

# Community Pharmacy Somerset Bulletin

June 2024

Welcome to the latest Community Pharmacy Somerset bulletin; championing pharmacy and supporting your teams. This bulletin is circulated during the first week of each month, highlighting key issues and opportunities for you to support patients and the public of Somerset.

**\*\*\*IMPORTANT ACTIONS FOR ALL PHARMACIES\*\*\***

Please remind your whole team, including relief staff and all locums, to check your NHS.NET email regularly throughout every day your pharmacy is open and action the messages and referrals.

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## Pharmacy First Activity

Dear Pharmacy Team,

We continue to deliver an amazing Pharmacy First Service to patients, The whole of the NHS Somerset system 'thank you' for all your hard work and recognise the challenges that Pharmacies faced in March with the Two Way Authenticator App having to be installed at very short notice and the days where Pharmoutcomes had outages, Despite this disruption, Pharmacists continued to deliver a professional service to the patients of Somerset.

Since the Launch of the Pharmacy First Service, GPs in Somerset have referred over 9500 patients into Community Pharmacies and from those 600 patients were eligible for the clinical pathway protocols.

8027 patients had received care from the community pharmacist -Well done Everyone

1652 patients were rejected and sent back to the GP Surgery, Most of these referrals being sent back were due to patients being uncontactable, however, some were actually completed in community pharmacy and could have been claimed for but were rejected in error.

Click Learnings sheet for more details.

[Learnings Sheet](#)

104 patients were waiting for a consult -Please refer to learning sheet for advice.

NHS Somerset are working closely with Community Pharmacy Somerset to ensure the service grows and we will work together to take learnings from where the service could be improved and shared across the system.

**Don't forget to share your feedback with Yvonne at [Yvonne.somersetlpc@gmail.com](mailto:Yvonne.somersetlpc@gmail.com)**

Below is a graph which breaks down the outcome of referrals:

**(This does not include 111 referrals or walk-ins)**

## Activity Indicators

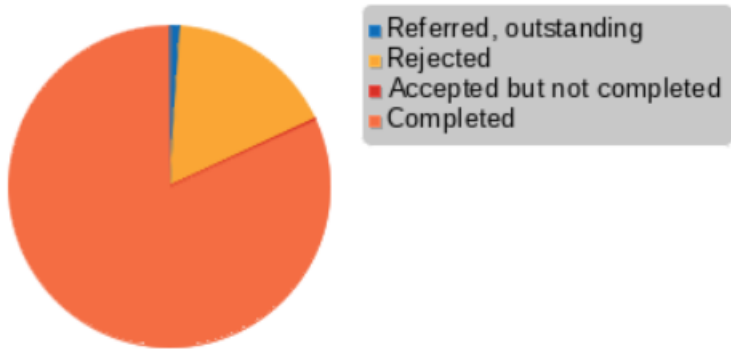
Active Providers in your area = 57

Number of Provisions or Personal Interactions = 9801



## Referral Outcomes

Referral status	Number
Referred, outstanding	104
Rejected	1652
Accepted but not completed	18
Completed	8027



## Uptake Profile Through Life of Service

Month Commencing	Number of People
Jan 2024	117
Feb 2024	2294
Mar 2024	2433
Apr 2024	2268
May 2024	2003
Jun 2024	686



## Flu vac: update to Annual Flu Letter on vaccine availability

The Department of Health and Social Care, NHS England and the UK Health Security Agency have issued a statement of amendment to the Annual Flu letter.

### [Read the statement of amendment](#)

This has been issued, following the news from Sanofi that recombinant quadrivalent influenza vaccine (QIVr) will not be available for this year's flu vaccination programme.

The amendments to the Annual Flu letter include a new flu vaccine which can be used for the first time – high-dose quadrivalent influenza vaccine (QIV-HD) – which is only licensed for those aged 60 years and over.

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## Medicines not covered by the HRT PPC

NHS Business Services Authority (NHSBSA) is seeing an increase in prescriptions where patients are claiming prescription charge exemption by selecting the "HRT only prescription prepayment certificate" exemption reason for products that are not covered by the HRT Prescription Prepayment Certificate (HRT PPC).

For example, patients are incorrectly using the HRT PPC exemption reason for medicines such as Medroxyprogesterone (Provera), Selective serotonin reuptake inhibitors (SSRIs), Proton pump inhibitors (PPIs) and Testosterone gel. The list of HRT medicines covered by the HRT PPC is published in Part XVI of the [Drug Tariff](#).

