

Community Pharmacy Kent Deadline Tracker April 2026

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

Date Sensitive Tasks

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

Subject	Requirement	Deadline	Action and links	Tick when completed
Pharmacy First	Pharmacy Income	30 th April 2026	Updated Pharmacy First caps come into force for April 2026. If not already done so, please click on this link to see what your pharmacy's first cap is for this month.	
COVID – 19 Vaccination	Pharmacy Income	13 th April – 30 th June 2026	If you have not already done so, we encourage you to consider which promotional materials you can display or use to help drive uptake of the service. Links to supporting resources are available on the CPE Website	
Directory of Services (DoS)	Contractual Requirement	31 st March 2026	Update and verify your pharmacy's NHS website profile and DoS by 31 st March 2026 for this quarter if you haven't done so already ▪ Find out more about DoS here	
Annual Complaints Report	Contractual Requirement	As soon as possible	Pharmacy owners must send a copy of their annual complaints report to the local NHS contract management team as soon as reasonably practicable after the end of the year to which the report relates. Click here to read more.	
Regulatory Changes	Contractual Requirement	1 st October 2025	Several regulatory changes are due to come into effect on the 1 st October 2025. Click here to read more	
Lateral Flow Device Myth-Busting Series	Pharmacy Income	Ongoing	There is some information to address the misconception about the Lateral Flow Device supply in community pharmacies. Please click on this link to read more	
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 July – 30 th September 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	
Serious Shortage Protocols (SSPs)	Dispensing		Active SSPs can be found here	

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.	
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 need further support from
Community Pharmacy Kent (Kent LPC), please get in touch with the office team.

Name	Job Position	Email contact
Mark Anyaegbuna	Chief Executive Officer	Mark.anyaegbuna@kentlpc.org.uk
Adeyinka Jolaoso	Service Development Manager	Adeyinka.jolaoso@kentlpc.org.uk
Priya Mattu	Project Manager	Priya.mattu@kentlpc.org.uk
Natalia Bejan	PA/Office administrator	Natalia.bejan@kentlpc.org.uk