
COMMUNITY PHARMACY ARDEN GENERAL UPDATE 5th April 2023

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

Reminder: Covid pharmacy emergency regulations ended a year ago!

Please remember that the emergency regulations to support pharmacies during pandemic ended over a year ago on 31st March 2022. All pharmacy contractors are reminded to open their full contracted hours, otherwise this is a breach of the Terms of Service.

Please can you check to make sure your pharmacy is open at full contracted hours and update your DoS profile & NHS UK.

- The emergency regulations for the pandemic has been withdrawn since 31st March 2022
- All pharmacies to open on full contracted hours
- It is a breach of Terms of Service if not open on full contracted hours
- Please update your hours on DoS profile & NHS UK

Reminder: Annual Complaints Report

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.

Reminder: Extended Care Tier 1 and Tier 2 Revised 2023/24 LES and PGDs

The revised LES and PGDs for the Extended Care Tier 1 and Tier 2 services are now in effect. The new documents have been uploaded to PharmOutcomes and can also be accessed on the South Staffordshire LPC website. They will also be linked to the CPA website shortly.

<https://southstaffslpc.co.uk/services/community-pharmacy-extended-care-suite-of-services/simple-uti-service/>

<https://southstaffslpc.co.uk/services/community-pharmacy-extended-care-suite-of-services/acute-bacterial-conjunctivitis-tier-1-service/>

The deadline to return the signed documents was 31st March – if you missed this date, please contact the West Midlands Pharmacy Team on **england.pharmacy-westmidlands@nhs.net**. They've also asked that you let them know if you no longer wish to provide any of the services that you had previously signed up to.

Easter and May Bank Holiday Opening Hours

You can find details of bank holiday opening hours on our website [here](#), including a [printable list](#) for Coventry and Warwickshire based on the data received from NHS. The information is now also available on this [NHS website link](#). The data we received was correct at the time of publishing however some opening times may have been subject to change in the meantime. If you need to change your declared opening hours for the bank holidays, please request emergency profiling from the DoS team by phoning 0300 0200 363.

NMS - Changes of Inhalers to greener choices

Just a reminder that you may see more inhaler changes to more environmentally friendly brands in the coming months. It's a great opportunity to deliver the NMS and support your surgeries with implementing the changes. Not all surgeries are able to speak to each patient about the switch and differences in inhalers so it can leave patients with unanswered questions. Be sure to show these patients how to use their new inhalers and, if possible, sign them up to NMS at the same time.

Change to how some GP-CPCS referrals are received

If you use a provider other than Pharmoutcomes for your 111 referrals, your GPCS referrals will now come to your NHS shared email account and not to Pharmoutcomes. You will need to input the referral into your provider system from the NHS mail referral. A reminder to look out for incoming referrals on NHS shared email account if this applies to your pharmacy. Find out more on PSNC [here](#).

DMS Event Slides 28th March 2023

Thank you to those who attended our DMS event on 28th March and we hope you found the presentations informative. The slides are now available on the LPC website [here](#).

CPPE seeks pharmacist clinical demonstrators in Warwick

CPPE is looking for pharmacists to cover two sessions in The Delta Hotel in Warwick as Clinical Demonstrator on the 11th July and the 27th July in the afternoon. Good facilitation and presentation skills will be required, along with the ability to develop a good rapport with learners. Fee of £150 will be paid for the afternoon session plus travel costs. Please email trudi.ward@cppe.ac.uk for more information.

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](#).

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

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

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USEFUL LINKS:

[CPA Website](#)

[CPHW Website](#)

[PSNC Newsletters](#)

[PSNC Payment Timetable and Deadline Tracker](#)

[PSNC Important Dates and Checklist](#)