

National Updates

[Just over a week to complete the 2024 mandatory workforce survey.](#)

Pharmacy owners have just over a week left to complete the 2024 workforce survey, which is a **mandatory requirement for all pharmacy owners.**

[Read more about the survey and how to complete it](#)

The NHS Business Services Authority sent an email to pharmacy owners containing a link to the survey in October.

In some cases, for example, if you work for a multiple pharmacy group, the survey may be completed centrally. If you are not sure whether the survey should be completed at pharmacy level or by your head office team, please ask your head office team for guidance.

The survey will close at midnight on Wednesday 11th December 2024.

[Explained: the introduction of Original Pack Dispensing.](#)

Community Pharmacy England has released a set of resources to explain the introduction of Original Pack Dispensing (OPD), including how and when it will apply.

[Call for Government action to tackle medicines shortages.](#)

The Royal Pharmaceutical Society (RPS) – supported by Community Pharmacy England, charities and patient groups – is calling on the Government to better manage medicine shortages and allow community pharmacists to supply appropriate alternatives when medicines are in short supply.

[Budget to cost pharmacies £200 million without mitigation, pharmacy bodies warn.](#)

Increases to employers National Insurance contributions and the National Living Wage will cost community pharmacies £200 million a year in unplanned costs, national pharmacy bodies including Community Pharmacy England have warned today. They have told the Government that 'without mitigation, these additional costs will push many pharmacies more towards insolvency', leading even more to close as well as cuts to vital health services for patients.

[Can you help with user research about pharmacy IT?](#)

NHS England is inviting community pharmacy owners and teams to take part in user research interviews on pharmacy IT. These virtual sessions will last approximately 25–40 minutes and provide an opportunity for you to share your views and requests.



Local News

Patient Consent and the NHS Electronic Prescription Service.

Back in October the General Pharmaceutical Council (GPhC) published an article regarding concerns about changes to EPS nominations without patient consent.

BLMK-N LPC have recently received a number of concerns which suggest that pharmacy employees are changing the nominated pharmacy without patient consent. Patients believing their choice has been restricted may follow the process set out on [NHS England's patient guidance](#). We have also added 'Patient letter of complaint' templates on [BLMK-N LPC website](#) relating to each ICB.

Please can we remind pharmacy teams to follow the [four guiding principles of patient nomination](#) as set out by Community Pharmacy England (CPE).

The Unwritten Rules: WhatsApp Etiquette.

In this digital era, etiquette in online communications is crucial. The admin team for the WhatsApp Groups remind users to foster effective and respectful dialogue.

1. **Mindful Messaging:** Appreciate others' working hours and reflect consideration. Avoid making contact during late hours or early mornings unless urgent.
2. **Privacy:** Refrain from sharing sensitive information maintaining confidentiality.
3. **Navigating Group Dynamics:** Avoid engaging in contentious topics being mindful of appropriateness and relevance to the group's purpose. Don't disrupt the harmony. Your frustrations should be directed via a less public platform.
4. **Resolving Disputes gracefully:** Misunderstandings are inevitable. When conflicts arise, approach with empathy and opt for a private conversation to mitigate scrutiny and preserve dignity.

Remember that behind every message lies a human connection deserving of reverence and consideration.

Theft of Schedule 2 CD.

Following an incident where a customer stole capsules from a Pharmacy in our area we would like to remind all pharmacies of these expected actions:

The individual snatched the product from the staff member when they agreed to show them the item.

1. Remind the pharmacy team of the importance of **not allowing patients any access to medication** unless it has been dispensed for supply.
2. If a theft occurs report it to the police via 101 or online <https://www.police.uk/pt/contact-the-police/report-a-crime-incident/>
3. Report any incidents via CD reporting <https://www.cdreporting.co.uk/nhs/account/signin>
4. Notify blmkicb.medsopt@nhs.net or england.midlandscd@nhs.net

Training & Events

[NHSBSA Online Webinars for Pharmacy Teams.](#)

The NHSBSA are hosting webinars to provide an insight into how they reimburse prescriptions. These sessions will take place online and last approximately 1 hour. There are 8 sessions in total, the next one will be on **Thursday 12 December at 10:00am** (a full list of the dates is on the CPE website). To sign up and attend one of the sessions, email NHSBSA at open-days@nhsbsa.nhs.uk with the date and time of the session you wish to attend.

Reminders

[Pharmacy First Thresholds.](#)

A reminder that the Pharmacy First threshold for **December 2024** remains at **20**.

Please ensure that the consultations have been recorded correctly on your IT systems. CPE have produced the following [guide](#) to support claiming payment for the service.

Medicines

General:

[Drug Tariff Watch – December 2024.](#)

[November 2024 Price Concessions Final Update.](#)

MHRA:

[Class 4 Medicines Defect Information: Tramadol Hydrochloride 50 mg capsules & Tramadol Hydrochloride Morningside 50 mg Prolonged-Release capsules \(Morningside Healthcare Ltd\).](#)

[Class 4 Medicines Defect Information: Liothyronine Sodium 5 & 20 micrograms Tablets \(Strides Pharma UK Ltd\).](#)

[Class 4 Medicines Defect Information: Mycophenolate Mofetil 1g/5ml Oral Suspension \(Rosemont Pharmaceuticals Limited\).](#)

[Class 3 Medicines Recall: Phenoxymethylpenicillin 250mg/5ml Oral Solution Sugar Free \(Kent Pharma UK\).](#)

Medicine Supply Notification:

[Diclofenac \(Voltarol® Ophtha Multidose\) 0.1% eye drops.](#)

[Coal tar extract \(Neutrogena® T/Gel® Therapeutic\) 2% shampoo.](#)