

# Community Pharmacy Bulletin

Date: 28 February 2025

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## Headline News

### Update Record

From 27 February 2025, EMIS Pinnacle have confirmed they will be turning on the final Update Record capability covering the Ambulatory BP Monitoring service, part of the Blood Pressure service in community pharmacy.

This means structured messages will flow following an ABPM consultation, if the practice has 'Update Record: Structured' turned on. The ABPM report will continue to arrive via email as the Update Record system cannot currently send reports as an attachment. Where a practice does not have 'Update Record: Structured' turned on, the consultation summary and report will continue to arrive as an email with attachments.

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### Reminder: EPS Token Submission

Community Pharmacy England is reminding pharmacy teams about which EPS tokens need to be submitted. The EPS tokens that are required to be sent to the NHSBSA for end-of-month submission are:

- EPS tokens used to capture the paid or exemption declaration.
- Pharmacy First related EPS tokens, where medicines or appliances were supplied as part of a consultation (these should be separated within the batch and marked 'PF CP').

Some EPS tokens are not required to be submitted:

- Tokens for age-exempt patients.
- Prescription tokens where only free-of-charge (FOC) items are prescribed.
- Prescriptions tokens where the Real Time Exemption Checking (RTEC) system confirms an exemption.

This information is also presented within our new factsheet: [Briefing factsheet: EPS token submission](#)

[Submission requirements factsheet](#)

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### Recording Home Deliveries in CD Register

Advice has been sought from the NHS England South West Controlled Drugs Accountable Officer (CDAO) in relation to the recording in the CD register of supplies made via home delivery. The CDAO has confirmed the name of the delivery driver should be recorded in the CD register, the signed delivery note would then act as part of the audit trail to show who the CDs were accepted by as the final recipient.

## Advanced Services

### Annual Flu Letter for 2025/26 published-Community Pharmacy England

The Department of Health and Social Care, the UK Health Security Agency and NHS England have jointly published the national flu vaccination programme letter (13th February 2025) for the 2025/26 season. There are no changes to the eligible cohorts for the 2025/26 season. There has been one change to the advice for adult flu vaccines for 2025 to 2026 recommended by JCVI, as the adjuvanted trivalent influenza vaccine (aTIV) is now

## RSV Vaccination Programme – National Invitation Campaign

From 10 February 2025, NHS England will launch a national RSV invitation campaign. Invitations will be sent using a digital first approach to individuals who turn 75 years old ahead of 10 February 2025, as well as individuals who were aged 75- 79 as of 1 September 2024 and are unvaccinated. Invitations will not be sent to individuals who have:

- Already been vaccinated
- A future RSV booking on NBS
- Requested nationally to opt out of the RSV vaccination programme
- Never previously been registered with a GP.
- Invitations will not be sent to eligible pregnant women.

The invitation will include a call to action for eligible people to contact their GP to book an RSV vaccination appointment. Templates are available on [GOV.uk](#) and communications materials on the [Campaign Resource Centre](#). Eligible registered patients should also be offered the vaccination on request / opportunistically.

Please can you email [england.swvast@nhs.net](mailto:england.swvast@nhs.net) if you have any concerns about capacity in your practice to meet the demand for appointments arising from this national campaign and what options you have considered to meet demand.

### Quality & Regulations

## Reminder: Update your NHS Profile manager Quarterly

Contractors are reminded to regularly update their NHS Profile Manager each quarter, ensuring their NHS website and Directory of Services (DoS) profile information remains current.

According to NHS Terms of Service, contractors must verify and update their opening hours, contact details, facilities, and services information for each profile every financial quarter\*. Accurate DoS information is essential for other organisations making referrals to pharmacies. Up-to-date opening hours are crucial to prevent NHS 111 health advisors and GP practice teams from directing patients to a closed pharmacy, for example, for the Pharmacy First service. Each module should be marked as verified, even if no changes are needed.

