

Community Pharmacy Bulletin

Date: 31 October 2023

Headline News

- New Service Launch: Lateral Flow Device Tests Supply Advanced Service 2
- NHS delivering fastest ever Flu Vaccine rollout ahead of Winter 2
- Sharing views on the Greener Pharmacy Guides 2
- Reminding Patients about Prescription saving schemes 2

Quality & Regulations

- Community Pharmacy Assurance Framework (CPAF) 3
- 2023 Mandatory Workforce Survey 3

Health Promotion

- Community Pharmacy Blood Pressure Check Service and Pharmacy Contraception Service 3
- Ask Your Pharmacist Week 2023 4

Training & Development

- Clinical Examination Skills Training for Community Pharmacists: face to face Training 4
- Pharmacy Education Conference 4

Dispensing Doctors

- Dispensing Services Quality Scheme (DSQS) 2023/24 Completion of Self Declaration Form 5
- DSQS Scheme: Update to date contact details 5

Shortages

- Serious Shortage Protocols (SSP's) 5
- DHSC Medicine Supply Notifications 6

Digital & Technology

- Updating NHS Website Profile and DoS Profile 6
- NHS Smart Card 7
- Data Security and Protection Toolkit (DSP) 2023/2024 7
- Email Correspondence – Signature Details 7

Useful Information

- Community Pharmacy Complaints 7
- Interpretation and Translation Services 8
- Contact Details and Further Information 8

New Service Launch: Lateral Flow Device Tests Supply Advanced Service

On Monday 6 November 2023 the 'Lateral Flow Device Tests Supply Service' will be launched, enabling the supply of Covid-19 Lateral Flow Devices from the pharmacy to patients that form part of the eligible cohort. The full list of eligibility criteria is determined by the National Institute for Health and Clinical Excellence (NICE) and can be found in the NICE guidelines '[Supporting information on risk factors for progression to severe COVID-19](#)'.

A fee of £4.00 (plus VAT) will be paid for each completed transaction of the supply of one box of five Covid-19 Lateral Flow Devices and the cost of tests supplied will be paid according to arrangements set out in the November 2023 Drug Tariff.

Please find attached an operational note on the lateral flow device test supply service.

Further information can also be found on the [NHSE website](#) including the [Service Specification](#).

NHS delivering fastest ever Flu Vaccine rollout ahead of winter

The lifesaving [NHS winter vaccination programme has delivered more than ten million flu jabs](#) (10,527,579) and over seven million Covid vaccines (7,525,637) to people most at risk across England in just over five weeks, making this the fastest NHS flu vaccine roll out on record.

A record three million people have received their flu and Covid vaccines in the same appointment, as vaccine providers make it as convenient as possible for people to get protected ahead of winter.

For further information: [NHS England » NHS delivering fastest ever flu vaccine rollout ahead of winter](#)

Sharing views on the Greener Pharmacy Guides

The Royal Pharmaceutical Society invites individuals to share their perspectives on the draft Greener Pharmacy Guides. These guides are aimed at supporting pharmacy teams in community and hospital pharmacies to enhance the environmental sustainability of their professional practices by reducing carbon emissions.

Interested parties are encouraged to participate in the consultation and provide feedback on the draft guides by 8 November 2023. [To view the draft Greener Pharmacy Guides, click here.](#)

Reminding patients about prescription saving schemes

A new NHS England campaign aims to raise awareness of prescription saving schemes. A Prescription Prepayment Certificate will save people money if they pay for more than three items in three months, or 11 items in 12 months.

People on a low income could be entitled to help with costs or free prescriptions through the low-income scheme, depending on their circumstances. Healthcare staff are urged to remind their patients about these schemes – particularly those living with long-term conditions and people living in deprived areas where data shows people receive significantly more prescription items than those living in less deprived areas.

Please see Link for further information: [NHS Prescription Prepayment Certificate \(PPC\) | NHSBSA](#)

Quality & Regulations

Community Pharmacy Assurance Framework (CPAF)

The full CPAF survey monitoring pharmacy contractors' compliance in 2022/23 will be available to complete from 6 November until midnight on 3 December 2023.

Contractors will be contacted directly by the NHS Business Services Authority if their pharmacy has been selected.

Completion is a mandatory requirement for all selected contractors and the results will form the basis for which pharmacies will be considered for a visit. Users of the NHSBSA's [Manage Your Service \(MYS\) portal](#) will be able to complete the survey via their MYS login.

2023 Mandatory Workforce Survey

The 2023 Community Pharmacy Workforce Survey, conducted by North of England Commissioning Support Unit (NECS) on behalf of NHS England, opened Monday 23 October 2023.

Completion of the survey **is a mandatory requirement for all pharmacy owners.**

The NHSBSA have now sent an email to pharmacy owners containing a link to the survey.

In some cases, e.g., Company Chemists' Association member companies and other multiple pharmacy groups, head offices will complete the survey centrally. If you are not sure whether the survey will be completed centrally, please ask your head office for guidance.

The survey is open for eight weeks and will close on Sunday 17th December 2023.

[Read more about the survey and how to complete it](#)

Health Promotion

Community Pharmacy Blood Pressure Check Service and Pharmacy Contraceptive Service

A pharmacy blood pressure check service finder tool for the public and patients is now available.

