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Newsletter

28st February 2025

Week 09

This newsletter contains important information for
Community Pharmacy Kent owners and staff in Kent & Medway



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Other newsletters:

- NHSE Primary Care Bulletin



Exciting Update: Tobacco Dependency Advisors Now in Place at Maidstone and Tunbridge Wells Hospital

We are delighted to share that Maidstone and Tunbridge Wells Hospital has successfully recruited Tobacco Dependency Advisors (TDAs). This marks a significant step forward in supporting patients to quit smoking, as they can now be referred to community pharmacies as part of the National Smoking Cessation Service. Referrals will be sent to community pharmacies via PharmOutcomes, and the LPC will actively monitor these referrals to ensure a smooth process while providing necessary support to contractors.

We continue to work with the other three trusts and will update you once they go live.

For any queries, please contact **Natalia Bejan**
at natalia.bejan@kentlpc.org.uk



NHSmail security update: Transition to Account Secret

Updated security arrangements will soon be applied to NHSmail, with users being notified to set up a new 'Account Secret'. The NHSmail Account Secret is an additional layer of security used alongside your password to protect your account. The new Account Secret will be required to verify your identity in certain scenarios, such as unlocking an account or resetting a password.

[Learn more about this change](#)



Look Alike Sound Alike (LASA) drugs- Promazine and Promethazine

“Promazine” and “Promethazine” can easily be confused and are available in the same strengths. *Promazine* is a *phenothiazine*-type, first generation (typical) antipsychotic with relatively weak antipsychotic activity but pronounced sedative effects. The BNF suggest that this drug is “less suitable” for prescribing due to its high toxicity in overdose and side effect profile. It is not on formulary in Kent and Medway and is also not on the KMPT (mental health trust) formulary so should rarely be seen in practice.

If you receive a prescription for promazine and you have not supplied it to that

patient before, please consider the risk of prescribing error during your clinical checks and contact the prescriber for clarification where appropriate.



Pharmacy Pressures Survey 2025 - Deadline extended

Community Pharmacy England has launched its fourth annual Pressures Survey, and all pharmacy owners and staff are asked to share their views.

As previously, the Pharmacy Pressures Survey consists of two surveys, with many questions kept similar to last year's for comparison purposes. The surveys are as short as possible, taking around 10-15 minutes to complete. They will remain open until **23:59 on 10th March 2025**.

The two separate surveys are:

- [Pharmacy Business Owners/Head Office Representatives](#)

This survey covers the pressures being experienced by businesses, focusing on the overall running of the pharmacy, including financial and staffing pressures. Please note that only one representative from each pharmacy business should complete this survey – please check this is the case before doing so. [\[Click here to view/download a copy of the questions\]](#)

- [Pharmacy Teams](#)

This survey covers the day-to-day pressures being experienced by pharmacy teams, including supply chain issues, patient interactions/experience, and staff morale. It can be answered by anyone working in a community pharmacy. [\[Click here to view/download a copy of the questions\]](#)

If you are an independent pharmacy owner or any pharmacy owner who also works day-to-day in a pharmacy, you are welcome to complete both surveys, or you may prefer to complete the owners' survey and encourage your team members to complete the team survey.

Click [this](#) link to know more [Pharmacy Pressures Survey 2025](#).



Rollout of EPS prescriptions for detainees

Following a successful pilot phase, the rollout of Electronic Prescription Service (EPS) prescriptions for detainees upon their release will now be implemented by all places of detention in England. This began this week, with five to seven sites expected to go live each week. Full rollout should be completed by May 2025.

Most prescriptions are issued to non-nominated pharmacies, allowing people to choose where to collect them. To prevent duplication, practice staff can use the [EPS Tracker](#) before prescribing using the patient's NHS number.

