

Community Pharmacy Tracker – April 2024

If you are part of a pharmacy group or multiple, please liaise with your company managers and/or head office.

Subject	Requirement	Deadline	Action and links	Tick when completed
Flu Vaccination Service	Pharmacy Income	31 st March	Flu vaccination service ends. Make sure all vaccinations done have been claimed for.	
Healthy Living Pharmacy	Contractual	31 st March	Pharmacies must have undertaken a community engagement exercise (at least one must be undertaken per financial year) on the promotion of healthy living.	
PQS	Pharmacy Income	31 st March	Pharmacies have until 31 st March to complete all audits they have made the declaration for in February.	
Online NHS Profile Update	Contractual	Quarterly by 31 st March	Make sure you have updated your NHS profile with Xmas and New Year opening. Remember to add any new services you may now provide. (1 st October – 31 st December). Profile Manager	
LFD service: New eligible patient groups	Pharmacy Income	1 st April	From 1 st April 2024 additional patient groups will be eligible to access the LFD service, as well as those previously eligible for the service. More information here	
Pharmacy First: Requirement to have an otoscope	Pharmacy Income	1 st April	The deadline to have an otoscope to use for the acute otitis media pathway and to start providing the pathway is 1 st April 2024 (not distance selling pharmacies as they cannot provide this pathway).	
Pharmacy Pressures Survey	Information & Support	2 nd April	The annual Pharmacy Pressures Survey closes on Tuesday 2 nd April. More information here	
Covid Vaccinations	Pharmacy Income	15 th April/ 22 nd April	The Spring booster campaign will start for Care Homes (15 th) and other eligible cohorts (22 nd). Patients should be directed to NBS to book. NBS	
Annual Complaints Report	Contractual	30 th April	Pharmacy owners will be required to send a copy of their annual complaints report to the local NHS team by 30 th April. Please wait for further details before submitting.	
CPSC Webinar	Information & Support	Wednesday 22 nd May	At 8pm. The webinar aims to provide you with support and advice to help understand local and national contractual requirements. Sign up here	
DSP Toolkit	Contractual	30 th June	All Pharmacies are required to complete their Data Security & Protection Toolkit. Don't wait until 30 th June to complete. Information here	
Pharmacy NHS mailbox	Information & Support	Now	Make sure at least 2 staff have linked NHS emails to your pharmacy NHS Mailbox. How to information here.	
PharmOutcomes Access	Information & Support	Now	Check that pharmacy staff have access to PharmOutcomes during all opening times, especially when locums are on duty; set-up additional accounts if needed. Instructions can be found here. Ensure PharmOutcomes is checked regularly throughout the day and action any referrals received.	

Regular Tasks

The following tasks need to be completed on a daily / monthly basis:

Subject	Requirement	Deadline	Action and links	Tick when completed
Check NHS Shared Mailbox	Pharmacy Business	Twice a day (minimum)	NHSE&I and CPHIOW regularly send important communications to your NHS Shared Mailbox. Please ensure sufficient staff have access your Mailbox and that it is checked at least twice a day.	
Online Profile Update using NHS Profile Manager	Contractual	Quarterly	Using the NHS Profile Manager, ensure your Directory of Services (DoS) and NHS website pharmacy profiles are up to date. This needs to be verified each quarter. Remember to update your profile if you have to temporarily close the pharmacy during its normal hours.	
Local Services	Pharmacy Income	By the 5 th of each month	Please claim all your locally commissioned services.	
Virtual Outcomes	Workforce Training	Ongoing	Available free of charge to all community pharmacy staff. Access here . Latest modules: <ul style="list-style-type: none"> • Pharmacy First • Pharmacy Contraception Service • Hypertension Case Finding Service 	
LPC Mailing List	Pharmacy Mailing List	Ongoing	Encourage locums to join the LPC mailing list to ensure they are up to date with changes. Visit LPC website for sign up.	

If you require support from CPHIOW please contact us:

Alison Freemantle (Joint Chief Officer)

Alison.Freemantle@cpsc.org.uk

Tel: 07394 563189

Artur Pysz (Joint Chief Officer)

Artur.Pysz@cpsc.org.uk

Tel: 07394 563188

Skye White (Office Manager)

Skye.White@cpsc.org.uk

Tel: 01252 413778

Follow us on X

[@CPSouthCentral](#)

Visit our website

www.cpsc.org.uk

Disclaimer: This guidance has been produced by Community Pharmacy Hampshire & Isle of Wight after reviewing all the information available to us. Every care has been taken in completion of the tracker, but no responsibility can be accepted for any error or consequence of such an error.