



COMMUNITY PHARMACY ARDEN GENERAL UPDATE 11th APRIL 2024

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

If your pharmacy is part of a larger organisation (CCA, AIMp), please consult with your HQ in relevant matters.

Urgent Action Required - Annual Complaints Report 2023-24

Following on from the email dated 14th March 2024, each year, ending on the 31st March, pharmacies must prepare an annual complaints report. This year will follow the same process as last year with rather than contractors submitting an email or paper return to, the information will need to be provided by completing the Microsoft Form linked below. This will ask the same questions that are contained within the commonly used CPE template. **The deadline to complete will be 30th April 2024.**

<https://forms.office.com/e/LpKcdG0sa3>

If you have received more than 10 complaints and wish to submit via a spreadsheet, please email england.pharmacy-westmidlands@nhs.net and this will be provided.

Large Body Corporates will receive a spreadsheet to supply the same information. Please check with Head Offices who will be completing on behalf of the branch to avoid duplication of efforts

Pharmacy First UTC referrals

As you are aware Pharmacy first was launched on 31st January. Since then, you have all been working extremely hard in managing referrals from GP practices, 111 and self-referrals. We would like to take this opportunity to thank you all for your hard work in offering the service.

In addition to the above referral routes, Emergency departments and urgent treatment centres are also able to refer patients into the service. The ICB, in conjunction with us, are working with Coventry UTC (Walk in centre) to launch the service from this setting also. They are aiming for a go live date of 15th April. This will mean from this date pharmacies will be able to receive referrals from Coventry UTC as well as GPs and 111. The UTC will send referrals to the pharmacy of the patient's choice so community pharmacies should be prepared to receive these via the same route as they are receiving other referrals (agreed IT provider e.g. Pharmoutcomes).

Some key things for contractors to consider is that referrals from the UTC work in the same way as 111 as they can include minor illnesses, clinical pathways **and emergency supplies (unlike GPs)**. The other important thing to remember is that patients who are referred inappropriately should not be referred back to the UTC just because they were referred from there. You should refer them to the most appropriate healthcare professional such as the GP, ED or on some occasions the UTC. We will look to send out more comms with further information closer to the go live date but if you have any questions in the interim, please do not hesitate to reach out.



Pharmacy break-ins - Be vigilant

We have been made aware of pharmacy break ins in the Worcester area over the last couple of weeks or so targeting schedule 3 and 4 drugs. Also, some in other areas targeting perfumes / cash. Please be extra vigilant. Remember any incident involving controlled drugs needs to be reported to police, police drugs liaison and CDAO team using the CD Reporting Tool. The police liaison officer and CDAO team are in a better position to give advice and any support than the business police crime team.

[Controlled Drugs Guidance – Herefordshire and Worcestershire LPC \(communitypharmacy.org.uk\)](https://communitypharmacy.org.uk)

[Controlled Drugs Guidance – Arden LPC \(communitypharmacy.org.uk\)](https://communitypharmacy.org.uk)

Keep burglars out of your business

To identify the risks to your business premises it is a good idea to think about the kind of incidents you may have experienced in the past. Walk around the inside and outside of your premises to identify where your vulnerabilities are. Test your locks, shutters, grilles, windows and doors are working properly. If they are not working properly get them repaired or replaced by an approved contractor who uses Police accredited products.

Protect your business from the outside in

- A well-maintained exterior free of rubbish and graffiti will reduce the likelihood of your business being targeted by criminals. So try to remove any graffiti.
- Identify areas that may be vulnerable to forced entry and have them made more secure.
- Make sure any service doors are locked and secure when not in use.
- Make sure you have a monitored alarm and that it's fully operational. For advice and approved suppliers of alarms and CCTV, visit the [National Security Inspectorate](https://www.nsi.gov.uk) and the [Security Systems Alarms Inspection Board](https://www.ssi.gov.uk).
- Make sure your CCTV is operational, provides good quality images and covers any vulnerable areas. 24-hour digital CCTV is also highly recommended. You'll find useful advice on buying surveillance equipment, from the [Surveillance Camera Commissioner](https://www.surveillancecamera.commissioner.gov.uk).
- Make sure that wheelie bins are stored away as these can be climbed on to gain access to the building, especially via the first floor.
- Make sure there is sufficient lighting around the premises, especially loading areas.
- Consider moving high-value goods away from display windows overnight.
- Prune any overgrown bushes or nearby trees, as they can provide cover for anyone trying to hide from view.
- Doors and windows are particularly vulnerable – use security-rated products to make them more burglar-resistant. For more details visit [Secured by Design](https://www.securedbydesign.co.uk).
- External shutters, although effective, may require planning approval. Use attack-resistant laminated glass in sturdy frames where possible. Alternatively, film can be applied to glass to make it more resilient.
- Anti-ram raider bollards mounted externally can be used to protect frontages but may require planning approval.
- Try not to keep cash on the premises and always use a bolted-down safe.
- Make sure stockrooms are locked and, where possible, keep stock out of sight.
- Smoke-generating devices that activate on unauthorised entry create a smokescreen and foil burglary. They're designed not to damage stock.
- Make sure your keys are not left on the premises and that only designated staff have access. In case of emergency, make sure there's a list of keyholders who can be contacted.



