

Community Pharmacy Bulletin

Date: 26 August 2026

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Local Health Campaign- Keep Antibiotics Working- Ends 31 August

Completing the campaign: Requirements for the contractor

This is a mandatory local health campaign, and all contractors must participate. The campaign has been selected by the local Integrated Care Board (ICB) in accordance with the Community Pharmacy Contractual Framework 2026/27.

From the 03 August 2026 contractors can use the campaign resources provided to promote the campaign within their pharmacy. The campaign will run for 4 weeks (03-28 August), Contractors must participate for a minimum of 2 weeks.

Contractors will be required to engage with patients face to face to promote the campaign.

- Complete the Tally Sheet during the campaign to record the number of conversations with patients directly related to the campaign.
- By 23:59 on 31 August 2026 contractors are to complete and submit the declaration form using the following link ([Declaration of Participation Keep Antibiotics Working Local Health Campaign – Fill in form](#))
- Contractors with multiple premises will be given the option to complete an Excel spreadsheet version of the MS Form for ease of submitting declarations.
- Share any good news stories and experiences from running the campaign via england.pharmacysouthwest@nhs.net (this is optional).

Please note this is a **mandatory** campaign and failure to participate and provide a return may result in sanctions in relation to a breach of the terms of service under NHS Pharmaceutical Regulations 2013, Schedule 4, Part 2, Paragraph 18 of the Terms of Service of NHS Pharmacists.

UKHSA and Community Pharmacy England webinar on Men B adolescent programme

Please see below links and information in relation to a recent webinar held by UKHSA and Community Pharmacy England in relation to Men B adolescent programme.

Recording of the webinar: [MenB Vaccination Webinar for Community Pharmacies](#)

Link to leaflets and vaccination record cards mentioned in the webinar: [Annexe A: detailed information, guidance and resources for healthcare professionals - GOV.UK](#)

31 August summer bank holiday

The opening times for the August Summer Bank Holiday are set as closed by default on NHS.uk. If your pharmacy plans to open, please ensure that your Bank Holiday opening times are updated as soon as possible.

1. Sign into the NHS Profile Manager and update your bank holiday opening hours on NHS.uk.
2. Update the Directory of Services (DoS) with your correct bank holiday opening times.

Keeping both NHS.uk and DoS up to date helps ensure that patients can access accurate information about pharmacy availability over the bank holiday period.

In particular, when patients contact NHS 111, advisors rely on information held within the Directory of Services (DoS) to identify which pharmacies are open and available to:

- Provide advice and support.
- Dispense urgent prescriptions where required.
- Accept referrals from NHS 111 and other healthcare services.

Accurate opening times help prevent patients from being directed to, or presenting at, pharmacies that are closed, improving patient experience and ensuring timely access to care.

If you need any assistance with updating your NHS website profile, please contact nhswebsite.servicedesk@nhs.net.

Thank you for your support in ensuring patients have access to accurate pharmacy information over the bank holiday period.

Update to the NHS Community Pharmacy Hypertension Case-Finding Service

The updated NHS Community Pharmacy Hypertension Case-Finding Service Specification has now been published and will come into effect from Thursday 3 September 2026, allowing community pharmacy teams time to prepare for the forthcoming changes.

The updated specification includes:

- Clarification that patients can access the service once every five years.
- Revisions to the eligibility criteria, including clarification on which patients may be referred into the service by general practice teams.
- Greater emphasis on the average wake-time Ambulatory Blood Pressure Monitoring (ABPM) reading as the key measure to be shared with the patient's GP, supporting the diagnostic process.
- Additional guidance relating to off-site service delivery arrangements.

The current service specification will remain in place until 3 September 2026.

The updated service specification can be accessed here: NHS Community Pharmacy Hypertension Case-Finding Service <https://www.england.nhs.uk/publication/advanced-service-specification-nhs-community-pharmacy-hypertension-case-finding-advanced-service/>

Please ensure all relevant team members familiarise themselves with the changes ahead of implementation.

Reminder: EPS Nominations Must Always Be the Patient's Choice

We would like to remind all pharmacy contractors that nomination for the Electronic Prescription Service (EPS) must always be the patient's choice.

Patients have the right to choose which pharmacy their prescriptions are sent to, and nominations must not be added, changed, or removed without the patient's informed consent. Any discussion regarding nomination should be clear, impartial, and ensure that the patient fully understands their options before making a decision.

Patients can change their EPS nomination by using the NHS app, through their GP or through contacting the pharmacy directly.

