INFORMATION FOR PHARMACY CONTRACTORS IN THE SOUTH EAST

We have prepared the following information which we hope you will find useful.

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2. Setting up an NHS.net Connect shared email account
3. Profile Manager
4. NHS BSA – Manage Your Service (MYS) Portal
5. Registering for MHRA Alerts
6. Smartcard Information
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1. How to Contact the South East Pharmacy Commissioning Hub Team

In the South East Region, community pharmacy commissioning and contracting functions are carried out by our Hub Team on behalf of the four NHS Integrated Care Boards (ICBs):

- Hampshire and Isle of Wight
- Kent and Medway
- Surrey and Sussex
- Thames Valley

We are referred to as the South East Pharmacy Commissioning Hub Team. We are hosted by NHS Thames Valley ICB (previously NHS Frimley) and that is why you will see our email addresses include 'TVicb'.
If you are advised to contact your ICB – please use the following contact details:

For general queries please contact:
TVicb.southeastcommunitypharmacy@nhs.net

For queries relating to pharmacy applications please contact:
TVicb.southeastmarketentry@nhs.net

For payment queries (e.g. for local services) please contact:
TVicb.southeastpharmacypayments@nhs.net

2. Setting up an NHS.net Connect Shared Email Account

To obtain a shared NHS.net Connect account for your pharmacy, go to the community pharmacy NHS.net Connect registration portal available here
Your shared mailbox will look like this: *pharmacy.ODScode@nhs.net*

If you have any difficulty with the NHS.net Connect registration process, please contact the NHS.net Connect team via helpdesk@nhs.net

Under the Pharmacy NHS Terms of Service, contractors must ensure their staff have access to and are able to send and receive NHS mail from the pharmacy shared NHS.net Connect mailbox. To meet this requirement, contractors must ensure that at least two members of staff at the pharmacy premises have live personal NHS.net Connect accounts that are linked to the shared mailbox. It should be accessed daily and communications responded to promptly. It's also the 'master' pharmacy email address we hold and use to send correspondence and contractual requests.

NHS.net Connect multi-factor authentication roll out for all users

Multi-factor authentication (MFA) is mandatory for all NHS. Net Connect users.
Further information regarding getting started with MFA can be found here

3. NHS Profile Manager

Pharmacies are required to verify and update their service profile at least every 3 months, including opening times and bank holidays, contact details, facilities and service information. When you update your contact information and opening times on the NHS Profile Manager, this also updates your UEC Directory of Services (DoS) profiles.

NHS Digital have created helpful short video's on how to update and maintain your Profile Manager, available here

Register for the NHS Profile Manager here

4. NHS Business Services Authority (NHSBSA) – Manage Your Service (MYS) Portal

The NHSBSA MYS portal offers an online alternative, to access a range of useful services for community pharmacy contractors and provides one portal to complete reimbursement and remuneration tasks.
Further information and access to the MYS Portal form for registration can be found here
Completed forms should be sent to mys@nhsbsa.nhs.uk

5. Registering for MHRA Alerts

The Medicines and Healthcare Products Regulatory Agency issues alerts, recalls and safety information regarding drugs and medical devices. With effect from 9 November 2020, contractors must register the premises specific NHS.net Connect account for each of their pharmacy premises with the MHRA as the address to which Central Alerting System (CAS) notifications are to be sent. Training should be provided to the team on how MHRA alerts are managed.
Register to receive alerts from the MHRA here

Training should be provided to the team on how MHRA alerts are managed, and a responsible person designated to record that the alert information has been shared with the relevant team members.

6. Smartcard Information

To obtain Smart Cards or for Smart Card information contact the Registration Authority Team on the following email address:
For Kent and Medway, Surrey and Sussex and Thames Valley: scwcsu.smartcards@nhs.net
For Hampshire and Isle of Wight: agcsu.ra@nhs.net

7. Controlled Drug (CD) Information

For CD incidents, destruction and any other CD management, visit the CD Reporting Portal here

8. NHS Safeguarding Guide

Up to date legislation and guidance relating to safeguarding can be accessed via the NHS Safeguarding Guide online. The guide provides information on how to report a safeguarding concern and has a directory of safeguarding contacts for every local authority. Further information can be found here

9. Waste Medicines Queries

Anenta Ltd manage the arrangements for collection of medicines waste for community pharmacies in the South East.
Register for an Anenta account here or access your existing account here

For urgent collections contact Anenta: Tel: 03301 222 143 / Email: contact@anenta.com or open a service ticket within your online account.

