



Community Pharmacy Kent Deadline Tracker November 2024

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

Date Sensitive Tasks

The following tasks need to be completed on by the date specified below:

Subject	Requirement	Deadline	Action and links	Tick when completed
CPAF long questionnaire (selected pharmacies only)	Contractual agreement	Complete by 11.59pm on the 31st of October 2024	For pharmacy owners who have been contacted directly by the NHS Business Services Authority (NHSBSA) that their pharmacy must complete the full Community Pharmacy Assurance Framework (CPAF). The full CPAF survey is available and users of the NHSBSA's Manage Your Service (MYS) portal will be able to complete the survey via their MYS login. This will be available until 11.59pm on 31st October 2024 This is a mandatory requirement for selected pharmacy owners and the results will form the basis for pharmacies will be considered for a CPAF visit	
Pharmacy First	Service Income	November 2024	Pharmacy First: The activity threshold of clinical pathway consultations increases to a minimum of 20 clinical pathways per month . This means pharmacy owners must provide a minimum of 20 consultations that pass the gateway point (as detailed in the clinical pathways) to be eligible for the £1,000 monthly payment. Ensure pharmacy team members are aware of the increase in activity threshold and discuss actions that can support the team to reach the increased target	
Christmas and New Year Opening Hours changes	Contractual agreement	Complete by 18th November 2024 for Christmas week	Pharmacy owners who want to change their supplementary opening hours over the Christmas and New Year period are required by their terms of service to notify the relevant ICB via frimleyicb.southeastcommunitypharmacy@nhs.net If a pharmacy owner wants to: <ul style="list-style-type: none"> • increase supplementary opening hours at the pharmacy, notification of the change 	

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			<p>must be given to the ICB in advance of the increase but there is no notice period.</p> <ul style="list-style-type: none"> • decrease supplementary opening hours at the pharmacy, at least five weeks' notice must be given to the ICB prior to implementing the change. Pharmacy owners are encouraged to give the ICB as much notice of changes as they can of any changes to supplementary opening hours. There is a form for example, Annex 9 – notification of a decrease in the total number of supplementary opening hours – complete as one-off change. Pharmacy owners have the right to change supplementary opening hours so long as the required notice/notification is given. This is not an application process and there is no requirement for an ICB to approve or grant changes to supplementary opening hours. <p>Using the NHS Profile Manager tool, pharmacy owners will need to update their opening hours in their NHS website profile and their Directory of Services (DoS) profile, to reflect their changed opening hours.</p>	
NHS Profile Manage	Contractual Requirement	Complete by 30th September 2024	<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 July to 30th September • 1st October to 31st December • 1st January to 31st March • 1st April to 30th June <p>Click here for the Reminder of the new NHS Profile Manager tool for updating DoS & NHS website</p>	
Workforce Survey 2024	Contractual Requirement	Complete by 11.59pm on the 11th of December 2024	<p>The 2024 mandatory workforce survey is now open for pharmacy owners to complete.</p> <p>This is a mandatory requirement for all pharmacy owners.</p>	

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			<p>The NHSBSA has sent emails to pharmacies asking them to complete the online survey. For those pharmacies that do not receive an email from the NHSBSA, such as multiple pharmacy groups, it is likely your head office will submit data on their behalf, but if there is any doubt, check with head office. Complete the survey and ensure this is done by midnight on 11th December 2024.</p> <p>Guidance on how to complete the Workforce Survey can be found here</p> <p>Frequently Asked Questions on the survey can be found here</p>	
MYS – Unplanned Closures	Contractual	Ongoing	The Terms of Service require NHS community pharmacy owners to have a business continuity plan for temporary suspensions due to illness or other reasons beyond their control and to action the plan when necessary. Notifications of unplanned temporary suspensions of services (closures) can now be made via the MYS Portal . Find out more here .	
Summary of payments including claiming deadlines	Pharmacy income	See dates on attached link	follow the link below for claiming deadline of nationally commissioned services. here	
Serious Shortage Protocols (SSPs)	Dispensing		Active SSPs Can be found here	

Regular Tasks

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

Item	Requirement	Deadline	Action	Completed
PharmOutcomes	Act now	Ongoing	Check Pharm Outcomes a minimum of twice a day for referrals.	
Virtual Outcomes	Workforce Training	Ongoing	<p>To access training click the link Pharmacy Training - Virtual Outcomes</p> <p>This training platform is free to all Community Pharmacy Contractors across Kent and Medway</p>	
Community Pharmacy Kent (CPK) newsletter	Communications	Ongoing	Encourage your locums and the rest of your pharmacy team to join the Newsletter Mailing list here to ensure	

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			they are up to date with new guidance and updates in the rapidly changing pharmacy environment.	
NHS Mail	Pharmacy IT	Access regularly (at least once a month)	From 1st December 2022, personal NHS-mail accounts which are not used for 30 days will be marked inactive and inactive accounts which are not activated within the following 30 days will be deleted. Ensure you access your personal NHS.net email regularly to avoid your account being deleted. Further information is available here	
Pharmacy Profile Update	Contractual	31 st June 2024	Ensure your Directory of Services and NHS website profiles are up to date by updating your NHS Profile Manager once each quarter. The deadline for this quarter is 31st June 2024.	

If you require additional support from Community Pharmacy Kent (Kent LPC) please contact the office team:

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