GP Connect: Update Record

Update Record allows information about patient consultations outside of general practice to be shared safely with general practice, so the information can be updated in the patient record.

The messages are 'structured' which means they transfer into the GP system in a consistent and standardised way that systems can 'read'. This allows them to be easily filed.

The system will be rolled out incrementally from March 2024 and will initially support community pharmacies to share information with GP practices about consultations performed under the Pharmacy First (minor illness and clinical pathways), Hypertension Case Finding and Pharmacy Contraception services. In the future, this will expand to include updates for urgent supply of medicines.

Read more: [GP Connect: Update Record - NHS England Digital](#)

Information sent as part of GP Connect

The information shared via Update Record is the same as the information which is shared via PDF/email, but it is in a structured format which speeds up inclusion into the patient record, reduces burden and eliminates transcription errors. The information sent includes:

- Person demographics and GP details are obtained via PDS verification
- Date and time of consultation
- Pharmacy details
- Outcome of consultation
- Clinician details name, role, professional identifier
- Presenting complaint
- Clinical summary of consultation
- Observations e.g. BP, temperature Pregnancy status
- Medication details or Reason for no supply
- Information and advice given to patient
- Signpost/Referral information e.g. referred to, reason, urgency

GP Connect - GP/Pharmacy actions

Pharmacy users:

- Pharmacy business process is the same – record consultation, submit record – system will automatically attempt to send the Update Record message
- Users should refer to system user guidance on how message rejections will be handled. In these circumstances the message will need to be resent via NHSmail

GP users:

- Familiarise themselves with the new functionality
- Set up preferred process of managing the messages e.g. auto-file or manual file
- Review/accept messages as soon as possible so all details are filed to patient record – any member of practice team can do this based on practice working preferences
- Continue to monitor NHSmail inbox as communications for other pharmacy services will come by email



GP Connect - Information available via Patient Facing Services

Patient Facing Services allow patients and proxy users to see their medical record via online services and Apps e.g. NHS App. Proxy users can be anyone who has been given access to view someone else's medical record, such as a parent or carer. Pharmacists should work on the basis that when a consultation record is submitted, the information will be available to GPs, other health and care providers and patients (and their proxy users) via Patient Facing Services. When delivering the Pharmacy Contraception Service, there may be a safeguarding concern or another reason why a patient may not want their consultation details visible via Patient Facing Services or Summary Care Record. For example, where a person under 16 years old is receiving contraception services and may not want others to see this information. In these cases, please capture in the consultation record that the patient does not consent to their information being shared with the GP.

GP Connect - Update to Summary Care Record (SCR)

Information once filed is available via SCR in real time.

EMIS - Medication details are auto-filed and uploaded to Spine once an approved user is logged in at the practice using a valid smartcard. The remaining information in the message is held in provisional state; this is uploaded to Spine once filed and a user is logged in at the practice using a valid smartcard.

TPP - If messages have been auto-filed, SCR will update once an approved user is logged in at the practice using a valid smartcard. This will trigger upload to Spine. If messages are manually filed, information is uploaded to Spine once a user has filed the message and is logged on using a valid smartcard.

GP Connect - auto-filed data into the GP record

Auto-filing means the data in the message will automatically enter into the patient record. All users have choices around enabling auto-filing. A workflow task is created in both EMIS and TPP systems for every message received by the practice. This is to give the user at the practice visibility of the incoming message.

GP Connect - Urgent actions and referrals

The Update Record functionality must not be used for urgent actions or referrals. Pharmacists must not rely on Update Record as the method to communicate actions for the GP. GPs or other clinical team members may not see or review the message immediately. Based on the urgency of the action, pharmacies must communicate this directly using local processes e.g. email or phone. This will vary locally.

GP Connect - Safeguarding information



Pharmacists must not use Update Record to communicate safeguarding concerns to the GP. If there is a concern and/or support is required from the GP, you should follow your standard local procedure and contact the GP by phone or email where necessary.

