

Community Pharmacy Bulletin

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Greener Pharmacy Toolkit now available

Commissioned by NHS England and supported by the Greener NHS programme, the Royal Pharmaceutical Society (RPS) Greener Pharmacy Toolkit is now available for use by pharmacy teams nationwide.

This digital self-assessment tool is designed to help pharmacy teams take practical actions to reduce the environmental impact of their services, while continuing to support high-quality patient care. The toolkit is user-friendly and includes clear prompts for adopting more sustainable practices in areas such as:

- Emissions reduction
- Medicines waste prevention
- Improved patient outcomes
- Efficiency savings
- Health promotion and illness prevention

 Register now for a webinar on 29 May to learn more about how the toolkit can support your pharmacy's sustainability goals and operational improvements.

[Register for a webinar](#)

Supreme Court Ruling on the Definition of 'Sex' under the Equality Act 2010

Last month, the Supreme Court issued a landmark ruling confirming that, for the purposes of the Equality Act 2010, the term 'sex' refers to biological sex.

This decision brings clarity to the legal interpretation of the Act and is expected to have implications for public sector organisations, including the NHS.

NHS England is working closely with Government to review current policies and guidance in light of this ruling. An update will be shared as soon as further information becomes available.

In the meantime, NHS England remains firmly committed to treating all patients, staff and visitors with respect. Every patient is entitled to high-quality care that meets their individual needs and upholds their privacy and dignity, in line with our core values and the NHS Constitution.

Funding for community pharmacy technician apprenticeship programme 2025

The Community Pharmacy Technician Apprenticeship Programme for 2025 is now open for applications. This initiative supports Pre-registration Trainee Pharmacy Technicians (PTPTs) to undertake a 24-month apprenticeship within community pharmacy.

Successful applicants will receive a training contribution of £15,053 per trainee, per year for two years. This funding is intended to help community pharmacies develop PTPT programmes aligned with GPhC Initial Education and Training (IET) standards and the NHS England Education Quality Framework.

Application deadline: Sunday 15 June 2025

Pharmacy contractors interested in this opportunity must submit an Expression of Interest via the online application form.

For more details and to apply, please visit [Pre-registration trainee pharmacy technician \(PTPT\) | NHS England | Workforce, training and education](#)

Digital & Technology

Data Security and Protection Toolkit 2025 deadline 30 June 2025

Contractors can now watch a recording of Community Pharmacy England's recent online workshop to help with the completion of the [Data Security and Protection Toolkit for 2025](#).

With pharmacy owners required to finalise their pharmacy's Data Security and Protection Toolkit submission by **30 June 2025**, watching this workshop offers the perfect opportunity to make good headway in its completion.

Detail on how to access the workshop please read [here](#).

Getting the most out of NHSmail

Community Pharmacy England are sharing tips to help pharmacy team members make the most out of NHSmail. Pharmacy owners must ensure:

- Staff have access to the pharmacy's shared NHSmail mailbox and can send/receive emails from it.
- At least two staff members at the pharmacy premises have live personal NHSmail accounts linked to the shared mailbox.

For top tips and help on how to escalate technical issues please see [here](#).

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	@nhsouthwest
BNSSG ICB	@BNSSG_ICB	https://www.facebook.com/BNSSGICB	@bnssg_icb
BSW ICB	@BSW_Together	https://www.facebook.com/NHSBSWICB	@nhsbswccq
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)

Campaign Information

Volunteers' Week

The NHS is supported by around 2 million volunteers every year and most NHS organisations celebrate their contribution during National Volunteers' Week.

Monday 2nd – Sunday 8th June

Volunteers' Week is an annual UK-wide campaign that takes place during the first week of June. It is a time to celebrate and recognise the incredible contributions made by volunteers across the country.

About the Campaign

Launched in 1984, Volunteers' Week has been running for over 40 years. It serves as a platform for organisations and communities to express gratitude to both current and past volunteers for their invaluable time, energy, and commitment.

A Milestone Year

Now in its 40th year, the campaign has undergone a rebrand to introduce a new, vibrant identity aimed at inspiring future engagement and continuing to spotlight the impact of volunteering across the UK.

The Power of Unity and Diversity

The campaign showcases the diversity of volunteer work, celebrating efforts from national charities to grassroots groups. Volunteers' Week fosters stronger connections across different communities and sectors, uniting people through a shared spirit of giving back.