Due to the increased number of enquiries and complaints received recently regarding pharmacy nomination changes, we would recommend that all contractors implement a process for obtaining a patient's written consent whenever they request a change to their pharmacy nomination.

Introducing a written consent process will help ensure that an auditable record is available should the nomination change ever be queried or challenged. This approach can provide assurance to both patients and pharmacy teams that nomination changes have been made with the patient's knowledge and agreement, while also supporting the resolution of any future concerns or disputes.

We believe this additional safeguard will help promote transparency, reduce the likelihood of misunderstandings, and support compliance with nomination requirements.

To support good practice and help raise patient awareness, we have a patient nomination poster available. We would be grateful if all contractors could display this poster prominently within their pharmacy where it can be easily seen by patients. This will help reinforce the message that nominations are the patient's decision and provide reassurance about the process.

We appreciate your continued support in ensuring that EPS nominations are managed appropriately and in accordance with NHS guidance. By working together, we can help maintain patient confidence and ensure patients remain at the centre of decisions regarding their pharmacy services.

If you have any questions regarding EPS nominations, please contact the team-
england.pharmacysouthwest@nhs.net

Dispensing Services Quality Scheme (DSQS)

Thank you to all dispensing practices that have already submitted their Quarter 1 Significant Event Analysis (SEA)/Serious Untoward Incident returns for 2026/27.

This is a gentle reminder for any practices that have not yet submitted their return. The recommended deadline for Quarter 1 submissions was Friday 31 July 2026.

Once completed, please return your submission via email to:

england.pharmacysouthwest@nhs.net

Whilst we encourage practices to submit their returns by the recommended deadline, this is not mandatory. Practices still have until 31 March 2027 to submit all evidence required to support their DSQS declaration for the 2026/27 scheme year.

If you have any questions regarding the submission process, please do not hesitate to get in touch.

Independent Prescribing to be Introduced into CPCF from Autumn 2026

As part of the agreed Community Pharmacy Contractual Framework (CPCF) arrangements for 2026/27, independent prescribing will be incorporated into community pharmacy services from autumn 2026, extending both the Pharmacy First Service and the Pharmacy Contraception Service (PCS).

The changes will enable qualified community pharmacist prescribers to play a greater clinical role in patient care by:

Prescribing within the existing Pharmacy First clinical pathways and the Pharmacy Contraception Service.

Delivering up to five new Pharmacy First prescribing-only pathways, which are currently proposed to include:

- Low frequency episodic migraine in adults
- Seasonal allergic rhinitis in children
- Acute otitis externa in adults
- Mild to moderate acne in young adults
- Mild skin and soft tissue infections and scabies

These new pathways will be subject to approval by a clinical reference group before implementation. Consultations carried out under these pathways will contribute towards the monthly Pharmacy First clinical pathway activity requirements.

In addition, pharmacist prescribers will be able to prescribe alternative medicines where clinically appropriate, for example when a prescribed item is unavailable due to a supply issue and arrangements are in place with the original prescriber to support this approach.

The proposals build on the learning from NHS England's Independent Prescribing Pathfinder Programme, which explored how prescribing services could be successfully integrated into community pharmacy and commissioned as part of NHS clinical services.

To support implementation, pharmacies participating in the prescribing service will be eligible for:

- A one-off set-up payment of £500 once the pharmacy has signed up to provide the service and has a confirmed go-live date with an NHS-assured Electronic Prescribing Service (EPS) IT system.
- A monthly infrastructure payment of £525 to support ongoing service delivery.
- Existing Pharmacy First and Pharmacy Contraception Service consultation fees, payable in addition to the above funding.

The introduction of independent prescribing within the CPCF represents a significant milestone in the continued clinical development of community pharmacy. By enabling pharmacist prescribers to manage and prescribe for a wider range of common conditions, patients will benefit from improved access to timely treatment and expert clinical advice, while helping to reduce pressure on GP practices and other NHS services.

Further details on service specifications, pathway development and implementation arrangements are expected ahead of the planned autumn 2026 launch.

Further information: Community Pharmacy England – *Prescribing within the CPCF*: <https://cpe.org.uk/national-pharmacy-services/advanced-services/prescribing-within-the-cpcf>

New UTI Prevention and Awareness Resources Available

A new urinary tract infection (UTI) prevention and awareness toolkit has been developed by UKHSA and NHS England to support healthcare and social care organisations working with older adults. The resources are designed for use in GP practices, community pharmacies, care homes and community settings.

