



COMMUNITY PHARMACY ARDEN GENERAL UPDATE 30th October 2025

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, IPA), please consult with your HO in relevant matters.

LOCAL/LPC NEWS

Vacancy Reminder: Chief Executive Officer

Community Pharmacy Arden and Community Pharmacy Herefordshire & Worcestershire are recruiting a Chief Executive Officer (CEO) to guide both LPCs through an important period of change and support pharmacy contractors and teams, building on the strong local relationships developed over the years.

Please see the full [job description](#) for details.

Closing Date: 7th November 2025

Event Reminder: Thrive to Survive - Maximising your income through NHS and Private Services!

There's still time to sign up for our upcoming LPC event in association with the NPA.

Join us for an exciting masterclass tailored to help you excel in the world of pharmacy services. This event will consist of learning opportunities to maximise income from both NHS and Private services as well as to develop clinical knowledge and skills. This event is suitable for all pharmacy team members to attend.

Topics covered include: Pharmacy Services masterclass from our NPA expert speaker, Baldev Bange; GLP-1 clinical update, their uses and benefits; setting up a PGD based service; Pharmacy First Service Update and refresher training; Hypertension-Case Finding update and practical skills; Best Practice patient note taking session and more!

When: Sunday 16th November 2025 9.00-2.45 (please note slightly different times from the original announcement)

Where: Abbey Hotel, Hither Green Ln, Dagnell End Rd, Redditch B98 9BE

Spaces are limited so [book now!](#) The event flyer can be downloaded [here](#).

LPC Office: Unit 24 Basepoint Business Centre; Crab Apple Way, Vale Park, Evesham, WR11 1GP

Office Phone: 01386 897529; Email: ahwlpc@gmail.com;

Websites: <https://arden.communitypharmacy.org.uk>; <https://hw.communitypharmacy.org.uk>



Warwickshire Local Drug Information System (LDIS)

LDIS is a rapid-response system for picking up unusual, concerning or emerging cases that may point to wider risks for our community.

Please email ldis@warwickshire.gov.uk if you see:

Overdoses or deaths with unusual features or toxicology

Clusters or spikes in drug-related incidents

Cases involving under-18s

Anything that feels “new, odd or worrying”

Useful information to report includes:

time, date, location of the incident

outcome (e.g. ambulance attended, taken to hospital, etc)

anything notable about the substance used (drug type, different source, different potency, different appearance, etc)

Your frontline insights are vital, even short notes or suspicions can make a real difference to preventing further harm to drug users, to keep them and the public as safe as possible in Warwickshire. Thank you for your participation in making our community safer.

Reminder: Christmas Opening Directions

Please note that the Christmas rota opening directions were emailed to relevant pharmacies (those who have been directed) at the beginning of October. Please check your NHS shared emails to make sure you have not missed this communication.

REGIONAL/ NATIONAL NEWS

Expansion of the PCS and NMS services now live

From 29th October, community pharmacies across England can offer expanded NHS services to make emergency contraception and support for people prescribed antidepressants more accessible in local communities.

Under the expanded Pharmacy Contraception Service (PCS), pharmacies are able to provide women across the country access to oral emergency contraception, whilst depression has been added as a new therapeutic area to the New Medicine Service (NMS).

Details of these changes and resources can be found on CPE [here](#).



Reminder: Pharmacy First National Health Campaign

The first 2025/26 mandated national health campaign started on 20th October and is running until 9th November. All pharmacies are required to participate in the campaign, using relevant materials to promote the Pharmacy First service to the public.

Pharmacy owners can meet the requirements of the campaigns in several ways, by promoting the Pharmacy First service to the public during the campaign period, for example:

- By displaying posters, leaflets or other promotional materials relating to the Pharmacy First service at the pharmacy;
- Via information on your pharmacy's website;
- Via information posted on your pharmacy's social media channels; and
- By including information on the service in emails or SMS you send to patients.

More information and links to promotional resources can be found on CPE [here](#).

Reminder: Mandatory Workforce Survey closes 21st November

Please make sure to complete the mandatory Workforce Survey before the 21st November deadline. Details and resources can be found on the CPE website [here](#).

Opinion Poll: November Sector Polling

Community pharmacy owners are being asked to share their views and concerns as we head into winter, as well as any further feedback they have, before the next full Community Pharmacy England Committee meeting taking place in November.

The survey will close at 11.59pm on **Monday 10th November** to allow time for the Committee to review responses before its meeting. Please note, this survey is for community pharmacy owners only – CCA multiple branches do not need to respond, as their head offices will be contacted separately.

