

Deadline Tracker May 2025

If you are part of a pharmacy group or multiple, please liaise with your area managers/head office.

Subject	Requirement	Deadline	Action and links	Tick when completed
NMS Claim Change on MYS	Pharmacy Income	Reminder for April claim	<p>Ahead of making a claim for the New Medicine Service (NMS) consultations carried out in April 2025, pharmacy owners are reminded of the changes to the service's payment structure that came into effect this month. The payment structure for NMS will be simplified to a £14 fee for each Intervention or Follow up consultation provided to the patient, i.e. a total fee of £28 will be paid if the pharmacy has done both the Intervention and Follow up consultations. For claims for NMS provided in April and subsequent months, up until that change is made to MYS, pharmacy owners will need to claim the total number of Intervention consultations and Follow up consultations they have provided in the month. For example:</p> <p>Number of completed Intervention consultations – 20 Number of completed Follow up consultations – 11 Number of NMS provisions to be claimed in the MYS module– 31.</p> <p>Once the NHSBSA have updated the MYS module, pharmacy owners will be able to separately report on the number of Intervention consultation and Follow up consultations, with the NHSBSA making payment based on the total number of each.</p> <p>Learn more here.</p>	
Annual Complaints Report	Contractual Requirement	Reminder due by 27th April 2025	<p>Pharmacy owners must send a copy of their annual complaints report to the local NHS contract management team as soon as reasonably practicable after the end of the year to which the report relates. This is a mandatory requirement for all pharmacy owners.</p> <p>Completion of Annual Complaints Report 2024/25 (For Action by 27 April 2025) It is a mandatory requirement for all community pharmacies, including distance selling pharmacies, to prepare an annual report on complaints by 31 March each year. You must send the information to the pharmacy commissioning team, and the report should also be available to anyone who requests it. A gentle reminder that your annual complaints report is now due. Please complete the MS form via the link below by no later than 27 April 2025. See link: https://forms.office.com/e/7HNWA4ivPZ. If you encounter any technical issues accessing the link or completing the online form, please email the pharmacy team prior to the due date so we can assist you: Frimleyicb.southeastcommunitypharmacy@nhs.net</p>	

Pharmacy Quality Scheme Aspiration Payment	Pharmacy Income	Between 9am on 1st May 2025 and 11.59pm on 16th May 2025	<p>The 2025/26 PQS has £30 million funding available and officially commences on 1st April 2025. Pharmacy owners will be able to claim an Aspiration payment if they wish to between 9am on 1st May 2025 and 11.59pm on 16th May 2025.</p> <p>View the PQS 2025/26 hub page</p>	
Pharmacy First monthly payments	Pharmacy Income	From June 2025	<p>Pharmacies will need to be registered to provide the Pharmacy First, PCS and HCFS to receive the monthly PF payments, subject to also achieving the relevant volume of clinical pathway consultations.</p> <p>Payments change to:</p> <p>£500 for those delivering 20-29 consultations per month and £1,000 for those that achieve 30 or more.</p>	
NHS Profile Manager	Contractual Requirement	Complete by 30th June 2025	<p>Ensure the DoS and NHS.uk website pharmacy profile is comprehensive and accurate by updating via the NHS Profile Manager. Verify and where necessary, update the information contained in the profile at least once each quarter. The financial quarters are:</p> <ul style="list-style-type: none"> • 1st April to 30th June • 1st July to 30th September • 1st October to 31st December • 1st January to 31st March <p>Reminder of the new NHS Profile Manager tool for updating DoS & NHS website.</p> <p>Note the NHS Terms of Service require pharmacy owners to check that their opening hours, contact information, facilities and services information are up to date for each profile, each financial quarter. Check that each module is marked as verified even if no change is required to the information. All boxes must be ticked in the NHS profile Manager otherwise it will be marked as incomplete. The facilities section is the most often missed profile for confirmation.</p>	
Data Security and Protection Toolkit	Contractual Requirement	Complete by 30 th June 2025	<p>Community Pharmacy England has published new guidance to help pharmacy owners complete this year's Data Security and Protection Toolkit. The Toolkit is used to make a pharmacy's information governance (IG) declaration and must be completed by Friday 30th June 2025.</p> <p>CPE collaborated with the NHS Toolkit team to keep the workload associated with Toolkit completion manageable whilst maintaining the appropriate data security protections. The updated Toolkit includes a new question on multi-factor authentication for clinical IT systems, improved layout and question wording, pharmacy-specific tips, and pre-filled answers from previous submissions for easier updates.</p>	

			We recommend that you log in to the Toolkit as soon as possible and begin reviewing our guidance documents. Read more, including the guidance materials. Watch the recorded workshop here.	
Pharmacy First caps	Pharmacy Income	1 st July 2025	New Pharmacy First caps introduced; these caps are based on the monthly average of Pharmacy First (clinical pathways) delivered during February 2025 to April 2025). View your assigned Band and monthly cap on the NHS Business Services Authority's website .	
Pharmacy Quality Scheme Gateway Criteria	Pharmacy Income	31 st August 2025	Deadline to have signed up to deliver the Pharmacy First Service and the Pharmacy Contraception service to meet the PQS Gateway criterion.	
Pharmacy First monthly payments	Pharmacy Income	From 1 st October 2025	In addition, to being registered to provide Pharmacy First, PCS and HCFS to receive the monthly PF payments, subject to also achieving the relevant volume of clinical pathway consultations, the pharmacy must also deliver at least one Ambulatory Blood Pressure Monitoring (ABPM) provision per month.	
Pharmacy Quality Scheme Claim Period	Pharmacy Income	Between 9am on 2nd February 2026 and 11.59pm on 27th February 2026	The final PQS claim declaration must be made between 9am on 2nd February 2026 and 11.59pm on 27th February 2026.	
Pharmacy Quality Scheme Final Deadline	Pharmacy Income	31 st March 2026	Deadline for ensuring the requirements of the quality criteria (excluding those that need to be met by the day of the declaration have been met). View the PQS 2025/26 hub page	
Summary of payments including claiming deadlines	Pharmacy Income	At different dates please follow the summary to make claims	A summary of payment claiming deadlines can be found here .	
Serious Shortage Protocols (SSPs)	Dispensing		Active SSPs Can be found here .	
MHRA Drug Safety Newsletter	Dispensing		Download the monthly newsletter here .	

Regular Tasks

The following tasks need to be completed on a daily / monthly basis:



Subject	Requirement	Deadline	Action & Links	Tick when completed
PharmOutcomes	Act now	Ongoing	Check PharmOutcomes a minimum of three times a day for all referral services.	
Local Services	Act now	By the 5th	Please claim all your locally commissioned services by the 5th of the month.	

For further advice and support from Community Pharmacy Surrey & Sussex Team please contact us.

Email: LPC@communitypharmacyss.co.uk

Call us on: [01372 417726](tel:01372 417726);

Or visit our website: www.communitypharmacyss.co.uk.

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