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Newsletter

12/03/2025

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

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### How is your “New Normal”?

It's been five years since the Government lockdown as the Covid-19 Pandemic gripped the world. It seems like a long time ago but equally it seems like yesterday and the reminders are still around us everywhere, from faded yellow tape on the pharmacy floor to masks still being worn by some without a second thought. Lockdown affected so many aspects of our everyday life, some good, some bad, with a fundamental shift towards appreciating people and little things like never before. Many felt the pain of loss, but there was hope which was brought to all by those that were able to work towards keeping people safe and healthy, those on the “frontline”, very much including all of you.

When people were only allowed to go outside to buy food or exercise once a day (under very strict rules) pharmacies kept their doors open, despite the obvious danger to pharmacy staff. The sheer logistics and effort involved in keeping those doors open and people safe being a massive piece of work in itself. At the 5-year anniversary of lockdown it is important to remember pharmacies resilience and role in the pandemic and what was achieved should be celebrated and never forgotten. Thank-you for all you do every day.

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## **Pancreatic Enzyme imports available for Creon**

The limited supply of Creon 10,000 and Creon 25,000 capsules continues. It is anticipated supplies will remain limited until 2026. The alternative licensed products (Nutrizym 22 capsules and Pancrex V capsules) are available in intermittent limited supply, but are not able to fully cover the demand. An updated Patient Safety Alert has been issued emphasising the importance of patients not being left without PERT.

The ICB's across Surrey and Sussex have worked with Oxford Pharmacy Store (OPS) to secure stocks of the alternative imported product, Pangrol, OPS can be used if you cannot obtain Pangrol from your usual wholesaler. The lead time for delivery to community pharmacy from Oxford Pharmacy Store is next working day.

Pangrol is available in 10,000 and 25,000 strengths so can be substituted as a direct equivalent for Creon preparations. Stock of both strengths of Pangrol are available now in 200 capsule packs.

Specific local guidance is available on the current Pancreatic Enzyme Replacement Therapy shortage here - [Pancreatic Enzyme Replacement Therapy \(PERT\) shortages information](#).

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## **Local Services**



## **Frimley ICB Translation Services – change of provider from 1st April 2025**

Frimley ICB are pleased to announce that from 1st April 2025 there will be one provider of Translation and Interpreting Services for Primary Care across Frimley ICB. The new contract has been awarded to **dals** (formerly known as DA Languages) following a competitive procurement. Dals will be providing the following services:

- Spoken Face to Face
- Telephone Interpretation
- Spoken Video Interpretation
- Non-spoken Face to Face (BSL / Speech to Text Operator / Lip speaking / Deaf/Blind Communication)
- Non-spoken Video Interpretation (BSL / Speech to Text Operator / Lip speaking / Deaf/Blind Communication)
- Translation
- Transcription
- Proofreading

### **What does this mean for Primary Care providers?**

For those in North East Hants & Farnham and Surrey Heath, there is a change in provider. To support the change dals have agreed to put on some training sessions

to allow staff members to get to know the system for booking and using the new provider. Please click on the links below to book in for the training sessions – you only need to attend one.

**Click on these links to book onto a training session**

[Thursday 20th of March 12:00 - 13:00](#)

[Tuesday 25th of March 12:00 - 13:00](#)

Each pharmacy contractor will be provided with a PIN number, and this will be distributed a week or so before the new service commences. There is also a comprehensive library of user guides that will be sent out following the training sessions. Dals will work with existing providers to ensure that all bookings are transferred smoothly.

Below are a couple of introductory documents for dals for information.

[About Dals](#), [Working with Dals](#).



**Reminder Pharmacy Contraception Service**

Across Surrey and Sussex the ICB's have identified patients who are prescribed oral contraception ONLY and are providing information to GP Practices to support communication regarding the service. GP Practices will be able to send Text messages/e-mails to all these patients to advise they can obtain future supplies from a Community Pharmacy of their choice using the Find a Pharmacy link. We have advised that if a GP Practice has a number of patients these are sent in batches of 50 per week.

