

# Community Pharmacy Bulletin

Date: 30 January 2025

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## Headline News

### Happy new year and thank you

Wishing all colleagues across primary care a very happy and healthy new year. Huge thanks to everyone for their hard work over the holiday period in helping deal with the high levels of flu cases and seasonal illnesses, with teams demonstrating outstanding commitment in supporting patients and the wider NHS. Thank you for the continued support in ensuring patients get the care they need.

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### Temporary Suspension of Service

In the event of a temporary suspension in service the contractor should use all reasonable endeavours to implement their business continuity plan.

Please ensure as part of implementing your business continuity plan the Directory of Services (DoS) profile is updated via Profile Manager to show the temporary suspension of service.

Also, the local Drug and Alcohol Support Service is notified of any booked appointments with patients attending the pharmacy for supervised administration of medicines so that alternative arrangements can be made for these patients. How to contact your local drug and alcohol service can found under the Drug & Alcohol Services section of this bulletin.

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### First National Diabetes Experience Survey results now published

The results from the National Diabetes Experience Survey are now published on [the National Diabetes Experience Survey Results website](#).

NHS England worked with people living with type 1 and type 2 diabetes, carers of those living with diabetes, healthcare professionals, and local providers to develop this survey. Over 100,000 people in England were invited to take part, with an overall national response rate of 39 per cent. This has ensured meaningful results that will impact policy and service delivery to improve diabetes care.

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### Outbreak of suspected Marburg virus disease in the United Republic of Tanzania

Marburg virus disease (MVD) is a viral haemorrhagic fever and classified as a high consequence infectious disease (HCID) in the UK.

On 14 January 2025, WHO reported an outbreak of suspected MVD in Kagera Region, United Republic of Tanzania. Official confirmation of the results is awaited. MVD has previously been reported from Kagera Region, Tanzania in 2023 when they reported their first outbreak of MVD.

Historically several outbreaks of MVD have been reported from neighbouring countries including, most recently in Rwanda between September and December 2024.

Clinicians should be alert to the possibility of MVD in unwell patients presenting where there is a history of travel to Tanzania, or to other countries where there is a risk of MVD, or a link to a suspected case, within 21 days before onset of illness. See the UKHSA Health Protection briefing note [here](#).

## Planned MYS downtime due to essential maintenance

The NHS Business Services Authority (NHSBSA) has notified Community Pharmacy England that the [Manage Your Service \(MYS\) Pharmacy portal](#) will be unavailable due to essential maintenance between 7:00am and 6:00pm on the following days:

- Saturday 8 February 2025
- Saturday 15 February 2025

Pharmacy owners will not be able to access the service, enter data, or view/manage submissions during those days. NHSBSA has emailed all pharmacy owners informing them of the scheduled maintenance. For additional information or help with MYS related queries contact NHSBSA MYS team by emailing [mys@nhsbsa.nhs.uk](mailto:mys@nhsbsa.nhs.uk) or calling 0300 330 1368.

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## Participating in the Foundation Trainee Pharmacist National Recruitment Scheme 2025 (2026 intake) via Oriel – deadline 23:59 01 March 2025

The National Recruitment Scheme is **the only route to employing a foundation trainee pharmacist** for the 2026-27 foundation training year; you are unable to recruit trainees directly.

### Employer Guidance

#### **Step 1: Updating Your Knowledge**

Please read the comprehensive National Recruitment Scheme [Employer Handbook](#), which has been developed to support employers who wish to employ foundation trainee pharmacists.

You may also find it helpful to see information submitted by employers in 2024 by viewing the 'Pharmacy Employers and Programme Information from 2024' document available on the [employer programme information page](#).

#### **Step 2: Signing up to the National Recruitment Scheme**

To make your employer programme submission please access the 'Employer Registration How-To Guide' and online application form via the following link, paying particular attention to our advice on writing your programme description(s), as this is your main opportunity to promote your programme to potential trainees:

<https://london.wtepharmacy.nhs.uk/national-recruitment/employer-registration/>

You also need to read and agree to the NHS England National Recruitment Scheme [Terms of Participation](#), and [Health Education England's Quality Framework](#) as part of the registration process.

Once you have submitted your form, you will receive an email from [noreply@holograph.digital](mailto:noreply@holograph.digital) with a copy of your submission, please check your junk mail folder if you can't see this email.

