

Community Pharmacy Bulletin

Date: 29 September 2023

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Winter vaccinations get underway in the South West

2023-2024 Flu season is now underway with a number of our pharmacies now offering both Covid and Flu Vaccinations on the same visit. Last year pharmacies across the South West delivered 478,377 flu vaccinations, which was another amazing year, with more 65+ patients vaccinated than in previous years.

Advanced Flu Service	Total Vaccinations in 2020-21	Total Vaccinations in 2021-22	Total Vaccinations in 2022-23
Total vaccinations	270,419	530,401	478,377
65 years and over	146,914	204,364	238,425

Flu Resources

Community Pharmacy England have produced new resources for pharmacy owners to promote the Flu Vaccination Service to their patients. A variety of resources are available including letters, posters, flyers and social media template tweets and tiles.

These can also be accessed via their flu hub page at cpe.org.uk/flu under the 'Promoting the service to patients' section.

[New promotional materials for the Flu Vaccination Service - Community Pharmacy England \(cpe.org.uk\)](http://cpe.org.uk)

Over 65 Vaccinations

As a reminder can you please note the requirements for Adjuvanted Quadrivalent Influenza vaccination – last year a larger number of patients were vaccinated with the wrong vaccine which caused a lot of work with contractors to revaccinate patients.

- Adjuvanted Quadrivalent influenza vaccine acronym is AQIV and not ATIV. AQIV is the preferred vaccine for over 65s, and QIVr and QIVc are suitable/recommended alternatives.

Further information on the flu vaccines for the 2023 to 2024 season can also be obtained via the GOV.UK website. [Flu vaccines: 2023 to 2024 flu season - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Similar to last year, we will contact you to verify any vaccinations given to under 65's and the same process will be followed.

NHS booking opens for life-saving Covid vaccinations

Millions of eligible people in England can book their life-saving autumn Covid vaccine online as the NHS steps up its winter vaccination programmes early in response to the risk of the new Covid variant.

Anyone eligible can book their Covid vaccinations via the [NHS website](http://www.nhs.uk), by downloading the NHS App, or by calling 119 for free if they can't get online.

Hundreds of thousands of adults who are eligible for winter vaccines – including all aged 65 and over, pregnant women and those with an underlying health condition – will also begin receiving invitations from the NHS to encourage them to get their Covid and flu jabs from this week.

GP practices and other local NHS services will also be contacting people to offer both flu and Covid vaccines, and people can book the flu vaccine by searching online for a local pharmacy.

Over 30 million people are eligible to receive a flu vaccine and over 20 million are able to get a Covid jab.

COVID vaccination for those aged under 18 years will begin later in the year – the NHS will let eligible families know when this offer opens.

This year's adult Covid and flu vaccination programme has been brought forward on the advice of scientists following the emergence of a new covid-19 variant (BA.2.86), which has a high number of mutations.

Health chiefs have ensured there is enough capacity to offer the flu and covid vaccines to all those eligible by the end of October, reflecting the risk of the new variant.

Alongside this, NHS staff have worked hard to prepare for the earlier start of the programme, with almost 5,000 sites – more sites than ever before – taking part in the campaign this year to make it as easy and convenient as possible for people to get protection.

Please see Link: [NHS England » NHS booking opens for life-saving Covid vaccinations](#)

Visits to NHS website's head lice advice page jump by a third in back-to-school spike

The number of people seeking advice on head lice and nits from the NHS website has increased by more than a third since the beginning of September.

The increase coincides with children returning to school after the holidays. Head lice and nits are common in young children and families, and are passed on through head-to-head contact, not dirty hair.

The [NHS head lice and nits advice page](#) helps people identify the small 3mm insects by showing clear images of lice, as well as photos of the empty shells of hatched eggs, known as nits.

It recommends wet combing as the most effective way of treating and preventing head lice by:

- Washing hair with ordinary shampoo
- Smothering hair in any type of conditioner
- Combing the whole head from root to tip with a special fine-toothed detection comb available from pharmacists or online.
- Repeating this process on days 1, 5, 9 and 13 to catch any newly hatched head lice.
- Checking again that everyone is lice-free on day 17.

Quality & Regulations

Important Reminder: Changes of Director and/or Superintendent Pharmacist

Please don't forget when a body corporate appoints a new director and / or a new superintendent it 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 may be a breach of your terms of service.

Professional Standards Authority publishes General Pharmaceutical Council (GPhC) performance review for 2022/23

The Professional Standards Authority for Health and Social Care (PSA) has found that the GPhC met 17 out of 18 of its Standards of Good Regulation during 2022/23.

The GPhC's performance and that of other regulators is reviewed regularly by the PSA, with the results reported to Parliament. The aim is to check how well regulators have been protecting the public and promoting confidence in health and care professionals and themselves.

To read further on the performance review click [here](#).

Health Promotion

Get ready for Stoptober 2023

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.

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 website](#)

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.