A text will be sent to all eligible patients – an example is provided below

Get repeat oral contraception at a pharmacy without needing to see a GP. Find a pharmacy that offers the contraceptive pill without a prescription

[www.nhs.uk/service-search/pharmacy/find-a-pharmacy-offering-contraceptive-pill-without-prescription](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy-offering-contraceptive-pill-without-prescription).

Please could you consider the following actions

- Patients will walk in to access the service, please ensure all staff are briefed
- Review your current engagement and plan for additional training if required
- Make sure all your pharmacists are trained including locum pharmacist
- Consider what other members of the team could do to support the pharmacist

to deliver the service

- You must provide contraception initiation if you register to provide the service
- Review your marketing, social media, website
- Make sure your team understand the service and is well engaged
- Information about the service can be found here: [Pharmacy Contraception Service \(PCS\) - Community Pharmacy England](#).

Reminder if the pharmacy is signed up to offer the service and can't provide it that day, please support the patient to access the service at another pharmacy.



**East Sussex campaigns to support healthy living signposting - No Smoking Day 12th March**

We are excited to share with you an extension of our 'It's Well Worth It' communications campaign for 'No Smoking Day' on the 12th of March 2025. Please do feel free to share these on your social media pages and in your services.

The theme of this year's 'No Smoking Day' is 'taking back your life' which acts a reminder of the benefits of stopping smoking and the wide range of behavioural support and quit aides available through our local stop smoking service in East Sussex (Refer here - [One You East Sussex - Website referral form](#))

No Smoking Day also offers a great opportunity to have conversations with clients and colleagues etc about making their annual quit attempt and this can be encouraged on any day of the year, but this day offers a great opportunity for anyone to start their smoke free journey.

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## Training



### **Your chance to grab a funded Accuracy Checking Pharmacy Technician place**

Are you a pharmacy technician who hasn't completed Accuracy Checking yet? The CPPE Accuracy Checking Pharmacy Technician programme [here](#) has no cohorts, flexible start dates, and takes as little as three months to complete – and

there are 10 NHS-funded places available right now.

The programme aims to support pharmacy technicians to develop the skills required to be a safe final accuracy checking pharmacy technician, improve leadership skills to direct the dispensary team, and support the multi-disciplinary team to deliver patient-facing services. Don't delay – apply now [here](#).

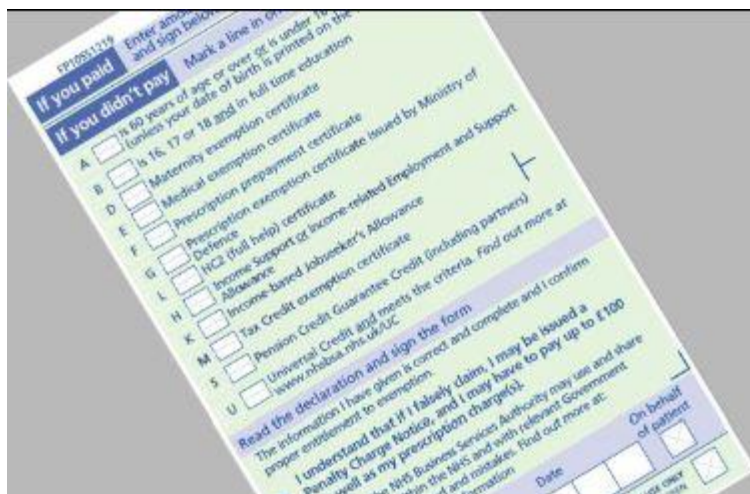
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## Newsletters

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



Additionally you may be interested in.....



## HMP Lewes starts issuing EPS Prescriptions

As part of the national EPS rollout to prisons, HMP Lewes will be issuing EPS Prescriptions from the 10th March 2025. Former prisoners with a prison address are exempt from paying prescription charges. Further details are available on the CPE website [here](#).



