



Daily Update

Wednesday 9th September 2020

This daily update contains important information for community pharmacy teams about the ongoing response to the COVID-19 pandemic.

In today's update: Changes to NHSmail shared mailbox names; communicating with GPs about flu vaccinations; August COVID-19 impact survey.

NHSmail: Changes to shared mailbox names

NHS Digital is introducing an improved naming convention for pharmacy shared mailboxes. The new format is scheduled to roll-out to pharmacy NHSmail users in mid-September 2020 using the following convention:

Shared mailbox email address: pharmacy.ODScode@nhs.net

Display name: Pharmacy.ODScode (Pharmacy name, Town)

The current naming system includes additional pharmacy address information within the shared mailbox email address.

After the change is made, an email notification will be sent to the shared pharmacy mailbox to advise of the new shared mailbox email address. An email alias will be created for the previous email address so pharmacy teams will still receive emails should anyone continue to email using the older and longer email address.

PSNC has been seeking this change for several years, as feedback from contractors agreed that the original naming convention was too long and a shorter alias version would be preferred. NHS Digital's 2019 NHSmail survey results also supported the need for change.

[Learn more about the changes](#)

Flu Vaccination: communicating with GP practices

When pharmacy teams provide the Flu Vaccination Service, notifying the patient's GP practice is an important service requirement. This is firstly because it is important that the patient's GP has a full record of vaccinations their patients have received, but also because Public Health England's (PHE) ImmForm system uses GP records to assess the total number of people who have been vaccinated against flu each year.

Community pharmacy contractors must ensure that a notification of vaccination is sent to the patient's GP practice on the same day the vaccine is administered or on the following working day. This can be undertaken by post, hand delivery, secure email or secure electronic data interchange (but it can no longer be sent by fax).

If IT systems, such as PharmOutcomes or Sonar Informatics, are available to a contractor that allow the notification of a patient's GP practice to take place electronically, these should ideally be used.

Contractors should also be aware of our related FAQs on this topic:

Q. Does a GP practice need to know the manufacturer, batch number and expiry date of flu vaccines administered by a community pharmacy?

The national GP Practice Notification Form does not include this information. Some GP practices have requested this information from pharmacies, stating that they require this to be recorded in their records to allow them to contact patients if there is a drug recall for a specific batch of vaccines. If a drug recall does take place it would be the responsibility of the community pharmacy to identify whether they had vaccinated any patients using the recalled vaccine. The pharmacy would then follow the instructions provided in the recall notice, including contacting patients where this is necessary. That action would not be the responsibility of the patient's GP practice if they had not administered the vaccine.

Q. A local GP practice is communicating incorrect information to their patients about the community pharmacy Flu Vaccination Service. What should I do?

Talk to the practice manager at the GP practice to raise your concerns and try to get them to correct any misleading information that is being provided to patients. You should also let your LPC know about the matter and agree with them whether they or you will notify the regional NHSE&I team about the issue.

[View our webpage on Flu Vaccination: communicating with GPs](#)

COVID-19 operational pressures on independent pharmacies – August 2020 survey

Community pharmacy contractors are reminded that PSNC is collecting data on an ongoing basis to understand the impact that the COVID-19 pandemic is having on pharmacies in England. As part of this, we are asking independent pharmacy contractors to fill out a monthly 'Temperature Check' survey looking at the various pressures on their pharmacy, and **the August 2020 survey is currently open.**

If you run an independent pharmacy, we would be very grateful if you could **[fill out the survey by clicking here](#)**. The questions can be **[downloaded in advance](#)** to help you collate your response before filling out the Survey Monkey questionnaire. **The survey is open until 23:59 on Wednesday 16th September.**

Data will be aggregated to help understand the pressures independent pharmacies are facing. Head Offices of larger groups have been contacted separately to collect data via AIM and CCA.

Keep up-to-date on COVID-19 with our hub page: psnc.org.uk/coronavirus

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14 Hosier Lane, London, EC1A 9LQ
Tel: 0203 1220 810 | Email: info@psnc.org.uk