



Community Pharmacy Kent Deadline Tracker April 2025

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
Pharmacy First	Service Income	From 1 st April 2025	Pharmacy First: The activity threshold for March is 30. A minimum of 30 consultations are to be completed to pass the gateway point 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	
Pharmacy First Service	Service Income	31 st March 2025	Deadline for pharmacy owners who are delivering Pharmacy First to also deliver the Pharmacy Contraception Service and Hypertension Case-Finding Service to qualify for the monthly £1,000 fixed payment (as well as meeting the relevant consultation threshold)	
Annual Complaints Report	Contractual	As soon as possible	Pharmacy Owners must send a copy of their Annual Complaint Report to the local contract management team. Please click here to read more	
Pharmacy Profile Update	Contractual	1 st April 2025 – 30 th June 2025	Ensure your Directory of Services and NHS website profiles are up to date by updating your NHS Profile Manager	
Data Security and Protection (DSP) Toolkit		Ongoing	The 2025 DSP Toolkit workshop webinar is now available on demand. Please click here to watch.	
Healthy Living Pharmacy (HLP)	Contractual	31 st March 2025	Undertake at least one community engagement exercise per financial year on the promotion of healthy living which involves: <ul style="list-style-type: none"> ▪ Actively working in collaboration with other organisations to deliver pharmacy outreach and any locally commissioned services; and ▪ Taking prevention and health promotion services beyond the pharmacy premises. Pharmacy outreach may be face to face and take services to people where they live or spend time or may be virtual events 	
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	To access training click the link Pharmacy Training - Virtual Outcomes This training platform is free to all Community Pharmacy Contractors across Kent and Medway	
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 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	



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

Name	Job Position	Email contact
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