



Pharmacies across Hampshire & Isle of Wight - important messages to share with your teams this week and any necessary actions.

If you want to read any story in more detail, just click the link to go to the news article. Or for all articles visit: <https://www.cpsc.org.uk/news/latest-cpsc-news>

1. ACTION: Annual Complaints Report – DEADLINE TODAY

The annual complaints report is a mandatory contractual requirement – it needs to be completed by 3rd May 2024. <https://cpsc.org.uk/news/latest-cpsc-news/annual-complaintsreport>

2. ACTION: Bank Holiday Monday Posters

Please print and display the relevant information to signpost patients to their nearest available pharmacy on the bank holidays. <https://cpsc.org.uk/news/latest-cpsc-news/pharmacyprovision-may-bank-holiday>

3. WEBINAR: LPC Monthly Webinar

Register now for the live event.

Next webinar: **Wednesday 22nd May 2023 at 8pm**

The usual round-up of news updates. An important agenda so please do join us and encourage others to do so. Register here:

<https://us02web.zoom.us/meeting/register/tZctcOqtgD4qGNUegL4wi2ofjAdBLtV-yzrG>

4. INFORMATION: Data Security & Protection Toolkit

The latest Data Security and Protection Toolkit used to make a pharmacy's information governance (IG) declaration to NHS England must be completed by **Sunday 30th June 2024**. Supporting information to help pharmacies complete has been published.

<https://cpsc.org.uk/news/latest-cpsc-news/data-security-protection-dsp-toolkit>

5. INFORMATION: CPE Contractor Engagement Event

Community Pharmacy England is inviting pharmacy owners from across the country to join them for an online briefing event on **Tuesday 7th May from 7pm-**

8.30pm. <https://cpsc.org.uk/news/latest-cpsc-news/join-community-pharmacy-england-theirlatest-pharmacy-owners-engagement-event>

6. LES for BH 26th August 2024

Southeast Pharmacy Commissioning Hub are currently reviewing the pharmaceutical provision on August Bank Holiday (Monday 26 August 2024) on behalf of all Integrated Care Boards (ICB)s across the Southeast Region. They have identified the areas (listed below) where there is insufficient pharmaceutical provision and are looking to fill these gaps with pharmacies who volunteers to open under a Local Enhanced Service (LES) agreement.

The LES agreement would be as follows:

1. To open for a three-hour period between 10:00-13:00 or 14:00-17:00, final time slot to be agreed with the Southeast Pharmacy Commissioning Hub
2. Payment will be: **£300 per hour** (£900 for the total three-hour session)

If you are interested in opening, please complete the online form below by COP Sunday 12 May 2024.

[Click here to submit your interest to open](#)

Areas where there is insufficient pharmaceutical provision on Bank Holiday August 2024			
Alton	Epsom	Isle of Wight - Newport	Petersfield
Banbury	Farnham	Isle of Wight - Sandown	Redhill
Basingstoke	Gillingham	Isle of Wight - Yarmouth	Reigate
Bicester	Guildford	Lewes	Ringwood
Chipping Norton	Hailsham	Longfield	Sevenoaks and Kemsing
Cranleigh	Haslemere	Milford on Sea	Storrington and Steyning
Dorking	Hastings	New Romney	Tonbridge
East Grinstead		Oxford	Weybridge

7. Changes to how pharmacist can contact Healthcare Professional number to follow up on referral from 111 for pharmacies in HIOW:

A regional Interactive Voice Response (IVR) will shortly be switched on for NHS 111 - this change will affect the way healthcare professionals' access 111 on behalf of a patient (e.g. when a patient is referred by NHS 111 for Pharmacy First and needs to be referred back to 111 for e.g. a minor illness which needs escalating or request for a CD). SCAS have always provided dedicate Health Care professional lines, these dedicated lines will remain in place for the immediate future alongside the new regional 111 Interactive voice response IVR option which has a Health care professional option.

8. NHS Survey – your input needed – Viva Learning

Viva Learning is being introduced to NHSmail, your new central hub for learning, accessible via Microsoft Teams where you can share, recommend, and learn from content libraries.

NHS needs your input to make sure the initial curriculum suits your needs, and targets areas of workplace technology and security you feel you could use some extra support with. If you'd like to learn more about Viva Learning before completing this survey, take a look at [this video](#) for an overview. **Link to Survey –**

<https://forms.office.com/Pages/ResponsePage.aspx?id=HBQ2z9fdp0WwxcEfZtCzDAQzaTeOeSIDnFXIq4Uvy9VURjFWRTZQTVNUTTdSUVFWWkJCNUYzNkNWRC4u>

9. INOFRMATION: Pharmacy First Otitis Media Pathway

A reminder of the Otitis Media pathway and some new resources including Otoscopy video from CPPE. <https://cpsc.org.uk/news/latest-cpsc-news/pharmacy-first-new-cppe-resources>

10. INFORMATION: NHS Clinical Services Survey

NHS England has commissioned an independent evaluation of how the clinical services have been working. They will reach out to a sample of community pharmacy contractors, pharmacists and teams to ask them to participate in a 60-minute interview.

<https://cpsc.org.uk/news/latestcpsc-news/community-pharmacy-clinical-services-evaluation>

11. TRAINING: Pharmacogenomics Online Training

Southampton Medicines Advice Service and Central and South Genomic Medicine Service Alliance have shared a new training module on pharmacogenomics aimed specifically at the pharmacy workforce.

<https://cpsc.org.uk/news/latest-cpsc-news/online-pharmacogenomicstraining-module-available-all-pharmacists-and-technicians>

12. TRAINING: Respiratory Masterclasses Online

This online session is to support healthcare professionals to understand the new Adult & Adolescent Asthma Guidelines. **8th May 2024 @ 1-2pm.**

<https://cpsc.org.uk/news/latest-cpscnews/hlow-icb-respiratory-masterclasses-available>

13. REMINDER: Stay up to date

Follow us on X ([@CPSouthCentral](https://twitter.com/CPSouthCentral)) / X ([twitter.com](https://twitter.com/CPSouthCentral)) and/ or sign up for text reminders from us here: <https://cpsc.org.uk/news/cpsc-text-reminder-service>

14. REMINDER: Sign up CHIE, the Hampshire & IoW Shared Care Record

For access to the Hampshire Patient Shared Care Records (known as CHIE), please make sure you have signed up. Open to both employed pharmacists and locums. CHIE can be used instead of National Care Records to see patient records.

<https://cpsc.org.uk/news/latest-cpscnews/access-chie-care-and-health-information-exchange-hampshire-and-isle-wight-sharedcare-record-1>

Please note CHIE needs to be accessed every 15 days otherwise the account is locked.

15. ROUND UP: Quickly scan the most recent pharmacy news summaries each week from GPhC & CPE

The CPSC home news page on our website has links to each of the newsfeeds from these organisations, meaning it's the most convenient place to quickly look-up and update yourself in a matter of minutes: <https://www.cpsc.org.uk/news>