The new service finder on the NHS website (NHS.UK) allows healthcare professionals and patients to search for and [find a pharmacy that offers free blood pressure checks.](#)

The tool explains who is eligible to go to a pharmacy to get their blood pressure checked and can be searched using a postcode, with the nearest pharmacy listed first.

Blood pressure conditions pages on the NHS website have also been updated to signpost to the blood pressure pharmacy finder.

All pharmacy contractors offering the service should ensure that their pharmacy profile on [NHS Profile Manager](#) is up to date and indicates that they provide the service. This will ensure that all pharmacies which offer the service located nearest the postcode provided will be listed.

[NHS Service finder for healthcare professionals](#)

The NHS Service Finder for healthcare professionals (provided by the UEC Directory of Services team) will shortly be expanded to include the ability to search for pharmacies providing NHS Community Pharmacy Blood Pressure Check and NHS Pharmacy Contraception Services.

Ask Your Pharmacist Week 2023

Ask Your Pharmacist Week is an annual awareness-raising campaign organised by the National Pharmacy Association (NPA) and supported by NHS England and runs from 30 October - 6 November.

This year's theme is 'Meet Your Local Pharmacy Team', aiming to raise awareness of the NHS services and skilled staff available in their local pharmacies with the strapline -Convenient, clinical care. [Free campaign materials are available on the NPA website.](#)

Please note this is not a mandatory campaign.

Training & Development

Clinical Examination Skills Training for Community Pharmacists: face to face training

The Clinical Examination Skills Training for Community Pharmacists face to face sessions are now available for the South West in Bristol at Engineer's House Bristol on:

- Friday 3rd November 2023 (6pm – 9pm)
and
- Saturday 4th November 2023 (10am – 1pm)

These informal and interactive sessions are designed to allow hands on experience with clinical examination skills.

Each training day will include workstations with focused skills, including:

- Cardiology
- Ear, Nose and Throat
- Dermatology
- Paediatrics

For more information on the training available please visit the CliniSkills website, which includes photos and a video from a recent face to face event <https://www.cliniskills.com/community-pharmacists/>

Pharmacy Education Conference

The SW Pharmacy Workforce Training and Education Department will be holding an education conference for the South West region on **Friday 17 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

Dispensing Services Quality Scheme (DSQS) 2023/24 Completion of Self Declaration Form

All dispensing practices signed up for DSQS 2022/24 will have recently received an email requesting completion of the self-assessment/declaration of compliance form.

As in previous years each dispensing practice is required to complete a self-assessment/declaration of compliance form. Dispensing practices will be required to make declarations as to whether the practice is fully, partially, or not compliant with the requirements of the DSQS specification and guidance. If, for any statement, the practice is partially or not compliant, further information will need to be provided.

Once completed, please email the spreadsheet to england.pharmacysouthwest@nhs.net by no later than **Friday 26 January 2024**. This ensures that there is time for the team to review all submissions and for any queries to be resolved before the deadline of 31 March 2023.

If you have not received a copy of the self-assessment/declaration of compliance form then please contact england.pharmacysouthwest@nhs.net and a member of the team will arrange for a copy to be sent.

DSQS Scheme: Update to date contact details

For those dispensing practices participating in the DSQS Scheme can you please ensure when there are changes to your contact details you update the pharmacy team; this includes any changes to the Accountable GP, Practice Manager and any additional dispensary colleagues requiring DSQS communications.

Any updates should be reported via england.pharmacysouthwest@nhs.net

Shortages

Serious Shortage Protocols (SSPs)

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

Bisacodyl (Dulcolax®) 5mg suppositories
Tier 2 – medium impact
Date of issue: 23/10/2023
Link: [Medicines Supply Tool](#)

Summary

- Bisacodyl (Dulcolax®) 5mg suppositories are out of stock until w/c 18th December 2023.
- Glycerol 2g (children's size) suppositories remain available but are unable to support any increased demand.
- Relaxit enemas are out of stock without a current resupply date.
- Micralax micro enemas remain available but can only partially support any uplift in demand.
- Unlicensed supplies of bisacodyl 5mg suppositories from special-order manufacturers may be sourced, lead times vary.

Lamotrigine 5mg dispersible tablets
Tier 2 – medium impact
Date of issue: 24/10/2023
Link: [Medicines Supply Tool](#)

Summary

- Generic lamotrigine 5mg dispersible tablets are out of stock until mid-February 2024
- Branded lamotrigine (Lamictal®) 2mg and 5mg dispersible tablets remain available but cannot fully support the gap in the market.
- A few Specials manufacturers are able to produce unlicensed lamotrigine 5mg/5ml and 25mg/5ml oral suspension (including sugar-free formulations).
- Where the above options are not suitable, unlicensed supplies of lamotrigine (Lamictal®) 5mg dispersible 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

Updating NHS Website Profile and DoS Profile

Please ensure you update any changes required on your pharmacy's NHS website profile and your DoS profile, i.e., opening times, contact information and services information you provide.

Guidance and helpful video tutorials on how to check and update your profile using NHS Profile Manager can be found here [NHS Profile Manager](#).

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 compliant.

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.