

Community Pharmacy Bulletin

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Happy Birthday to the NHS- 77 years old

The NHS (National Health Service) was founded on 5th July 1948 in the UK. Its creation marked a revolutionary moment in British history, replacing an outdated and often unfair healthcare system with a service designed to provide care based on need—not on the ability to pay.

The service was launched by then Minister of Health, Aneurin Bevan, at Park Hospital in Manchester. The very first NHS patient was Sylvia Diggory, a 13-year-old girl admitted for liver problems.

The NHS Birthday is the perfect time to reflect on and appreciate this world-renowned institution, and to thank the incredible people who work within it. Over recent years—especially during the challenges of the pandemic—the dedication, hard work, and resilience of NHS staff has been an inspiration to us all.

Interesting Facts About the Amazing NHS:

- The NHS deals with over 1 million patients every 36 hours.
- In 2017, the Commonwealth Fund Report ranked the UK as top in healthcare system performance globally.
- The NHS is the 5th largest employer in the world, behind only McDonald's, Walmart, the US Department of Defence, and China's People's Liberation Army.
- Around 1 in every 20-working people in Britain are employed by the NHS.
- The NHS was founded on the principle that good quality healthcare should be available to all, regardless of income or background.

Celebrating the NHS

On its birthday, let's take a moment to acknowledge the ongoing contribution of the NHS to the health and wellbeing of millions—an institution built on fairness, care, and compassion for all.

Data Security and Protection Toolkit 2025 deadline 30 June 2025

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.

The Toolkit is used to make a pharmacy's information governance (IG) declaration and must be completed **by 30th June 2025**.

The NHS Parent Organisation Code (**POC**) headquarters (HQ) batch submission feature also continues to enable pharmacy owners (that own three or more pharmacies) to complete a single submission for all their premises.

Community Pharmacy Assurance Framework (CPAF) 2024/25

The CPAF assurance cycle for 2024/25 ended with 40 visits undertaken at community pharmacies across the South West. We would like to express a big thank you to all those colleagues who made time to meet and show us around their pharmacy as part of the CPAF visit process. Overall, the visits were very positive and shone a light on many areas of best practice.

We have created a useful guide sharing the common themes from the visits, along with including contacts and links to information, which we wish to share with you with the aim of supporting quality improvement and assurance. Please do not hesitate to contact the team if you have any question around the scheme.

Community Pharmacy Assurance Framework (CPAF) 2025/26

The National Team has confirmed that the CPAF assurance cycle for 2025/26 will be starting at the beginning of July with the release of the screening questionnaire.

The short screening questionnaire consists of 10 questions and can be completed on the Manage Your Service (MYS) portal. CPAF is a requirement of the Terms of Service, and all community pharmacies must complete the screening questionnaire before the deadline. The NHS Business Services Authority (NHSBSA) will be providing further guidance in due course.

June 2025 Amendments to the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 – Core Opening Hours

If a contractor wishes to maintain the total core opening hours of its pharmacy premises but change the timing of them or the days on which they are, they may apply to do so under paragraph 23(1)(a), Schedule 4. Until Sunday 22 June 2025 such applications were determined in line with the test set out in paragraph 24(1), Schedule 4.

With effect from Monday 23 June 2025, a second test has been introduced at paragraph 26(2ZB), Schedule 4 and contractors are required to state in their application whether they wish their application to be determined on the basis of:

- The test in paragraph 24(1) (the paragraph 24 test), or
- The test in paragraph 26(2ZB) (the paragraph 26 test).

The new test in paragraph 2ZB states that the contractor must seek to “ensure that the people who are accustomed to accessing pharmaceutical services at the pharmacy premises are likely to benefit from the changes because, overall, they would be more likely to access those services at those premises during the proposed core opening hours than during the existing core opening hours.” As part of their application applicants are required to provide the information necessary to satisfy the ICB in respect of the test they are applying for.

Please note that this does not apply to 100-hour pharmacies. 100-hour pharmacies can only reduce their total core opening hours in line with paragraph 26(2A), Schedule 4.

