



## COMMUNITY PHARMACY HEREFORSHIRE AND WORCESTERSHIRE

### GENERAL UPDATE 17<sup>th</sup> April 2025

Information is subject to change and is as accurate as we can ascertain at date published.  
If your pharmacy is part of a larger organisation (CCA, IPA), please consult with your HO in relevant matters.

#### CPCF 2024/25 & 2025/26

The LPC are planning a series of newsletters covering key topics and need to know information for contractors and their teams from late April. **We also are planning a f2f brunch event to update contractors in person on Sunday 22<sup>nd</sup> June 2025. Please save the date!**

All of the CPE resources created to support contractors with the new CPCF agreement, including different FAQs, can be found [here](#).

#### CPPE – Pharmacy Quality Scheme (PQS) Tracker and e-Learning!

The [CPPE PQS webpage](#) is now live! Once logged in, this page includes a PQS Tracker to help community pharmacy professionals quickly determine which CPPE learning programmes and assessments they have completed within the specified timeframe.

This will support you in achieving criteria relating to the **medicines optimisation and patient safety domains in the PQS 2025/26**. This year's PQS includes a stipulation that may require staff to repeat previously completed training and e-assessments. *This will depend on the stated validity period and completion dates.*

#### CPE Poll on CPCF

Community Pharmacy England wants to hear views from pharmacy owners on the new CPCF funding settlement, ahead of the next full Community Pharmacy England Committee meeting taking place at the end of this month. The short opinion poll is a further opportunity to share views and concerns, and we are keen to hear what you think should be the next priorities for Government and Community Pharmacy England. The results of this poll will feed directly into discussions at the upcoming Committee meeting and contribute to our ongoing efforts to push for further improvements and support for the sector. The short (ten-minute) poll is open until **11.59pm on Wednesday 30th April 2025** and gives pharmacy owners the chance to feed directly into our work. [link](#)



## 1. LOCAL

### Easter Bank Holiday Opening

Important: To ensure your Directory of Services (DoS) profile and NHS.uk website profile reflect your opening hours over the upcoming Bank Holiday please update the [NHS Profile Manager](#).

You can find the Easter BH rota on this link: <https://hw.communitypharmacy.org.uk/our-news/easter-bank-holiday-pharmacy-rota/>

### Reminder: GP Out of Hours Service – Have your say!

GP Out of Hours Services in Herefordshire and Worcestershire provide advice, information and treatment for people who become unwell during the period when their own GP surgery is closed, i.e:

- Overnight during weekdays between 6.30pm and 8am
- 24/7 on weekends
- 24/7 on Bank Holidays

The service is appointment only and can only be accessed by contacting NHS 111. NHS 111 will assess the person's needs and if they deem it clinically appropriate, they will book an out of hours GP appointment for the individual concerned. This appointment may either be

- **A telephone appointment**, which involves the patient being called back within a specific time period.
- **A face-to-face appointment** at one of the designated centres in Herefordshire or Worcestershire. These are at a variety of locations and venues, including in hospitals.
- **A home visit**, which is normally just for housebound patients or on the basis of clinical need.

The services in the two counties are currently provided by two separate organisations under two separate contracts. Both contracts will expire in July 2026, so the Integrated Care Board is legally obliged to re-commission the services. It normally takes about 12 months to organise the commissioning work for services of this size, scale and importance. As part of the work to commission the new services, we would like to hear your views and understand your experiences. This feedback will inform the work and will help us to identify any changes that we might need to make the services we organise for you.

**Who is the survey for?** - We are keen to hear from a wide range of people across Herefordshire and Worcestershire, including those who live, work, care, or receive NHS services in these areas. We are particularly keen to hear from you if you have used the either of the current GP out of hours services in either or Herefordshire or Worcestershire. Please note this survey is NOT seeking feedback on your normal GP practice (i.e. the one that you would use on Monday to Friday during the day).



**Survey** - Please use this link to share your

views: <https://www.surveymonkey.com/r/GPOutofHoursServiceSurvey>

**Deadline** - Please give us your views by **9am, Wednesday, 30 April 2025**. The survey should take approximately 8 minutes to complete.

