



Dear «Name» Pharmacy «Branch»

First and foremost, we would like to convey our thanks and appreciation for the magnificent efforts that all our community pharmacy teams across Hampshire and the Isle of Wight have made, at the frontline, to deliver vital care and support for our population.

Inevitably, the COVID-19 pandemic has resulted in a significant change in pharmacy operations over the last few months, but now we need to consider how to recover and restore services that we previously provided. It is important that we are delivering the pharmaceutical care to the public that NHSE wants us to do through our nationally contracted services, NMS and Flu vaccination.

As a support for community pharmacy contractors across Hampshire & Isle of Wight, the CPSC operational team has completed a review of those nationally commissioned services delivered by our pharmacies during the financial year 2019/2020.

The New Medicine Service has been recognised as effective in supporting people to get the best from their medicines, and Flu Vaccination is a critical support within the prevention agenda, for which there may be even greater demand this season. Equally, these services provide valuable income streams for community pharmacies in what is a highly challenging financial environment.

The level of engagement and volume of delivery, for both services, depends upon the capacity of the pharmacy team, footfall and the number of prescription items dispensed.

Taking all of the above into consideration, CPSC analysed the delivery data from 2019/20 and calculated a benchmark figure for NMS and Flu vaccination that could give an indication of the opportunity available for each individual contractor:

NMS (4 / 1000 items)

Data shows that, on average, a pharmacy could complete at least 4 consultations per 1000 items dispensed

FLU VACCINATION SERVICE (3 / 1000 items)

Data shows that, on average, a pharmacy could provide at least 3 vaccinations per 1000 items dispensed



The figures are purely indicative and, depending on circumstances, may not always be achievable. Pharmacies that belong to pharmacy chains should discuss this letter with their Area Managers to agree what is appropriate for their business.

«Name»

NMS Service

**Claimed in 2019/20 - «NMSthis_year»
Benchmark figure - «NMS_target_201920»
Potential financial opportunity - «Missed_opp»**

FLU Vaccination service

**Claimed in 2019/20 - «Flu_jabs_20192020»
Benchmark figure - «Targer_201920»
Potential financial opportunity - «Missed_opprtunity_958vacc»
(using 2019/20 payment)**

Kind regards

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