

---

## COMMUNITY PHARMACY ARDEN GENERAL UPDATE 14<sup>th</sup> July 2023

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

### **Paxlovid Rx to CP commencement Monday 10th July**

As you may be aware, Paxlovid (Covid-19 treatment) is now within the Drug Tariff and in theory a patient can present with a prescription to be dispensed at any pharmacy.

In CW from Monday 10th July patients are directed to present these scripts at pharmacies registered for the local Palliative Care Service and we have expanded this list to another 5 pharmacies to cover patient need. If you are a Palliative Care Service pharmacy or have been asked directly to order Paxlovid by the LPC then we ask that you order two boxes of Paxlovid in preparation if you have not already done so, these can be ordered free of charge from Alliance. Any pharmacy can order these free-of-charge but it seems sensible to keep some understanding as to where the stock is distributed across CW so prescribers can support patients in accessing the medication quickly.

The prescriptions will continue to be issued from a centralised hub by experienced prescribers. The prescribers will inform patients which pharmacies are holding stock. More details from the ICB will be available soon.

Please see our [website](#) for information on Paxlovid. We have recently added some links to educational resources, prescribing information and videos.

### **Drugs and Alcohol Service CGL Warwickshire**

CGL Warwickshire have asked us to send out a reminder of their original communication back in February about the review of incidents. With the summer having arrived there may be an increase in locum staff in your pharmacies and it may be useful to revisit this to support our joint working processes. You can find the CGL letter [here](#) and the poster [here](#).

### **Drugs and Alcohol Service CGL Coventry**

There have been significantly lower number of incidences in Coventry (only one this financial year), so there's no report available but please remain vigilant going forward. We've been asked to share the contact information for CGL Coventry Service Manager in case of any issues, questions, concerns: Kevin Ruddock Tel: 07741 326281

### **Controlled Drugs: Summary of June meeting West Midlands**

Paramedic IP cannot prescribe CDs - there have been cases where these have been prescribed by paramedics but note that this is not currently allowed.

There is less heroin entering the system from Afghanistan so we anticipate higher rates of misuse of fentanyl and other opioid drugs.

The GPhC have noted some poor adherence to conducting regular CD balance checks and high numbers of CD returns accumulating in CD cupboard and not being properly segregated from stock.

Drug User Service providers have noted that short notice pharmacy closures have caused clients difficulties in getting medication. Error rates with DUS scripts have been higher with high locum use and lack of continuity within pharmacy teams. Please refer to the [Pharmacy CD Check List](#) for recommendations.

### DMS Service Reminder

DMS (Discharge Medicine Service) is an essential service, however we are finding that a large number of contractors are not delivering this service as per contract agreement. We want to highlight this issue to you as not doing DMS is a breach of contract and puts Advanced Service income at risk. DMS is sent to pharmacies on the PharmOutcomes platform - please check PhO to make sure you have no notifications outstanding. If you have any issues with the service, please contact the LPC for support.

### Prescribing available insulins

Current supply disruption of GLP-1 receptor agonists means some patients may need to switch to insulin. Prescribers must know which insulins can be used. You can find prescribing guidance on the following page:

<https://www.sps.nhs.uk/articles/prescribing-available-insulins/>

### Hypertension Case-Finding Service: IT requirements from September

NHS England has announced that pharmacy owners will need to use an NHS approved clinical IT system to make their clinical records and payment claims for the Hypertension case-finding service from **1st September 2023**. Find out details on CPE [here](#) and in the following [NHS briefing](#).

### Reminder: 2023/24 CPAF screening questionnaire now open

The 2023/24 Community Pharmacy Assurance Framework (CPAF) screening questionnaire is now available for completion **until midnight on Sunday 30th July 2023**. Find out more on CPE [here](#).

### CPCS: Claim period change from 1st August

The DHSC has announced that from 1st August 2023, the Community Pharmacist Consultation Service (CPCS) claims for payment should be submitted within one month of - and no later than three months from - the claim period for the chargeable activity provided. This is an amendment to the NHS England advice given previously. CPE recommends reviewing and submitting any outstanding CPCS claims on the Manage Your Service (MYS) portal, to avoid any potential service fee losses as a result of this reduced grace period for claims. Read more [here](#).

