

[View this email in your browser](#)



Newsletter

09/01/2025

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.

Quick Glance

In This Edition:

- * NHS Sussex changes to complaints procedure
- * Reminder temporary closures procedure
- * Pharmacy Contraception Service
- * West Sussex County Council Sexual Health Service: EHC (Ulipristal and Levonorgestrel) PGD reminder to sign the PGDs
- * Surrey Pharmaceutical Needs Assessment (PNA) report – out for consultation
- * West Sussex County Council Making Every Contact Count (MECC) training
- * Resources to support Cervical Cancer Awareness Month
- * How much do you know about diabetes?

LPC News



NHS Sussex changes to complaints procedure

After 6 January 2025 if people want to make a complaint about pharmacy services to the commissioner, the way to do this is changing. Rather than contacting NHS Frimley (SE Complaints Hub), people will contact the NHS Sussex Complaints team direct via new contact details below:

- Phone: 0300 140 9854 (excluding weekends and bank holidays)
- Email: sxicb.complaints@nhs.net
- Post: NHS Sussex, Sackville House, Brooks Close, Lewes BN7 2FZ

Please update these details onto the pharmacies complaints process and remove the old email details.



Reminder temporary closures procedure

The Terms of Service require NHS community pharmacy owners to have a business

continuity plan for temporary suspensions due to illness or other reasons beyond their control and to action the plan when necessary. Notifications of unplanned temporary suspensions of services (closures) can now be made via the MYS Portal or by emailing a copy of the temporary closure form. Find out more [here](#).

Local Services



Pharmacy Contraception Service

To access your local formularies to determine the most appropriate medication to offer in line with the formulary for your local area, please click on the links below

- [Sussex ICB combined hormonal contraception](#)
- [Sussex ICB Progesterone only contraception](#)
- [Frimley ICB Combined hormonal contraceptives](#)
- [Frimley ICB Progesterone only contraceptives](#)
- [Surrey ICB Formulary](#)

It is recommended that repeat supplies should be made in line with the person's previous supply, e.g. in the instance that a branded product has been supplied for clinical reasons such as an allergy to product constituents. However, if there are supply issues with the original brand, the repeat supply can be made from an equivalent brand/generic equivalent of OC. Pharmacy owners should follow any medicines formulary requirements of their local integrated care board.



West Sussex County Council Sexual Health Service: EHC (Ulipristal and Levonorgestrel) PGD reminder to sign the PGDs

Pharmacies that are already registered to supply Ulipristal and Levonorgestrel have been sent an email reminder to send their signed PGDs to

Anja.Lock@westsussex.gov.uk.

Consultation on the draft Pharmaceutical Needs Assessment for Surrey 2025

Surrey Pharmaceutical Needs Assessment (PNA) report – out for consultation

Surrey Health and Wellbeing Board has produced the first draft of its 2025 Pharmaceutical Needs Assessment (PNA) report. The aim of the Surrey PNA is to describe the current and future need for pharmaceutical services in Surrey. It achieves this by providing an overview of pharmacy services in Surrey (what is provided and where) and makes an assessment around whether what is currently in place meets the needs of residents, both now and in the future.

The consultation and link to the draft PNA can be found here: [Consultation on the draft Pharmaceutical Needs Assessment \(PNA\) for Surrey 2025 - Surrey County Council - Citizen Space](#).

Your comments are valuable and highly appreciated so please do let them know what you think. The consultation is now open and will close on **Friday 24th January 2025 at 11:59pm**.

If you have any queries about the PNA, or require a copy of the PNA or the questionnaire in hard copy or a different alternative format, please contact them and they will do their best to assist you:

Email: public.health@surreycc.gov.uk

SMS text number: 07816188630

Telephone number: 07816188630

Newsletters

To read the latest edition of the Surrey Wide ICB

Safeguarding Newsletter click [here](#).



Additionally you may be interested in.....



West Sussex County Council Making Every Contact Count (MECC) training

WS County Council have an upcoming MECC workshop on the **30th of January**, in Chichester from 12-3pm. If anyone would like to sign up, please use the link [here](#).

Cervical Cancer Awareness Month

Resources to support Cervical Cancer Awareness Month

January is Cervical Cancer Awareness Month. Click on the link to find information for healthcare professionals and the public to raise awareness of this disease:

[Cervical Cancer Awareness Month.](#)



How much do you know about diabetes?

Did you know that people of black African, African-Caribbean or south Asian heritage are more likely to develop type 2 diabetes? Dr Joan St John, a GP who specialises in the condition, says many people lack an understanding of diabetes, even some NHS colleagues. In her blog, [Millions of people have diabetes but how much do you know about it?](#), Joan talks about the ways it affects people and gives some helpful tips on staying well if you have diabetes. She also explains how important it is to be able to spot the signs early and encourages everyone to talk openly about diabetes with friends and family.

Community Pharmacy Surrey & Sussex

Address: CPSS, PO Box 1061A, Surbiton, KT1 9HJ

Tel: 01234 567890 | Email: LPC@communitypharmacyss.co.uk

Copyright©2025 Community Pharmacy Surrey & Sussex, All rights reserved.

[Newsletter archive page](#)

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).