

# Community Pharmacy Bulletin



1 April 2021



NHS England and NHS Improvement – South West

## Contents

Coming Up.....	1
Headlines from the Week.....	2
Changes to South West Region Contact Email Addresses .....	2
<b>Covid-19</b>	
C-19 Test Distribution Service Added to the Community Pharmacy Contractual Framework.....	2
Pandemic Delivery Service for CEV Patients Ends 31 March 2021 .....	3
Regulatory Dispensations Update and 31 March Deadlines.....	3
Medicine Supply Notifications (MSNs) and Serious Shortage Protocol (SSPs) .....	4
Useful Information.....	5

## Coming Up

	April	May	June
Week 1	Good Friday 2 April 2021 Easter Sunday 4 April 2021 Easter Monday 5 April 2021	Early May Bank Holiday Monday 3 May 2021	
Week 2			
Week 3			
Week 4			
Week 5		Spring Bank Holiday Monday 31 May 2021	

## Headlines from the Week

### NHS England

- None

### NHS England South West Regional Team

- Update 116 - NEW Community Pharmacy Advanced service - Lateral Flow Device Distribution Service (sent 30 March 2021)
- Update 117 - Staff Vaccination Survey - South West Pharmacy, Optical and Dental Practices - Deadline Thursday 1st April at 17:00 (sent 30 March 2021)

### PSNC Bulletin

- [March 2021 Price Concessions - Final Update](#)
- [Next publication date for PNAs deferred by 6 months](#)
- [Reminder: Prescription charge increases](#)

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## Changes to South West Region Contact Email Addresses

As of **1 April 2021**, there is now a single point of contact for all email communications to the NHS England and NHS Improvement South West Regional Pharmacy team, please ensure that you use the following email address for all communications going forward [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net).

The South West region covers the following areas: -

- Bath & North East Somerset
- Bristol
- Cornwall & Isles of Sicily
- Dorset
- Devon
- Gloucestershire
- North Somerset
- Somerset
- South Gloucestershire
- Swindon
- Wiltshire

Please be aware that the [england.bgs-w-pharmacy@nhs.net](mailto:england.bgs-w-pharmacy@nhs.net) email address will no longer be monitored going forwards.

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## Covid-19

### C-19 Test Distribution Service Added to the Community Pharmacy Contractual Framework

(taken from PSNC Daily Update - 29 March 2021)

A new Advanced service – the NHS community pharmacy COVID-19 lateral flow device distribution service – has been added to the NHS Community Pharmacy Contractual Framework (CPCF) today.

This service, which pharmacy contractors can choose to provide, aims to improve access to asymptomatic COVID-19 testing by making lateral flow device (LFD) test kits readily available at community pharmacies. People will self-administer the tests away from the pharmacy and pharmacy staff will not be involved in the

generation of test results, supporting the reporting of results or the next steps for the person taking the test.

In NHS Test and Trace marketing and communications aimed at the public, the service will be referred to as **Pharmacy Collect** and it will allow asymptomatic people to collect LFD test kits, free of charge, from community pharmacies, so they can undertake regular testing as part of the Government's [COVID-19 roadmap](#) plan.

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## Pandemic Delivery Service for CEV Patients Ends 31 March 2021

The Pandemic Delivery Service for clinically extremely vulnerable (CEV) patients finished on 31 March 2021. Community pharmacy contractors are therefore reminded that no further deliveries should be made to these patients, under this service, after this date.

The end of the service follows advice from the Government that from 1 April 2021, CEV patients are [no longer required to shield](#), all CEV patients should have received a [letter](#) notifying them of this.

The letter contains guidance for CEV patients on several areas, including visiting pharmacies and advises that they may still want to ask friends, family or volunteers to collect medicines for them or that the NHS Volunteer Responders programme\* is still available to help support those who need it. Therefore, if contractors receive requests for delivery of prescriptions from CEV patients, please signpost them to this programme if they do not have anyone who can collect their medicines for them.

Claims for the Pandemic Delivery Service for CEV patients will be accepted by the NHS Business Services Authority (NHSBSA) via the [Manage Your Service \(MYS\) portal](#); claims must be submitted by 5 April 2021. Later claims will not be processed.

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## Regulatory Dispensations Update and 31 March Deadlines

(taken from PSNC Daily Update - 29 March 2021)

At the end of last year PSNC agreed a number of regulatory dispensations for contractors with the Department of Health and Social Care (DHSC) and NHS England and NHS Improvement (NHSE&I).

This week there have been two deadline extensions, to the Secretary of State's declaration of an emergency under the regulations and to the dispensation from patient's charge exemption signatures on prescriptions and dispensing tokens:

### Secretary of State Declaration of Emergency

The period of emergency declaration has been extended to 30th June 2021 in an [amendment to the Directions](#). This allows contractors to request and NHSE&I to grant temporary flexible opening hours (days or times) by setting out the reasons for the request and giving 24 hours' notice.

Having given 24 hours' notice to NHSE&I with reasons for the request, and in the absence of a response from NHSE&I, contractors may start the flexible provision of opening hours, but must return to normal opening hours if the request is subsequently refused.

Temporary relocations during the emergency are also permitted, see details of the procedure on the [PSNC network resilience webpage](#).

### Extension of Temporary Suspension of Signatures on Prescriptions and Token Submission Requirements

As part of the social distancing measures to limit the spread of the coronavirus and to avoid cross contamination by minimizing the handling of any paperwork when patients collect their prescription medicines, Ministers in England agreed to temporarily suspend the need for patient signatures on NHS

prescription forms. The suspension, which came into effect from 1 November 2020 was initially expected to end on the 31 March 2021 and is now extended for a further three months until 30 June 2021.