*\*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.*

### Updating your profile - [NHS Profile Manager webpage](#)

The steps are:

1. Register for NHS Profile Manager with your personal NHSmail address, if you haven't already. NHSmail is required.
2. [Log in to your NHS Profile Manager pharmacy profile](#) to edit or validate your profile information.

### Top tips

- Verify early: set a diary reminder for the start of each quarter\* to perform the verification.
- Update your profile as soon as there is any change.
- Register several staff for business continuity purposes.

## Distance selling pharmacies (DSPs)

DSP owners previously had to update profile information manually, but NHS England has contacted DSPs to let them know they should now use NHS Profile Manager (read more on the DSP section of the Community Pharmacy England's [Updating profile information webpage](#)).

## Data Security and Protection Toolkit

Contractors are required to finalise their pharmacy's Data Security and Protection Toolkit submission by **30th June 2025**.

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## GPhC publish updated guidance for online Pharmacy Services

The GPhC has updated its guidance for pharmacies that provide pharmacy services at a distance, including online, to introduce extra safeguards. This has been done to help prevent people from receiving medicines that are not clinically appropriate for them and could cause harm. This guidance has been updated in response to concerns the GPhC identified relating to some inappropriate supplies of medicines, including those used for weight management, as covered in widespread national news reports.

The guidance provides pharmacy owners and Superintendent Pharmacists with what should be considered before deciding whether pharmacy services can, or can continue to be, provided safely and effectively at a distance rather than face-to-face. The main update relates to the consultation with the person requesting medicines. This includes verifying the information provided by the person in an initial questionnaire and enabling two-way communication between the person and the prescriber.

Read the updated guidance for more information: [Guidance for registered pharmacies providing pharmacy services at a distance, including on the internet](#).

### Healthy Living

## Healthy Living Pharmacy (HLP) – Health promotion ideas for pharmacy teams

[Community Pharmacy England Briefing 032/19: Healthy Living Pharmacy – Holding a health promotion event/campaign](#) provides guidance for community pharmacy contractors and their teams on holding a health promotion event/campaign.

The HLP quality criteria state that an HLP's Health Promotion Zone resources should be updated at least every two months to ensure the information provided is relevant, up-to-date and appropriate. It should:

- be clearly marked and accessible.
- have a professional appearance; and
- be appropriately equipped with up-to-date professional health and wellbeing information that meets the local public health needs.

More information on health awareness days can be found [here](#).

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## Help support the first ever national NHS breast screening campaign

The NHS in England has launched its first-ever behaviour change campaign to highlight the benefits of screening and encourage more women to make the most of regular mammograms.

Resources to support the campaign, including content for social media and digital screens, along with downloadable posters can be found on the [Campaign Resource Centre](#). Please use these within your pharmacy to encourage women to attend their breast screening appointments when invited.

This is not a mandatory campaign.

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## No Smoking Day – 12 March 2025

This year, No Smoking Day falls on Wednesday 12 March and is another great opportunity to signpost to quitting support and encourage smokers to make a quit attempt. Activity will include a national PR story and creation of specific partner resources to help you raise awareness of the day, based around the theme of **‘Take back your life back this No Smoking Day’**.

The campaign is supportive in tone and aims to communicate messages of hope and optimism, focusing on the real-life benefits people have and will experience when they quit smoking for good.

Resources are now available on the Campaign Resource Centre to download and include:

- Campaign toolkit
- Posters
- Digital screens
- Social media graphics
- Out-of-home advertising formats

[No Smoking Day 2025 | Campaign Resource Centre](#)

This is not a mandatory campaign.

## Dispensing Doctors

## 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.

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## Dispensing Services Quality Scheme (DSQS)

Thank you, those dispensing practices who have returned evidence for DSQS.

