

Deadline Tracker for April 2023

If you are part of a pharmacy group or multiple, please liaise with your company managers/head office.

Subject	Requirement	Deadline	Action and links	Tick when completed
Annual Complaints Report	Contractual Requirement	Complete by 30 th April 2023	<p>Contractors must send a copy of their annual complaints report to the local NHSE team as soon as reasonably practicable after the end of the year to which the report relates. This is a mandatory requirement for all contractors.</p> <p>Please complete the MS form via the link below by 30th April 2023.</p> <p>As submission of an annual report is a mandatory requirement, NHSE have said that failure to comply may result in remedial action.</p> <p>https://forms.office.com/e/fnxikt7EFc</p> <p>If you have any queries please email: England.southeastcommunitypharmacy@nhs.net</p>	
Surrey Palliative Care Locally Commissioned Service	LCS Contractual Requirement	Complete by 5 th April 2023	<p>Surrey Heartlands requires contractors to submit their annual claim form for providing the palliative care service. This form can be found on Appendix 1 within the service specification.</p> <p>All sections on the form must be completed.</p> <p>Please return this FULLY completed form via email to syheartlandsicb.mo-admin@nhs.net</p>	
Frimley Palliative Care Locally Commissioned Service	LCS Contractual Requirement	Complete by 5 th April 2023	<p>The invoices for both palliative care and ondansetron services need to be addressed to the following address:</p> <p>XXTLANGRAN NHS Frimley ICB QNQ Payables N085 Phoenix House Topcliffe Lane Wakefield West Yorkshire WF3 1WE</p> <p>They can then either posted to that address or a pdf emailed to sbs.apinvoicing@nhs.net</p> <p>More info on invoicing via SBS can be found here: https://www.sbs.nhs.uk/article/6448/Submitting-invoices</p>	
NHS Profile Manager	Contractual Requirement	Complete by 30 th June 2023	<p>Ensure the DoS and NHS.uk website pharmacy profile is comprehensive and accurate by updating via the NHS Profile Manager. Verify and where necessary, update the</p>	

			<p>information contained in the profile at least once each quarter. The financial quarters are:</p> <ul style="list-style-type: none"> • 1st April to 30th June • 1st July to 30th September • 1st October to 31st December • 1st January to 31st March <p>Reminder of the new NHS Profile Manager tool for updating DoS & NHS website</p>	
Data Security and Protection Toolkit	Contractual Requirement	Complete by 30th June 2023	<p>PSNC has published new guidance to help community pharmacy contractors to complete the 2022/23 Data Security and Protection Toolkit. The Toolkit is used to make a pharmacy's information governance (IG) declaration and the deadline for completion is Friday 30th June 2023.</p> <p>Contractors are advised to read the guidance and consider the Toolkit in their workload planning.</p> <p>Link to new Toolkit guidance</p>	
Summary of payments including claiming deadlines	Pharmacy Income	At different dates please follow the summary to make claims	<p>A summary of payment claiming deadlines can be found here.</p>	
Serious Shortage Protocols (SSPs)	Dispensing		<p>Active SSPs Can be found here.</p>	

For further advice and support from Community Pharmacy Surrey & Sussex Team

Please contact us by Email to LPC@communitypharmacyss.co.uk; Call us on **01372 417726**;
Or visit our website www.communitypharmacyss.co.uk

Keeping you informed. Look out for:

- [View news archive](#)
- To sign up to the CPSS news roundup please click [here](#).
- To sign up to the PSNC newsletter please click [here](#).

Disclaimer: *This guidance has been produced by Community Pharmacy Surrey and Sussex 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.*