supports delivery of the flu programme. Providers are invited to complete [a questionnaire](#) which takes 15-20 minutes and is anonymous. The deadline for completion is close of play Tuesday **17 December 2024**. Thank you in advance for taking the time to provide feedback.

Flu vaccination: reminder of Joint Committee of Vaccination and Immunisation (JCVI) guidance

Providers are advised that every effort must be made to comply with JCVI guidance in relation to first line flu vaccination for specific age cohorts. aQIV and QIV-HD are recommended for use for vaccination of eligible cohorts age 65 years and over.

QIV-HD vaccine is available to order via Sanofi. Information regarding reimbursable vaccines for 2024/25 can be found in the [flu letter](#).

Specialist Pharmacy Service (SPS) launches Pharmacy First podcast series

SPS has launched a podcast series to discuss some of the issues surrounding the Pharmacy First service and to debunk certain clinical myths around the Clinical pathway strand of the service.

In the podcast series, pharmacy colleagues and expert clinical speakers cover the seven clinical conditions included in the Clinical pathway strand of the service, as well as an additional episode dedicated to paediatrics. Links to resources mentioned in the podcasts are also available on the SPS Pharmacy First podcast service webpage.

The first five episodes are now available and cover:

1. Sinusitis
2. Sore throat
3. Otitis media
4. Uncomplicated urinary tract infection; and
5. Providing the service to children.

The remaining three episodes will be published later in the year.

[Listen to the SPS Pharmacy First podcast series](#)

Emergency Hormonal Contraception (EHC) and Oral Contraception update for Community Pharmacists in Devon

Organised by Devon Sexual Health and Sexual Health in Plymouth, this training course is aimed at community pharmacists in Devon that provide EHC and oral contraception.

This free, two-hour session will cover Emergency Hormonal Contraception (EHC), Chlamydia Screening, Progesterone only pill (POP), Combined pill (COC) and a 'Talking with Young People' training section.

Date: Thursday 13 February 2025

Location: NHS Walk-in centre, Sidwell Street, Exeter EX4 6NN

To reserve a space, please [click here](#).

If you are unable to attend in person, a recording of the session will be available in due course via the Community Pharmacy Devon website.

For more information, or if you have any difficulties booking a space, please contact: rdh.cso@nhs.net

Quality & Regulations

Reminder: Complete the 2024 mandatory workforce survey

Contractors are reminded of the requirement to complete the 2024 workforce survey, which is a mandatory requirement for all community pharmacies.

[Read more about the survey and how to complete it](#)

The NHS Business Services Authority sent an email to contractors containing a link to the survey in October.

In some cases, for example, if you work for a multiple pharmacy group, the survey may be completed centrally. If you are not sure whether the survey should be completed at pharmacy level or by your head office team, please ask your head office team for guidance.

The survey will close at midnight on **Wednesday 11th December 2024**.

Training & Development

Guidance on escalating NHS IT service issues

Community Pharmacy England have produced a useful factsheet on how to escalate NHS IT service issues. The resource is designed to support contractors and their teams on queries or requests for advice about system-specific IT issues.

View the [Escalating NHS IT service issues one-page factsheet](#).

Healthy Living

Help Us Help You Campaigns

NHS 111

The NHS 111 campaign launched on 25 November to encourage people to use the 111 service when they have an urgent but not life-threatening medical need. Resources available include a campaign toolkit, digital screens, social assets and posters to support the activity and can be found on the [Campaign Resource Centre](#).

Stay Well this Winter

Department of Health and Social Care (DHSC) have also published an updated [Stay Well this Winter leaflet](#). It contains some important information from the NHS on how people can stay well this winter. Accessible formats will be uploaded shortly

Act FAST – Stroke Campaign

NHS England's Act FAST stroke campaign launched on the 4 November.

The campaign increases knowledge of the signs of a stroke and encourages people to dial 999 immediately in response to any sign – even if it doesn't seem like much. Earlier recognition of symptoms and immediate action enables faster access to specialist treatment and the best chance of reducing long-term effects such as disability.

Resources to promote the campaign within your pharmacy can be found here : [Act FAST - Stroke | Help Us Help You - Heart Attack, Stroke and Hypertension | Campaign Resource Centre](#)

Please note these are not mandatory campaigns.

Dispensing Doctors

Dispensing Services Quality Scheme (DSQS)

Thank you, those dispensing practices who have returned their Self-Declaration Assessment.

A gentle reminder that the recommended deadline for the return of your Self-Declaration Assessment is **25 January 2025**.

Once completed please return on email to england.pharmacysouthwest@nhs.net.

Whilst we recommend you complete the return on the date 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.

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 - Banets - TheBeehive@dhibath.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>
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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.

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