



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**

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-complaints-report>

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/pharmacy-provision-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/tZctcOqtqD4qGNUegL4wi2ofjAdBLtV-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-their-latest-pharmacy-owners-engagement-event>

6. **INFORMATION: 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>

7. **INFORMATION: Medicines Supply Notices**

Further supply notices have been issued this week, please make sure you are aware.

<https://cpsc.org.uk/news/latest-cpsc-news/medicines-supply-notification-8>

8. **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/latest-cpsc-news/community-pharmacy-clinical-services-evaluation>

9. 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-pharmacogenomics-training-module-available-all-pharmacists-and-technicians>

10. 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-cpsc-news/hlow-icb-respiratory-masterclasses-available>

11. TRAINING: The Wessex Headache Pathway: Latest Migraine Treatments Webinar

Understand more about the treatment pathway and what to look out for with patients and how to help them. This is a Pfizer funded webinar which may include reference to Pfizer medicines relevant to the topic. <https://cpsc.org.uk/news/latest-cpsc-news/webinar-wessex-headache-pathway-latest-migraine-treatments-and-who-refer>

12. 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>

13. 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.

14. 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>