

Community Pharmacy Kent Deadline Tracker July 2025

Please liaise with your company head office if you are part of a pharmacy group or multiple.

Date Sensitive Tasks

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

| Subject | Requirement | Deadline | Action and links | Tick when completed |
|---------------------------------------|-----------------|-------------------------------|--|---------------------|
| 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 | |
| DSP Toolkit | Contractual | 30 th June 2025 | The deadline for community pharmacy contractors to complete the Data Security and Protection Toolkit 2025 is 30th June 2025 ▪ Watch the on-demand webinar here ▪ See other resources here | |
| Pharmacy First Claiming | Pharmacy Income | 30 th June 2025 | Pharmacy owners are encouraged to ensure that claims for all consultations delivered in March, April, and May 2025 are submitted via the MYS portal by 11:59 pm on 30th June. Following recent changes made to the claim window, claims made after the final day of the following month will not be accepted unless exceptional IT issues, outside of the pharmacy's control, are evidenced. Click here for more information | |
| Pharmacy First monthly Payment | Pharmacy Income | 1 st October 2025 | In addition to being registered to provide Pharmacy First, PCS and HCFS to receive the monthly PF payments, subject to also achieving the relevant volume of clinical pathway consultations, the pharmacy must also deliver at least one Ambulatory Blood Pressure Monitoring (ABPM) provision per month. | |
| Pharmacy First | Service Income | From 1 st May 2025 | Pharmacy First: The activity threshold for May is 30. A minimum of 30 consultations are to be completed to pass the gateway point | |

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| | | | 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 | |
| DMS – Shortened Claim Journey on MYS | Service Income | From 6 th July 2025 | NHS England and NHSBSA have agreed to introduce a shortened process for making claims for DMS that will allow pharmacy owners to make and submit claims for the three stages of DMS. To find out more, click here | |
| NMS – changes to Claiming | Service Income | Ongoing | A new claiming process has been implemented. Please get yourself familiar with the new process and the latest update. Click here for more. | |
| Post Payment Verification | Contractual | Ongoing | With PPV activity increasing, pharmacy teams need to familiarise themselves with the process and have the necessary records in place. Please click here to read the full guidance. | |
| 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 | |
| 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 the attached link | Follow the link below for the claiming deadline of nationally commissioned services. here | |

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| Serious Shortage Protocols (SSPs) | Dispensing | | Active SSPs Can be found here | |
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Regular Tasks

The following tasks 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 that are not used for 30 days will be marked inactive, and inactive accounts that 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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