



COMMUNITY PHARMACY HEREFORDSHIRE AND WORCESTERSHIRE

GENERAL UPDATE 1st May 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.

The LPC are planning a series of newsletters covering key topics on CPCF and need to know information for contractors and their teams from late April. Look out for communications with the banner below. We also are planning a f2f brunch event to update contractors in person on Sunday 22nd June 2025 10am-2pm at The Bank House, Worcester.

CPCF 2024/25 & 2025/26

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

PQS Aspiration Claim window now open

The Aspiration Payment claim window is open from 9am this morning and will close at 11.59pm on 16th May 2025. Successful claims for the Aspiration Payment will be paid on 1st July 2025. We encourage all pharmacy owners to take advantage of this funding opportunity and ensure they are prepared to submit their aspiration payment claim within the specified timeframe.

Action Required	When
Claim Aspiration Payment	Between 9am on 1st May 2025 and 11.59pm on 16th May 2025
PQS Declaration	Between 9am on 2nd Feb 2026 and 11.59pm on 27th Feb 2026
Evidence to Demonstrate Meeting Domains	By 11.59pm on 31st Mar 2026

VirtualOutcomes

VirtualOutcomes has released new e-Learning modules on the new Pharmacy Funding Contract and PQS!

PQS 2025/26 Part 1 & 2 – these modules will help you understand the funding model including the aspiration payment, the training requirements including the validity periods that apply, what teams need to do to meet the gateway and the criteria that make up the 2 domains and how to meet them. Access the training [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 **medicine's 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.*

1. LOCAL

May Bank Holiday Rotas

Please find the information on bank holiday opening on our website.

<https://hw.communitypharmacy.org.uk/our-news/may-bank-holidays-pharmacy-rota/>

HW ICB patient feedback on National OC requested

The ICB have asked us to share a link to a form for patients to provide feedback on their experience of the Oral Contraceptive Service. The link to the form is <https://forms.office.com/e/KvAePnjQUy>. The ICB will send a poster with a QR code via email. Any questions please email : Sadia.Shazeen@NHS.net

Cranstoun Worcestershire Pharmacy Forum invite

We are pleased to invite you to a Worcestershire Pharmacy Forum we are holding in conjunction with the LPC on Tuesday 20th May 2025. The purpose of this event is for us to meet the Pharmacists we are working with, for you to network with each other and it is also a great opportunity for us to cover a training topic related to NSP. Please see details of the event below:

Cranstoun Worcestershire Pharmacy Forum with Philippe Bonnet, Harm Reduction Specialist on Tuesday 20th May 2025

Venue: Castle House, 14 Castle Street, Worcester, WR1 3AD

Time: 5:45PM arrival for 6PM start. We will be finished by 8PM.

Refreshments: Hot food will be provided. Please inform us of any dietary requirements/allergies.

RSVP: Please click [here](#) to book your place on the course no later than Thursday 15th May This course is suitable for all pharmacists working in the county.



I hope you can join us for what I am sure will be a very interesting evening. If you have any queries, please do not hesitate to contact me: lafinnegan@cranstoun.org.uk

2. REGIONAL/ NATIONAL

Pharmacy First Updates

Important! Please check your Pharmacy First Clinical Pathway band assignment & monthly cap for May 2025 - From April 2025, new caps on clinical pathways consultations were introduced, with a monthly allocation which will be updated each month. The caps for May 2025 have decreased considerably compared to the previous caps set in January 2025 and 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 (activity can be delivered above the monthly cap but the £17 per consultation service fee will not be paid).

The caps are much more restrictive in April and May compared to the levels seen at the end of 2024/25 because those caps were inflated by 'rolled over' volume from earlier in the year that wasn't utilised. However, since allocations/budgets cannot roll over between years, it means there has been a reset at the start of this year. Caps levels may grow significantly again later in the year, if there is 'undelivered' volume, however this will not be known for a while. If a pharmacy has reached their cap, it does mean they would not receive the service fee for any extra they deliver (although NHSBSA has confirmed they would still be reimbursed for medicines provided).

Please check your pharmacy band assignment and monthly cap [here](#).

Hypertension Case-Finding Service – Contract Change Summary

The contractual settlement for 2025/26 included some changes to the Hypertension Case-Finding Service which are summarised below:

- Changes to service fees from 1st April 2025 - the fee for providing clinic checks has reduced from £15 to £10. Contractors may want to think about their use of skill mix for this service; *who is best placed to deliver this service within your pharmacy?* Remember; it doesn't have to be the pharmacist or pharmacy technician. Any suitably trained and competent member of the pharmacy team can provide this service. The reduction in the clinic check fee has enabled the ABPM fee to be increased from £45 to £50.85. This increase in fee is to encourage delivery of ABPM as nationally, the conversion rate from those patients eligible for ABPM following a clinic check is considerably lower than hoped for. Please ensure that where a patient's BP reading indicates a need for ABPM, that this is offered in a timely manner.
- Update to the service specification (coming soon) – the service specification will be updated by NHSE to clarify patient eligibility requirements, e.g. where patients request frequent measurement of their blood pressure (which is outside the scope of the service) and groups of patients that general practices can appropriately refer to the service for clinic checks. NHSE is also considering alternative approaches to ABPM to support the potential diagnosis of hypertension, where the patient does not wish to have ABPM.



For information about the Hypertension Case-Finding Service and for the latest news and updates on the service, refer to the CPE website [here](#).

Reminder: Complaints Report

Each year, ending on the 31st 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 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

Reminder: 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 – 25th 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>

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

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 25th 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 11th May 2025.



Information on Foundation Pharmacist Process and training for 25/26

Please use this [link](#) to access a useful PowerPoint presentation from NHSE Midlands on Foundation Trainee Pharmacist 25/26 cohort.

Online CPPE Events

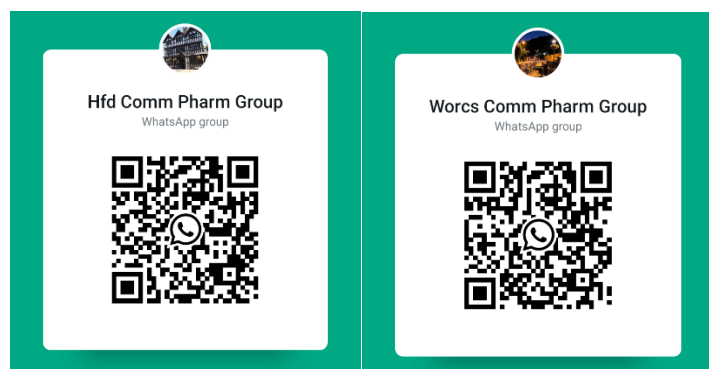
The next set of online workshops are now live for booking. See the documents below for further details on workshops and resources:

[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

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Support Officer: eva.ahwlpc@gmail.com

Chief Executive Officer: 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](#)