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| **Weekly Update**Tuesday 12th March 2024 |

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| **NEW this week** |

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| BNSSG Emergency Supply |

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| **BNSSG Emergency Supply LES**Please can we reminder all pharmacies that the above service will **finish on 31st March 2024** and that you should be directing patients to the [NHS111 scheme.](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=719d569c04&e=3e5221b889) |

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| PharmOutcomes |

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| **Two Factor Authentication on PharmOutcomes**There is a link to FAQ on the log on screen for PharmOutcomes that should answer the majority of questions including setting up new users. It may be sensible to set regular locums and dispensers up so that they have their own e mail log in and can use their own authenticator to create a code.Locums- locums can be set up with their own log in for PharmOutcomes. This can be done locally in the pharmacy. If the Locum wants to use the same log in for each pharmacy they work in they need to contact the PharmOutcomes helpdesk via the "contact us” tab on PharmaOutcomes and ask them to connect all the sites. |

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| Payment Reminder |

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| **Pharmacy First Payment Reminder**If your pharmacy registered for the Pharmacy First service by 11.59pm on 30th January 2024 you will need to complete at least **five Clinical pathway consultations that pass the Gateway point** by 31st March 2024 to retain the £2,000 initial fixed paymentThe minimum number of Clinical pathway consultations that pass the Gateway point **increases to five in March 2024;** pharmacy owners need to achieve this to be eligible for the £1,000 monthly fixed payment. |

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| Hypertension Case-Finding Service |

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| **Hypertension Case-Finding Service: publicity campaign launches 11th March**The Department of Health and Social Care (DHSC) will launch a campaign on **11th March 2024**, to promote the Hypertension Case-Finding Service. The campaign aims to encourage individuals aged 40 and above to get a free blood pressure check at the nearest participating pharmacies.Pharmacies providing the service, can order a free pharmacy campaign pack from the [Campaign Resource Centre](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=72d2f8e498&e=3e5221b889) to promote and support the campaign. Pharmacy owners are also encouraged to update their NHS Profile Manager for maximum visibility.[Read more](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=26c9e784b6&e=3e5221b889) |

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| CPE Pressures Survey |

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| **Community Pharmacy England (CPE) Pressures Survey - complete by Tuesday 2nd April**The situation for community pharmacies is now critical and we know this is impacting on workload, stress levels, patients, and businesses. CPE want to hear more about this, and also about specific issues such as medicines supply, workforce, and the recently launched Pharmacy First service.We expect this year’s findings to echo those of our previous surveys, and we will be using the results directly in our negotiations with Government and the NHS, as well as in our wider conversations with MPs, Ministers, and in national media work.The survey is split into two parts: one [for pharmacy business owners/head office representatives](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=27c3e5108a&e=3e5221b889), and another [for pharmacy teams](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=09f71c2065&e=3e5221b889). Both surveys are short and should take about 10-15 minutes to complete. They will be open until **23.59 on Tuesday, 2nd April** |

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| Pharmacy First Deadline Extended |

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| **NHSBSA extends Pharmacy First submission deadline to Friday 15th March after technical issue -**The NHS Business Services Authority (NHSBSA) has confirmed that the deadline for pharmacy owners to make their claims for February Pharmacy First consultations has been extended **until 5pm on Friday 15th March 2024**.This is an extended deadline for February only (this includes any consultations completed on 31st January 2024) and it follows an issue with Pharmacy First claims appearing incorrectly in the NHSBSA Manage Your Service (MYS) portal. NHSBSA has advised that the issue is now resolved; however as always pharmacy owners should check their submission carefully before submitting.[Read more, including NHSBSA guidance](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=0ce5ed5cc0&e=3e5221b889) |

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| Token Submission |

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| **Pharmacy First Token Submission** There has been some confusion about the token that are produced as part of the Pharmacy First service. Please note thatwhen a medicine is supplied in the following circumstances; **The exempt patients include those that are age exempt** * For the Urgent meds pathway, tokens only need to be printed for **exempt** patients.
* For the clinical pathways, tokens need to be printed for **exempt** patients and those that pay for their prescriptions.

