



## COMMUNITY PHARMACY ARDEN GENERAL UPDATE 19<sup>th</sup> October 2023

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

### LFD: New Advanced Service from November

A new Advanced service to supply eligible patients with COVID-19 Lateral Flow Device (LFD) test kits has been announced. The service, which is funded outside of the CPCF global sum, will allow eligible patients who have risk factors for progression to severe COVID-19 to obtain LFD test kits from participating community pharmacies.

Access to LFD test kits allows eligible patients to self-test if they have symptoms which suggest they may have COVID-19, with the potential for them to access treatment if the result is positive. A service fee of £4 + VAT will be paid for each completed transaction of the supply of one box of five COVID-19 LFD test kits and the cost of tests supplied will be paid according to arrangements set out in the November 2023 Drug Tariff.

The service specification is currently going through NHS England's internal publication process and will be published shortly, but in the meantime, [a draft version](#) has been published on the NHSBSA website.

When ready to provide the service, pharmacy owners will be able to sign up on the NHSBSA's MYS portal **from 6th November 2023**, after which they will be able to provide the service. More information is available from CPE [here](#).

### Reminder: Change to Complaints Details - Coventry and Warwickshire ICB

Pharmacy owners must make information available to the public as to their arrangements for dealing with complaints; and how further information about those arrangements may be obtained. It should be encouraged in the first instance that patients raise their concerns with the healthcare provider as they are most likely be able to resolve the matter in a timely manner. Alternatively, the individual can contact the Commissioner.

Please note, from 1 July 2023 the way members of the public make a complaint about primary care services to the commissioner has changed. Rather than contacting NHS England, complaints will be made directly to the local integrated care board (ICB).

Contact details for the complaints team at Coventry and Warwickshire ICB can be found below:

Complaints Team, NHS Coventry and Warwickshire Integrated Care Board, Westgate House, Warwick, CV34 4DE.  
Email: [cwicb.complaints@nhs.net](mailto:cwicb.complaints@nhs.net), Telephone: 02476 526 815

You will need to update all materials in the pharmacy and on websites including posters and patient leaflets.

Community Pharmacy England has therefore updated the '[poster](#)' template, with a section for ICB details and ombudsmen details, which pharmacy owners may find helpful when updating their own poster and the '[Practice leaflet](#)' template has also been updated to reflect the changes to approved particulars.



If your pharmacy branch is not responsible for updating materials and Standard Operating Procedures, please share this information with your Head Office.

### Pharmacist Foundation Training 2025/26: What do I need to know? How do I prepare?

A recording that reflects the session hosted at the Pharmacy Show 2023 is available [here](#). It focuses on the changes being implemented for Pharmacist Foundation Training, and the key milestones as we all progress to 2025/26 when pharmacy graduates will be prescribers upon registration.

The recording will help understand what this means for current pharmacy professionals, employers and those who work with trainees, including the support available to prepare for the change.

If you would like the Pharmacy team to help you with the implementation, please contact them on [england.foundationpharmacy.midlands@nhs.net](mailto:england.foundationpharmacy.midlands@nhs.net).

### ePortfolio Process for Pharmacists

As many of you are aware the NHS England is collaborating with the Royal Pharmaceutical Society (RPS) to offer a pharmacy-specific professional development pathway for advanced pharmacist practice that recognises the quality assurance of the advanced practice education, training, and experience of pharmacists practicing as advanced practitioners. Successful completion of the pathway, assured through the RPS Core Advanced Pharmacist Curriculum assessment, results in pharmacists being recognised by the RPS as an advanced pharmacist, along with attaining the Centre for Advancing Practice's 'Advanced' digital badge, demonstrating the quality assurance of their advanced practice preparation to patients, families, carers, and other healthcare professionals.

Accordingly, prospective pharmacist applicants for the Centre's ePortfolio (supported) Route have the opportunity for their applications to be assessed and supported by RPS working in collaboration with the Centre for Advancing Practice, and the education partner of the RPS, the Centre for Pharmacy Postgraduate Education (CPPE). This collaborative approach enables pharmacists working in advanced practice role to gain correspondent recognition with both the RPS and Centre that they are working at an advanced level of practice without needing to complete two separate ePortfolio processes, and this dual recognition route is fully funded by the Centre for Advancing Practice.

The Centre for Advancing Practice and the RPS has the opportunity for more pharmacists to participate in this collaborative ePortfolio process to gain correspondent recognition with the RPS as an advanced pharmacist and to gain the Centre's 'Advanced' digital badge - if you are a pharmacist working in advanced practice role who is interested in this recognition activity you will firstly need to complete the Centre's [Expression of Interest form](#), and then complete the [registration form for CPPE](#), the education partner of the RPS.

If you have any questions about this ePortfolio process for pharmacists, please contact the Centre via: [england.advancedpractice@nhs.net](mailto:england.advancedpractice@nhs.net)



### Extended Care Guide

To support you in delivering high quality care to patients, West-Midlands ICB has developed a one-page guide to the Midlands Extended Care Service that you can use to help brief your team on the service and provide some quick links to supporting further information. This has been added to our website [here](#).

Please note that if the service is not available, then patients should be signposted to another pharmacy that offers the service rather than their GP practice or an out of hours service.

### Vision and Strategy: #PharmaciesOfTomorrow Resources

To help promote the PharmaciesOfTomorrow campaign, CPE has developed numerous resources which you can find on their website [here](#). Further resources can be downloaded from a Dropbox [here](#). These resources can be used on social media and in pharmacies to promote Community Pharmacy to stakeholders and the general public. These links will be added to the LPC website as well and we will be promoting the campaign.

### Medicines Supply and Price Concessions Process

CPE has released a set of resources on the price concessions system to explain how this works and highlight some of the work in this area. To complement the previous [Medicines Supply and Concessions Briefing Webinar](#), they have released three infographics, which you can find [here](#).

### Medicine Supply Notifications

There have been several new MSN's published recently. You can find them listed on the CPE website [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](#).

#### CONTACT INFORMATION:

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07792970382

#### USEFUL LINKS:

[CPA Website](#)

[CPHW Website](#)

[CPE Newsletters](#)

[CPE Payment Timetable and Deadline Tracker](#)

[CPE Important Dates and Checklist](#)