Older adults are at greater risk of complications from UTIs, making prevention, early recognition, and appropriate treatment particularly important. The toolkit includes information on recognising symptoms, supporting hydration, preventing infections and promoting appropriate antibiotic use.

- Ready-made social media assets
- Posters and patient-facing materials
- A waiting room screen video
- Resources translated into 13 additional languages
- Suggested content for newsletters and stakeholder communications

Practices and pharmacies are encouraged to make use of the materials to support conversations with patients and carers, particularly during periods of hot weather when maintaining good hydration is especially important. The toolkit can be accessed through the UKHSA and NHS England resources available via the links below.

Google Drive: [Folder - Google Drive](#)

TARGET Toolkit: [Urinary tract infection resource suite: Campaign resources | RCGP Learning](#)

Vaccinations Headline News

To ensure payment - Changes to the Recording of Flu and Covid Vaccinations

From 1 September 2026, all Community Pharmacies in England must record all NHS vaccinations in the Record a Vaccination Service (RAVS).

ACTION REQUIRED – One representative from each pharmacy should register with RAVS, following the guidance below. This representative will be given the Lead Administrator role and will then be able to set up further users and assign the appropriate roles. When setting up further users, we would strongly recommend that there is a second Lead Administrator for business continuity purposes. Where the Lead Administrators are not at the pharmacy premises, each pharmacy site will also require a representative with the Administrator role (we would recommend having two Administrators on site for business continuity purposes). The Lead Administrator or Administrator are the only roles that can add the vaccine information to RAVS, which is required before vaccinations can be recorded. Please complete this action as soon as possible to ensure that there is sufficient time to resolve any issues and for your teams to familiarise themselves with RAVS before 1 September 2026.

How to sign up to RAVS

- You need to sign up for a RAVS account before the start of Winter 2026 vaccinations.
- You can sign up any time from now by going to the [Record a vaccination website](#).
- There will be a bulk onboarding option for chains with 50 or more branches. For more details, email the onboarding support team: england.vdscentralonboardingsupportteam@nhs.net

Pharmacies already using RAVS

- If you are already using RAVS for all NHS vaccinations, you do not need to do anything.
- If you are using RAVS for some but not all NHS vaccinations, an administrator or lead administrator can add other national NHS vaccinations, including flu and COVID-19, by going to the Vaccines section of RAVS.

Further information about RAVS

- Payments for flu and COVID-19: Pharmacies are paid automatically for national flu and COVID-19 vaccinations recorded in RAVS, by the NHS Business Services Authority (NHSBSA) through Manage Your Service (MYS).
- Reporting: All pharmacies can create and download reports from RAVS. Pharmacy chains will be able to create reports for the parent company as well as for individual branches.
- Private vaccinations: RAVS cannot be used for private vaccinations.
- For general information about RAVS, go to the:
 - [Record a vaccination website](#)
 - [Record a vaccination user guide](#) (includes short training videos)

For questions about signing up to RAVS, the national team are holding drop-in sessions. Please use this link to [join a drop-in session with the onboarding team](#). We will also be holding regional drop-in sessions on the following dates:

South West Community Pharmacy Vaccinations WhatsApp Community

Following positive feedback regarding our SW Community Pharmacy Covid Vaccination WhatsApp Community, we have additionally launched a South West Community Pharmacy Vaccinations WhatsApp Community to provide important updates regarding all vaccination's programmes undertaken by Community Pharmacies across the South West including Flu (Adult and Childhood) and Men B.

Please note the following important information regarding WhatsApp Communities:

- The use of WhatsApp will NOT be replacing emails, it is supplementary. Please continue to monitor and action as required the emails you receive from us.
- The WhatsApp community will be used as a method to push messages to Providers, unfortunately we are not able to facilitate this as a discussion forum.
- Please DO NOT message us directly via WhatsApp. Our generic inbox (england.covidpharmacysouthwest@nhs.net) will remain the only inbox that is regularly monitored.
- You are free to share the link to relevant parties in South West Community Pharmacy vaccination sites, but please do not share the link outside of the South West Region.
- Once you have joined, your phone number will only be visible to administrators (our team).
- Joining is optional but recommended
- WhatsApp can be used on both a phone and a computer. Instructions on how to use WhatsApp communities can be found on Futures NHS Workspace.

