
COMMUNITY PHARMACY ARDEN GENERAL UPDATE 20th April 2023

Information is subject to change and is as accurate as we can ascertain at date published.

Reminder: Annual Complaints Report Deadline Approaching

The link for the Annual Complaints report is now active. Please make sure to complete the questionnaire by **30th April 2023**.

<https://forms.office.com/e/QtcUqs8BCf>

If your pharmacy is part of a large body corporate, please check with your head office as to whether the information is being provided at a branch level or Head Office level.

Opening Intentions and Expressions of Interest for 28th August 2023 Bank Holiday

Don't forget to complete the Bank Holiday form that the West Midlands Pharmacy Team sent out earlier. The deadline to complete this form is **9th May 2023**.

<https://forms.office.com/e/3qC70gwt7Z>

Remember that a new bank holiday fee structure is in effect from April 2023:

Premium Rate (Christmas and Easter Sunday): £ 350 per hour (previously £ 275 per hour)

Standard Rate (All other bank holidays): £275 per hour (previously £210 per hour)

Annex Change re: Unplanned Closures

Please note that Annex 14 of the Pharmacy Contract regarding unplanned closures has been replaced by Annex 18. You can find all the current annexes on the following page:

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-manual/pharmacy-template-forms/>

Independent Pharmacy Awards 2023

The Independent Pharmacy Awards, in association with Independent Community Pharmacist, are now open until **17th July**. There are 6 categories this year, with no limit to how many one person can enter.

The link to the awards page is here: <https://www.independentpharmacist.co.uk/ipa-enter-23>

If you have any questions, please get in touch with Liz on liz.coop@1530.com or 0207 534 7234.

The SCRa portal is being replaced

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 September, both the SCRa portal and the NCRS portal will be accessible. You can find out more about this on [PSNC](https://www.psn.org.uk).

Contraception Service launch date announced

NHSE has announced that the Pharmacy Contraception Service will launch from 24th April 2023. This start date, however, has not been agreed with PSNC previously. Read more about this issue on PSNC [here](#). Be aware that to provide this service you must meet the conditions set in the [Service Specification](#). We understand that Cegedim and PharmOutcomes are the only platforms that can be used to record service provision currently. There will be no charge for current PharmOutcomes users to provide the service on their platform until March 2024.

Melatonin 5mg/5ml liquid for Paediatric Patients

It has been brought to our attention that the preferred product for melatonin 5mg/5ml suspension is the unlicensed special and not the licensed special and most prescriptions will reflect this. The prescription itself serves as the 'statement of need' for an unlicensed special should you need to retain copy for records. More information to follow.

PSNC Elections Results

The appointment and election of committee members for PSNC is now complete. Their role is to govern the work of the organisation on behalf of pharmacy owners, providing leadership and vision, and representing views of contractors and LPCs in England. Full details of committee members can be found [here](#).

Pharmacy Pressures Survey Results:

You can find the results of PSNC's Pharmacy Pressures Survey [here](#).

EPS Survey for Pharmacies

Please share your views for the EPS outcomes and trackability survey [here](#).

Pharmacy Quality Scheme Survey

This project aims to evaluate the impact of the QPS and PQS between 2017-2021 on the quality and integration of community pharmacy services and patient outcomes, and the sustainability of these changes. You can find more details [here](#). Please note that participants will be remunerated for taking part in this survey.

Reminder: Mental Health First Aid Training: Coventry and Warwickshire

Several dates are still available for the Mental Health First Aid Training courses running in April and May. You can find all the details [here](#) and the direct the registration link [here](#).

FREE Community Pharmacy Personal Development Programme - Coaching and Mentoring

17th May 7-9pm. The session will be delivered on-line via MSTeams, from 7pm to 9pm. Places are limited to 20, a waiting list will be in operation. Please email ahw|pc@gmail.com to secure your place.

This session will look at how a general understanding of behaviour can help us motivate and influence others in a respectful way. Theories and models will be used to explore how this can help in your work with clients and patients.

If you have any questions or comments regarding this update, please contact the LPC Team.

Copies of our previous newsletters can be found [here](#).

CONTACT INFORMATION:

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USEFUL LINKS:

[CPA Website](#)

[CPHW Website](#)

[PSNC Newsletters](#)

[PSNC Payment Timetable and Deadline Tracker](#)

[PSNC Important Dates and Checklist](#)