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| **Weekly Update**Tuesday 26th March 2024 |

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| **Easter Edition - next one Tuesday 9th April** |

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| **NEW this week** |

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| Otoscope Requirements |

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| **Pharmacy First: Requirement to have an otoscope from 1st April**As of April 1st, 2024, pharmacy owners **must ensure they have an otoscope available**, and all clinical pathways must be accessible in physical pharmacies registered for the Pharmacy First service. This deadline was highlighted in the NHS England letter [announcing the Pharmacy First service](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=f17278fe18&e=3e5221b889), which advised that pharmacy owners could start providing the service on 31st January 2024, excluding the acute otitis media pathway, as long as an order for an otoscope had been placed and they were awaiting delivery.[Read more](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=358f0a9193&e=3e5221b889) |

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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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| Pharmacy First Consultations |

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| **Pharmacy First - Claiming for Consultations**We have had feedback that there is still confusion as to when you can claim for a Pharmacy First Consultation. If the patient has been referred FORMALLY via a secure electronic method to you from any of the accepted healthcare providers ie GP, ED, UTC or NHS111 **whatever the outcome**ie whether they pass the gateway or not or they have just have had advice only and /or a sale of a product you should **be claiming** for a Pharmacy First consultation by completing the form on PharmOutcomes.If you have any questions please contact either Roger Herbert Roger.avonlpc@gmail.com or Judith Poulton Judith.avonlpc@gmail.com |

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| Ear Referrals |

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| **Ear referrals**We have had a number of complaints from GP practices and the UTC and ED dept of UHB about patients who they have referred via Pharmacy First for minor ear issues ie wax etc being referred back to them by pharmacist stating that they can only deal with children aged 1-17 with ear problems. Please can we remind pharmacists and their teams have always given advice on ear wax, blocked ears etc. |

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| NHS Profile Manager |

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| **Update your NHS Profile Manager**Pharmacy owners are reminded to update their NHS Profile Manager ahead of the 31st March 2024 deadline to keep their pharmacy's NHS website and Directory of Service (DoS) profile information up to date.It is a requirement of the NHS Terms of Service to regularly check and verify 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**.[Learn more about registering and updating your profile](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=071a33321c&e=3e5221b889) |

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| Flu 2024/25 Service Spec |

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| **Flu Vaccination Service : NHSE publishes 2024/25 service spec**Following discussions with Community Pharmacy England, NHS England has published the service specification for the2024/25 Community Pharmacy Seasonal Influenza Vaccination Advanced Service. The early publication of the specification aims to support pharmacy owners in planning and providing the service, particularly if an autumn COVID-19 vaccination service is considered. Only a few amendments have been made to the service requirements for next season. Key changes include a revised start date and priority order for administration (to be announced later by NHS England), as well as the requirement to maximise vaccine administration by 30th November 2024. [More information here](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=2af21ad4fb&e=3e5221b889) |

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| NHS Mail |

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| **NHS Mail - 2 factor authentication (2FA) coming soon**Please can we remind all pharmacy team members and Locums that 2FA will become mandatory for NHS mail in the next few months. Please can you ensure that everyone who needs access to it is aware of this and takes the required steps before it becomes mandatory . Information on what is required is on the log on page for NHS mail. |

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| PrescQIPP |

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| **Sign up to PrescQIPP**This free service supports community pharmacists to deliver clinical services. For more information as well as details on how to sign up please see attached flyer.[Click here.](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=6eaf681abb&e=3e5221b889) |

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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=aa4f4d5af9&e=3e5221b889) |

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| **Community Pharmacy Contractual Framework** |

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| Update - Pharmacy First Submissions |

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| **Further update from NHSBSA on Pharmacy First submissions**The NHS Business Services Authority (NHSBSA) has emailed pharmacy owners to highlight that they are continuing to work closely with IT system suppliers to resolve issues with the Pharmacy First data they have supplied. While discrepancies in data have been reported, NHSBSA advises that this will not affect payments for the Pharmacy First service. In the meantime, pharmacy owners should continue to work with their Pharmacy First IT system supplier helpdesk to escalate any discrepancies. They should also not confirm their claims in MYS until the issue has been resolved.[Read more](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=6d107838ba&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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| 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=f74a2cb6aa&e=3e5221b889) |

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**Local Services & Information** |

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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=a392a65e39&e=3e5221b889), and another [for pharmacy teams](https://avonlpc.us7.list-manage.com/track/click?u=4c41af9cdb2c8602a37b9d52d&id=11c834ea5f&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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| **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=acfe126c2e&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=8d3f69938c&e=3e5221b889) and then enter your F code. |

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