Patients can check the NHSBSA website for [an up-to-date list of HRT medicines covered by the HRT PPC](#). If a patient is unsure whether they are entitled to free prescriptions, pharmacy teams should advise the patient to pay for their prescription and provide them with an FP57 Refund form with information on [how to claim a refund](#) at a later date. Further information for patients can be found at [www.nhs.uk/healthcosts](http://www.nhs.uk/healthcosts).

The NHSBSA will continue to process the prescription in accordance with the exemption or charge status declared by the patient. However, NHSBSA's Exemption Checking Services (ECS) carry out checks on patient claims and if they cannot confirm that a patient was

entitled to claim free NHS prescriptions, the patient will be sent an enquiry letter asking them to confirm their entitlement. DHSC advise that if patients found to have wrongly claimed help from the NHS with the cost of their NHS prescriptions will face a penalty charge and, in some cases, prosecution

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## Quality and Regulations

- **Puberty Suppressing Hormones**

**New legislation restricting the sale and supply of gonadotrophin-releasing hormone analogues**

Before Parliament was dissolved, new regulation has been introduced to restrict the sale and supply of puberty-suppressing hormones.

The General Pharmaceutical Council (GPhC) has cascaded NHS England information on the new regulations to pharmacists, pharmacy technicians and pharmacy owners to make them aware of the restrictions.

There are two main aspects to the restrictions. The first relates to private prescriptions and takes effect this Monday, 3 June. The second affects NHS prescriptions and takes effect on 26 June.

It is important to note that pharmacies in Great Britain will no longer be able to dispense new private prescriptions, dated on or after 3 June 2024 for GnRH analogues from the EEA or Switzerland for anyone under 18 years old. Full guidance for pharmacy teams is available in the NHS England information.

[New Government restrictions on use of Puberty Suppressing Hormones \(Puberty Blockers\); Information for prescribers and pharmacists/dispensing doctors | NHS England](#)

[Learn more and read available guidance](#)

- **Patient Safety Professional Standards**

[The Patient Safety Professional Standards: Responding to Patient Safety Incidents](#) has been developed by the RPS, Association of Pharmacy Technicians UK and Pharmacy Forum NI, with the support of a steering group and a public consultation. Community Pharmacy England, representatives from the NHS, professional bodies, and regulators were also part of the steering group.

Following the public consultation, the steering group discussed the proposed changes to ensure the standards were “current, in scope and fit for purpose”.

The work on the standards was prompted by a review and was updated to incorporate key regulation changes and guidance from NHS England and the General Pharmaceutical Council (GPhC). Updates were also made to the terminology and the inclusion of just culture and duty of candour.

### [Read the standards](#)

- [PHS Clinical Waste Provider – Labelling of Clinical Waste for Collection](#)

Changes to ERPO5–07 legislation for the labelling of clinical waste.

For contractors who have PHS collect their clinical waste, please note to meet the requirements of [ERPO5–07](#) legislation around the labelling of clinical waste, PHS are implementing a waste labelling initiative to ensure proper categorisation and disposal of this waste.

The legislation says that businesses must label their own clinical waste before collection, meaning PHS can no longer pick up unlabelled waste.

In order to keep contractor’s compliant pharmacies will receive their bags and labels from their PHS Service Technician during their regular service starting from this April 2024.

Please see attached poster explaining how the new labelling of clinical waste will work.

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## 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:

- mailto: [nhsbsa.prescriptionservices@nhsbsa.nhs.uk](mailto:nhsbsa.prescriptionservices@nhsbsa.nhs.uk)
- Telephone: 0300 330 1349
- Textphone: 18001 0300 330 1349

[Serious  
Shortage  
Protocols](#)

## 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 – click the below link to take you there

[DHSC Medicine  
Supply  
Notification](#)

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## Reminder – Month End Claims

Dear Pharmacy Teams,

Please share this with all team members in your pharmacy. Attached is a useful guide for your

teams on what to claim for at the end of each month. Please print this out for reference to assist you in maximising your monthly revenue.

[Month End Claim  
Guide](#)

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## Useful Information

Visit the NHSE South West Community Pharmacy page for information about:

- [NHS mail multi factor authentication](#)
- [NHS Smart Card Renewal](#)
- [Temporary Suspensions of Pharmaceutical Services](#)
- [Interpretation and Translation Services](#)
- [Complaints](#)

[NHS Somerset  
Medicines  
Management](#)

## Contact us:

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