



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. 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/tZctcOqtqD4qGNUegL4wi2ofjAdBLtV-yzrG>

2. INFORMATION: Pharmacy Pressures Survey – Closes 8th April

Complete by 8th April. Community Pharmacy England has extended its third annual Pressures Survey, CPE are really keen to hear from more pharmacy staff. [Community Pharmacy South Central :: Pharmacy Pressures Survey Extended till 12 noon Monday 8th April \(cpsc.org.uk\)](#)

3. INFORMATION: Prescription Levy Price Increase

From 1st May the levy will increase to £9.90. Price changes will also affect pre-payment certificates. New posters can be downloaded here. [Community Pharmacy South Central :: Prescription Levy Fee to Rise to £9.90 \(cpsc.org.uk\)](#)

4. INFORMATION: Change of Address for NHS Complaints

The postal address for the NHS South East Complaints Hub has recently changed. Phone number and email remain the same. All contact details can be found here. [Community Pharmacy South Central :: NHS Patient Complaints \(cpsc.org.uk\)](#)

5. INFORMATION: Pharmacy Staff Training Requirements

Pharmacies can use the information as a minimum guide and make sure that the pharmacy team is trained accordingly to what their role requirement and the services they support. [Community Pharmacy South Central :: Pharmacy Staff General Training Requirements \(cpsc.org.uk\)](#)

6. INFORMATION: Annual Complaints Report Preparation

The annual complaints report is a mandatory contractual requirement – every pharmacy has to complete it even if they have had no complaints. Details on how to complete will be shared next week, but pharmacies can prepare the information now. [Community Pharmacy South Central :: NHS Annual Complaints Report 23/24 \(cpsc.org.uk\)](#)

7. INFORMATION: Medicines Supply Notices

Further supply notices have been issued this week, please make sure you are aware. [Community Pharmacy South Central :: Medicines Supply Notification \(cpsc.org.uk\)](#)

8. TRAINING: Virtual Outcomes Latest Module

Virtual Outcomes has produced a module to support staff during acne consultations. [Community Pharmacy South Central :: New Virtual Outcomes Training Module: \(cpsc.org.uk\)](#)

9. REMINDER: Stay up to date

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

10. 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-cpsc-news/access-chie-care-and-health-information-exchange-hampshire-and-isle-wight-shared-care-record-1>

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

11. 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>