NHS England is re-running its 'Help Us, Help You' national cancer campaign activity to tackle barriers to timely presentation.

The campaign encourages people who have noticed something in their body that doesn't feel right and are worried it could be cancer to contact their GP practice. Activity is running on TV, online video, community radio, social media and search engines in September and October.

Materials to support the campaign include:

- [Campaign Toolkit](#)
- [Social Media Copy and Assets](#)
- [Posters](#)

Further resources, including alternative formats are available to download via the [Campaign Resource Centre](#).

Please note this is not a mandatory campaign.

Maximising uptake of antenatal vaccinations during the Autumn flu and COVID-19 vaccine programmes.

Following the announcement by the Department of Health and Social Care (DHSC) and the UK Health Security Agency (UKHSA) (30 August) in relation to the risks presented by the new BA.2.86 variant of COVID-19, the NHS has been asked to take pre-emptive steps to bring forward the adult COVID-19 and flu vaccination programmes.

While it is difficult to predict the combined effect of the large number of mutations on severity, vaccine escape and transmissibility, expert advice is clear that this represents the most concerning new variant since Omicron first emerged. UKHSA has determined the most appropriate intervention with the greatest potential public health impact is to vaccinate all those eligible, quickly.

[Please see attachment for further information.](#)

Training & Development

Reminder: Claiming the Foundation Trainee Pharmacist Grant

As part of NHS England and the NHS Business Services Authority (NHSBSA)'s new electronic system for Foundation trainee grant registration, **from September 14**, pharmacy owners can register trainee pharmacists through the NHSBSA's Manage Your Service (MYS) portal.

Payments will be made monthly, covering the period between the grant application and the start of training. Those contractors with trainees who started in July 2023 and who submit between 14 September and 23.59pm on 21 September will receive their July payment in October. [Learn more about the process of claiming the Foundation Trainee Pharmacist grant on the Community Pharmacy England website.](#)

Pharmacy Education Conference

The SW Pharmacy Workforce Training and Education Department will be holding an education conference for the South West region on **Friday 17th November 2023**. This is a face-to-face event which will be held at The Canalside, Marsh Lane, Bridgwater, Somerset. TA6 6LQ.

The event will be open to pharmacy colleagues across all sectors interested in workforce and education.

This email is to 'save the date' so please do put in your diaries. It will be an all-day event from 9:00-16:30. Further information including a registration process to the day will follow soon.

For further information, please contact: Email: england.WTEpharmacy.sw@nhs.net; website: www.england.nhs.uk

Dispensing Doctors

Return of Serious Untoward Incidents for Q2 (July 2023 – September 2023)

Practices participating in DSQS are required to report all serious untoward incidents relating to dispensing to the South West Collaborative Commissioning Hub for the purpose of reviewing and learning from incidents.

As in previous years we are continuing to ask for returns to be submitted on a quarterly basis to reduce the amount of information you are required to collate later in the year. We are currently asking returns for Quarter 2 (01 July to 30 September).

Whilst we would ideally prefer you to return quarterly this is only voluntary and you do still have up until the end of the year to submit all your information.

If you have not already done so, can you please complete the return for Quarter 2 (1 July – 30 September 2023) and forward to england.pharmacysouthwest@nhs.net by 31 October 2023. Please ensure that all the practice details on the return form are completed before sending back.

If you require a copy of the return form re-sending, then please contact the team on the address above.

Shortages

Central Alerting System (CAS)

Shortage of Methylphenidate Prolonged-Release Capsules and Tablets, Lisdexamfetamine Capsules, and Guanfacine Prolonged-Release Tablets

There are supply disruptions affecting various strengths of the following medications which are licensed for the treatment of attention deficit hyperactivity disorder (ADHD):

- Methylphenidate:* Equasym XL® 10, 20 and 30 mg capsules
- Xaggitin XL® 18 and 36 mg prolonged-release tablets
- Concerta XL® 54 mg prolonged-release tablets
- Xenidate XL® 27 mg prolonged-release tablets
- Lisdexamfetamine: • Elvanse® 20, 30, 40, 50, 60 and 70 mg capsules
- Elvanse® Adult 30, 50, and 70 mg capsules
- Guanfacine: • Intuniv® 1, 2, 3 and 4 mg prolonged-release tablets T

The supply disruption of these products is caused by a combination of manufacturing issues and an increased global demand. Other ADHD products remain available but cannot meet excessive increases in demand.

At present, the supply disruptions are expected to resolve at various dates between October and December 2023.

[Please see attachment for further information.](#)

Serious Shortage Protocols (SSPs)

Because of ongoing supply issues, we are extending the Serious Shortage Protocols (SSPs) currently in place for Clarithromycin 125mg/5ml oral suspension and Clarithromycin 250mg/5ml oral suspension (SSPs 053 and 054) which are due to end on Friday 29 September.

The new end date for SSPs 053 and 054 is Friday 17 November.