Please use the following link to join the South West Community Pharmacy Vaccinations WhatsApp Community or scan the QR code below: <https://chat.whatsapp.com/GOFopXGnp3l4hl1NCNkYpY>



If you have any questions or queries, please do email us at england.covidpharmacysouthwest@nhs.net.

Campaign Information

Know Your Numbers Week 2026: 7-13 September

Supporting blood pressure awareness through community pharmacy

Know Your Numbers Week returns from 7-13 September 2026, providing an important opportunity for pharmacy teams to promote blood pressure awareness and support the early identification of hypertension.

High blood pressure remains one of the leading risk factors for cardiovascular disease, stroke and kidney disease. As many people with high blood pressure experience no symptoms, community pharmacies are uniquely placed to help identify individuals who may be unaware of their condition and facilitate timely intervention.

Throughout the week, pharmacy teams are encouraged to use every suitable patient interaction to highlight the importance of knowing blood pressure numbers and maintaining a healthy blood pressure. Routine blood pressure checks can play a significant role in detecting hypertension earlier and reducing the risk of future health complications.

Community pharmacies continue to be a key access point for cardiovascular health services, offering convenient opportunities for blood pressure monitoring, healthy lifestyle advice and onward referral where appropriate. By engaging with Know Your Numbers Week, pharmacy teams can help raise awareness of hypertension, support prevention initiatives and contribute to improving population health outcomes

This is not a mandatory campaign

World Suicide Prevention Day 2026- 10 September 2026

On 10 September 2026, organisations across the world will mark World Suicide Prevention Day, an opportunity to raise awareness, reduce stigma, and encourage conversations around mental health and suicide prevention.

Community pharmacies play a vital role in supporting the health and wellbeing of local populations. Pharmacy teams are often among the most accessible healthcare professionals and may be the first point of contact for individuals experiencing emotional distress, loneliness, anxiety, depression, or thoughts of self-harm.

While pharmacy professionals are not expected to be mental health specialists, a kind conversation, active listening, and signposting to appropriate support services can make a significant difference to someone who may be struggling.

How community pharmacy teams can help

- Be aware of the local and national mental health support services available.
- Encourage open and non-judgemental conversations where appropriate.
- Signpost patients to urgent support when needed.
- Consider sharing mental health awareness resources within the pharmacy.
- Ensure all team members know how to access support for patients presenting in crisis.
- Support services

Looking after ourselves

Supporting people in distress can sometimes affect our own wellbeing. Pharmacy teams are encouraged to check in with colleagues, make use of available wellbeing resources, and seek support if they are feeling overwhelmed.

This World Suicide Prevention Day, let us work together to promote hope, strengthen community connections, and ensure that anyone who is struggling knows that help is available and that they do not have to face their difficulties alone.

This is not a mandatory campaign.

World Patient Safety Day 2026- 17 September 2026

World Patient Safety Day, observed annually on 17 September, provides an opportunity to raise awareness of patient safety and promote actions that help reduce the risk of harm in healthcare settings.

Community pharmacies play an essential role in supporting safe and effective patient care. Every day, pharmacy teams contribute to patient safety through accurate dispensing, clinical checks, medicines optimisation, patient counselling, vaccination services, and the identification of potential medication-related risks.

World Patient Safety Day is an opportunity to reflect on the importance of creating a culture where safety concerns, incidents, and near misses can be reported, discussed, and learned from openly. Sharing learning helps improve processes, strengthen teamwork, and ultimately enhance patient care.

Pharmacy teams can contribute to safer care by:

- Maintaining robust checking and dispensing processes.
- Encouraging patients to ask questions about their medicines.
- Supporting medicine adherence and understanding.
- Reporting patient safety incidents and near misses.
- Learning from mistakes and implementing improvements.
- Ensuring accurate and timely communication with patients and other healthcare providers.
- Keeping knowledge and training up to date.

Patient safety is strengthened when everyone feels able to raise concerns. Team members should be encouraged to speak up about potential risks, process improvements, and incidents without fear of blame. A positive safety culture supports learning and continuous improvement.

- Check their medicines before leaving the pharmacy.
- Ask questions if they are unsure how to take a medicine.
- Raise concerns about side effects or medication changes.
- Share information about allergies and existing medical conditions.

Reporting incidents and near misses is not about assigning blame; it is about identifying opportunities to improve systems and prevent similar events from occurring in the future. Even small interventions can make a significant difference to patient safety.

This World Patient Safety Day, we would like to thank all community pharmacy teams for their continued commitment to delivering safe, high-quality care. By working together, sharing learning, and putting patients at the centre of everything we do, we can continue to improve patient safety across our communities.