### Complaints Policy Update

From 1 July 2023 the way members of the public make a complaint about primary care services to the commissioner is changing. Rather than contacting NHS England, complaints will be made directly to the local integrated care board (ICB). CPE has made an editable flyer available, which we have adopted to include the local ICB contact information for Coventry and Warwickshire. You can download this Word file [here](#) and read the CPE information [here](#).

### NHSBSA emails changing

Email addresses for the NHS Business Services Authority (NHSBSA) are changing. For pharmacy teams this means that some of the email addresses previously used to contact NHS Prescription Services will no longer work. Find out details on CPE [here](#).

### Training: 2023/24 Foundation Trainee Pharmacist Programme Updates

The Foundation Trainee Pharmacist Programme Assessment Strategy and associated documents have been refreshed for 2023/24. The updated Strategy, Assessment Activities and Tools Guide and the Initial Education and Training Standards of Pharmacists (IETP) Assessment Learning Outcome Visual Mapping excel document, will be available on the [HEE website](#) shortly.

### E-portfolio Orientation Webinars

In collaboration with the Royal Pharmaceutical Society, NHS England will be hosting National Orientation Webinars for the Foundation Trainee Pharmacist E-portfolio.

Foundation Trainee Pharmacist event 7-8pm on Monday 17th July 2023

Link for trainees to register: <https://events.rpharms.com/200264566>

Designated Supervisor event 7-8pm on Monday 14th August 2023

Link for supervisors to register: <https://events.rpharms.com/200264573>

Both webinars will be recorded and a link available from the E-portfolio website page.

The NHS England Foundation Trainee Pharmacist Programme Team will be facilitating a series of drop-in sessions, to assist people to resolve issues with access, or provide further orientation and trouble shooting. These will run from July through to September. If you have any questions, please email: [foundationpharmacy.midlands@hee.nhs.uk](mailto:foundationpharmacy.midlands@hee.nhs.uk)

### Christmas and New Year Bank Holiday Opening Intentions

West Midlands Pharmacy Team has recently sent out an email to pharmacies to indicate their opening intentions for the bank holidays over Christmas and New Year. The [FORM](#) is open for completion until **8<sup>th</sup> September 2023**.

As you are aware, NHS England has a duty to ensure that there is adequate pharmacy provision over all bank and public holidays. If NHS England believe that there is not adequate provision, the Pharmacy Team may issue directions to one or more pharmacies, requiring them to open.

This is an opportunity to express an interest in opening under Direction on Christmas Day, Boxing Day 2023 and New Years Day 2024 if required. This is an expression of interest for consideration only and submission does not guarantee that you will be Directed to open.

Please note, that if you are issued with a Direction to open, rota payment will be paid at £350 per hour for Christmas Day and £275 per hour for other bank holidays.

NHS will only accept information provided on the link above, however, Head Offices/Corporates can send a spreadsheet separately to the [Pharmacy Team](#) with a list of opening intentions.

### New CPA logo

In line with CPE recommendations, we're considering adopting the new orange/blue standardised logo and branding. You might see this pop up on our website, emails and communications as we gradually start using it.



If you have any questions or comments regarding this update, please contact the CPAHW Team. Copies of our previous newsletters can be found [here](#).

#### CONTACT INFORMATION:

Office Phone M-F 10-3 or answer phone outside of this time: 01386 897529

Office main email: [ahwlp@gmail.com](mailto:ahwlp@gmail.com)

Support Officer: [eva.ahwlp@gmail.com](mailto:eva.ahwlp@gmail.com)

Chief Executive Officer: [fionalowe@nhs.net](mailto:fionalowe@nhs.net)  
07792970382

#### USEFUL LINKS:

[CPA Website](#)

[CPHW Website](#)

[CPE Newsletters](#)

[CPE Payment Timetable and Deadline Tracker](#)

[CPE Important Dates and Checklist](#)