

# Community Pharmacy Bulletin

Date: 19 December 2024

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### Christmas & New Year Opening Hours

For contractors who will be opening on any of the bank holidays please ensure you update your hours via [Profile editor login - NHS \(www.nhs.uk\)](#) so these times are reflected on your NHS.UK and DoS profiles.

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 on these dates.

Finally, we would like to thank all those contractors, and their teams, who have agreed to support over the festive period.

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### 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](mailto: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.

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### National NHS Services to help this Christmas

#### Use NHS Service Finder to find Christmas opening hours.

Health and care professionals can use NHS Service Finder to quickly locate nearby NHS services, check opening times, and access other non-public information. It also provides directions and maps which can be shared with patients.

[Sign in](#) or [create account](#).

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## NHS Smartcard action required: checking contact info, self-unlock and expiry

NHS England recommend that pharmacy team members with NHS Smartcards consider taking the following actions to support ongoing use of their smartcards.

If your smartcard or role on your smartcard was set up a long time ago, there may be an action for you to update it to keep it working.

The recommendations are:

1. Check or add up-to-date contact information to your Smartcard profile;
2. Learn about the new mobile phone self-unlock method (you must register before you can self-unlock your smartcard, if it is accidentally locked);
3. Check if your card position end-dates have an upcoming expiry date that could impact the use of the card (or which could impact whether it will work at more than one pharmacy site)\*; and
4. Check that the card is not an older 'series 4-6' version card (these have reached end-of-life and they need replacing) \*.

These recommendations are further explained below, and are also explained within the new [Maintaining your NHS Smartcard factsheet](#).

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## Verifying your NHS Profile Manager profile

Ahead of the 31st December 2024 deadline\*, we would like to remind contractors of the need to update [NHS Profile Manager](#) each quarter to ensure that their pharmacy's NHS website and Directory of Service (DoS) profile information is up to date.

The NHS Terms of Service require contractors to check that their opening hours, contact information, facilities and services information are up to date for each profile, each financial quarter. You should mark each module as verified even if no change is required to the information.

\*Note: The NHS Contract quarters are 1st April to 30th June; 1st July to 30th September; 1st October to 31st December; and 1st January to 31st March.

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## Clinical Waste

Please be aware when your clinical waste is collected, if the driver is unable to remove all of the waste, then please contact us on: [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net) so we can arrange an ad hoc collection for any waste remaining.

The amount of waste to be collected is estimated on an average of the last 6 collections for the site. The driver will only have space to collect this amount enabling all pharmacies to receive a collection that is scheduled for that day.

Furthermore, please note for the number of storage containers that are collected, the driver can only leave the same number of empty containers. This ensures all sites on the driver's schedule for that day receive storage containers.

### Covid, Flu and Sharps Waste:

The Pharmacy Contractor must ensure appropriate processes are in place to dispose of any clinical waste, sharps, vaccine packaging and PPE used during the vaccination process for both Covid and Flu.

Under the existing programme specifications, it is the responsibility of the contractor to make arrangements and pay for the disposal of their Covid/Flu clinical waste. Therefore, the commissioned clinical waste service for your area will not collect anything other than pharmaceutical waste.

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## EPS rolls out for Detained Estate prescribers

NHS England has announced that from December 2024, the Electronic Prescription Service (EPS) will be extended to Detained Estate healthcare services in England.

This extension will allow prescribers working in prisons to issue EPS 'To Take Out' (TTO) and urgent prescriptions electronically to community pharmacies, removing the need for the use of paper FP10 forms.

Most people will be released from prison with a supply of their current medications, so they may only need to collect their EPS prescription after release. They are also likely to collect their prescription from a pharmacy far from the prison, as many people are detained a long distance from their homes.

Further information can be found below:

- [NHS England notice about Rollout of the Electronic Prescription Service \(EPS\) to Detained Estate services](#)
- [EPS use in urgent and other care settings](#)

## Advanced Services

## Flu - DHSC permits use of antiviral medicines

The Department of Health and Social Care (DHSC) has via its Central Alerting System (CAS) published a letter on 3 December 2024 advising that due to increasing flu levels in the community, Prescribers working in primary care may now prescribe, and community pharmacists may now supply antiviral medicines (oseltamivir and zanamivir) for the prophylaxis and treatment of influenza at NHS expense. This is in accordance with NICE guidance, and Schedule 2 to the National Health Service (General Medical Services Contracts (Prescription of drugs etc) Regulations 2004), commonly known as the Grey List or Selected List Scheme (SLS).

