

Community Pharmacy Bulletin

Date: 31 August 2023

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NHS Pharmacy Quality Scheme and Independent Prescribing in Community Pharmacy

Pharmacy Quality Scheme (PQS) 2023/24

This year's PQS launched on 1 June 2023 and consists of one gateway criterion (NMS) and three domains with annual funding of £45 million to support national health priorities. It builds on previous work around respiratory disease, antimicrobial stewardship and improving access to end-of-life medicines.

To aid contractors, attached is a document aimed to highlight upcoming important dates and training requirements. The full NHS England guidance can be found [here](#). We encourage pharmacy contractors to review the guidance document to support understanding of the requirements for this year's PQS.

PQS Aspiration Payment Window Open

Community pharmacy contractors will be able to make a claim for an aspiration payment for the PQS 2023/24 on the NHS Business Services Authority (NHSBSA) [Manage Your Service \(MYS\) portal](#) from 4 September 2023.

This payment is optional and not claiming will not impact a contractor's ability to claim payment for the PQS 2023/24 during the declaration period.

If contractors wish to claim for an aspiration payment, they should review the requirements of the PQS 2023/24 and decide which domains they intend to meet when they make their PQS declaration between 9:00 on 5 February 2024 and 23:59 on 1 March 2024. The full PQS guidance can be found [here](#).

Contractors who wish to claim an aspiration payment must do so between 9:00 on 4 September 2023 and 23:59 on 29 September 2023. The aspiration payment will be paid on 1 November 2023.

PQS – TARGET Treating Your Infection (TYI) Leaflets Report and Data Collection Tool

Community pharmacy contractors taking part in PQS will be able to access the TARGET TYI Leaflet data collection tool via the [MYS portal](#) from 1 September 2023. A printable data collection tool will also be available from the [NHSBSA website](#).

Prior to carrying out the data collection, contractors will need to familiarise themselves with the findings and recommendations published in the report from the data collection carried out in the 2022/23 PQS available [here](#).

Independent Prescribing in Community Pharmacy Pathfinders webinar

Thursday 14 September, 6.30-7.30pm

From September 2026, all newly qualified pharmacists will be independent prescribers. NHS England is working closely with Integrated Care Boards (ICBs) to test the different ways that independent prescribing in community pharmacy will benefit patients.

Aimed at community pharmacy and ICB colleagues, this webinar is an opportunity to find out more about the development and implementation of the Independent Prescribing in Community Pharmacy Pathfinder programme. [You can register here](#).

Speakers include:

David Webb, Chief Pharmaceutical Officer for England

Ali Sparke, Director for Dentistry, Community Pharmacy and Optometry, NHS England

Anne Joshua, Head of Pharmacy Integration, NHS England

NHS Profile Manager update: Online flu vaccination booking details can be added to your NHS website profile

NHS England's Transformation Directorate has added a new feature to NHS Profile Manager.

Community pharmacy teams offering NHS flu vaccinations can now update their NHS Profile Manager with the details of their patient-facing appointment booking system. This feature aims to reduce patient phone enquiries for flu vaccination appointments.

For further information visit the Community Pharmacy England website: [NHS Profile Manager update](#).

Department of Health & Social Care consultation on use of PGDs by Pharmacy Technicians

The Department of Health and Social Care has opened a consultation on the proposal for the use of patient group directions (PGDs) by pharmacy technicians.

This consultation, run jointly with the Department of Health Northern Ireland, is seeking views on enabling pharmacy technicians to supply and administer medicines under PGDs and runs until 11.59pm on 29th September 2023.

As well as facilitating timely access to medicines for patients, this is part of a previous commitment from Government and the NHS to explore efficiency reforms aimed at making better use of the skills of the whole pharmacy team, as agreed under the 5-year Community Pharmacy Contractual Framework (CPCF) deal.

For further details on this consultation and how you can respond please click [GOV.UK website](#).

Summary Care Record (SCRa) portal being replaced by National Care Records Service (NCRS)

The Summary Care Record (SCRa) application portal is scheduled to be replaced by a new system called the National Care Records Service (NCRS) from September 2023.

From now until 29th September 2023, both the SCRa portal and the NCRS portal will be accessible.

Differences between the NCRS portal and the SCR portal:

The NCRS enables pharmacy professionals to:

- View the previous Summary Care Record.
- Access further information such as [NHS Record Locator information](#) and access documents.
- Experience an improved look and feel compared to SCRa.
- Enable easier access on mobile devices.

Testing and using NCRS portal

Pharmacy professionals are encouraged to start using the new NCRS portal immediately, even before the SCRa portal is phased out. You can visit the NCRS portal via this [link](#) using a pharmacy computer with an NHS Smartcard reader (e.g. a Patient Medication Record PC). You will need to use your NHS Smartcard, and the following 'test patient' NHS numbers will allow you to see how records look within NCRS:

- 999 040 2132
- 999 025 2955
- 999 024 0272.

