

Community Pharmacy Tracker – May 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
Annual Complaints Report	Contractual	3rd May	Pharmacy owners will be required to send a copy of their annual complaints report to the local NHS team by 3 rd May. Information here. If you have missed the deadline – submit as soon as possible	
Pharmacy First	Pharmacy Income	From 1st May 2024	The activity threshold of clinical pathway consultations increases to a minimum of 10 per month from May 2024. This means you have to provide a minimum of 10 consultations that pass the gateway point to be eligible for the £1,000 monthly payment. Action: Ensure pharmacy team members are aware of the increase in activity threshold and discuss actions that can support the team to reach the increased target.	
CPSC Webinar	Information & Support	Wednesday 22nd May	At 8pm. The webinar aims to provide you with support and advice to help understand local and national contractual requirements. Sign up here	
Late May Bank Holiday	Information & Support	Monday 27th May	Make sure you have updated the pharmacy profile to reflect opening hours on the bank holiday and make sure you have displayed the relevant poster for your area to direct patients to open pharmacies.	
Pharmacy Advice Audit	Information & Support	3rd – 10th June	The Pharmacy Advice Audit will take place between 3 rd – 10 th June. For one day pharmacies are being asked to record the number of non-funded consultations undertaken. Information here.	
DSP Toolkit	Contractual	30th June	All Pharmacies are required to complete their Data Security & Protection Toolkit. Don't wait until 30 th June to complete. Information here	
Covid Vaccinations	Pharmacy Income	Until 30th June	The Spring covid vaccination campaign is underway. Eligible patients should be directed to NBS to book. NBS	
Online NHS Profile Update	Contractual	Quarterly by 30th June	Make sure you have updated your NHS profile with late May Bank Holiday opening. Remember to add any new services you may now provide. Profile Manager	
Pharmacy NHS mailbox	Information & Support	Now	Make sure at least 2 staff have linked NHS emails to your pharmacy shared 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:

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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.