Whilst the suspension of signature requirements remains in place, contractors are not required to submit EPS tokens (other than those used for SSP claims) to the NHS Business Services Authority (NHSBSA). PSNC has published updated [guidance](#) on the changes to the dispensing and end of month submission processes as well as important reminders for pharmacy staff on the correct completion of exempt or paid declarations on the reverse of prescription forms and EPS tokens, it also highlights the key changes to be aware of for dispensing and the end of month submission processes including:

The changes will be kept under review and the suspension date may be brought forward or extended further if there continues to be a cross-infection risk. The temporary suspension will be lifted as soon as it is deemed safe for patients to resume signing forms.

### 31 March Deadlines

Contractors are also reminded of the dispensations previously agreed with DHSC and NHSE&I that relate to the usual 31 March deadlines.

Topic	Change and Further Information
NHSE&I determined audit	Requirement waived for 2020/21.
NHSE&I and contractor determined clinical audit	Requirement waived for 2020/21.
Community Pharmacy Patient Questionnaire	Requirement waived for 2020/21.
Data Security and Protection Toolkit 2020/21	Deadline for completion extended to 30th June 2021. No action will be taken against contractors that have not completed the 2019/20 Toolkit if they are working to complete the 2020/21 Toolkit.
Complaints return	At the start of the outbreak NHSE&I indicated that annual complaints submissions would not be required during the pandemic and no complaints return is needed at the end of the year 2020/2021.

The full updated briefing can be found at: [PSNC Briefing 045/20: Regulatory and contractual dispensations agreed to assist contractors with the ongoing COVID-19 pandemic](#)

## Medicine Supply Notifications (MSNs) and Serious Shortage Protocol (SSPs)

### Medicine Supply Notifications (MSNs)

Please find attached Medicine Supply Notifications for:

- A Tier 2 medicines supply notification chloral hydrate 143.3mg in 5ml oral solution
- A Tier 2 medicines supply notification ranitidine all formulations (update)

The table below provides a summary of the attached MSNs:

Medicine	Out of stock until	Alternatives
Chloral hydrate 143.3mg in 5ml oral solution	September 2021	UK specials have been sourced

Medicine	Out of stock until	Alternatives
Ranitidine all formulations (update)	Until further notice	See MSN attached for further guidance

There have also been changes to the resupply dates of the medicines listed below.

Please note that supply issues that have been categorised as tier 1 or 2, DHSC and the MSRG have requested that the NHSE&I commissioning routes are used to reach community pharmacy and GP Practices. More serious supply issues are communicated via the Central Alerting System for action.

Original MSN reference	Date of original MSN/SDA	Supply issue	Resupply date originally communicated	Updated resupply date as of w/c 29 Mar 2021
MSN/2021/007	08/02/2021	Fluoxetine 40mg capsules	end March 2021	late May 2021
MSN/2020/043-U3	18/03/2021	Norinyl-1 tablets	w/c 22 March 2021	w/c 2 August 2021
MSN/2020/043-U3	18/03/2021	Yiznell tablets	w/c 29 March 2021	w/c 19 April 2021

Please note that supply issues that have been categorised as tier 1 or 2, DHSC and the MSRG have requested that the NHSE&I commissioning routes are used to reach community pharmacy and GP Practices. More serious supply issues are communicated via the Central Alerting System for action.

### Serious Shortage Protocol

Due to ongoing supply issues, the Serious Shortage Protocol currently in effect for fluoxetine 10mg tablets (SSP05) and fluoxetine 40mg capsules (SSP009) are being extended. Currently they are due to end tomorrow, Wednesday 31 March.

The end date for both SSPs will now be **Monday 17 May 2021**.

If you have any questions regarding the SSP please contact the NHS Prescription Service:

Email: [nhsbsa.prescriptionservices@nhsbsa.nhs.uk](mailto:nhsbsa.prescriptionservices@nhsbsa.nhs.uk)

Telephone: 0300 330 1349

Textphone: 18001 0300 330 1349

To access the latest information about SSPs (including supporting guidance), please visit the [NHS BSA Website](#)

## Useful Information



NHS England & Improvement – South West Region Community Pharmacy Contract Management Team contact information

Team Member	Telephone	Address
Jenny Collins	07979 308749	<b>South West Region Postal Addresses</b>  NHS England and Improvement – South West Peninsula House
Sharon Greaves	07900 715295	
Les Riggs	07730 371074	

Mary Cotton	07920 288191	Kingsmill Road Tamar View Industrial Estate Saltash, PL12 6LE  Or NHS England and Improvement – South West Sanger House, 5220 Valiant Court Gloucester Business Park, Brockworth Gloucester, GL3 4FE  Or NHS England and Improvement – South West Jenner House, Avon Way Langley Park Chippenham, SN15 1GG  <i>Please note all our offices are currently closed, please do not send post and use email wherever possible</i>  Email: <a href="mailto:england.pharmacysouthwest@nhs.net">england.pharmacysouthwest@nhs.net</a>
Michele Toy	07568 431890	
Sarah Lillington	07920 834445	
Sharon Hodges	07702 411295	
Tracey Howes	07730 380479	
Chris Yengel	07769 963478	
Kath Hughes	07730 374739	
Hayley Colledge	07900 713005	
Lesley St Leger	07730 381871	
William Anderson	07783 821721	
Stacey Burch	07730 391418	

## Webpages

Please see our websites for more information and any blank templates, forms and documents:

[Cornwall & Isles of Scilly, Devon, Bristol, Dorset, North Somerset, Somerset and South Gloucestershire](#)

[BaNES, Gloucestershire, Swindon or Wiltshire](#)

[Interpretation and Translation Services](#)

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