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5th July 2023



**This LPC newsletter is for community pharmacy contractors, managers and team members in Surrey and Sussex. It contains local information and local news items, local diary dates and other local topics to help effectively manage NHS and locally commissioned contracts.**

Visit our [Newsletter page](#) for an archive of previous issues.  
[Sign up to CPE](#) to receive nationally significant news and guidance on national contracts.

## LPC News

### **Community Pharmacy Surrey & Sussex and NHS Sussex RECEIVES HIGH COMMENDATION at the HSJ DIGITAL Awards 2023!**

Community Pharmacy Surrey & Sussex and NHS Sussex is proud to announce that we have been Highly Commended in the Digital Innovator of the Year Category at the first ever [HSJ Digital Awards 2023](#), recognising excellence in digitising, connecting, and transforming health and care.

Winners and Highly Commended projects from a total of 19 categories, were announced during a ceremony at Manchester Central on 22 June 2023, hosted by comedian Mark Watson, celebrating the achievements of a total of 162 shortlisted finalists, from across 120 individual Trusts and organisations.

Organisers believe that the HSJ Digital Awards will provide the perfect

springboard for widespread adoption of specific initiatives, and – following on from [NHS England's Year of the Digital Profession](#) in 2022 - will inspire digital leadership across the country.

Marie Hockley, Deputy Chief Officer at Community Pharmacy Surrey and Sussex, comments, “We are delighted to have been Highly Commended for the Digital Innovator of the Year, recognising the dedication and inspired efforts to successfully implement AccuRx initiative to increase collaborative working and identification of undiagnosed hypertension by utilising the NHS Community Pharmacy Blood Pressure Check Service. We are always committed to delivering improved outcomes for patients as well as striving to instil a sense of satisfaction and achievement for our staff and colleagues – and it's wonderful to be able to do so through our shared knowledge of digital services and innovation.

“To be recognised in this way is such an honour and really will mean so much to all those involved. This accolade will certainly encourage us to continue moving forward with the drive to do even better, taking real pride in the projects we're developing and delivering.”

Categories in this first ever HSJ Digital Awards cover many aspects of the health and social care sector, demonstrating how digital initiatives can help to improve 'hard to tackle' issues such as reducing inequalities; improving mental health through digital services; assisting with the ongoing move to net zero and enhancing workforce engagement, productivity, and wellbeing.

HSJ editor Alastair McLellan adds: “For several years, we've noticed that more and more projects – with digitisation at their core – were being entered into other Awards within the HSJ's awards programme – and it increasingly felt that this emerging and important category needed an Awards ceremony of its own.

“So, what better opportunity to launch the HSJ Digital Awards than in the follow up to NHS England's recent Year of the Digital Profession. It was no surprise to us that the level and quality of entries in the inaugural HSJ Digital Awards were absolutely outstanding, presenting our panel of judges with some difficult decisions! It therefore gives me great pleasure to personally congratulate

Community Pharmacy Surrey & Sussex and NHS Sussex on being Highly Commended in the category of Digital Innovator of the Year at the 2023 HSJ Digital Awards.

The full list of Winners and those Highly Commended for the 2023 HSJ Digital Awards can be found [here](#).



### **South East Pharmacy, Optometry and Dental Commissioning Hub Update**

Please find attached [here](#) a letter explaining that the NHS England pharmacy, optometry, dental and complaints teams will be transferring out of NHS England and will be hosted by NHS Frimley Integrated Care Board (ICB) from 1 July 2023.

The teams will continue to carry out the same functions – working on behalf of all six ICBs in the South East. (BOB, Frimley, HIOW, Kent & Medway, Surrey Heartlands and Sussex).

Please note, in particular, the new contact details for the complaints team included in the letter. You will need to update the information you provide to patients about how to complain.

The generic email accounts will transfer and will continue to work. However, you will find that when NHSE respond or send emails, the prefix of the email will change from 'england' to 'frimleyicb'.

[England.southeastcommunitypharmacy@nhs.net](mailto:England.southeastcommunitypharmacy@nhs.net)

will become [Frimleyicb.southeastcommunitypharmacy@nhs.net](mailto:Frimleyicb.southeastcommunitypharmacy@nhs.net)

(but both will continue to work).

[England.southeastmarketentry@nhs.net](mailto:England.southeastmarketentry@nhs.net)

will become [Frimleyicb.southeastmarketentry@nhs.net](mailto:Frimleyicb.southeastmarketentry@nhs.net)

(but both will continue to work).

[england.southeastpharmacypayments@nhs.net](mailto:england.southeastpharmacypayments@nhs.net)

will become [Frimleyicb.southeastpharmacypayments@nhs.net](mailto:Frimleyicb.southeastpharmacypayments@nhs.net)

(but both will continue to work).