There is also an [online check](#) to see if your system is ready to use NCRS.

For further information, you can refer to the [SCRa switchover guidance from NHS England's Transformation Directorate](#) (NHSE's TD) and read more on Community Pharmacy England's updated webpages [SCR](#) and [NCRS](#).

New materials to promote the NHS App to patients

The updated [NHS App toolkit](#) encourages patients to use the NHS App. The toolkit contains posters and leaflets that can also be printed in black and white, [messaging templates](#) and images for TV screens, social media and website.

To get the latest information and tips to promote the NHS App, [become an NHS App ambassador](#). To join our community of people promoting the NHS App please email appambassadors@nhs.net.

Health Promotion

Know Your Numbers! Week, 4-10 September 2023

Know Your Numbers! Week is the ran by Blood Pressure UK and is the biggest blood pressure testing and awareness wellbeing event. It happens every year during September and the theme for 2023 is: Make the time, ease your pressure.

The focus is on home monitoring as it's the easiest way to Know Your Numbers! so you can take steps to lower them. High blood pressure can lead to heart attacks, strokes, and other illnesses.

Once you Know Your Numbers! you can get support to bring your blood pressure under control and prevent these diseases. We are asking you to encourage your friends, family, neighbours, and colleagues to measure their blood pressure at home.

There are posters available to download from their website which you can display in your Pharmacies: [Blood Pressure UK, Know Your Numbers! Week 2023 poster \[PDF 248KB\]](#).

Please note this is not a mandatory campaign.

National Heart Attack Campaign

NHS England has launched a lifesaving campaign to help people spot the signs of a heart attack. NHS figures show that there were more than 84,000 hospital heart attack admissions in England during 2021/22, up by more than 7,000 compared to the previous year when fewer people came forward for care during the pandemic.

The campaign will teach people about the common signs of a heart attack that are often dismissed or ignored by people. An NHS advert will run encouraging people to call 999 as soon as they experience symptoms of a heart attack such as squeezing across the chest, sweating and a feeling of uneasiness, so people have the best chance of survival.

Resources available from the [Campaign Resource Centre](#) for partners to use include:

- [Campaign toolkit](#)

- [30-second TV ad](#)
- [Social media assets](#) including social videos and statics and subtle motion assets.
- [Radio advert](#)
- [Posters](#)
- [Alternative formats](#)
- Media summary [sheet](#)

For further information about the Heart Attack phase of the 'Help Us, Help You' campaign please contact england.campaigns@nhs.net

Please note this is not a mandatory campaign.

Get ready for Stoptober 2023

Stoptober is back this October with a new national campaign designed to encourage and support smokers to quit for good. While smoking rates have declined in recent years, over 5 million people in England still smoke and it remains the single biggest cause of preventable illness and death. Since its inception in 2012, Stoptober has successfully helped 2.5 million smokers to make a quit attempt and has become a well-recognised annual event in the public health calendar.

The theme for this year's campaign is 'When you stop smoking, good things start to happen'; reminding smokers of the many benefits of quitting and providing useful tips to help them on their quitting journey. The campaign will encourage smokers to search 'Stoptober', directing them to a range of information and free support tools on the [Better Health - Quit Smoking](#) website.

Stoptober will launch around 20 September (exact date tbc) to give smokers time to prepare for their quit attempt from 1 October. A range of digital campaign resources will be available for you to download from the Campaign Resource Centre ahead of the launch including posters, a comms toolkit, social assets, and web banners – we'll be in touch again once these are live.

In addition to creating these new Stoptober resources, there are a range of free stop smoking marketing resources available on the [Campaign Resource Centre](#) along with stop smoking content (including a substantial section of vaping content) available on the [Better Health website](#) which you can signpost to.

We appreciate your support and hope that together we make this year's campaign a huge success. Any queries about the campaign can be sent to: partnerships@dhsc.gov.uk.

Please note this is not a mandatory campaign.

Training & Development

Foundation Training Grant Payments: Go-live and submission dates update

You will be aware that NHS England is working with the NHS Business Services Authority (NHSBSA) to implement an electronic registration process for payment of the foundation training grant via the Manage Your Service (MYS) portal, replacing the previous locally managed application system.

We can confirm that this new process will go live on Thursday 14 September 2023, allowing contractors to complete their training grant applications entirely online for immediate submission to NHSBSA.

Please access your MYS portal in the usual way, where you will find a new button for foundation training grant submissions.

Preparing for the launch

You will need to register each foundation trainee pharmacist you need to make payment claims for and confirm their individual details when you make a claim.

