

INFORMATION FOR PHARMACY CONTRACTORS IN THE SOUTH EAST

We have prepared the following information which we hope you will find useful.

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1. How to Contact the South East Pharmacy Commissioning Hub Team

In the South East Region, community pharmacy commissioning and contracting functions are carried out by our Hub Team on behalf of the six Integrated Care Boards (ICBs):

- Buckinghamshire, Oxfordshire and Berkshire West (BOB)
- Frimley
- Hampshire and Isle of Wight (HIOW)
- Kent and Medway
- Surrey Heartlands
- Sussex

We are referred to as the South East Pharmacy Commissioning Hub Team. We are hosted by Frimley ICB and that is why you will see our email addresses include the word 'frimley'. If you are advised to contact your ICB – please use the following contact details:

For general queries please contact:

frimleyicb.southeastcommunitypharmacy@nhs.net

For queries relating to pharmacy applications please contact:

frimleyicb.southeastmarketentry@nhs.net

For payment queries (e.g. for local services) please contact:

frimleyicb.southeastpharmacypayments@nhs.net

2. Setting up an NHS Mail Shared Email Account

To obtain a shared NHSmail account for your pharmacy, go to the community pharmacy NHSmail registration portal available [here](#)

If you have any difficulty with the NHSmail registration process, please contact the NHSmail team via helpdesk@nhs.net

From 9th November 2020, under the Pharmacy NHS Terms of Service, contractors must ensure their staff have access to, and are able to send and receive NHSmail from, the pharmacy shared NHSmail mailbox. To meet this requirement, contractors must ensure that at least two members of staff at the pharmacy premises have live personal NHSmail accounts that are linked to the shared mailbox.

3. NHS Profile Manager

This is where health and care providers go to verify and update their service profile including opening times, contact details, facilities and service information.

Community pharmacies are required to check and verify their information on NHS Profile Manager, including opening hours and bank holiday opening times, **every quarter**.

Register for the NHS Profile Manager [here](#)

4. NHS BSA – Manage Your Service (MYS) Portal

The NHS BSA MYS portal offers an online alternative, to access a range of useful services for community pharmacy contractors and provides one portal to complete reimbursement and remuneration tasks.

Access the MYS Portal form for registration [here](#)

Completed forms should be sent to mys@nhsbsa.nhs.uk

5. Registering for MHRA Alerts

The Medicines and Healthcare Products Regulatory Agency issues alerts, recalls and safety information regarding drugs and medical devices. With effect from 9 November 2020, contractors must register the premises specific NHSmail account for each of their pharmacy premises with the MHRA as the address to which Central Alerting System (CAS) notifications are to be sent.

Register to receive alerts from the MHRA [here](#)

6. Smartcard Information

To obtain Smart Cards or for Smart Card information contact the Registration Authority Team on the following email address:

For Buckinghamshire, Oxfordshire and Berkshire West (BOB), Frimley, Kent and Medway, Surrey Heartlands and Sussex: scwcsu.smartcards@nhs.net

For Hampshire and Isle of Wight: agcsu.ra@nhs.net

7. Controlled Drug (CD) Information

For CD incidents, destruction and any other CD management, visit the CD Reporting Portal [here](#)

8. NHS England Safeguarding App

Up to date legislation and guidance relating to safeguarding can be accessed via the NHS England Safeguarding app. The app provides information on how to report a safeguarding concern and has a directory of safeguarding contacts for every local authority. Further information can be found [here](#)

9. Waste Medicines Queries

Anenta Ltd manage the arrangements for collection of medicines waste for community pharmacies in the South East.

Register for an Anenta account [here](#) or access your existing account [here](#)

For urgent collections contact Anenta: Tel: 03301 222 143 / Email: contact@anenta.com or open a service ticket within your online account.

10. Reporting Temporary Suspensions of Service

Where a community pharmacy has to temporarily close, the pharmacy must notify the South East Pharmacy Commissioning Hub Team using the form found [here](#)

Please submit your completed form to: frimleyicb.southeastcommunitypharmacy@nhs.net

11. Useful Links

NHS England website pharmacy section can be found [here](#)

This includes links to:

[Pharmacy Advanced Services](#)

[The Pharmacy Quality Scheme](#)

[Pharmacy Template Forms](#)

NHS Primary Care Support England, Market Entry information can be found [here](#)

12. Annual Returns

There are a number of annual returns you need to make.