More information on CPE [here](#).

NHSmail Rebranded NHS.net Connect

NHSmail is being rebranded to NHS.net Connect, which includes a new homepage with easier access to email, Teams, OneDrive and support. There are no changes to email addresses or logins, and no action is required from pharmacy teams.



Pharmacy owners must ensure the shared NHS.net mailbox is accessible and linked to at least two staff members with personal NHS.net accounts. To keep accounts active, staff should log in at least once every 30 days.

Find out more about the NHSmail rebrand [here](#).

For any technical issues with your NHSmail, please find guidance [here](#).

Opportunities to take part in NHS research: surveys and pilots

Please find below information regarding various surveys and pilot opportunities for your attention.

Item	Actions
NHS App piloting of medicine readiness notifications: Pharmacy teams (and especially all CP ITG pharmacy reps) are encouraged to join an Autumn 2025 pilot testing of NHS App notifications regarding medicine readiness. Aim: improve prescription notifications for patients. To join, complete the NHS App Expression of Interest Form (requires an NHS App-integrated pharmacy EPS system being used).	Pilot for pharmacy reps to sign-up to
New Scan-to-Shelf & apps digital medicines survey: Pharmacy reps are encouraged to please complete this new Scan-to-shelf, digital medicines & NHS App survey for pharmacy reps (about 9 minutes needed) published at time of CP ITG. The feedback on the new NHSE survey will help the NHS Digital Medicines team, CP ITG and the sector understand the challenges faced, identify areas for improvement, and shape extra NHS App development to support pharmacy teams and their patients better. Pharmacy feedback shaped the questions. Summary results will also be shared back to CP ITG.	New survey for pharmacy owners and teams to complete now
EPS Tracker (upcoming 'Tracker 2') changes and pilot opportunity: Pharmacy teams are encouraged to trial the updated 'EPS Tracker 2' and share feedback. You can apply through the Tracker pilot form .	Pilot for pharmacy reps to sign-up up for testing and early access

Additionally, NHS England is working with a research agency to explore how the NHS App and its guidance can better support pharmacy teams – with patient NHS App queries (e.g. sign-up, records info etc). Pharmacy reps who can express interest with a remote interview (planned during second half of October or within earlier half of Nov) are encouraged to complete this [NHS research mini contact form](#) [1-min completion].

Supply issues: Extended Cefalexin SSP

DHSC has announced a further extension of the Serious Shortage Protocols (SSPs) for Cefalexin 125mg/5ml oral suspension sugar free (SSP077) and Cefalexin 250mg/5ml oral suspension sugar free (SSP078). Due to continuing supply issues, both SSPs will now be in place until 28th November 2025. Details [here](#).



Tier 2 medicine supply notifications

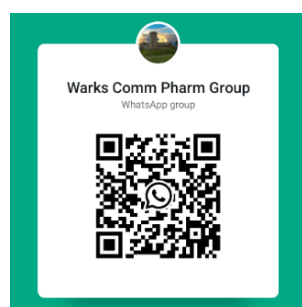
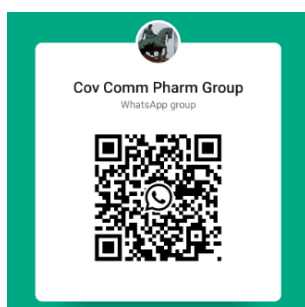
The Department of Health and Social Care (DHSC) has issued Tier 2 medicine supply notifications for the following:

- [Amiodarone 100mg and 200mg tablets](#)
- [Mometasone \(Asmanex Twisthaler®\) 200micrograms/dose dry powder and 400micrograms/dose dry powder inhalers](#)

Medicines Recall: Compound Sodium Lactate

Baxter Healthcare is recalling one batch of Compound Sodium Lactate (Hartmann's Solution) in Viaflo 1000ml due to a labelling error. Details [here](#).

Finally... WhatsApp Groups Reminder to share the WhatsApp groups with others who work in community pharmacy within Coventry and Warwickshire.



CONTACT INFORMATION:

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

Office main email: ahwlpc@gmail.com

Support Officer: eva.ahwlpc@gmail.com

Chief Executive Officer: fionalowe@nhs.net
07792970382

USEFUL LINKS:

[CPA Website](#)

[CPHW Website](#)

[CPE Newsletters](#)

[CPE Payment Timetable and Deadline Tracker](#)

[CPE CPCF Important Dates](#)

[Price Concessions](#)

[Virtual Outcomes - Pharmacy Training](#)