

Pharmacy Pressures Survey 2024

If you haven't already done so, please complete the CPE Pharmacy Pressures Survey before **11.59pm on Tuesday 2nd April 2024**. See the CPE news story [here](#) for further information!

Services Information

Pharmacy First – National Advanced Service

Deadline Extension

The NHS Business Services Authority (NHSBSA) emailed pharmacy owners on 14th March 2024 to inform them that they further extended the submission deadline for the February Pharmacy First claims. The deadline is 11.59pm tonight (Thursday 21st March 2024). More details can be found [here](#).

Otoscopies

Please remember that if you are a Bricks and Mortar pharmacy, then from **1st April 2024**, an otoscope **must** be available, and you must be able to offer **all** clinical pathways. You must also ensure the service is available throughout the pharmacy's full opening hours (i.e. core and supplementary).

Receiving Pharmacy First Referrals

Pharmacy First referrals sent via PharmRefer from the GP practice are normally sent to PharmOutcomes or received as an NHSmail message. Even if your referrals normally come through to PharmOutcomes, there is a chance that they may be sent via NHSmail if there is a problem with the IT system or if they come from another referring organisation.

It is recommended that pharmacy teams ensure they can access their shared pharmacy NHSmail inbox and that it is checked regularly throughout the day. **Why not save the link to the shared pharmacy mailbox to the toolbar on your computer? It makes it so much easier to access your mailbox.**

If you need more NHSmail accounts for your pharmacy team, you can request them from the NHS digital helpdesk by following the advice [here](#). You can also now access your NHSmail boxes using the Outlook app on your mobile phone. See more details [here](#).

Please remember that any emails containing patient details should only be sent via NHSmail (or other NHS approved system) to ensure the data is protected. Any issues with NHSmail please contact the helpdesk: helpdesk@nhs.net.

Recording Consultations

We have been closely monitoring feedback from both pharmacists and GPs and it has been noted that documenting consultations is a new skill to a lot of pharmacists. CPPE and CliniSkills both offer training to support documenting your consultations, as you must **ensure your records fully show any actions you did or did not take and why**. We are currently preparing a support document on record keeping which will be available soon on our website [here](#).

Further Resources & CPE FAQs

Further resources are available on our website [here](#) to help support you in delivering the service and in conversations with your local GP practices. CPE is also continually updating their Pharmacy First FAQ page – please go [here](#) for help with a wide range of Pharmacy First related queries.

Lateral Flow Device (LFD) Supply Service

It has been confirmed that the LFD Supply Service will continue to be commissioned as an Advanced Service in 2024/25. There has been additions to the patient groups eligible to access the service – full details on the changes and the service as a whole can be accessed [here](#).

DMS – Trust Codes

When submitting claims for DMS via the MYS portal, please ensure the correct referring Trust is selected by name or ODS code. Please see table below of Trust codes and names:

ODS	Referring Trust Name	Sector/Service Type
RCF	AIREDALE NHS FOUNDATION TRUST	Acute
TAD	BRADFORD DISTRICT CARE NHS FOUNDATION TRUST	Mental health
RAE	BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	Acute
RWY	CALDERDALE AND HUDDERSFIELD NHS FOUNDATION TRUST	Acute
RR8	LEEDS TEACHING HOSPITALS NHS TRUST	Acute
RGD	LEEDS AND YORK PARTNERSHIP NHS FOUNDATION TRUST	Mental Health
RY6	LEEDS COMMUNITY HEALTHCARE NHS TRUST	Frailty Service
RXF	MID YORKSHIRE HOSPITALS NHS TRUST	Acute
RXG	SOUTH WEST YORKSHIRE PARTNERSHIP NHS FOUNDATION TRUST	Mental Health

Claims for DMS are **currently*** not automatic and need to be made manually. Please see this [How to Claim Guide](#) for details.

**Note – NHS approved IT systems for recording DMS consultations and sharing data with the NHSBSA are due to be ready in the first quarter of 2024. Once in place DMS claims will automatically flow to the MYS platform and the current manual process will be retired.*

Craven Pharmacies – Local Services

The local services in Craven that are available for community pharmacies to sign up to are:

- EHC
- Needle Exchange
- Smoking Cessation (including NRT)
- Supervision

For more information on the services listed above, or if you are interested in signing up to provide any of these services, please email the North Yorkshire HAS Contracting Team: HASContracting@northyorks.gov.uk. Your query will then be passed onto the relevant lead.

Information for Pharmacies across West Yorkshire

Easter 2024 Bank Holiday Pharmacy Opening Times

These are the Easter 2024 Bank Holiday pharmacy opening times which we have received from the West Yorkshire ICB.

[Easter 2024 Bank Holiday Pharmacy Opening Times](#)

Important: Ensure your Directory of Services (DoS) profile and NHS.uk website profile reflect your opening hours over the upcoming Bank Holiday as per the document.

The ICB has asked that pharmacies display the Bank Holiday Opening Times poster in the window, or somewhere that it can be viewed, to signpost patients / public to the nearest open pharmacy during the Bank Holiday period.

Easter 2024 Bank Holiday Leaflets for Patients on Methadone and Subutex

A leaflet has been produced which you may wish to use to help inform patients who pick up regular instalments for methadone and Subutex of your opening hours over the Easter 2024 Bank Holiday period.

[Methadone Collection Over Holiday Periods – Easter 2024](#)

Supporting Colleagues and Patients During Ramadan

Information on how to support colleagues during Ramadan can be found [here](#). Also, you can find some videos aimed at supporting patients to use their medicines and promote health and wellbeing during Ramadan [here](#).

CPPE Workshops and Resources – March 2024

Please see the document below published in March for the updated CPPE Workshops and Resources available to pharmacists and pharmacy technicians.

[CPPE Workshops and Learning Resources – March 2024](#)

Key News and Guidance: The Latest Updates from Community Pharmacy England

Please ensure you are regularly checking your emails for updates from Community Pharmacy England. The most up to date information can be found on their News page [here](#). Sign up to the mailing list [here](#). Community Pharmacy England also has checklist of important dates for community pharmacies regarding services and requirements. See this information [here](#).

Training and Development

- **CPWY Events** – details of upcoming events will be posted on our website.

- **CPWY e-Learning** – [click here](#) to see the latest Virtual Outcomes e-Learning modules available for West Yorkshire pharmacy teams to access!
- **CPPE Events** – [click here](#) to see the current workshops available to pharmacists, pre-registration pharmacists and pharmacy technicians, **from March 2024**.

CPWY Connect

[CPWY Connect](#) has been set up on the social media site Telegram with the aim of connecting pharmacy teams across West Yorkshire and we'd love you to join by [clicking here](#).