Reminders are sent out via Community Pharmacy England, your LPCs and from our team.

Please note it is a contractual requirement to comply with these returns.

These include:

Annual complaints	Community Pharmacy contractors are required to prepare an annual report for complaints. This request will be sent to you from the South East Pharmacy Commissioning Hub Team via your NHSmail shared account.	April
Data Security and Protection (DSP) toolkit	Community Pharmacy Contractors are required to complete the online self-assessment toolkit. The toolkit can be accessed here	June
Community Pharmacy Assurance Framework (CPAF)	<p>Completion of CPAF is a requirement of the Terms of Service. Therefore, pharmacy owners must complete the screening questionnaire and, if required, the full CPAF questionnaire.</p> <p>The CPAF screening questionnaire is available to complete in <u>June / July each year</u> via the NHS Business Services Authority (NHSBSA) Manage Your Service (MYS) portal.</p> <p>If you have a query about accessing the questionnaire, please email pharmacysupport@nhsbsa.nhs.uk including your pharmacy ODS/F code and pharmacy contact details.</p>	June / July
Workforce Survey	Since 2022, it has been a contractual requirement for pharmacy owners to complete the annual community pharmacy workforce survey. The NHSBSA sends an email to pharmacy owners containing a link to the survey which is open for eight weeks.	October - December (exact date TBC)

13. Bank Holidays

The South East Pharmacy Commissioning Hub Team contact pharmacies throughout the year via their NHSmail in accordance with the Pharmaceutical Regulations, to collate details of pharmaceutical provision during a bank holiday period and ensure adequate coverage across the region. This information will also be communicated to the public, NHS 111 and the Out of Hours services.

Contractors must also ensure that their pharmacy's NHS website profile ([NHS Profile Manager](#)) is accurate and up to date (see point 3). This includes updating information on opening hours for bank holidays, Christmas Day, Good Friday and Easter Sunday.

14. Complaints and Incidents

When making a patient complaint, the complainant can choose to complain to either the healthcare provider or the commissioner. NHS policy states if a person has already complained to their healthcare provider, the commissioner will not be able to re-investigate the same concerns. If the complainant is unhappy with the outcome of their complaint, they may wish to go to the next stage of the NHS complaints procedure i.e. the Ombudsman.

For the six South East ICB's the complaints team contact information is:

South East Complaints Hub,
NHS Frimley Integrated Care Board,
King Edward VII Hospital,
St Leonards Road,
Windsor,
SL4 3DP
Phone number: 0300 561 0290
Email address: Frimleyicb.southeastcomplaints@nhs.net
All information is available [here](#)

Should you be contacted by the complaints team regarding a concern about your pharmacy, it is important to respond in a timely manner.

Other concerns and issues raised tend to come to the SE pharmacy hub team and we may contact the pharmacy to address the issue to gain assurance and/or find resolve.

Please ensure all staff are registered and submits patient safety incidents to the LFPSE. The Learn from Patient Safety Events (LFPSE) service is a national NHS service for the recording and analysis of patient safety events that occur in healthcare.

An LFPSE account can be created [here](#)
Patient safety events can be submitted [here](#)

15. Translation and Interpretation (T&I) Services

All ICBs oversee T&I services for their area. Should you require T&I services, please email frimleyicb.southeastcommunitypharmacy@nhs.net and the information can be shared on the T&I services you require.

The South East Pharmacy and Optometry Commissioning Hub Team:

Julia Booth	Head of Primary Care – Pharmacy and Optometry
Bekithemba (Themba) Mhlanga	Senior Commissioning Manager
Amanda Borland	Senior Commissioning Manager
Katie Perkins	Senior Commissioning Manager
Sue Williams	Commissioning Manager
Sue Pilgrim	Commissioning Manager
Kevin Oliver	Commissioning Manager
Tim Perriment	Contract Manager
Beth Lacey	Contract Manager
Julie Stewart	Contract Manager
Gemma Michael	Contracts Officer
Ellie Cripps	Contracts Officer
Anna Waterhouse	Contracts Officer
Manrick Matto	Contracts Officer
Haley Garner	Contracts Officer
Anna Fowler	Business Support Administrator
Wendy Nelson	Business Support Administrator
Lynette Krumbock	Business Support Administrator