Dear Contractor,

Following the analysis of CPAF questionnaire submissions and the regular queries the ICB receive, they have identified some common themes, so they wanted to share some information with you that will hopefully address some these.

**Useful websites:**

Please remember to utilise the Community Pharmacy England (CPE) website under National Pharmacy Services alongside your LPC’s website as these are regularly updated with contractual requirements and other useful information - this includes all essential and advanced services and gives full description of service specifications and regulations associated with each service.  (This also advises for advanced services how to prepare, what training is required , how to set up, register and claim etc.):

CPE - [Homepage - Community Pharmacy England](https://cpe.org.uk/)

Cheshire, Warrington and Wirral LPC - [Community Pharmacy Cheshire and Wirral – CPCW Main Site](https://cpcw.org.uk/)

Halton St Helens & Knowsley LPC - [Community Pharmacy Halton, St Helens and Knowsley – Community Pharmacy Halton, St Helens & Knowsley Main Site](https://halton-st-helens-knowsley.communitypharmacy.org.uk/)

Liverpool LPC - [Community Pharmacy Liverpool – Representing Community Pharmacy in Liverpool](https://liverpool-lpc.org.uk/)

Sefton LPC - [Community Pharmacy Sefton – Welcome to the Community Pharmacy Sefton website. Click here to find information on Officers, Members, Governance and how to conduct us](https://sefton.communitypharmacy.org.uk/)

Service Finder - [NHS Service Finder - NHS England Digital](https://digital.nhs.uk/services/nhs-service-finder)

**Reporting of temporary suspensions:**

Notifications of unplanned temporary suspensions of services (closures) can now be made via the Manage Your Service (MYS) portal:

[Digital Pharmacy Submissions and Returns - Manage Your Service - NHS Business Services Authority](https://manage-your-service-pharmacy.nhsbsa.nhs.uk/nhs-prescription-services-submissions/login).

(We will still accept notifications via email; however, we encourage you to utilise the MYS portal.)

**Reporting of incidents:**

Contractors must report all incidents to -[cmpharmacyincidents@cheshireandmerseyside.nhs.uk](mailto:cmpharmacyincidents@cheshireandmerseyside.nhs.uk)

In addition, you are required to report patient safety incidents to the Learn from patient safety events (LFPSE) service - [Learn from patient safety events](https://record.learn-from-patient-safety-events.nhs.uk/)

CD related incidents must be reported via - [www.cdreporting.co.uk](http://www.cdreporting.co.uk/)

**Waste collections:**

Should you need to report any concerns or request additional waste collections, this must be done via Anenta:

Email - [support@anenta.com](mailto:support@anenta.com)

or via your online account - [www.vector.anenta.com](http://www.vector.anenta.com/)

or by telephone - 03301 222 143.

**Annual Requirements:** *(not exhaustive)*

Annual complaints form (even if it’s a NIL return) to be submitted to [cmpharmacy@cheshireandmerseyside.nhs.uk](mailto:cmpharmacy@cheshireandmerseyside.nhs.uk) as soon as is practicable after 31st March each year.

Data Security and Protection Toolkit (DSPT) - This must be completed on an annual basis.  The date for completion will vary for each contractor.

CPAF Screening Questionnaire.

Workforce Survey.

**Directory of Services (DoS):**

DoS and NHS.uk Profiles - Pharmacy owners must currently verify and, where necessary, update the information contained within the pharmacy profile at least once each quarter of the financial year.

[NHS Profile Manager - NHS](https://organisation.nhswebsite.nhs.uk/)

**Other useful contacts:**

Pharmacy Team (Cheshire & Merseyside ICB) -[cmpharmacy@cheshireandmerseyside.nhs.uk](mailto:cmpharmacy@cheshireandmerseyside.nhs.uk)

PharmOutcomes - [Login - Customer Support](https://www.emisnow.com/csm)

Smartcard Queries:

Merseyside - [IT.servicedesk@imerseyside.nhs.uk](mailto:IT.servicedesk@imerseyside.nhs.uk)

Cheshire - [mlcsu.servicedesk@nhs.net](mailto:mlcsu.servicedesk@nhs.net)

NHS Mail queries - [helpdesk@nhs.net](mailto:helpdesk@nhs.net)

NHSWebsite - [nhswebsite.servicedesk@nhs.net](mailto:nhswebsite.servicedesk@nhs.net)

NHS Profile help - [Contact us about managing an organisation's profile on the NHS website](https://www.nhs.uk/contact-us/nhs-website-profile-feedback)

**Appliance Contractor contact details:**

Fittleworth Medical Ltd, Chester Gates Business Park, 13a Telford Court, Chester, Cheshire, CH1 6LT - 0800 378846

Bullens, Glazier Buildings, Unit 17-20 Brunswick Business Park, Liverpool, Merseyside, L3 4BH - 0151 207 6995

*Please note:*

*To comply with Community Pharmacy Assurance Framework (CPAF) -Essential Service 1-Dispensing*

*'Where a pharmacist is unable to provide an appliance or stoma appliance customisation, they shall if the patient does not consent to a referral, supply the patient with the contact details of at least two other suppliers of appliances who are able to provide the appliance or stoma appliance customisation where these details are known to the pharmacist. ToS – 10(2)(b)'*