A reminder the deadline for all evidence to be submitted for DSQS is **31 March 2025**. You must ensure you have completed and submitted the following by this deadline:

- Clinical Dispensing Audit
- Self-Assessment Declaration Form
- DRUM Declaration Form (10% DRUMS target achieved)
- Reported any dispensary errors within the scheme year for the purpose of reviewing and learning

We will be sending out an email reminder to those practices outstanding any evidence in early March and mid-March. Please note we will **not** be chasing individual practices to submit evidence. Failure to submit all the evidence required by the 31 March 2025 may result in the practice not receiving their DSQS payment.

If you have any queries regarding the above, then please do not hesitate to contact the team on [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net).

## 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 \(www.gov.uk\)](https://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/NHSDevon">https://www.facebook.com/NHSDevon</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>	

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## Updating NHS Website Profile and DoS Profile

Please ensure that any changes to your opening times, contact information and services information including advanced services are updated using Profile Manager. This will ensure your pharmacy's NHS website profile and your DoS profile are kept up to date at all times.

Guidance and helpful video tutorials on how to check and update your profile using NHS Profile Manager can be found here [NHS Profile Manager](#).

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## NHS Smart Card

Could all contractors please ensure all pharmacists, especially locums, are reminded to ensure they have their smartcard with them for all shifts. This is especially critical at weekends and on bank holidays as there is likely to be more limited access to pharmaceutical services on these days.

If you have received automated messages about NHS smartcard renewal, please renew them as soon as possible. If NHS Digital do not manage to increase the rate of renewal now, it will inevitably result in a rush of users requiring smartcard renewals through the Care Identity Service with increasing urgency.

This could lead to delays in access to systems and services, due to backlogs of renewals being requested for processing by Registration Authorities. Any impact on the Care Identity Service will not affect authentication and access to clinical systems for users with a valid smartcard. Please use the link for smartcard renewals [Self-renewal NHS smartcard service - NHS Digital](#)

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## GDPR email requirements

We would like to remind all contractors any emails containing patient identifiable information must be sent from a secure email address, preferably the pharmacies shared generic nhs.net store email address. Any emails with patient details must not be sent from a non-secure email address as this could result in a breach of GDPR.

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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)

### Reporting a Temporary Suspension of Service

In accordance with regulations, contractors must notify the commissioner of any temporary suspension in service; including those for reasons due to illness or causes beyond the control of the contractor. In accordance with pharmacy regulations contractors must provide evidence to the commissioner they have undertaken the following:

- Notified the commissioner of the suspension as soon as practical.
- Used all reasonable endeavors to implement the business continuity plan required by paragraph 29D, Schedule 4 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, and
- Used all reasonable endeavors to resume the provision of pharmaceutical services as soon as is practicable. (Paragraph 23(10), Schedule 4, of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.

In the event of you being unable to open please complete a Temporary Suspension closure form via one of the following ways either:

1. via [Manage Your Service \(MYS\) portal](#).
2. Completing the Temporary Suspension Form found [here](#) titled Annex 18 and sending this to the SW generic email address: [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net).

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### NHSBSA “Hints & Tips” – Issue 58

The NHS Business Services Authority (NHSBSA) produces a quarterly newsletter called “Hints & Tips for dispensing contractors”. The latest edition (Issue 58) contains some useful information and advice on:

- [Tax credits to end on Saturday 5 April 2025](#)
- [Pharmacy First – completing a supply within the Patient Group Direction \(PGD\)](#)
- [Endorsing Not Dispensed items](#)
- [Real Time Exemption Checking \(RTEC\) benefits](#)
- [Hormone Replacement Therapy Prescription Prepayment Certificates \(HRT PPC\) can now be added to Apple Wallets](#)
- [Latest 2023/24 Pharmacy Quality Scheme \(PQS\) data published](#)
- [ePACT2 Antimicrobial Stewardship – Pharmacy First dashboard available now](#)

To view current and previous issues of Hints & Tips click [here](#).

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### Pharmaceutical Clinical Waste

If you have any queries with regards the collection of clinical waste from your premises e.g. a missed collection or issues with the frequency of collection; please contact the SW Collaborative hub on [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net).

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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>
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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.

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