Community pharmacy contractors who receive FP10 NHS prescriptions, written generically or by brand, for oseltamivir (Tamiflu®) or zanamivir (Relenza®), the antivirals included in the SLS list, are therefore reminded that prescriptions for these products must be endorsed SLS by the prescriber. If the SLS endorsement is missing, the prescription should not be dispensed and will not be passed for payment by NHS Prescription Services. Pharmacy staff cannot make the SLS endorsement themselves.

Click here to view the [CAS alert](#).

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## Pharmacy First - Targeting Schools and Nurseries

As children across the country prepare for the festive break, it may be an opportune time to highlight to parents and carers that Pharmacy First is available for their children and themselves.

Community pharmacy England have published some resources to help contractors promote Pharmacy First to their local schools and nurseries.

Resources are available here [Pharmacy First: Schools and Nurseries](#).

## Quality & Regulations

### Help shape the new Equality, Diversity and Improvement (EDI) Plan for primary care

NHS England is inviting colleagues from all four sectors of primary care, in both clinical and non-clinical roles, to share any final reflections of what they would wish to see in a new EDI Improvement Plan for staff working in primary care. Colleagues are invited to [fill out the survey](#) to offer ideas and thoughts on what could be included.

The survey closes on 3 January, if you have any queries about the survey, please email [england.nationaleдитеam@nhs.net](mailto:england.nationaleдитеam@nhs.net)

## Training & Development

### Take part in research to improve the Electronic Prescription Service

The Electronic Prescription Service (EPS) team is seeking user feedback to better understand your experiences and make the clinical prescription tracking service more intuitive and user-friendly. They are looking for participants for two remote research opportunities:

- 9 January
- 20-31 January

Sessions will last 30 minutes to one hour and take place on Microsoft Teams. If you'd like to take part in these or future opportunities, please express your interest by [filling out the form](#).

## Healthy Living

### Help Us Help You Campaigns Please note these are not mandatory 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 [here](#).

**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

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### Quit Smoking Campaign Please note this is not a mandatory campaign.

We are pleased to share that New Year quit smoking campaign resources are now available to download [here](#). These resources can be used until the end of January to capitalise on the New Year moment which we know is an effective time to encourage and support quit smoking attempts.

Resources include:

- Partner toolkit containing key messages, stats and facts, overview of assets and suggested social media posts
- Digital posters
- Social media assets
- Graphics for digital screens

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**Better Health Start for Life 'Little Moment Together' Campaign** Please note this is not a mandatory campaign.

In January 2025, the Department for Education (DfE) in partnership with the Department of Health and Social Care (DHSC) will be relaunching the home learning environment Better Health Start for Life 'Little Moments Together' campaign.

The campaign aims to educate parents and carers about the importance of brain development in the first five years of a child's life, and the crucial role they play as parents and carers, with advice and tips available on the Start for Life website.

Resources are now available for contractors to promote the campaign on the [Campaign Resource Centre](#).

## 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](mailto: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](mailto: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 \(www.gov.uk\)](#)

### Digital & Technology

## 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	<a href="#">@NHSSW</a>	<a href="https://www.facebook.com/NHSSW">https://www.facebook.com/NHSSW</a>	<a href="#">@nhssouthwest</a>
BNSSG ICB	<a href="#">@BNSSG_ICB</a>	<a href="https://www.facebook.com/BNSSGICB">https://www.facebook.com/BNSSGICB</a>	<a href="#">@bnssg_icb</a>
BSW ICB	<a href="#">@BSW_Together</a>	<a href="https://www.facebook.com/NHSBSWICB">https://www.facebook.com/NHSBSWICB</a>	<a href="#">@nhsbswccg</a>
Cornwall and IoS ICB	<a href="#">@ciosicb</a>	<a href="https://www.facebook.com/ciosicb">https://www.facebook.com/ciosicb</a>	
Devon ICB	<a href="#">@NHSDDevon</a>	<a href="https://www.facebook.com/NHSDDevon">https://www.facebook.com/NHSDDevon</a>	<a href="#">@nhsdevon</a>
Dorset ICB	<a href="#">@NHSDorset</a>	<a href="https://www.facebook.com/NHSDorset">https://www.facebook.com/NHSDorset</a>	<a href="#">@nhsdorset</a>
Gloucestershire ICB	<a href="#">@NHSGlos</a>	<a href="https://www.facebook.com/nhsglos">https://www.facebook.com/nhsglos</a>	<a href="#">@nhsgloucestershire</a>
Somerset ICB	<a href="#">@NHSSomerset</a>	<a href="https://www.facebook.com/NHSSomerset1">https://www.facebook.com/NHSSomerset1</a>	

## 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](#)

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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

## 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).

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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.