**Community Pharmacy Deadline Tracker – May 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** |
| --- | --- | --- |
| **Community Pharmacy Contractor Representation – Review Steering Group** | The Pharmacy Review Steering Group (RSG) proposals on the future of the representation and support provided by PSNC and LPCs have now been published on the RSG website.  Contractors now have **four weeks** to read the proposals, after which you will be asked to vote to either accept or reject them in full. A **three-week** voting period will begin in the **w/c 23rd May,**during which contractors can cast their vote using a secure and trusted online voting system.  The full set of proposals can be viewed on the RSG [website.](https://pharmacy-review.org/contractor-proposals/)  **There are a number of contractor briefing events taking place, including these below. Contractors may attend any of the planned events.**  National Contractor Briefing Event: Tuesday 3rd May 7-8 pm  National Contractor Briefing Event: Wednesday 4th May 12-1 pm  Regional (Southwest) Contractor Briefing Event: Monday 9th May 8-9 pm  Read more about these events and book your place [here.](https://pharmacy-review.org/events/) |  |
| **Flu Letter** | The annual flu vaccination programme letter for the 2022-23 season has now been published.  Visit the [PSNC website](https://psnc.org.uk/our-news/annual-flu-letter-for-2022-23-published/) and get prepared for the coming season.  We will be organising flu vaccination training in August and early September, details for booking will be sent out shortly. |  |
| **Check Shared Mailbox** | **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.** |  |
| **Provider Pays IT Support for CPCS** | 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. More information is available on the [PSNC](https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/cpcs-it-requirements-and-support/) website.  If you have decided to de-register from the service, ensure you update your DOS profile accordingly.  **Please note: Pharmacists may need to re-enrol on PharmOutcomes to continue using the service template for GP CPCS.** |  |
| **GPCPCS Update** | All GP practices in Devon are being encouraged to sign up to the GP CPCS service. We are seeing more PCNs making referrals. 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 you have been notified that your local practices have gone live to avoid missed referrals.**  Your teams must be familiar with the referral pathways, the re-escalation pathways, and the expected referral turnaround time (4 hours), 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](https://devonlpc.org/advanced-services/cpcs/)**. In addition, if your pharmacy is signed up to provide the** [**Pharmacy First**](https://devonccg.nhs.uk/health-services/pharmacy-services/community-pharmacy-minor-ailments-service-pharmacy-first) **Service which includes the local PGDs for UTIs, Impetigo and mild inflammatory skin conditions all pharmacists (to include locums and relief pharmacists) are expected to provide the service.**  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.  A complete training support package is available for the [NHS community pharmacist consultation service](https://www.virtualoutcomes.co.uk/pharmacy-training/) (NHS111 and GP referrals) via VirtualOutcomes and is free of charge for all Devon pharmacies. |  |
| **Annual Complaints Report** | You must submit an annual complaint report for 2021-22 to NHSEI as soon as practicable after the end of the financial year.  Further information including a recording template can be found on the [PSNC website.](https://psnc.org.uk/contract-it/essential-service-clinical-governance/complaints/) |  |
| **NHS Service Finder**  **Ongoing** | 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> |  |
| **Unplanned and Emergency Pharmacy Closures** | Normal pharmacy Terms of Service rules and requirements around unplanned closures of community pharmacies have resumed.  You must inform [NHSE&I](https://www.england.nhs.uk/south/info-professional/pharm-info/sw-pharm/) 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.  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!  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](https://psnc.org.uk/our-news/psnc-issues-guidance-on-unplanned-pharmacy-closures/) |  |
| **PQS**  **30th June 2022** | Deadline to gather all required evidence for the PQS modules claimed. Please note that the agreed extension does not apply to all criteria. [Further information is available here.](https://psnc.org.uk/our-news/pqs-deadline-extension/) |  |
| **Patient Satisfaction Survey**  **2022-23** | Changes to the requirements for the [patient satisfaction survey](https://psnc.org.uk/our-news/patient-satisfaction-survey-three-mandatory-topics-for-2022-23/) were announced at the end of November 2021. There are three mandatory topics now included:   * 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 |  |
| **Virtual Outcomes** | New modules are released every month and are **currently free to Devon community pharmacy teams.** The latest module is designed to support pharmacies in dealing with Ear, Nose and Throat conditions aiming to breakdown misconceptions that there is little that a pharmacy can do to support, and in a lot of CPCS referrals these patients are bounced back to the GP.  The reality is very different and actually there is a large amount the pharmacist and their team can do to support these patients. [Access here](https://www.workcast.com/register?cpak=7178359728683580). |  |

***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***](mailto:admin@devonlpc.org) ***or call on 01392 719604 (NOTE NEW NUMBER). Direct message on Twitter @DevonLPC or visit our website*** [***https: www.devonlpc.org***](http://www.devonlpc.org)