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**Community Pharmacy Newsletter**

**March 2024**

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# Pharmacies across Southwest London - important messages to share with your teams this week and any necessary actions.

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| **Subject** | **Requirement** | **Deadline** | **Action and links** | **Tick when completed** |
| **Pharmacy Pressures Survey** | Information & Support | 4th March | The annual Pharmacy Pressures Survey is due to start on 4th March. More details to follow. |  |
| **Flu Vaccination Service** | Pharmacy Income | 31st March | Flu vaccination service ends. Make sure all vaccinations done have been claimed for. |  |
| **Healthy Living Pharmacy** | Contractual | 31st March | Pharmacies must have undertaken a community engagement exercise (at least one must be undertaken per financial year) on the promotion of healthy living, which involves:   * Actively working with other organisations to deliver pharmacy outreach and any locally commissioned services; and * Taking prevention and health promotion services beyond the pharmacy premises. Pharmacy outreach may be face to face and take services to people where they live or spend time or may be virtual events. |  |
| **PQS** | Pharmacy Income | 31st March | Pharmacies have until 31st March to complete all audits they have made the declaration for in February. |  |
| **Online NHS Profile Update** | Contractual | Quarterly by 31st March | Make sure you have updated your NHS profile with Xmas and New Year opening. Remember to add any new services you may now provide. (1st October – 31st December).  [Profile Manager](https://cpsc.org.uk/news/latest-cpsc-news/new-nhs-profile-manager-online-tool-now-live) |  |
| **Covid Vaccinations** | Pharmacy Income | 15th April/ 22nd April | The Spring booster campaign will start for Care Homes (15th) and other eligible cohorts (22nd). Patients should be directed to NBS to book. [NBS](https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/) |  |
| **DSP Toolkit** | Contractual | 30th June | All Pharmacies are required to complete their Data Security & Protection Toolkit. [Information here](https://cpsc.org.uk/news/latest-cpsc-news/data-security-protection-dsp-toolkit) |  |
| **Pharmacy NHS mailbox** | Information & Support | Now | Make sure at least 2 staff have linked NHS emails to your pharmacy NHS Mailbox. [How to information here.](https://psnc.org.uk/digital-and-technology/nhs-mail/) |  |
| **PharmOutcomes Access** | Information & Support | Now | 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.](https://pharmoutcomes.org/pharmoutcomes/guides/provider/11.%20Administration%20-%20Creating%20New%20Users%20v1.pdf)  Ensure PharmOutcomes is checked regularly throughout the day and action any referrals received. |  |

**Regular Tasks** The following tasks need to be completed on a daily / monthly basis:

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| **Check NHS Shared Mailbox**  **& MFA** | Pharmacy Business | Twice a day (minimum) | NHSE&I and CPSC regularly send important communications to your NHS Shared Mailbox.  Please ensure at least 2 members of staff have access your Mailbox and that it is checked at least twice a day.  [**How to information here.**](https://psnc.org.uk/digital-and-technology/nhs-mail/) Reminder: NHSmail set to make multi-factor authentication mandatory The NHSmail team announced that multi-factor authentication (MFA) is set to become mandatory across the platform for all NHSmail users later in 2024. MFA adds an extra layer of security when logging into your account, helping to prevent cyber attacks and ensuring the security of patient data.  Pharmacy NHSmail users are encouraged to enroll for MFA using the Authenticator App.  CPE would also like to ask for your feedback on how you get on with this new feature by sharing it via this [**feedback form**](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcpe.us7.list-manage.com%2Ftrack%2Fclick%3Fu%3D86d41ab7fa4c7c2c5d7210782%26id%3Db7ec0a516f%26e%3Dcd075daf74&data=05%7C02%7Cdavid.tambyrajah%40nhs.net%7Cf06439408e8b423893df08dc3ded83fd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638453337523042003%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=%2BRJIS4as4E3NLc3urztxtj%2BLilYpH6dqMFiTp1Thozw%3D&reserved=0)**.** |  |
| **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 5th of each month | Please claim all your locally commissioned services. |  |