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Newsletter

26/03/2025

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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LPC News



Increased funding for Locally commissioned services

We are pleased to announce that Surrey County Council Public Health commissioners have agreed an uplift to the following service fees, we thank the Public Health team for all their hard work and support to secure these increases in unstable and challenging times throughout all our organisations.

The following increases will apply from 1st April 2025

Emergency Hormonal Contraception **16%** fee increase

Needle Exchange **25%** fee increase

Supervised Consumption - buprenorphine **22%**, methadone **17%** fee increases

NHS Healthchecks **4.2%** fee increase

Additionally, across Sussex we have worked with Public Health teams to secure uplifts in the following services:

West Sussex - Emergency Hormonal Contraception **23%** fee increase

Brighton and Hove - Emergency Hormonal Contraception and Chlamydia **6%** fee increase

CPSS have been working hard on behalf of contractors to promote community pharmacy and improve service fees, we would like to thank all our Public Health commissioners and teams who have been exceptionally responsive to the challenges community pharmacy face and testament to our fantastic working relationship as we all continue to improve service delivery across Sussex and Surrey.



One-to-one Service Clinics

Would you like a one-to-one service clinic with one of the CPSS team members? We can support you to help understand what is required from the pharmacy to undertake a service, provide support to ensure you are delivering services to maximise your income and answer any queries you may have. We can personalise the service clinics to tailor your needs.

To book into any of the below slots, please contact us on

LPC@communitypharmacyss.co.uk.

Tuesday 8th April 10-11am

Tuesday 8th April 11-12pm

Thursday 10th April 10-11am

Thursday 10th April 11-12pm

Thursday 10th April 12-1pm

Friday 11th April 10-11am



Sussex Community Pharmacy Integrated Neighbourhoods Teams (INT) Meeting

On Tuesday 25th March, Community Pharmacy Surrey and Sussex hosted a face-to-face workshop for our Community Pharmacy Neighbourhood Leads for the 13 Sussex Integrated Neighbourhood Teams (INTs). Supporting the Sussex Improving Lives Together strategy and the Shared Delivery Plan through the development of INTs, CPSS has recruited Community Pharmacy Neighbourhood Leads in Sussex to aid the new vision for integrating primary care as reported in the [Fuller Stocktake](#) report.

Community Pharmacy plays a vital role in primary care and as a key player, we need to ensure we have a LOUD voice! CPSS have successfully secured a place at the table and will be supporting our Community Pharmacy Neighbourhood Leads to promote community pharmacy services and strive to fully integrate community pharmacy as part of primary care.

More information on INTs can be found [here](#).

We look forward to continuing this journey with our Community Pharmacy Neighbourhoods Leads!

Local Services



Pharmacy First Reminder - Patients who are electronically referred but do not meet the gateway criteria for the clinical pathway strand of the service should not automatically be rejected

From the data across Surrey and Sussex we are seeing some pharmacies rejecting clinical pathway referrals which have been electronically referred from 111 or GP's where a patient consultation has taken place.

If a patient is electronically referred for a clinical pathway condition from GP Surgeries or 111 but does not meet the eligibility criteria, they can instead be seen under the minor illness strand of the service. For example, if a patient is electronically referred for earache but is an adult, they would not be eligible for the acute otitis media clinical pathway, but the pharmacist could provide the minor illness strand of the service for this patient, complete the consultation under minor illness and claim accordingly.



Important guidance documents for people in Police Custody who require supervised opioid substitution therapy

Surrey

We have been working with Sussex and Surrey Police, Mountain Healthcare and I-Access to create a guidance document which sits alongside the pharmacy supervised consumption SLA that allows medications to be collected by a Police Officer for people who are in police custody. This is to assure you that this is in line with procedures and allows a seamless transfer of supervised medication that is usually given under the direction of the pharmacist.

The guidance can be downloaded [here](#).

Please read the guidance document, save to your folders/print out and adjust your SOPs as required, this is due to go live 7th April, and this process will be in place for all people who are detained in custody and require they medication whilst in police custody.

Sussex

CGL have created this guidance to sit alongside the pharmacy service specification that allows medications to be collected by a Police Officer for people who are in police custody, this process is already in place. This is to assure you that this is in line with procedures and allows a seamless transfer of supervised medication that is usually given under the direction of the pharmacist.

The guidance can be downloaded [here](#).

Please read the guidance document, save to your folders/print out and adjust your SOPs as required, this process will be in place for all people who are detained in custody and require they medication whilst in police custody.

Training



Preparing to deliver PGD's - 22nd June 10-12pm

You are invited to sign up for the CPSS and CPPE **Preparing to deliver PGD's** training session which will be held on **Sunday 22nd June 10-12pm** (9:30am arrival for coffee and cake) at the **Sandman Signature London Gatwick Hotel**, 18-23 Tinsley Lane South Crawley, RH10 8XH.

This is open to both Pharmacists and **Pharmacy Technicians**. With the growing role of Pharmacy Technicians and the recent changes to allow Pharmacy Technicians to utilise PGDs, this is a great opportunity to start preparing to deliver PGDs.

Learning aims:

To understand what a PGD is

To be aware how to operate under a PGD

To understand the steps to take to become competent to work under a PGD

To apply the learning to local services which involve PGDs

To sign up for the event please click [here](#).

