

Community Pharmacy Tracker – April 2026

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
Pharmacy First	Pharmacy Income	April	<p>The activity threshold of clinical pathway consultations is 30 per month. This means you need to provide a minimum of 30 consultations that pass the gateway point to be eligible for the £1,000 monthly payment (or 20+ for £500).</p> <p>Check the NHSBSA website to see what your Pharmacy First cap is for this month.</p>	
Annual Complaints Report	Contractual	Now	<p>Complete the annual mandatory requirement for all community pharmacies including distance selling pharmacies.</p> <p>Information here</p>	
Covid Vaccination Service	Information & Support	13 th April	<p>The spring COVID-19 vaccination programme starts. Eligible patients can book via NBS. Some pharmacies offer a walk in service.</p>	
Prescription Exemption changes	Contractual	14 th April	<p>Income Support (IS) and Income-based Jobseeker's Allowance (JSA) end and move to Universal Credit. From 15th April, these benefits will no longer provide a valid basis for exemption from NHS prescription charges.</p> <p>Information here</p>	
Annual Complaints Report	Contractual	10 th May	<p>Last day to submit your annual complaints report. You must submit even if you have zero complaints.</p>	
Data Security Protection Toolkit	Contractual	30 th June	<p>The Data Security Protection Toolkit (DSPT) must be completed by all pharmacies. Don't leave it to the last minute.</p> <p>Information here</p>	
Online NHS Profile Update	Contractual	Quarterly by 30 th June	<p>MUST DO</p> <p>Make sure you have updated your NHS profile with Flu and Covid vaccination services as appropriate. Remember to add any new services such as flu and covid vaccinations.</p> <p>Make sure you verify ALL 5 sections. Profile Manager</p>	
Community Pharmacy England (South East) event		9th July	<p>7.30pm -9pm, doors open from 6.45pm when a hot buffet and light refreshments will be available.</p> <p>Attendance is for pharmacy owners or their representatives only.</p> <p>Read more about the event and sign-up if you are interested in attending.</p>	
Pharmacy NHS mailbox	Information & Support	Now	<p>Make sure at least 2 staff have linked NHS emails to your pharmacy shared NHS Mailbox. How to information here.</p>	
PharmOutcomes Access	Information & Support	Now	<p>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.</p> <p>Ensure PharmOutcomes is checked regularly throughout the day and action any referrals received.</p>	

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"> • Plantar fasciitis • Cough • Skin Rashes 4 	
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.