

Deadline Tracker May 2026

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

Subject	Requirement	Deadline	Action & Links	Tick when completed
Annual Complaints Report	Contractual Requirement	Complete by the 10 th May 2026	<p>Pharmacy owners must send a copy of their annual complaints report to the local NHS contract management team.</p> <p>Please complete the MS form via the link below by no later than 10 May 2026.</p> <p>See link: South East Pharmacies: Annual Complaints Report: 1st April 2025 – 31st March 2026 – Fill in form</p> <p>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 they can assist you: Frimleyicb.southeastcommunitypharmacy@nhs.net</p>	
Temporary suspensions/closures	Contractual Requirement	Starts 1 st June 2026	<p>Using Manage Your Service (MYS) is now the only route to notify ICBs of temporary suspensions/closures. Previously, pharmacy owners could report via the MYS portal or send an email notification to their ICB. However, from 1st June, MYS will be the only submission method and pharmacy owners must use it from today. Once reported via MYS, pharmacy owners do not need to follow up with an email or further notification to their ICB.</p>	
Data Security and Protection Toolkit (DSPTK)	Contractual Requirement	Complete by 30 th June 2026	<p>Deadline to complete the Data Security and Protection Toolkit (DSPTK).</p> <p>This is a mandatory requirement for all pharmacy owners.</p>	
NHS Profile Manager	Contractual Requirement	Complete by 30 th June 2026	<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</p>	

			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.	
Community Pharmacy England (South East) event	Information	9 th July 7.30pm to 9pm	<p>Community Pharmacy England (South East) event that will see members of the Executive Leadership Team, as well as Committee Members, visiting the area to hear directly from pharmacy owners and LPCs who they hope will want to attend to share views, ask questions, and engage in discussion sessions.</p> <p>The event will be held from 7.30pm –9pm, with doors open from 6.45pm when a hot buffet and light refreshments will be available.</p> <p>Attendance is for pharmacy owners or their representatives only, with places made available on a first come first served basis. The events are funded by Community Pharmacy England and are free to attend. Read more about the event and sign-up if you are interested in attending.</p>	
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@communitypharmacys.co.uk

Call us on: [01372 417726](tel:01372417726);

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

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