**If you are submitting multiple forms for multiple programmes (one form completion per programme) it is advisable to keep a track of which ones you have submitted and ensure you do not submit a programme which you do not plan to recruit to.**

### Submission Deadline

The deadline to submit your form(s) is **11.59pm on 1<sup>st</sup> March 2025**. Please note late submissions will not be accepted.

### Initial Education and Training of Pharmacists (IETP): Further Information

Full details on the IETP reforms and associated changes to Foundation training, including narrated presentations, pdf summaries and FAQs can be found by accessing the following website: <https://www.hee.nhs.uk/our-work/pharmacy/transforming-pharmacy-education-training/initial-education-training-pharmacists-reform-programme/implementing-foundation-pharmacist>

### Pharmacies offering Flu Vaccinations - Check Your NHS Profile Manager

We have received concerns from some ICBs regarding the availability of flu offerings showing on the Find a Pharmacy website (<https://www.nhs.uk/nhs-services/pharmacies/find-a-pharmacy-that-offers-free-flu-vaccination/>). It has been reported to us that patients have contacted or went to pharmacies that showed they had flu appointments offered on the website but were then informed otherwise.

Can all pharmacies participating in the flu programme please access their NHS Profile Manager and check that your location is showing the correct availability for flu vaccinations (i.e. offering or not offering).

#### How to add or remove your details to your profiles

Sign in to the NHS Profile Manager and follow these steps.

1. Select a pharmacy profile.
2. Go to the 'Services' section on the 'Manage your profile' page.
3. Select which 'Seasonal flu vaccination service' you offer – either at-risk, not at-risk, or both – if you have not already done so.
4. Select 'Extra service details' after you have confirmed your services.
5. Select each of your seasonal flu vaccination services.
6. Select if you use your own website's online booking address or you use the NHS National Booking Service (NBS) for each seasonal flu vaccination service (only applicable if also commissioned to provide [COVID-19 Vaccination Service](#)). Note: When adding bookings on your own website, ensure that you include the direct internet address that patients use to make their booking, rather than an information page or your pharmacy homepage.

Please contact the team at [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net) if you have any questions.

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### Pharmacy First myth busting series (#10)

This is the tenth of a series of articles to tackle some of the misconceptions around Pharmacy First. The articles will cover a variety of aspects of Pharmacy First and aims to myth bust, to increase understanding of the service.

Please follow [Link](#) for further information

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### Claim period extended for four Advanced Services

A new provision has been agreed from February 2025 which provides pharmacy owners with a longer time period to claim for provision of certain services if IT issues outside of a pharmacy owner's control have prevented them from making a claim within the required time period. This new provision applies to the following services:

1. Hypertension Case-Finding Service.
2. Pharmacy Contraception Service.
3. Pharmacy First; and
4. Smoking Cessation Service.

Currently pharmacy owners must claim via the Manage Your Service (MYS) portal by the 5th day of the following month, in which the service was provided. Late claims will only be accepted if made within three months of the date by which the claim should have been submitted; later claims will not be accepted, even if this is outside the control of the pharmacy owner, for example, if an IT issue has prevented them from making a claim.

The Department of Health and Social Care and NHS England have now agreed that this should be addressed, and pharmacy owners will have an additional twelve months (from the date by which the claim should have been submitted) to claim payment. This is subject to the NHSBSA receiving evidence of the IT issue and if investigation finds that the evidence demonstrates that the IT issue is outside of the control of the pharmacy owner and therefore delayed the claim submission.

This new provision will be added to Part VIC of the February 2025 Drug Tariff.

### De-registration from the above Advanced Services

A clarification will also be added to Part VIC of the February Drug Tariff with regards to de-registration from the above four Advanced services. If a pharmacy owner de-registers from providing one of the above Advanced services on the MYS portal, they will not be able to re-register for that service for a period of four months from the final day of their 30 days' notice.

## Quality & Regulations

### Data Security & Protection Toolkit 2025: Community Pharmacy England guidance

Community Pharmacy England has published new guidance to help community pharmacy owners complete the Data Security and Protection Toolkit 2025. The Toolkit is used to make a pharmacy's information governance (IG) declaration and must be completed **by 30th June 2025**.

Community Pharmacy England has collaborated with the NHS DSPTK team to keep the workload associated with Toolkit completion manageable whilst maintaining the appropriate data security protections.

It is recommended that you log in to the Toolkit as soon as possible and read our guidance documents, starting with the [Toolkit completion: Overview: Five steps](#) guide. If time allows, pharmacy teams should begin filling in the Toolkit.

