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The situation for community pharmacies is now critical and we know this is impacting on workload, stress levels, patients, and businesses. We want to hear more about this, and also about specific issues such as medicines supply, workforce, and the recently launched Pharmacy First service.  We expect this year’s findings to echo those of our previous surveys, and we will be using the results directly in our negotiations with Government and the NHS, as well as in our wider conversations with MPs, Ministers, and in national media work.  The survey is split into two parts: one [for pharmacy business owners/head office representatives](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=580532c9da&e=d19e9fd41c), and another [for pharmacy teams](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=422e6a63a6&e=d19e9fd41c). Both surveys are short and should take about 10-15 minutes to complete. They will be open until **23.59 on Tuesday, 2nd April.** | | | | |  | | --- | | [**Complete the survey**](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=151e61df41&e=d19e9fd41c) | | | |  | | --- | |  | | | |  |  | | --- | --- | | |  | | --- | | NHSBSA extends Pharmacy First submission deadline after technical issue The NHS Business Services Authority (NHSBSA) has confirmed that the deadline for pharmacy owners to make their claims for February Pharmacy First consultations has been extended **until 5pm on Friday 15th March 2024**.  This is an extended deadline for February only (this includes any consultations completed on 31st January 2024) and it follows an issue with Pharmacy First claims appearing incorrectly in the NHSBSA Manage Your Service (MYS) portal. NHSBSA has advised that the issue is now resolved; however as always pharmacy owners should check their submission carefully before submitting.  [Read more, including NHSBSA guidance](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=d9f08f0c08&e=d19e9fd41c) | | | | |  | | --- | |  | | | |  |  | | --- | --- | | |  | | --- | | Register for our Data Security and Protection Toolkit (2023/24) Workshop We will be holding a webinar on **Wednesday 20th March at 7pm** to help community pharmacy owners to complete the[Data Security and Protection Toolkit for 2023/24](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=e9324b9a64&e=d19e9fd41c)**.**  During the webinar, representatives from Community Pharmacy England and the NHS DSPTK team will discuss the Toolkit questions, talk delegates through the available guidance materials and answer questions about making the declaration.  [Read more and register to join](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=d48f7c0e2e&e=d19e9fd41c) | | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | |  | | | |  |  | | --- | --- | | |  | | --- | | Our website has many answers to queries posed by pharmacy owners, their teams, and LPCs; these are updated on a regular basis. One of the most recent additions to our Pharmacy First FAQ webpage is: | | | | |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | |  | | --- | | **Q. Do pharmacists have  to do specific training programmes before providing the service?**  No. Pharmacy owners must ensure that pharmacists and pharmacy staff providing the service are competent to do so, and are familiar with the clinical pathways, clinical protocol and PGDs. For some staff, this may involve completing some training programmes, but the learning needs of the individual will determine what training they need to undertake.  The [**Pharmacy First self-assessment framework**](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=3f9059ca5a&e=d19e9fd41c), developed by CPPE and NHS England, can be used by pharmacists to consider their previous learning and experience in responding to minor illnesses in the pharmacy and to identify any gaps in their knowledge which they need to fill. Working through the self-assessment framework will also help them evidence to the pharmacy owner how they have achieved the necessary competence to provide the service. | | | | | |  | | --- | | [**Further information can be found on our Pharmacy First FAQ page**](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=29553f6ba8&e=d19e9fd41c) | | | |  | | --- | |  | | | |  | | --- | | [Community Pharmacy England banner](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=470b7dff79&e=d19e9fd41c) | | | |  | | --- | |  | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | [Twitter](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=2bcbaffecb&e=d19e9fd41c) | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | [Facebook](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=66d92af093&e=d19e9fd41c) | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | [LinkedIn](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=920f74acb9&e=d19e9fd41c) | | | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | [Website](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=926d918dc1&e=d19e9fd41c) | | | | | | | |  |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | **Community Pharmacy England** Address: 14 Hosier Lane, London EC1A 9LQ Tel: 0203 1220 810 | Email: [comms.team@cpe.org.uk](mailto:comms.team@cpe.org.uk)  Copyright © 2024 Community Pharmacy England, All rights reserved.  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