
COMMUNITY PHARMACY ARDEN GENERAL UPDATE 4th May 2023

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

Annual Complaints Report Deadline Extended

NHS has sent out a reminder to complete the Annual Complaints report. If you haven't completed this online form yet, please do so by 31st May.

<https://forms.office.com/e/QtcUgs8BCf>

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: Easter Bank Holidays Payment Claims

Several pharmacies still haven't claimed for their Easter Bank Holiday opening hours. If your pharmacy is one of these, please make sure to submit your claims by 8th May, 2023.

Reminder: 28th August 2023 Bank Holiday Opening Intentions

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>

Reminder: Bank Holiday Monday 8th May

Updated pharmacy opening hours for the upcoming bank holiday can be found on [this NHS link](#).

Pharmacy contractors are expected to have updated their own NHS UK and DoS profiles. If DoS Profile has not been updated, pharmacies will need to request emergency profiling changes by the DoS team by phoning 0300 0200 363.

PSNC Regulatory Changes Webinar

PSNC is hosting a webinar on **Tuesday 16th May at 7pm** about the upcoming changes to the Pharmaceutical Regulations. You can find out more on PSNC [here](#) and register on the [this link](#).

PSNC has also issued a Briefing about the changes. You can access this briefing [here](#).

Mary Seacole Programme: Cohort 9 is open for registration

This is a six-month leadership programme designed by the NHS Leadership Academy for participants in their first formal leadership role. If you missed the previous call for registration, the next cohort is now open. Find details on the following link: <https://www.primarycaretraininghub.co.uk/courses/Administration/MarySeacoleProgramme>

Pharmacy Survey

We have been asked to inform you about a survey conducted by Bath University regarding recruitment and retention of pharmacy staff. If you can spare 15 minutes, please consider responding to this survey. Details [here](#).

University of Birmingham School of Pharmacy: Placements

If you're interested in providing placements for students from the University of Birmingham, please see the attached [flyer](#) for information. To submit an expression of interest, please complete the online form: <https://forms.office.com/e/pnLDmsD8mW>

For further information, please contact mpfarmplacements@contacts.bham.ac.uk

Reminder: Mental Health First Aid Training: Coventry and Warwickshire

New dates are available for the Mental Health First Aid Training course for May/June. You can find all the details [here](#) and the direct the registration link [here](#).

Reminder: 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 ahwlp@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](#).

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USEFUL LINKS:

[CPA Website](#)

[CPHW Website](#)

[PSNC Newsletters](#)

[PSNC Payment Timetable and Deadline Tracker](#)

[PSNC Important Dates and Checklist](#)