**How we will use your feedback** - All responses will be anonymous. NHS Herefordshire and Worcestershire Integrated Care Board (ICB) will collate and store the answers that you give. We will publish the anonymous findings to our [website](#) and will also share with our partners. Personal identifying information will not be collected and therefore won't appear in any publications resulting from this survey. Your anonymous quotes may be used in this, and other relevant ICB reports.

The feedback will be used to develop a service specification. This is a document that will describe what service we want to ensure is available to you from July 2026 onward. Potential service providers will respond to the requirements in this document when outlining how they would provide the service.

Information about the survey is also available online: <https://www.hwics.org.uk/get-involved/involvement-opportunities/gp-out-hours-service>

## **CPPE core NHS Pharmacy Contraception Service event - Thursday 22nd May 2025 – Birmingham**

*Delivering effective consultations to initiate contraception* Event ID: 61568 22 May 2025 19:00 - 21:00 Places left: 27 **The MAC - Midlands Arts Centre** [B12 9QH](#) Lead tutor: **Mandip Rooprai**

This event has only recently gone live on CPPE, pharmacists do not require a keycode to book.

Here is the direct booking link too: [Book a workshop](#)

## **2. REGIONAL/ NATIONAL**

### **Complaints Report**

Each year, ending on the 31<sup>st</sup> of March, pharmacies must prepare an annual complaints report. This year will follow the same process as last year with rather than contractors submitting an email or paper return to, the information will need to be provided by completing the Microsoft Form linked below. This will ask the same questions that are contained within the commonly used CPE template. **The deadline to complete will be 30th May 2025.**

<https://forms.office.com/e/nwXQTMx3NG>

If you have received more than 10 complaints and wish to submit via a spreadsheet, please request via email to [nhsbsolicb.pharmacy-westmidlands2@nhs.net](mailto:nhsbsolicb.pharmacy-westmidlands2@nhs.net) and this will be provided.

**Large Body Corporates will receive a spreadsheet to supply the same information. Please check with Head Offices who will be completing on behalf of the branch to avoid duplication of efforts**



## Bank Holiday Opening Intentions

Pursuant to paragraph 35(3)(b) of Schedule 4 to the NHS (Pharmaceutical and Local, Pharmaceutical Services) Regulations 2013, as amended, please provide your proposed opening time for the following bank and public holiday:

- August Bank Holiday – 25<sup>th</sup> August 2025

Please use MS form below for this. Please note this form is to be used to give us details of your intended opening times for the August Bank holiday **only**.

<https://forms.office.com/e/KGFM36YZmj>

## Bank Holiday Rota Expression of Interest

Please use MS form below to express an interest to be included in a bank holiday rota for August Bank holiday **only**.

<https://forms.office.com/e/xNc4avKvBt>

This is an opportunity to express an interest in opening under Direction on 25<sup>th</sup> August 2025. **This is an expression of interest for consideration only and submission does not guarantee that you will be Directed to open.**

## Bank holiday direction Rota

NHS England has a duty to ensure that there is adequate pharmacy provision over all bank and public holidays (including Easter Sunday). **If NHS England believe that there is not adequate provision we may issue directions to one or more pharmacies, requiring them to open.**

Please note, that if you are issued with a Direction to open on 25<sup>th</sup> August 2025, the payment will be paid at £275 (per hour).

**We will only accept information provided on the above links.**

Head Offices/Corporates – a spreadsheet sent under separate cover with a list of opening intentions will be accepted.

**Please complete by 11<sup>th</sup> May 2025.**



## Reminder - Checking the Pharmacy's Shared NHSmail Account

Under the NHS Terms of Service, contractors **must ensure their staff have access to, and are able to send and receive NHSmail from, the pharmacy shared NHSmail mailbox**. To meet this requirement, contractors must ensure that **at least two members of staff** at the pharmacy premises **have live personal NHSmail accounts that are linked to the shared mailbox**. For information regarding linking personal NHSmail accounts to the shared mailbox please see the CPE website [here](#).

## Update for Contractors Using PharmOutcomes - Post Event Messages (Action Required by 31st May 2025)

You may remember that NHSE previously sent out requests to all pharmacies to check if they had unactioned Post Event Message (PEM) emails on the PharmOutcomes IT system (June & September 2024). Despite a significant number of contractors supporting this issue, there are a large number of these which still remain unactioned.

NHSE has recently sent out a further communication ([see here](#)) asking all contractors to complete a number of actions **by 31st May 2025**. Please can we ask that you review this letter and ensure that your pharmacy has completed the essential recommended actions.