For registering a foundation trainee pharmacist, you will need to tell us:

- their name
- their date of birth
- their GPhC registration number
- their training start date
- their Designated Supervisor's name
- their Designated Supervisor's GPhC registration number

Important: To make payments as soon as possible for contractors with trainees who started in July, the NHSBSA will create an exception to the payment process for the July payment only. **For any submissions made between 14th September and 23:59 on 21st September**, the NHSBSA **will process the July payment immediately** and contractors will receive their funding allocation in early October.

Action: Please submit your grant application as soon as possible. Those contractors with trainees who started in July 2023 and who submit between 14th September and 23.59 on 21st September will receive their July payment in October.

For all other submissions and payments, where a claim is made by Thursday 5th October, payments will be made in line with the normal pharmacy payment timetable.

Any technical queries with the MYS portal should be addressed to mys@nhsbsa.nhs.uk.

Community Pharmacy Technician: advancing your role

This new NHS England fully funded training programme will help pharmacy technicians develop the skills and confidence to deliver effective clinical services in community pharmacy. This is to ensure that they have the right post-registration training to enable confident, safe working practices and career development.

The programme launches on 28 September and [registration is open now](#).

NHS England Launch Newly Qualified Pharmacist Pathway

NHS England (NHSE) has introduced the Newly Qualified Pharmacist pathway, a programme for newly qualified pharmacists, designed to bridge the gap between initial education and post-registration development.

The new pathway supports newly qualified pharmacists in their transition to becoming independent practitioners and has on four core elements:

- **E-Portfolio** – helping learners assess, plan and reflect on their development.
- **Curriculum** – taught in line with the Royal Pharmaceutical Society's (RPS) Post-registration foundation pharmacist curriculum.
- **Learning resources** – a virtual library of curated learning resources designed to support the professional development of newly qualified pharmacists and complement resources already available locally to pharmacists.
- **Access to supervision** – there is support access to supervision for all pharmacists on this pathway.

One of the primary goals of the Newly Qualified Pharmacist pathway is to develop prescribing competence among pharmacists. By aligning with the learning outcomes of the RPS curriculum, the pathway helps newly qualified pharmacists acquire the skills and competence required to prepare for a prescribing course.

If you employ newly qualified pharmacists, then we encourage you to support their enrolment on the pathway. Detailed information about eligibility, timelines, funding, and enrolment can be found on the [Newly Qualified Pharmacist pathway webpage](#) and [NHSE's Briefing for employers and key stakeholders](#).

New educational supervisor training for community pharmacy professionals

NHS England are offering 1,000 fully funded module places to support educational supervisor training for community pharmacists and pharmacy technicians. The training will be delivered by [ProPharmace](#) from September 2023.

The offer provides 500 places for Designated Prescribing Practitioners (DPP) and 500 places for other educational supervisors, including Designated Supervisors (DSs).

The training is designed to ensure that pharmacists and pharmacy technicians involved in educational supervision are confident to provide support and developing aid to the pharmacy workforce within community pharmacy.

Regulatory changes in 2019 mean that experienced independent prescribers of any professional can apply for DPP training to support community pharmacists to become independent prescribers.

[To find out more and how to register click here.](#)

Shortages

Serious Shortage Protocols (SSPs)

1. Estradot® 100mcg patches (SSP057) and Jext® 300mcg adrenaline auto-injectors (SSP058)

Serious Shortage Protocols have been issued 21/8/23 for Estradot® 100mcg patches (SSP057) and Jext® 300mcg adrenaline auto-injectors (SSP058)

SSP057 will allow pharmacists to supply either Evorel® 100mcg patches or Estraderm MX® 100mcg patches as alternatives and is currently **due to end on Friday 8 September**.

SSP058 will allow pharmacists to supply EpiPen® 300mcg adrenaline auto-injectors as the alternative and is currently **due to end on Friday 15 September**.

2. Withdrawal of SSP052 for Progynova® TS 100mcg patches

Because of an improvement in the supply situation, the Serious Shortage Protocol (SSP052) currently in place for Progynova® TS 100mg patches, which was due to end on Friday 8 September, is being withdrawn.

The end date for SSP052 is now **Friday 25 August**

Information on current SSPs is now available to view on the NHS Business Service Authority BSA's dedicated SSP web page along with supporting guidance:

- [Dedicated SSP web page](#)

The PSNC also have a lot of guidance on their website which you may find useful if you have queries:

- [Serious Shortage Protocols \(SSPs\)- PSNC 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

Estradiol (Estradot®) 25micrograms/24 hours, 37.5micrograms/24 hours and 100micrograms/24 hours transdermal patches

Tier 2 – medium impact

Date of issue: 23/08/2023

Link: [medicines-supply-tool](#)

Summary

- Estradiol (Estradot®) 25micrograms/24hours, 37.5micrograms/24hours, 100micrograms/24hours transdermal patches will be out of stock until late September 2023.
- Alternative brands of estradiol patches (Evorel® and Estraderm MX®) are available and can support a full uplift in demand.
- A Serious Shortage Protocol (SSP) for Estradiol (Estradot®) 100micrograms/24hours transdermal patches was issued on 21/08/2023.