Rivaroxaban (Xarelto®) 1mg/ml granules for oral suspension – pack size changes

Publish Date: 27/03/2024 12:45:00 GMT

From **1st April 2024**, there will be some changes to how the pack sizes for Rivaroxaban (Xarelto®) 1mg/ml granules for oral suspension are expressed by the NHS Dictionary of Medicines and Devices (dm+d).

The pack sizes currently state the bottle sizes (100ml and 250ml). From 1st April 2024, the pack sizes instead will reflect the volume of water added for reconstitution (50ml and 100ml).

Pack size before 1st April 2024	Pack size from 1st April 2024
100ml (bottle size)	50ml (volume of water added for reconstitution)
250ml (bottle size)	100ml (volume of water added for reconstitution)

These changes will be updated for MKB 210, but we anticipate that there may be a few weeks when pharmacy dispensing systems reflect the new pack sizes and prescribing systems still have the old pack sizes.

Statement from the NHS Business Services Authority:

*“Please be mindful that there might be a time lag between prescribing and dispensing system updates. Also, if there is any confusion for a few weeks after the update, dispensers and prescribers may need to link in with each other to ensure that prescriptions are in line with and reflect the **REPLACEMENT pack size concepts** in the tables above.”*

From 1st April 2024, we recommend you prescribe the new pack size to ensure that the correct product is dispensed.

Script Newsletter from NHS England Midlands Regional Pharmacy Leadership Team - April 2024

Script is one of the new ways the NHS England Regional Pharmacy Leadership Team communicates with Pharmacy professionals across the Midlands region on a monthly basis.

Click [here](#) to access the newsletter. **Feel free to complete the ‘Script’ survey by [clicking here](#)**

Terms of Service



Pharmacy owners are required to verify and, where necessary, update the information contained in their [NHS website](#) profile and their [DoS](#) profile at least once each quarter of the financial year. The new quarter starts on 1st April and ends on 30th June 2024.

This is a mandatory requirement for all pharmacy owners.

Actions:

- Register for [NHS Profile Manager](#) with your personal NHSmail address if you haven't already.
- Once registered, update your NHS Profile Manager pharmacy profile; for each profile check that the pharmacy's opening times, contact information and services information are up to date or verify this information if it is correct (even if no changes have been made during the financial quarter, pharmacy owners must still verify this information using NHS Profile Manager as this creates a record which will act as evidence to NHS England that these actions have been undertaken)

Bank Holiday Opening Intentions

Pursuant to paragraph 35(3)(b) of Schedule 4 to the NHS (Pharmaceutical and Local, Pharmaceutical Services) Regulations 2013, as amended, please provide your proposed opening time for the following bank and public holiday:

- August Bank Holiday – 26th August 2024

Please use MS form below for this. Please note this form is to be used to give us details of your intended opening times for the August Bank holiday **only**.

[Bank holiday opening intentions August 24 MS form](#)

Bank Holiday Rota Expression of Interest

Please use MS form below to express an interest to be included in a bank holiday rota for August Bank holiday **only**

[Bank Holiday Rota Expression of Interest August 24 MS form](#)

This is an opportunity to express an interest in opening under Direction on 26th August 2024. **This is an expression of interest for consideration only and submission does not guarantee that you will be Directed to open.**

Bank holiday direction Rota

NHS England has a duty to ensure that there is adequate pharmacy provision over all bank and public holidays (including Easter Sunday). **If NHS England believe that there is not adequate provision we may issue directions to one or more pharmacies, requiring them to open.**



Please note, that if you are issued with a Direction to open on 26th August 2024, the payment will be paid at £275 (per hour).

We will only accept information provided on the above links, please do not respond to this email.

Head Offices/Corporates – a spreadsheet sent under separate cover with a list of opening intentions will be accepted.

Please complete by 6th May 2024.

REMINDER – Reporting Pharmacy Closures and temporary suspension to service

Please be reminded In case of planned or unplanned (emergency) closures or for any changes in opening hours or temporary suspension to a service, please download the appropriate form from the following page:

<https://www.england.nhs.uk/publication/pharmacy-manual-chapter-36-annexes/>

and send it to NHS England West Midlands Pharmacy Team:
england.pharmacy-westmidlands@nhs.net

Please also make sure that you inform patients of the changes with a notice, NHS111 Provider, DoS if providing services, local surgery etc.

[Business continuity plans required for temporary closures from 31st July 2023](#)

[Unplanned Temporary Pharmacy Closures](#)

If you have any questions or comments regarding this

CONTACT INFORMATION:

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USEFUL LINKS:

[CPA Website](#)

[CPHW Website](#)

[CPE Newsletters](#)

[CPE Payment Timetable and Deadline Tracker](#)

[CPE CPCF Important Dates](#)

[Virtual Outcomes - Pharmacy Training](#)



update, please contact the LPC Team.

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