The new application form will be available at <https://www.england.nhs.uk/publication/pharmacy-manual-chapter-36-annexes/> and we will add a link on the South West Community Pharmacy webpage.

NHS App update webinar

You are invited to join NHS England’s NHS App teams for an informative update session on Tuesday 8 July from 11:30am to 12:30pm.

This session will cover:

- The prescriptions feature in the NHS App, allowing patients to:
- View prescription details
- Order repeat prescriptions
- Generate a barcode to collect their medication
- An update on the notifications and messaging feature
- An overview of the NHS App roadmap

UKHSA urges travellers to take steps to avoid infection abroad

Typhoid and Paratyphoid Cases Reach Record High — Malaria Cases Remain Elevated

Typhoid and paratyphoid fever are serious but preventable illnesses caused by *Salmonella* bacteria, typically spread through contaminated food or water. Recent reports show that cases of these diseases have reached record levels. Malaria cases also remain high, despite a slight decrease compared to previous figures.

Travel Health Advice:

Travellers should ideally consult with their GP, practice nurse, pharmacist, or travel clinic at least 4 to 6 weeks before departure to get personalised advice, travel vaccines, and—if appropriate—malaria prevention tablets.

For travellers who may be eligible for the dengue vaccine, consultations should be planned 3 to 4 months before travel.

In countries where diseases such as dengue, malaria, or Zika virus are present, travellers should take the following precautions:

- Use insect repellent regularly.
- Cover exposed skin with appropriate clothing.
- Sleep under an insecticide-treated bed net if air conditioning is unavailable.

General Travel Health Checklist:

- Ensure routine childhood vaccinations are up to date.
- Receive all recommended travel-specific vaccinations.
- Bring any necessary medications, including malaria prevention tablets.
- Arrange comprehensive travel insurance that covers the entire trip and any planned activities.

Campaign Information

Celebrate International Kissing Day 6th July 2025

What is International Kissing Day?

International Kissing Day is a delightful celebration encouraging people worldwide to share affection through the simple but powerful act of a kiss. Whether it's a peck on the cheek, a kiss between partners, or a friendly gesture, this day is about spreading love, connection, and positivity.

A kiss isn't just romantic—it can reduce stress, lift mood, and strengthen bonds with family and friends. International Kissing Day is a gentle reminder to appreciate these small but meaningful acts of affection that bring joy to everyday life.

Ways to Get Involved:

- ❤️ Share a kiss with a loved one (with their consent).
- 💬 Send a virtual kiss or message to far-away friends or family.
- 📱 Post your celebrations on social media using #InternationalKissingDay.
- 🌍 Discover how kissing traditions differ across cultures.

Did You Know?

The average person spends two weeks of their life kissing.
Kissing releases mood-boosting hormones like oxytocin and serotonin.
In many cultures, cheek kisses are a friendly greeting!

A Brief History:

International Kissing Day began in the UK in the early 2000s and quickly charmed the world. It reminds us that a simple kiss can cross languages and borders, spreading warmth and connection everywhere

Mark your calendars and share the love this July 6th!

This is not a mandatory campaign

Sarcoma Awareness Month 2025: July 1st – July 31st

Sarcoma Awareness Month is dedicated to raising awareness about sarcoma—a rare group of cancers that begin in the bones and soft tissues. Because of its rarity and often vague symptoms, sarcoma is sometimes called the "forgotten cancer." This month-long observance highlights the importance of early detection, proper diagnosis, and continued research to improve treatments and survival rates.

Sarcoma accounts for about 1% of adult cancers, but approximately 15% of childhood cancers. With over 70 different subtypes, sarcoma is complex to diagnose and treat. Increased awareness can lead to earlier detection and better outcomes. The month honours patients, families, and healthcare professionals fighting this challenging disease.