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### **The 2023/24 Community Pharmacy Assurance Framework (CPAF) screening questionnaire**

The short screening questionnaire consists of 10 questions. screening questionnaire will be available for completion from approximately 1am on Monday 3rd July 2023 until midnight on Sunday 30th July 2023. Please ensure you complete this short questionnaire and check emails regularly.

The CPAF is a requirement of the Terms of Service, therefore, contractors must complete the screening questionnaire and, if required, the full CPAF questionnaire.

Contractors who use the NHS Business Services Authority (NHSBSA) [Manage Your Service \(MYS\) portal](#) will be required to complete the questionnaire on this portal. Contractors who are not yet signed up to MYS will be able to complete online. Community Pharmacy England has published a short Briefing on the screening process. [Read the briefing](#).

## **Local Services**

### **Community Pharmacist Consultation Service (CPCS): Please ensure you check regularly throughout the day for DMS and CPCS referrals**

Please see below following 2 clauses that are included in the [CPCS advanced service specification](#):

**7.2.5** During the pharmacy's opening hours, the CPCS IT system **must** be checked at appropriately regular intervals, to pick up referrals in a timely manner.

This includes checking the pharmacy's shared NHSmail mailbox when a pharmacy opens and before the pharmacy closes each day to ensure that no messages have been missed. (This includes regularly checking PharmOutcomes or any other IT system being used for the service)

**7.2.6** Where a pharmacy has received a referral but has not been contacted by the patient within 12 hours of the referral, the pharmacy **must** make an attempt to contact the patient using the contact details set out in the referral message. If the patient has not made contact during the next working day, the pharmacist can close the referral, via the CPCS IT system, as 'no intervention made'.

**Please remember that clinical liability for the patient moves to the pharmacy once a referral is made from NHS 111, the IUC CAS or a GP practice.**

## Training

### **East Sussex County Council Locally Commissioned Service Training events NHS Health Checks Refresher Training**

A two-hour online workshop aimed at staff from any setting who have already been delivering NHS Health Checks and need to brush up their skills; or those recently trained who need a bit more help to get going.

[Wednesday 28th June 2023](#)

[Thursday 2nd November 2023](#)

### **Stop Smoking Advisor Training**

A two-day certified training course for pharmacy staff who want to provide evidence-based stop smoking programmes from their branch. Attendance across both days is compulsory.

[Tuesday 9th - Wednesday 10th January 2024.](#)

## Newsletters

To read the latest edition of the NHSE Primary Care Bulletin click [here](#).

To read the latest edition of the Medicines Management Matters click [here](#).

**Additionally you might be interested in.....**

**Surrey Heartlands clinical webinar: Diagnosis and Management of CKD and the prescribing of SGLT2 inhibitors Thursday 13th July 2023, 1300 - 1400**

Please join the webinar to learn more about the Diagnosis and Management of CKD and the prescribing of SGLT2 inhibitors.

Speakers include, Richard Hull Consultant Nephrologist & Renal and Transplant Unit St George's Hospital Specialty Research Lead for Renal disorders South London CRN, Komal Patel Senior Primary Care Pharmacist at Sutton Place Team NHS Southwest London Integrated Care System and Dr Vasa Gnanapragasam SWL Renal and Stroke clinical network GP lead.

The aim of the webinar is to learn more about:

- Update on modern management of chronic kidney disease
- The importance of using the new diagnostic codes
- Guidance on prescribing SGL2 inhibitors appropriately

[Click here to join the meeting.](#)

**Surrey And Borders Partnership Trust; Switching from Quetiapine MR to Quetiapine IR tablets**

Please be aware that some patients may be switched from Quetiapine MR to Quetiapine IR tablets as immediate release is preferred formulation.

Quetiapine is available in two tablet formulations: quetiapine immediate release (IR) and quetiapine modified release (MR).

People who are currently stabilised on MR formulation should where possible be switched to IR formulation, unless there are significant clinical reasons not to do so, such as side-effects.

The switch may be associated with a slightly higher risk of sedation and postural hypotension. Please check your emails to view a letter sent directly to pharmacies.

[View news archive](#)

## Support | Develop | Promote

Our mailing address is [LPC@communitypharmacys.co.uk](mailto:LPC@communitypharmacys.co.uk)

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**Community Pharmacy Surrey and Sussex**

on behalf of Sussex and Surrey Local Pharmaceutical Committees

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Community Pharmacy Surrey & Sussex · The White House · 18 Church Road · Leatherhead, Surrey KT22 8BB  
· United Kingdom