This is not a mandatory campaign.

World's Biggest Coffee Morning 2026- 25 September 2026

Brewing Support for Macmillan Cancer Support

On 25 September 2026, people across the UK will come together to take part in Macmillan Cancer Support's World's Biggest Coffee Morning, one of the nation's largest and most recognised fundraising events.

The event encourages colleagues, friends, family members, and communities to gather over a coffee and a slice of cake while raising vital funds to support people living with cancer. Every coffee morning, no matter how big or small, helps Macmillan continue providing practical, emotional, physical, and financial support to those affected by cancer.

Community pharmacies are at the heart of their local communities and are perfectly placed to support this fantastic cause. Whether you host a coffee morning for your team, invite patients and members of the public to join in, or simply hold a cake sale, every contribution can make a difference.

Ideas for getting involved include:

- Hosting a coffee and cake morning in the pharmacy.
- Encouraging staff to bake or donate refreshments.
- Organising a donation box for customers.
- Raising awareness of the support available through Macmillan.
- Sharing photos and fundraising activities on social media.
- Inviting neighbouring healthcare colleagues to take part.

Almost everyone knows someone whose life has been affected by cancer. Macmillan Cancer Support provides invaluable services, helping people navigate treatment, manage the practical impacts of cancer, and access information and support when they need it most.

By taking part in the World's Biggest Coffee Morning, pharmacy teams can help raise funds while bringing people together and strengthening community connections.

We would like to thank all community pharmacy teams for the compassion, care, and support they provide to patients every day. If you decide to take part in this year's World's Biggest Coffee Morning, we hope you enjoy the opportunity to make a difference while sharing a cuppa with colleagues and your local community.

For more information and fundraising resources, visit: www.macmillan.org.uk/coffee-morning

This is not a mandatory campaign.

Useful Information

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.

Contractor Supplies- PCSE

Contact the PCSE Supplies Team directly using the "Contact Us" form on the following page:
<https://pcse.england.nhs.uk/contact-us/supplies-enquiries>

Email Correspondence – Signature Details

Please ensure that 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 respond 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 new change 01 June 2026

From 01 June 2026, the Manage Your Service (MYS) will be the only route to notify ICBs of temporary suspensions/closures and these changes will be made to the approved particulars.

[Manage Your Service \(MYS\) portal](#).

Please also remember to update the Directory of Services (DoS) and NHS.UK at the same time using the NHS Profile Manager (<https://organisation.nhswebsite.nhs.uk/>). MYS does not update the DoS and NHS.UK, this mandatory requirement must be actioned separately via the NHS Profile Manager.

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.

Please note that when submitting a Temporary Suspension, if you select the option shown below, you can add the reason for the suspension in the free-text box, as in the example provided:

Other issue with the building (for example, a power cut, a water supply issue, a bomb scare) – Power cut due to fire in power line.

You can also log into MYS and amend your original submission if the suspension times change after it has been submitted.

Details of the South West Local Policy for Temporary Suspension of Service, and reporting requirements, can be found [here](#).

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.

NHSBSA Hints and Tips

Please see below the links to the NHSBSA website and a link for previous back copies

- [GP and Pharmacy support: open days, webinars and newsletters | NHSBSA](#)
- <https://r1.dotdigital-pages.com/p/7R9K-79Q/sign-up-for-the-hints-tips-bulletin>

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/>

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.

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

Contractor Noticeboard

Important Reminder: Please Check Your Junk Email Folder Regularly

To ensure that important communications are not missed, we would like to remind all pharmacy contractors and their teams to regularly check their junk/spam email folders.

From time to time, legitimate emails from NHS organisations, ICB teams, Community Pharmacy England, service providers, and other healthcare partners can be incorrectly filtered by email systems and delivered to junk or spam folders. This can result in important information being overlooked, including:

- Service updates and notifications
- Clinical safety communications
- Payment and contract information
- Urgent operational messages
- Training and engagement opportunities
- Requests for information or action

We recommend that contractors:

- ✓ Check junk/spam folders daily.
- ✓ Add trusted NHS and pharmacy-related email addresses to your safe sender list.
- ✓ Ensure shared pharmacy mailboxes are monitored daily.
- ✓ Review email filtering settings where possible.

Taking a few moments to check junk folders can help ensure that critical communications are received and acted upon promptly, reducing the risk of missing important deadlines, updates, or patient safety information.