

Community Pharmacy Deadline Tracker – April 2022

If you are part of a pharmacy group or multiple, please liaise with your company managers/head office

Subject	Actions and links	Tick when done
Provider Pays IT Support for CPCS	<p>The national procurement of IT support for the Community Pharmacist Consultation Service (CPCS) ceased at the end of March 2022 and the pharmacy will have needed to have organised the IT platform for the delivery of CPCS. Find out more about choosing your supplier on the PSNC website if you have not already done so.</p> <p>Please note: Pharmacists may need to re-enrol on PharmOutcomes to continue using the service template for GP CPCS.</p>	
GPCPCS Update	<p>All GP practices are being encouraged to sign up to the GP CPCS service. Locally a small number of practices are currently making referrals, but more are requesting staff training, so we expect to see more referrals coming into pharmacy over the next few months via the pharmacy NHS shared email address. Check regularly during the day if your local practices have gone live.</p> <p>Your teams need to be familiar with the referral pathways, the re-escalation pathways, and the expected referral turnaround time, as well as the differences between 111 CPCS pathways & GP CPCS pathways, to ensure the service lands and runs smoothly from the start. The service should be available for 100% of your opening hours. If you are not sure if your pharmacy is signed up to provide the service, please check here.</p> <p>We recommend you nominate a GP CPCS champion in your pharmacy – this should not be the pharmacist, but another member of the team who is able to advise and support any locums/reliefs, weekend, and part-time staff.</p> <p>A complete training support package is available for the NHS community pharmacist consultation service (NHS111 and GP referrals) via VirtualOutcomes and is free of charge for all Devon pharmacies.</p>	
Annual Complaints Report	<p>You must submit an annual complaint report for 2021-22 to NHSEI as soon as practicable after the end of the financial year.</p> <p>Further information including a recording template can be found on the PSNC website.</p>	
Hypertension Case Finding Service	<p>NHSE&I has published the final specification for the Hypertension Case Finding Service. Get ready to deliver the service by reviewing the resources on the PSNC website. Encourage your pharmacy team members to view the VirtualOutcomes online training – FREE of charge!</p> <p>Important: Please communicate with your local practices when you start to provide the service, so they are aware.</p>	
NHS Service Finder Ongoing	<p>Sign up to the NHS Service Finder. NHS Service Finder lists non-public phone numbers for NHS Services including GP surgeries. It will support pharmacy teams in signposting patients to the most appropriate service. Sign up here: https://finder.directoryofservices.nhs.uk</p>	
Unplanned and Emergency Pharmacy Closures	<p>Normal pharmacy Terms of Service rules and requirements around unplanned closures of community pharmacies have resumed.</p>	

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April 2022	<p>You must inform NHSE&I of any unplanned or temporary closures as soon as possible, as well as local practices and specialist services if you provide supervised consumption. It is important that contingency plans are put in place to ensure patients can access their medicines.</p> <p>Follow your business continuity plan that was submitted as part of the Pharmacy Quality Scheme last year. Also inform local pharmacies in your area and your practices. Communication is key!</p> <p>Check out new guidance from PSNC on unplanned pharmacy closures highlighting key issues that contractors should be aware of. PSNC Briefing 011/22: Temporary Closures of community pharmacies</p>	
PQS 30 th June 2022	<p>Deadline to gather all required evidence for the PQS modules claimed. Please note that the extension does not apply to all criteria. Further information is available here.</p>	
Review Steering Group Proposals Late April – May 2022	<p>Details on the proposed changes to PSNC and LPC will be published late April with pharmacies casting their vote late May. Look out for updates on the RSG website.</p>	
Patient Satisfaction Survey 2022-23	<p>Changes to the requirements for the patient satisfaction survey were announced at the end of November 2021. There are three mandatory topics now included:</p> <ul style="list-style-type: none"> • The ease of being able to speak to staff privately without being overhead • The provision of advice on health problems and healthy living • The timeliness of provision of NHS services 	
Check Shared Mailbox	<p>Important communications from NHSE&I, NHSBSA, PCN pharmacy leads, GP CPCS referrals and the LPC regularly arrive in your NHS Shared Mailbox. Please ensure sufficient staff have access to your mailbox and that it is checked regularly at least once daily and more often if your local practices are making referrals for GP CPCS.</p>	
Virtual Outcomes	<p>New modules are released every month and are currently free to Devon community pharmacy teams.</p>	

Disclaimer: This guidance has been produced by Devon LPC after reviewing all the information available to us. Every care has been taken in completion of the tracker, but no responsibility can be accepted for any error or consequence of such an error.

Link to PSNC contractual payment tracker <https://psnc.org.uk/dispensing-supply/payment-accuracy/monthly-payments/payment-timetable-and-deadline-tracker/>

Contact details: email admin@devonlpc.org or call on 01392 719604 (NOTE NEW NUMBER). Direct message on Twitter @DevonLPC or visit our website <https://www.devonlpc.org>