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| Community Pharmacy England logo |

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| **Newsletter**11th August 2025 |

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| The voice of community pharmacy (banner) |

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| **This newsletter - sent on Mondays, Wednesdays and Fridays - contains important information and resources to support community pharmacies across England.** |

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| **In this update: Ongoing rollout of prescription tracker; Medicines not covered by the HRT PPC; Digital phoneline switchover; Book now for Childhood Flu Vac Service webinar.** |

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| The National Patient Prescription Tracking Service (NPPTS), which allows patients to track their prescriptions online via the NHS App or website, is being rolled out as pharmacy IT suppliers update their systems. The service provides real-time status updates, helping reduce queries to pharmacy and GP teams while improving patient experience. |

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| [**Learn more, including actions for pharmacy teams to consider**](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=93117c7222&e=d19e9fd41c)  |

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| **Medicines not covered by the HRT PPC**Over 200,000 prescriptions were incorrectly submitted using the “HRT only prescription prepayment certificate” (HRT PPC) exemption between June 2024 and May 2025.According to data from the NHS Business Services Authority (NHSBSA), there has been a rise in the use of the HRT PPC exemption category for medicines not covered by the scheme. Pharmacy teams are encouraged to familiarise themselves with the full list of covered medicines to help patients avoid incorrect exemption claims.[**Tell me more and see the list of products that are NOT on the approved list**](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=b819a21847&e=d19e9fd41c) |

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| **Pharmacies to prepare for national digital phoneline switchover**The Government is advising community pharmacy owners to take action to prepare for the upcoming national switch-off of the Public Switched Telephone Network (PSTN), which is due to be fully decommissioned by January 2027.In a letter to the sector, the Department for Science, Innovation and Technology and the Department for Health and Social Care has outlined what pharmacy owners should do ahead of the telephone network switchover.[**Find out more**](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=6c2e43f4a0&e=d19e9fd41c) |

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| Community Pharmacy England, in collaboration with NHS England, will be hosting a webinar on the new Childhood Flu Vaccination Service on **Wednesday 20th August at 7.30pm**.[**Secure your place now**](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=39e0fe953f&e=d19e9fd41c) |

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| Community Pharmacy England banner |

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| **Community Pharmacy England**Address: 14 Hosier Lane, London EC1A 9LQTel: 0203 1220 810 | Email: comms.team@cpe.org.uk*Copyright © 2025 Community Pharmacy England, All rights reserved.*You are receiving this email because you are subscribed to our newsletters. Community Pharmacy England is the operating name of the Pharmaceutical Services Negotiating Committee (PSNC). |

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