Jext® 300micrograms/0.3ml (1 in 1000) solution for injection auto-injector pen

Tier 2 – medium impact

Date of issue: 22/08/2023

Link: [medicines-supply-tool](#)

Summary

- Jext®300micrograms/0.3ml (1 in 1000) solution for injection auto-injector pens are out of stock until w/c 11th September 2023.
- EpiPen® 300micrograms/0.3ml (1 in 1000) solution for injection auto-injector pens remain available and can support a full uplift in demand.
- Jext® 150micrograms/0.15ml (1 in 1000) solution for injection auto-injector pens remain available.
- A Serious Shortage Protocol (SSP) was issued on 21/08/2023.

Minims® Oxybuprocaine hydrochloride 0.4% eye drops 0.5ml unit dose

Minims® Proxymetacaine 0.5% eye drops 0.5ml unit dose

Tier 3 – medium impact

Date of issue: 22/08/2023

Link: [medicines-supply-tool](#)

Summary

- Minims® Oxybuprocaine hydrochloride 0.4% eye drops 0.5ml unit dose and Minims® Proxymetacaine 0.5% eye drops 0.5ml unit dose are in limited supply until early October 2023.
- Where stock is unavailable, unlicensed supplies of proxymetacaine 0.5% eye drops 10ml (contains preservative: benzalkonium chloride) may be sourced, lead times vary.
- Minims® Tetracaine Hydrochloride 0.5% w/v and 1% w/v eye drop solution remain available but can only cover normal demand.

Minims® Povidone Iodine 5% w/v Eye Drops, Solution

Tier 3 – medium impact

Date of issue: 22/08/2023

Link: [medicines-supply-tool](#)

Summary

- Minims® Povidone Iodine 5% w/v eye drops, solution are in limited supply until early October 2023.
- A number of Specials manufacturers are able to produce unlicensed povidone iodine 5% eye drops.
- Unlicensed imports of povidone iodine 5% ophthalmic solution may be sourced, lead times vary. Videne®
- (povidone iodine) antiseptic solution 10% w/w cutaneous solution is available and can be diluted to 5%.

Phenytoin sodium 100mg capsules (Accord)

Tier 3 – high impact

Date of issue: 22/08/2023

Link: [medicines-supply-tool](#)

Summary

- Phenytoin sodium 100mg capsules (Accord) are out of stock from late-August 2023 until late December 2023.
- Phenytoin sodium 100mg capsules (Flynn Pharma) remain available and can support an uplift in Demand

Pilocarpine hydrochloride 2% eye drops

Tier 2 – medium impact

Date of issue: 22/08/2023

Link: [medicines-supply-tool](#)

Summary

- Pilocarpine hydrochloride 2% eye drops are out of stock until late-September 2023.
- Pilocarpine hydrochloride 1% eye drops remain available and will be able to support increased demand.

Disulfiram 200mg tablets

Tier 2 – medium impact

Date of issue: 16/08/2023

Link: [medicines-supply-tool](#)

Summary

- Disulfiram 200mg tablets are out of stock until late August 2023.
- Unlicensed supplies of disulfiram 200mg tablets may be sourced, lead times vary.

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/>

Digital & Technology

NHS Smart Card Renewal

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](#)

Email Correspondence – Signature Details

Please can you ensure when communicating with the NHS South West Collaborative Commissioning Hub's Community Pharmacy Team you include the following details within your correspondence to help us with responding to your enquiry. Many thanks.

- Contact Name
- Name of Contractor
- ODS Code (F Code)

Useful Information

Community Pharmacy Complaints

The current primary care complaint's function transferred from NHS England to ICBs in July 2023. Primary care services include GPs, dentists, opticians, and pharmacy services.

From 1 July 2023 the way members of the public make a complaint about primary care services to the commissioner has changed. Rather than contacting NHS England or their contact centre they must now contact the ICB where the patient is located.

Therefore, all Pharmacies should now update their information for patient complaints, displaying the correct contact details for their area. Below are the links to the relevant ICB websites showing the details you will need to update your SOP and patient poster.

ICB Websites

- [Somerset](#)
- [Devon](#)
- [Dorset](#)
- [Cornwall](#)
- [Gloucestershire](#)
- [Bath and North East Somerset, Swindon and Wiltshire](#)
- [Bristol, North Somerset & South Gloucestershire](#)

To help support this change Community Pharmacy England (Previously PSNC) have also updated template, which pharmacy contractors may find helpful when updating their complaints poster. Copy attached with the bulletin.

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
-

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.