Please note, pharmacies must complete a Pre-Acceptance Audit (PAA) under the Environmental Permitting Regulation 5.07. This is to ensure that their clinical waste (including returned/unwanted medicines) continues to be collected. Failure to complete your PAA may result in the clinical waste collector suspending your service.
See CPE guidance on completing your PAA here

10. Reporting Temporary Suspensions of Service

Where a community pharmacy has to temporarily close, the pharmacy must notify the South East Pharmacy Commissioning Hub Team via the Manage Your Service (MYS) portal.
Log in to the MYS portal here

Further information regarding managing a temporary pharmacy closure can be found here

11. Useful Links

NHS England website pharmacy section can be found here

This includes links to:

Pharmacy Advanced Services

The Pharmacy Quality Scheme

Pharmacy Template Forms

NHS Primary Care Support England, Market Entry information can be found here

12. Annual Returns

There are a number of annual returns you need to make.
Reminders are sent out via Community Pharmacy England, your LPCs and from our team.
Please note it is a contractual requirement to comply with these returns.
These include:

Annual complaints	Community Pharmacy contractors are required to prepare an annual report for complaints. This request will be sent to you from the South East Pharmacy Commissioning Hub Team to your NHS.net Connect shared account.	**April**
Data Security and Protection (DSP) toolkit	Community Pharmacy Contractors are required to complete the online self-assessment toolkit. The toolkit can be accessed here	**June**
Community Pharmacy Assurance Framework (CPAF)	Completion of CPAF is a requirement of the Terms of Service. Therefore, pharmacy owners must complete the screening questionnaire and, if required, the full CPAF questionnaire. The CPAF screening questionnaire is available to complete in June / July each year via the NHS Business Services Authority (NHSBSA) Manage Your Service (MYS) portal.	**June / July**

	If you have a query about accessing the questionnaire, please email pharmacysupport@nhsbsa.nhs.uk including your pharmacy ODS/F code and pharmacy contact details.	
Workforce Survey	It is a contractual requirement for pharmacy owners to complete the annual community pharmacy workforce survey. The NHSBSA sends an email to pharmacy owners containing a link to the survey which is open for eight weeks.	**October - December** (exact date TBC)

13. Bank Holidays

The South East Pharmacy Commissioning Hub Team contact pharmacies throughout the year via their shared NHS.net Connect email in accordance with the Pharmaceutical Regulations, to collate details of pharmaceutical provision during a bank holiday period and ensure adequate coverage across the region. This information will also be communicated to the public, NHS 111 and the Out of Hours services.

Contractors must also ensure that their pharmacy's NHS website profile (NHS Profile Manager) is accurate and up to date (see point 3). This includes updating information on opening hours for bank holidays, Christmas Day, Good Friday and Easter Sunday.

14. Patient Complaints

Complainants can choose to complain to either the healthcare provider or the commissioner. If a complaint has already been made to the healthcare provider, the commissioner cannot re-investigate the same issue. If dissatisfied with the outcome, the complainant can escalate to the Ombudsman.

For **Hampshire and Isle of Wight ICB** the complaints team can be contacted using the details below:
Patient Experience and Complaints Team, Omega House, 112 Southampton Road, Eastleigh, Hampshire, SO50 5PB
Email: hiowicb-hsi.patientexperience@nhs.net
Phone: 0300 561 2561 (answerphone facility available)

For **Kent and Medway ICB** the complaints team can be contacted using the details below:
Patient Experience Team, 2nd Floor, Gail House, Lower Stone Street, Maidstone, Kent, ME15 6NB
Email: kmicb.patientexperience@nhs.net
Phone: 01634 335095 Option 7

For **Surrey and Sussex ICB** the complaints team can be contacted using the details below:
Complaints Team, NHS Surrey and Sussex ICB, Block C, 1st Floor, Dukes Court, Woking, Surrey, GU21 5BH
Email: syheartlandsicb.complaints@nhs.net
Phone: 0300 561 2500
SMS text: 07917 087 560

For **Thames Valley ICB** patients are asked to complete the online Complaint Summary and Consent Form on the Thames Valley ICB website: NHS Thames Valley - Complaints, concerns and compliments

Should you be contacted by the complaints team regarding a patient complaint about your pharmacy, it is important to respond in a timely manner.

15. Incidents and Concerns about a Pharmacy

Concerns and issues raised about a pharmacy tend to come to the South East Commissioning Hub pharmacy team and we may contact the pharmacy to address the issue to gain assurance and/or find resolve.

Pharmacies must ensure all staff are registered and submit patient safety incidents to the LFPSE.
The Learn from Patient Safety Events (LFPSE) service is a national NHS service for the recording and analysis of patient safety events that occur in healthcare.
An LFPSE account can be created here
Patient safety events can be submitted here

16. Translation and Interpretation (T&I) Services

All ICBs oversee T&I services for their area. Should you require T&I services, please email TVicb.southeastcommunitypharmacy@nhs.net and the information can be shared on the T&I services you require.

17. Closures for learning and development

The Terms of Service allow a pharmacy to close for training and development during core opening hours (without having to make up the time). Pharmacies may close for up to four hours in each calendar month provided that the pharmacy/owner complies with the requirements set out in the regulations.

For pharmacies located within Southeast England who wish to close for training and development during core hours within the next 12 months please notify the ICB by submitting an online notification detailed below.

Notification for pharmacies in South East England to close for learning & development – Fill in form here

The South East Pharmacy and Optometry Commissioning Hub Team:

Katie Perkins	Head of Pharmacy & Optometry
Bekithemba (Themba) Mhlanga	Pharmacy & Optometry Lead
Sue Williams	Commissioning Manager
Sue Pilgrim	Commissioning Manager
Beth Lacey	Contract Manager
Julie Stewart	Contract Manager
Gemma Michael	Contracts Officer
Ellie Cripps	Contracts Officer
Manrick Matto	Contracts Officer
Haley Garner	Contracts Officer
Anna Fowler	Business Support Administrator
Wendy Nelson	Business Support Administrator