For more information, please email necsu.hjis@nhs.net



Oriel – National Foundation Trainee Pharmacist Recruitment Scheme 2025

- Invitation to Participate

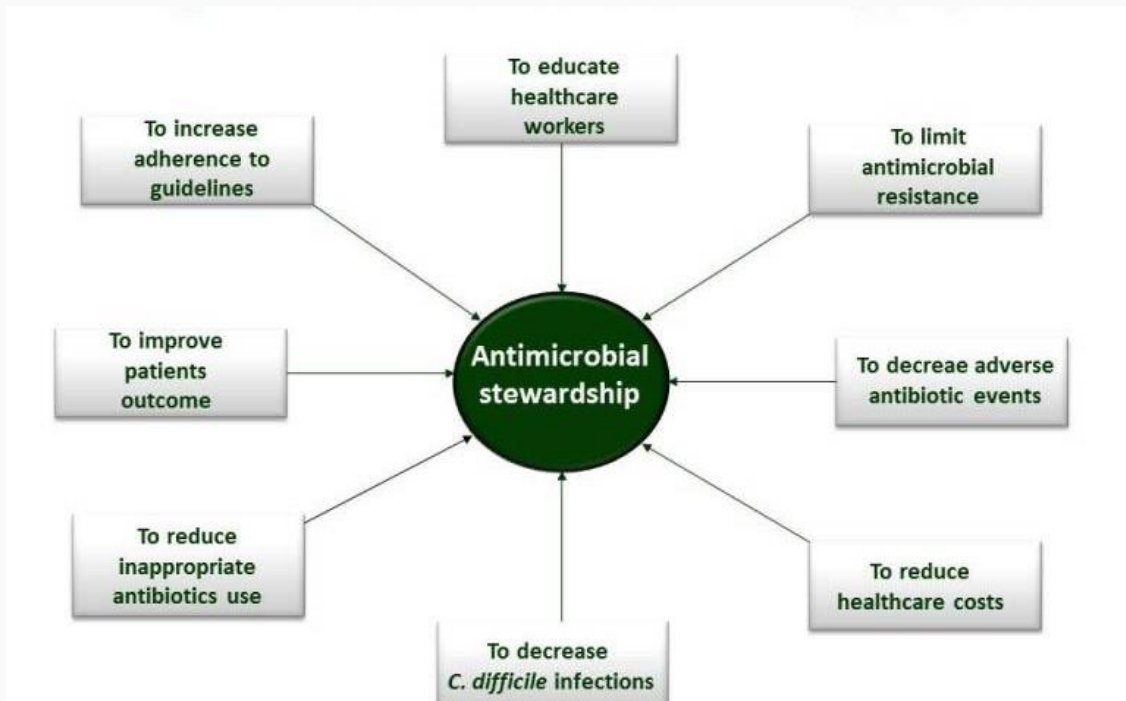
Trainee Pharmacists: Employer Registration for National Recruitment Cycle (Oriel)

Employers wishing to be part of 2025 national recruitment, for the 2026-27 training year, must register via the [employer programme information online form](#). All employers will need to provide programme specific information and agree to meet the [terms of participation](#) of the scheme.

For all further information please refer to the [Employer Handbook](#).

Click [this link](#) to listen to Oriel webinar.

The deadline to submit your application is 11.59pm on 1st March 2025.



Strengthening antimicrobial stewardship in community pharmacy

An evaluation [has been published](#) of the use of the TARGET antibiotic checklist in England's community pharmacies via the Pharmacy Quality Scheme (PQS)

The TARGET antibiotic checklist is for community pharmacy staff to use with patients or carers collecting antibiotics to facilitate individualised advice to the patient. The investment in training and resources for community pharmacies through the PQS has provided opportunities for strengthening antimicrobial stewardship by equipping them with the tools to improve patient knowledge of antibiotic use, symptom resolution and antimicrobial resistance.



Tax credit exemptions no longer valid from 6 April 2025

From 5th April 2025, tax credit exemption certificates will no longer be valid for free NHS prescriptions, as patients transition from tax credits to Universal Credit, which does not automatically cover health costs, so patients must meet specific criteria or qualify for another exemption.

The 'Tax Credit exemption certificate' (EPS code 0013 or 'M' on paper forms) will be removed from 6th April 2025. However, prescriptions dispensed before 5th April 2025 using this exemption category can still be claimed after the change.

[Learn more](#)



Extension of Estradot SSP

Because of ongoing supply issues, we are extending the Serious Shortage Protocol (SSP079) currently in place for Estradot 50mcg patches. SSP079 is due to end on Friday 28 February. The new end date for SSP079 is now Friday 21 March. The SSP is available to view on the NHS Business Service Authority (BSA)'s [dedicated SSP web page](#).

If you have any questions regarding the SSP please contact the NHS Prescription Service:

Email: nhsbsa.prescriptionservices@nhsbsa.nhs.uk

Telephone: 0300 330 1349

Textphone: 18001 0300 330 1349

To access the latest information about SSPs (including supporting guidance), please [click here](#).



Free Virtual Outcome Training for Kent Community Pharmacists

All **Virtual Outcomes** training modules are **free** for Kent community pharmacists and their teams, with each module lasting **15-20 minutes**.

The latest modules include:

- **Compliance Aids** – Explore alternative ways to support patients who struggle with taking their medicines effectively.
- **Skin Conditions** – Gain up-to-date, practical advice on managing common skin conditions seen in daily practice.

These bite-sized modules provide valuable insights to help improve patient care.

Just enter your ODS code to get access to all the course

Click the link to start [Pharmacy Training - Virtualoutcomes](#)



- [NHSE Primary Care Bulletin update.](#)

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