

A Guide for New Contractors

Welcome to our new Community Pharmacy contractors in Surrey and Sussex! Here at Community Pharmacy Surrey and Sussex (CPSS), we represent, support, and develop just under 500 NHS community pharmacy contractors across the area. Community Pharmacy Surrey and Sussex is governed via a collaborative agreement to operate on behalf of Sussex LPC and Surrey LPC. The CPSS Executive Committee comprises of the Chair and Vice-Chair from each LPC and the Treasurer from Sussex LPC. Click [here](#) to see our organisational chart.

A new contractor webinar was run on the 17th of October 2023 by Community Pharmacy Surrey and Sussex team members to introduce contractors to how the LPC operates, the services available across the Surrey and Sussex geography and where further information and support can be obtained. The slides for the webinar are available [here](#).

This is a **short FAQ document** on common questions we receive from contractors which you may find useful.

[Our team](#)

Julia Powell – Chief Executive Officer

Marie Hockley – Deputy Chief Officer

Simran Johal – Service Development & Support Lead

Micky Cassar – Business Administrator

Eve Rockell – Community Pharmacy Service coordinator

Fatima Iqbal – Community Pharmacy Service coordinator

Hursh Gagda – Community Pharmacy PCN lead

[Common Queries](#)

Services

For Essential services, please click [here](#).

For Advance services, please click [here](#).

For Locally Commissioned Services, please click [here](#).

Pharmacy Waste Management

Anenta Ltd manage the pharmaceutical waste services contract for NHS England excluding sharps. Anenta are your first point of contact for ALL pharmaceutical waste matters. Please click [here](#) (under waste) for more information.

For sharps, please click [here](#) (under sharps (patients)).

Blister Packs

A joint LPC/LMC statement on the use of MCCA's is available [here](#).

Please click [here](#) for more information (under blister packs/dosettes).

Controlled Drugs

The CD Accountable Officer for the South-East NHSE Region is Julie McCann. The CD AO office can be contacted on: england.southeastcdao@nhs.net. Please click [here](#) to find the CD reporting website. All CD related reporting/management can be done here.

Community Pharmacy Contractual Framework

We have put together [this short document](#) on common issues that are raised during a CPAF visit. Please use this document to ensure your pharmacy complies with the terms of the [Community Pharmacy Contractual Framework \(CPCF\)](#).

Learn from patient safety events (LFPSE)

As part of the clinical governance provisions in the Terms of Service, contractors must report patient safety incidents to the NHS.

LFPSE reporting was introduced in 2021 (replacing the National Reporting and Learning Service) and contractors should now use this system for reporting patient safety incidents. Reports are made via the [LFPSE website](#).

CPSS communication

Website

Please click [here](#) to visit our website where we provide lots of useful information to aid your practice.

Newsletter

We publish a weekly newsletter with the aim of making it easy for NHS community pharmacy contractors and staff in Surrey and Sussex to access the local information that helps them do the job they love. If you would like to sign up, please click [here](#).

Monthly Deadline Tracker

It can be tough to keep track of all the different contractual deadline therefore we have compiled a list of the most important ones. To access the monthly deadline tracker, please click [here](#).

WhatsApp Group

We have a WhatsApp group where we share important pharmacy deadlines. To join, please click [here](#).

Email

Please feel free to email us for any queries to our shared pharmacy email address lpc@communitypharmacyss.co.uk.

Other Useful Links

For the NHS long term plan, please click [here](#).

For the Community Pharmacy Contractual Framework, please click [here](#).

For information on Primary Care Networks (PCNs), please click [here](#).

To learn more about PCN leads, please click [here](#).

For training and development, please click [here](#).