We look forward to seeing you at the event.



Excellence in Pharmacy - Sussex Conference: Celebrating excellence and innovation in medicines optimisation and pharmacy practice - 17th May 9.30am to 4.30pm

Date: Saturday 17th May 2025

Time: 09:30 -16:30

Cost: FREE

Location: Huxley Building, University of Brighton, [Moulsecoomb campus](#)

For further details and registration please see [here](#).

There will an opportunity to create and present posters for the event, along with submitting nominations for awards. Further details will be shared in the coming weeks.

For any queries about the conference, please contact:

Alice Conway - Alice.Conway@nhs.net

Paula Parker - paula.parker1@nhs.net

Look forward to seeing you all on **Saturday 17th May 2025**

Newsletters

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



Additionally you may be interested in.....



Workforce, training and education

Events for all 2025/26 Trainee Pharmacist employers from the Workforce, Training and Education Directorate, NHS England – South East team

To support you in your preparations for the incoming 2025/26 Foundation Trainee Pharmacist cohort, NHS WTE are holding some South East region information sharing and online support sessions.

Tuesday 29th April: 1pm – 2:30pm [Join the meeting now](#)

Wednesday 7th May 7pm- 8:30pm [Join the meeting now](#)

This will be an opportunity to look at and discuss the following, as well as ask any questions you may have and will cover off:

Getting ready for foundation trainees starting summer/autumn 2025

Your role as a DS / DPP

How to use the Foundation Trainee Pharmacist Assessment Strategy and associated activities and tools

Information and documents to support your planning can be found here:

[Implementing the foundation pharmacist training year from 2025/26 | NHS England | Workforce, training and education](#)

They will follow up with two further sessions to focus more on training plans as

below:

Monday 2nd June 7pm- 8:30pm [Join the meeting now](#)

Tuesday 3rd June 1pm- 2:30pm [Join the meeting now](#)

They intend on releasing more support dates as we progress through the training year.

Please contact the team at england.wtepharmacy.se@nhs.net if you have any immediate questions.



What's on at CPPE this April

Online events

- 2 & 22 April - [Asthma: optimising adherence to medicines - focal point](#)
- 2 & 29 April - [Valproate: the hard conversations - focal point](#)
- 8 April - [Preparing to train as an independent prescriber](#)
- 8 April - [Reflective practice online workshop](#) (pharmacy technicians only)
- 8 April - [Depression focal point pilot](#)
- 9 April - [Deprescribing](#)
- 16 & 30 April - [Hypertension - focal point](#)
- 22 April - [Chronic obstructive pulmonary disease \(COPD\) - focal point](#)
- 30 April - [Optimising infection management](#)
- 30 April - [Academic writing and reflective practice](#)

Face-to-face events

- 27 April (Kent) - [NHS Pharmacy Contraception Service: delivering effective](#)

[consultations to initiate contraception](#)

- 6 April (London) - [NHS Pharmacy First: Clinical assessment and examination skills full-day workshop](#)

Are you looking to enhance your skills in education and training?

The CPPE *Advancing your practice in education* [pathway](#) is designed to help you grow as a pharmacy educator – find out more at the end of this email.

Designed to help you grow as an educator, our new pathway is packed with practical insights and tools to elevate your skills. It includes:

Self-assessment framework - Build a strong foundation for reflection and practice.

Online workshop - Sharpen your skills as a reflective practitioner.

Face-to-face workshop - Develop your presentation and facilitation expertise.

Reflective essay - Showcase how you've applied your learning in practice.

Peer discussion - Collaborate and learn with others in the field.

On the pathway you'll find insights from pharmacy professionals who've successfully navigated the advanced credentialing process, offering their tips and advice along the way.

Whether you're just starting your journey or looking to refine your skills, our pathway is designed to meet you where you are.

Complete one component, a few, or the entire pathway - it's up to you.

Take the next step in your career today! [Learn more and enrol](#).

To contact CPPE call 0616 778400 or email at info@cppe.ac.uk.



Surrey Heartlands ICB - New arrangements for complaints about GP, pharmacy, optometry and dental services

There are two ways people can make a complaint about GP Practices, dentists, opticians or pharmacies:

- They can complain to the healthcare provider: this is the organisation where they received the NHS service, for example a GP practice, a dental practice, a community pharmacy or an optometry practice or
- They can complain to the commissioner of the service: this is the organisation that paid for the service or care they received.

The direct management of primary care complaints is moving to Surrey Heartlands ICB from the South East Complaints Hub.

From 1 April 2025, Surrey Heartlands ICB will be responsible for handling complaints it receives about GP, pharmacy, optometry and dental services for residents in their ICB area, where complainants indicate that they wish the ICB to handle their complaint.

Handling these complaints at the ICB level will better enable local teams to identify themes and trends that can drive improvements and lead to changes in service delivery. The ICB's Complaints Team already handles complaints about a wide range of NHS-funded services so this will align the primary care complaints service with those.

You can find out more about how the ICB handles complaints that it receives in our [Complaints Handling Policy](#). This is currently being updated to reflect this new responsibility.

Please contact the Complaints Team at syheartlandsicb.complaints@nhs.net if you have any questions.

Community Pharmacy Surrey & Sussex

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