## NHS Lateral Flow Device (LFD) Tests Supply Service - Increase in Fees

The fee for providing the LFD Service has increased from £4 to £4.10 (from 1st April 2025). The LFD Service provides at-risk patients eligible for COVID-19 treatments access to LFD tests for home use if they develop symptoms; a positive result helps inform clinical assessments to determine suitability for NICE-recommended treatments. Please see this [factsheet](#) for a list of eligible patient groups. It is important that eligible patient groups have LFD tests at their home in **advance of developing symptoms**, so they can promptly undertake a test. Eligible patients therefore **do not need to be symptomatic** to obtain a box of tests.

Pharmacies that are providing COVID vaccinations, (and who provide the LFD Service), may want to consider offering LFD tests if the patient is eligible (e.g. aged 85 years and over). Pfizer has produced an [LFD Service A3 poster](#) to help pharmacies promote the service to patients. If you would like a printed copy to display within your branch then please contact Stephen Doyle at [stephen.p.doyle@pfizer.com](mailto:stephen.p.doyle@pfizer.com).

## Pharmacy First Clinical Pathways Banding April 2025

The Pharmacy First Clinical Pathways band assignments and monthly caps are published on the NHSBSA website. This list indicates the band assignment and monthly cap for each pharmacy by ODS code. The caps for April 2025 have decreased considerably compared to the previous caps set in January 2025:

It is important that providers of Pharmacy First check what band their pharmacy is in and the maximum number of Clinical Pathway consultations that they will be paid for. [Check your pharmacy band here!](#) Note: if a pharmacy ODS is not included in the list, the pharmacy is automatically considered to be in Band 1 (the lowest band). The caps set from April 2025 are based on a target volume of Clinical Pathways for 2025/26. Any under delivered volume will be rolled over and used to increase band allocations later in the year, as a result the caps may become higher again later in the year.



Band	Average Pharmacy First Clinical Pathway consultations delivered per month 11/24-01/25	Maximum number of Pharmacy First Clinical Pathway consultations <b>per month</b> for which payment will be received from 04/25
Band 1	Less than 15	32
Band 2	15-20	41
Band 3	21-24	53
Band 4	25-28	62
Band 5	29-36	75
Band 6	37+	135

## Online CPPE Events

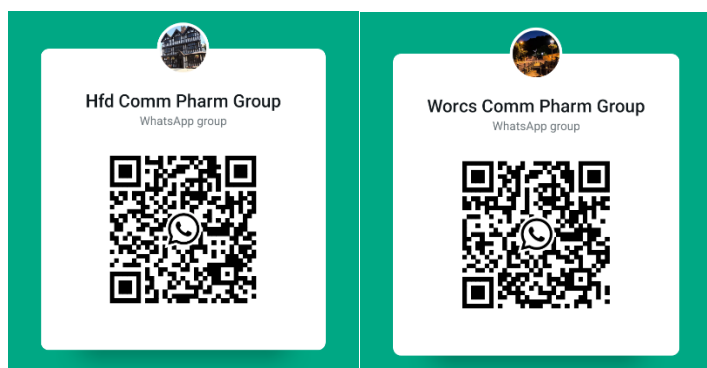
The next set of online workshops are now live for booking. See the documents below for further details on workshops and resources:

[CPPE Workshops – March to July 2025](#)

[CPPE Resources – March to May 2025](#)

## Finally....WhatsApp Groups

Reminder to share the links to our WhatsApp groups for those working in community pharmacies in Worcestershire and in Herefordshire.



**CONTACT INFORMATION:**

Office Phone M-F 10-3 or answer phone  
outside of this time: 01386 897529

Office main email: [ahwlpc@gmail.com](mailto:ahwlpc@gmail.com)

Support Officer: [eva.ahwlpc@gmail.com](mailto:eva.ahwlpc@gmail.com)

Chief Executive Officer: [fionalowe@nhs.net](mailto:fionalowe@nhs.net)  
07792970382

**USEFUL LINKS:**

[CPA Website](#)

[CPHW Website](#)

[CPE Newsletters](#)

[CPE Payment Timetable and Deadline  
Tracker](#)

[CPE CPCF Important Dates](#)

[Virtual Outcomes - Pharmacy Training](#)