How to Get Involved

-  **Wear Yellow:** The colour symbolises sarcoma awareness—wear yellow clothes, ribbons, or accessories.
-  **Share Knowledge:** Spread facts and personal stories on social media to educate others.
-  **Fundraise or Donate:** Support sarcoma research through donations or fundraising events.
-  **Host or Join Events:** Take part in walks, webinars, or community gatherings (virtually or in person).
-  **Advocate:** Contact policymakers to promote more funding for research and better access to care.

Sarcoma can occur in muscles, fat, blood vessels, nerves, bones, and connective tissues. Early symptoms are often overlooked—like swelling, pain, or a lump—which makes awareness crucial. Ongoing research is vital to discovering more effective and personalised treatments.

By participating in Sarcoma Awareness Month, you can help shine a light on this rare cancer, support those affected, and encourage vital research that could lead to breakthroughs in treatment and care.

Remember: Every voice matters in the fight against sarcoma.

This is not a mandatory campaign

Useful Information

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/NHSDevon	@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	

GDPR email requirements

We would like to remind all contractors that any email 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.

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)

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)

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 that 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.

Details of the new Temporary Suspension policy can be found [here](#), the new temporary suspension policy went live on the 1st of April.

Pharmaceutical Clinical Waste- Waste Segregation

Effective segregation of waste delivers important benefits for workplace health and safety.

With the correct waste type disposed of in the right containers, needlestick injuries can be reduced, the risk of dangerous infections and diseases can be better controlled, and staff and patients are protected from encountering hazardous substances that could cause them harm. It also means that everyone who handles the waste once it leaves your site is protected, and with correctly segregated waste reaching the most appropriate place for treatment and disposal.

If you have any queries with regards to 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.

South West Controlled Drugs Team

Reminder to all pharmacists and pharmacy teams about supplying appropriate measuring devices when dispensing liquid medicines to support patient care

There have been recent controlled drug incidents reported within the South West involving accidental overdoses of oxycodone hydrochloride liquid. The dosing instructions on the pharmacy labels of the medication were misinterpreted by the patient or their carer. In addition, patients had not been supplied with the correct sized syringe for the prescribed dosage by the supplying pharmacy. These incidents have also raised awareness that manufacturers will often supply measuring cups within their packaging which may be inappropriate for the dose being prescribed for some prescriptions e.g. some manufacturers supply medicine measuring cups with a starting dose of 5ml with 5ml graduations which would be unsuitable for measuring prescribed doses of less than 5ml.

Please ensure that patients/carers are counselled on the dose and frequency and provided with an appropriate measuring device / oral syringe for the dose being prescribed. Professional guidance is that it is preferable to label the actual medication/bottle rather than the packaging. Could we ask that this message is shared with all relevant pharmacy team members including any locum pharmacists please.

Please report any controlled drug incidents to us via our reporting website www.cdreporting.co.uk The NHSE SW Controlled Drugs Team can be contacted at ENGLAND.southwestcontrolleddrugs@nhs.net

For any queries relating to controlled drugs the South West Controlled Drug Team can be contacted on southwestcontrolleddrugs@nhs.net or you can visit the South West Controlled Drugs website page [here](#).

Drug and Alcohol Services

Below are the contact details for your local drug and alcohol service. In the event of temporary suspension of service at your premises please ensure you contact your local service provider to make arrangements for the continuity of patient care for those attending the pharmacy regularly for the supervised administration of medicines.

- BSW - Swindon Borough Council - SubstanceMisuseTeam@swindon.gov.uk
- BSW - Wiltshire - <https://www.turning-point.co.uk/services/connect-wiltshire>
email: substanceUseTeam@wiltshire.gov.uk Tel: 0300 0034566
- BSW - Banes - TheBeehive@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
- 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

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>

Interpretation & 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 [NHS England — South West » Interpretation and Translation Services](#)

The services commissioned cover the following areas:

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

Contact Details and Further Information

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

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

Riddle of the Month

We thought it would be fun to introduce a monthly riddle!

There's no prize for solving it—it's just for a bit of fun and to get everyone thinking. 😊

What starts with a T, ends with a T, and has T in it?



Send your answers to the pharmacy team at england.pharmacysouthwest@nhs.net. We will share the answer in the next bulletin