Get Involved

This year's celebration will take place from Monday 2nd to Sunday 8th June 2025. Whether you are a volunteer, an organisation, or someone considering getting involved, this week is a perfect opportunity to celebrate the power of volunteering. [Volunteers' Week -](#)

This is not a mandatory campaign

World Blood Donor Day

14 June 2025

Each year, World Blood Donor Day serves as a global occasion to:

- Raise awareness of the ongoing need for safe blood and blood products.
- Thank voluntary, unpaid blood donors for their generous and life-saving contributions.

Safe blood saves lives. Whether it's used in emergencies, for patients with chronic conditions, or during surgeries, the availability of blood is essential to healthcare systems everywhere.

This day is also a call to action — encouraging more people around the world to become regular blood donors. The generosity of one donor can make the difference between life and death for someone in need.

Let's take this opportunity to recognise and appreciate those who give the gift of life — thank you to all blood donors. [Home - NHS Blood Donation](#)

This is not a mandatory campaign

Cervical Screening Awareness Week

19th – 24th June 2025

Cervical Screening Awareness Week is an annual campaign dedicated to promoting the importance of cervical screening in protecting women's health.

Cervical cancer is the most common cancer among women under 35 in the UK, with two women dying each day from the disease. However, regular cervical screening can prevent up to 75% of cervical cancer cases, saving an estimated 5,000 lives per year.

Despite its effectiveness, many women do not attend their screening appointments, with around one in four women not responding to their screening invitation.

This vital awareness week is organised by Jo's Cervical Cancer Trust, a charity that supports women affected by cervical cancer and cervical cell abnormalities.

The campaign seeks to:

- Encourage more women to attend regular cervical screenings
- Address common fears and embarrassment associated with the test
- Provide reassurance, information, and support to help women make informed decisions about their health

By spreading the message, we can help reduce the stigma and increase the uptake of this life-saving screening.

Let's raise awareness and help protect lives.

This is not a mandatory campaign

Useful Information

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
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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)

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.southwestcontroledrugs@nhs.net

For any queries relating to controlled drugs the South West Controlled Drug Team can be contacted on southwestcontroledrugs@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@dhbath.org.uk Tel: 01225 329411
- BNSSG - <https://remedy.bnssg.icb.nhs.uk/adults/drug-and-alcohol-misuse/bristol-drug-and-alcohol-service/>
- Cornwall and Isles of Scilly - Drug and Alcohol Action Team (DAAT) DAAT@cornwall.gov.uk
- Devon - [Together - EDP Drug & Alcohol Services](#) Tel: 0800 233 5444

- Dorset - [Dorset HealthCare :: Addictions \(Alcohol and Drugs\)](#)
 - Gloucestershire - <https://www.viaorg.uk/services/gloucestershire-2/>
email: gloucestershire@viaorguk.cjsm.net Tel: 01452 223 014
 - Somerset - <https://www.turning-point.co.uk/services/somerset> Tel: 0300 303 8788
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Pharmacy Support for Health & Wellbeing

Please see below support available for our NHS people with free confidential coaching and support for the primary care workforce.

- Wellbeing apps:
 - NHS staff have been given free access to a number of wellbeing apps to support their mental health and wellbeing.
 - Link: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/>
 - Mental Health and Wellbeing:
 - Guidance and advice on how you can stay mentally healthy and boost your wellbeing from Pharmacists' Support.
 - Link: <https://pharmacistsupport.org/i-need-help-managing-my/mental-health-and-wellbeing/>
 - Addiction support:
 - Information about the free and confidential addiction support provided by Pharmacists Support.
 - Link: <https://pharmacistsupport.org/how-we-can-help/addiction-support-programme/>
 - Managing your finances:
 - Information and guidance on money management and finding financial assistance from Pharmacists Support.
 - Link: <https://pharmacistsupport.org/i-need-help-managing-my/finances/>
 - Physical Health:
 - Support on Physical Health from Pharmacists Support, including how to easily incorporate exercise and healthy eating into your daily routine, and the benefits of doing so.
 - Link: <https://pharmacistsupport.org/i-need-help-managing-my/physical-health/>
 - Royal Pharmaceutical Society Wellbeing Guide
 - Wellbeing Guide from the Royal Pharmaceutical Society
 - Link: <https://www.rpharms.com/resources/pharmacy-guides/your-wellbeing>
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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.