Please note that all the questions marked **mandatory in the Toolkit** must be completed as part of a pharmacy's NHS Terms of Service to meet the minimum IG requirements.

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## Register for Data Security and Protection Toolkit 2025 Workshop

### Data Security and Protection Toolkit Workshop: Support with completing your 2025 toolkit submission

Community Pharmacy England will be holding a webinar on **Thursday 13th February at 7.30pm** to help community pharmacy owners to complete the [Data Security and Protection Toolkit 2025](#).

It is encouraged that pharmacy owners to register and join in this webinar as we and the NHS DSPTK team are eager to support you as you work your way through the Toolkit.

During the webinar, representatives from Community Pharmacy England and the NHS DSPTK team will discuss the Toolkit changes and questions and talk delegates through the available guidance materials and answer questions about making the declaration.

Pharmacy teams can also submit questions about the Toolkit and associated guidance ahead of the event, either by using this [webform](#) or by emailing either [it@cpe.org.uk](mailto:it@cpe.org.uk) or [regulations.team@cpe.org.uk](mailto:regulations.team@cpe.org.uk).

### February is Oesophageal Cancer Awareness Month (Dorset Area Only)

As part of Oesophageal Cancer Awareness Month, Heartburn Cancer UK and Wessex Cancer Alliance are running a wide-reaching campaign to highlight the dangers of persistent heartburn and the importance of early diagnosis. A letter and campaign materials from Heartburn Cancer UK are on their way to pharmacies. Pharmacies play a key role in reaching people who may be self-medicating with over-the-counter remedies instead of seeking medical advice. That's why they are providing posters, leaflets, and digital materials to help raise awareness and encourage more people to take action before it's too late.

Please keep an eye out for your pack and get involved by displaying the materials and sharing the campaign with your customers. If you'd like additional supplies or digital resources, you can find everything on the campaign page: [www.heartburncanceruk.org/heartburn-information-for-healthcare-professionals/](http://www.heartburncanceruk.org/heartburn-information-for-healthcare-professionals/). The website will be live by 1st February 2025.

Message from Heartburn Cancer UK

*Thank you for your support in making a difference. Together, we can help save lives*

This is not a mandatory campaign

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### Better Health Start for Life 'Little Moments Together' campaign.

By focusing on behaviors that can easily be integrated into their busy daily routines, the Little Moments Together campaign aims to illustrate a 'way of being' to parents and carers, showing them that sharing simple, child-led 'serve and return' moments together throughout the day has a big impact.

By directing parents to the [Start for Life website](#), they will find simple ideas from other parents on how to build these little moments into each day. It includes lots of examples of tips and activities for parents to do with children at different ages. It also signposts parents to the relevant in-person support available in their local communities.

A range of downloadable resources are available on the [Campaign Resource Centre](#)

This is not a mandatory campaign

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### NHS England is currently running two 'Help Us, Help You' Cancer Campaigns

The [Earlier diagnosis – reducing cancer barriers](#) phase encourages people who are experiencing potential signs of cancer to contact their GP practice. Alongside this, the [Abdominal and urological symptoms of cancer](#) phase focuses on the specific symptoms of diarrhoea or tummy discomfort for three weeks or more, or blood in pee, seen even just once, encourages people experiencing any of these symptoms to contact their GP practice.

The campaigns target adults over 50, particularly those from lower socio-economic groups and Black and South Asian backgrounds who are at greater risk of health inequalities. Activity runs on TV, online, press, community radio, social media and search engines, supported by PR and partnerships activity.

Downloadable resources supporting the activity are available via the respective pages on the Campaign Resource Centre, including campaign toolkits, posters, digital screens, social media assets and alternative formats:

- [Earlier diagnosis – reducing cancer barriers](#)
- [Abdominal and urological symptoms of cancer](#)

This is not a mandatory campaign

## Dispensing Doctors

### Dispensing Services Quality Scheme (DSQS)

Thank you, those dispensing practices who have returned their Clinical Dispensing Audit for 24/25.

A gentle reminder that the recommended deadline for the return of Clinical audit is **Friday 14 February 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.

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### Removal of Pharmaceutical Waste

Please note the South West Collaborative Commissioning Hub does not arrange for the removal of any pharmaceutical waste from dispensing GP practices. If you require the removal of pharmaceutical waste from your dispensary, please contact your local Integrated Care Board (ICB) for support.

## 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)



### 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="#">@nhsbswccq</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](#)

### 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.