SSP056 (Utrogestan® 100mg capsules) is not being extended and ends on Friday 29 September.

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

Hyoscine hydrobromide (Scopoderm®) 1.5mg patches

Tier 2 – medium impact

Date of issue: 21/09/2023

Link: [Medicines Supply Tool](#)

Summary

- Hyoscine hydrobromide (Scopoderm®) 1.5mg patches are in limited supply until w/c 1 st January 2024
- Alternative formulations of hyoscine hydrobromide remain available and will be able to the support an increase in demand.
- Glycopyrronium tablets and liquid remain available and will be able to the support an increase in demand.
- Where these are not suitable, unlicensed supplies of hyoscine hydrobromide patches may be sourced, lead times vary (see Supporting information).

Discontinuation of lixisenatide (Lyxumia®) 20micrograms/0.2ml solution for injection 3ml pre-filled disposable devices

Tier 2 – medium impact

Date of Issue: 21/09/2023

Link: [Medicines Supply Tool](#)

Summary

- Lixisenatide (Lyxumia®) 20micrograms/0.2ml solution for injection 3ml pre-filled disposable devices are being discontinued and stock will be exhausted by w/c 18th December 2023.
- Please refer to the Medicines Supply Tool on the Specialist Pharmacy Service (SPS) website for a supply update of other glucagon-like peptide receptor agonists (GLP-1 RA) and clinical guidance on alternative treatment options.
- Information in the National Patient Safety Alert (NatPSA) on the shortage of GLP-1 receptor agonists issued on the 18th July 2023 can be used to guide management of patients switching from lixisenatid

Somatropin (Genotropin® MiniQuick) 1.4mg powder and solvent for solution for injection pre-filled disposable devices

Somatropin (Genotropin® MiniQuick) 1.6mg powder and solvent for solution for injection pre-filled disposable devices

Somatropin (Genotropin® MiniQuick) 1.8mg powder and solvent for solution for injection pre-filled disposable devices

Tier 2 – medium impact*

Date of issue: 21/09/2023

Link: [Medicines Supply Tool](#)

Summary

- Somatropin (Genotropin® MiniQuick) 1.4mg, 1.6mg and 1.8mg powder and solvent for solution for injection pre-filled disposable (single dose) devices will be in limited supply until w/c 1st January 2024.
- The following somatropin preparations remain available and will be able to support increased demand:

- Somatropin (Genotropin® GoQuick) 12mg powder and solvent for solution for injection pre-filled, multi-dose pens
- Somatropin (Genotropin®) 12mg powder and solvent for solution for injection multi-dose cartridges
- Somatropin (Genotropin® MiniQuick) 1.2mg and 2mg powder and solvent for solution for injection pre-filled disposable (single dose) devices

Disopyramide (Rythmodan®)100mg capsules

Tier 2 – medium impact

Date of issue: 27/09/2023

Link: [Medicines Supply Tool](#)

Summary

- Disopyramide (Rythmodan®)100mg capsules are out of stock until late October 2023.
- Disopyramide (Rythmodan®) 250mg prolonged release tablets are out of stock until mid-December 2023 but parallel imports remain available and can fully cover demand.
- Limited stock of parallel imports of disopyramide 100mg are available and can partially cover demand for 100mg capsules.
- Unlicensed imports of disopyramide 100mg capsules and disopyramide 250mg prolonged release tablets have been sourced, lead times vary.

Azelaic acid (Skinoren®) 20% cream

Tier 2 – medium impact

Date of issue: 27/09/2023

Link: [Medicines Supply Tool](#)

Summary

- Azelaic acid (Skinoren®) 20% cream is out of stock until early November 2023.
- Azelaic acid (Finacea®) 15% gel remains available but cannot support an uplift in demand.
- Alternative topical treatments remain available and can support an uplift in demand.

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

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

If you have received automated messages about NHS smartcard renewal, please renew them as soon as possible.

If NHS Digital do not manage to increase the rate of renewal now, it will inevitably result in a rush of users requiring smartcard renewals through the Care Identity Service with increasing urgency.

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

Data Security and Protection Toolkit (DSP) 2023/2024

There are several planned webinars providing a Data Security and Protection Toolkit update, and question and answer session. The events are aimed at organisations who are working on their DSP Toolkits for 2023-24.

Please see link below for further information: [News \(dsptoolkit.nhs.uk\)](#)

The deadline for the Data Security and Protection Toolkit is **30th June 2024**.

A downloadable copy of the Assertions and Evidence items for the 2023-24 Data Security and Protection Toolkit is [Assertions and Evidence Items 23-4 V6.xlsx](#)

Please note – Headquarter Organisations

When completing the Data Security and Protection Toolkit, if you are submitting under a ‘Headquarters’ organisation, e.g., completing the toolkit for several branches under one headquarter code; please ensure you select all the appropriate linked branches. If you do not select the branches linked under your headquarter organisation those branches will not be complaint.

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.