### **Free-of-charge 0015 HMP code for these prescriptions**

An HM prison-issued FP10 or FP10MDA prescription issued to a person released from prison is exempt from NHS prescription charges.

HMP prescriptions should have the exemption category 0015 HMP selected on their Dispensing EPS Claims.

The prescriber address section of the prescription must include the initials 'HMP'/YOI (Young Offenders Institution) to confirm that the prescription is exempt from charges.

If so, the patient does not need to complete a signed declaration on the back of the form or Token. Exemption category 0015 should only be used for processing HMP prescriptions for people released from prison.

Some pharmacy teams have asked their system supplier to identify HMP prescriptions and set these to the exemption category 0015 by default and to flag for pharmacy teams that these are HMP free-of-charge electronic prescriptions.



### **Medicine shortages mentioned in prevention of future deaths reports – reminder of the importance of safety netting for community pharmacy teams**

There have been two recent medication shortages mentioned in future death reports where critical epilepsy medication shortages contributed to a death.

[David Crompton: Prevention of Future Deaths Report - Courts and Tribunals](#)

[Judiciary](#)

[Charlie Marriage: Prevention of Future Deaths Report - Courts and Tribunals](#)

[Judiciary](#)

The coroners concern in both the above reports is how community pharmacy teams can support individuals who require lifesaving medications.

**Please check safety netting is in place for patients when life critical medicines e.g. for epilepsy, diabetes, are out of stock.** For example, by checking the amount of stock the patient has left and supporting the patient to access stock elsewhere or advising them on obtaining an alternative medication from the prescriber.



**What makes a good Learning From Patient Safety Events (LFPSE) report?**

## **Learn from patient safety events (LFPSE) reporting - from Surrey Heartlands ICB**

Thank you to all our community pharmacy teams who are reporting LFPSE's. This is a great way for us to learn from events and hopefully reduce the likelihood of the same errors happening in the future. Just as a reminder, please see [here](#) from Surrey Heartlands ICB for what a good LFPSE report looks like.

We often pick up themes from the reports and share them just as reminders to be vigilant and keep in mind the potential for certain errors. With the latest LFPSE reports we found bagging and handing out medication to the wrong person as common themes. Be extra careful with bag labels, our pharmacies are extremely busy so this can sometimes be an oversight so just double check your bag labels. Remember, always confirm the name and address of the patient whose medication is being collected.

Whilst this is our day-to-day job, it may be worth revisiting some SOPs as a refresher

for all staff. What we do is so important, patients and the public rely on us to ensure they have the correct medication so a huge thank you to all our community pharmacy teams! For more information on LFPSE please see [here](#).

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## **Enoxaparin Brand switch at certain hospitals across Surrey and Sussex**

Ashford & St. Peter's Hospitals NHS Foundation Trust (ASPH) and University Hospitals Sussex have changed the brand of enoxaparin prescribed from Clexane® to the biosimilar product Inhixa®. There is no difference in dosing or licensing between Inhixa® and Clexane®. Biosimilars (e.g. Inhixa®) are considered interchangeable with their reference product (i.e. Clexane®), however, as per MHRA advice, prescribing should be by brand name as this supports pharmacovigilance and continuity of supply for the patient.

There are limited indications for which enoxaparin is prescribed in primary care but community pharmacies in the area may now see occasional prescriptions for Inhixa.

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## **Position statement 'Self-Swabbing Kits' for survivors of sexual assault or rape**

### **Health & Justice Team at NHS on 'Self-swab tests'**

Please be aware that pharmacies are being approached to stock swab tests for sexual assault victims. If your pharmacy is approached, please let

[andreacollins1@nhs.net](mailto:andreacollins1@nhs.net) at NHSE know. The NHS did not endorse this product and the marketing is misleading. As such they have produced a position statement [here](#).

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