 **Please also note how to deal with tokens at the end of the month**Q. What do I do with the prescription tokens patients have completed when a medicine was supplied as part of the service? Where urgent medicines or appliances are supplied as part of an Urgent Medicine Supply referral the completed dispensing tokens should be sent to the NHSBSA as part of the month-end submission, clearly separated within the batch and marked ‘PF UMS’.Where medicines are supplied as part of a Clinical Pathway consultation,  the completed dispensing tokens should be sent to the NHSBSA as part of the month-end submission, clearly separated within the batch and marked ‘PF CP’. |

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| Payment for Consultations |

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| **Pharmacy First Payment for consultations**There has been some confusion about when a payment is made for a Pharmacy First minor illness referral.**Walk in patient** (either self presents or informal referral from NHS111/GP practice) - If the patient does not pass the gateway on a clinical pathway NO PAYMENT will be made.**Referred patent** (as long as the referral is sent via electronic means eg PharmOutcomes, NHS mail etc from an authorised source eg GP practice, ED dept, NHS 111) your pharmacy WILL BE paid even if the patient does not pass the gateway criteria. |

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| Oral Contraception Service |

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| **NHS Oral Contraception Service - must offer both initiation and continuation**Please note that if your pharmacy has signed up to deliver the contraception service then you should be able to **offer both** initiation and continuation - the service **does not allow you to choose to only deliver the continuation service.** |

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| Contraception - booking service |

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| **NHS Oral Contraception Service** 1. To make the service more efficient for your pharmacy please consider setting up a booking system2. There are some great resources available on [Community Pharmacy England’s Oral Contraception Service](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=90ea81333f&e=3e5221b889) page including posters for both your GP practice and your pharmacy in different languages |

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| Cancer Awareness Research |

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| **Urgent help needed to support Cancer Awareness Research**A South West Cancer Research team really need your help. They are looking to gather feedback from pharmacies about the role they play in detecting cancer.  If you are able to help, please complete the 5-10 min questionnaire on the link below.  Also, each member of the team can complete their own questionnaire.[Click here for further information](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=6319b88b08&e=3e5221b889) |

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| **Community Pharmacy Contractual Framework** |

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| Update NHS Profile Manager |

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| **Verifying your NHS Profile Manager profile**Community Pharmacy England (CPE) want to remind pharmacy owners to update their NHS Profile Manager by 31st March 2024 to ensure your pharmacy's NHS website and Directory of Service (DoS) profile information is current.Compliance with the NHS Terms of Service requires verifying opening hours, contact details, facilities, and services each financial quarter. This reminder is issued early to address two key points: ensuring visibility of new services like the Lateral Flow Device (LFD) service and updating opening hours for the upcoming Easter period.CPE encourage you to register for the NHS Profile Manager if you haven’t already, using your personal NHS mail address. If you have already registered, we encourage you to promptly update/verify your profile.[Learn more about registering and updating your profile](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=fbd84c827c&e=3e5221b889) |

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| Data Security |

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| **Data Security and Protection Toolkit**Community Pharmacy England (CPE) has published [new guidance](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=b8e7517c9e&e=3e5221b889) to help pharmacy owners complete the 2023/24 Data Security and Protection Toolkit. The Toolkit is used to make a pharmacy’s information governance (IG) declaration and must be completed **by** **Friday 30th June 2024.**CPE recommend that you log in to the Toolkit as soon as possible and begin reviewing our guidance documents. |

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| SSP's |

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| **Serious shortage protocols (SSP’s)**SSPs are a potential way to help pharmacies to manage any serious shortages of medicines that may occur, without needing to refer patients back to prescribers.Please ensure all your team are aware of the current SSP’s in force currently. More information is available [here](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=17ceba75f5&e=3e5221b889) |

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| **Local Services & Information** |

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| **Training - VirtualOutcomes** |

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| Avon is very lucky to have access to VirtualOutcomes online training, please have a look and make use of this valuable resource.Please see below for details of the most recent training module  |

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| [**Click here for VirtualOutcomes**](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=74ceeb08b6&e=3e5221b889) |

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| **Training** |

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| VirtualOutcomes Free Training |

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| **NEW FREE VirtualOutcomes Training - Pharmacy First**The training consists of an introductory module which will cover the background of the service and what your pharmacy needs to do plus a short module with key hints and tips on each of the 7 Clinical Pathway Consultations is now available for pharmacists and their teams. The introductory module is approximately 20 mins and the individual modules on each common condition range from 7 to 9 mins long. To access this FREE training please use this [link](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=3a188d1138&e=3e5221b889) and then enter your F code. |

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