

If you are part of a pharmacy group or multiple, please liaise with your company managers/head office as necessary

Subject	Requirement	Deadline	Action and links	Tick when completed
<b>Annual Complaints Report</b>	Contractual Requirement	April 2023	<p>You must submit an annual complaint report for 2022-23 to NHS England as soon as reasonably practicable after the end of the financial year. Please email your report to <a href="mailto:england.cmpharmacy@nhs.net">england.cmpharmacy@nhs.net</a></p> <p>Further Information, including a recording template can be found on the <a href="#">PSNC website</a></p>	
<b>EOI for the pharmacy independent prescribing (IP) pathfinder programme</b>	Service Delivery	Window open from 25 April – 9 May 2023	Complete the PharmOutcomes template 'NW IP Pathfinder EOI (CM)' listed under the Expression of Interest section	
<b>May &amp; King's Coronation Rota</b>	Contractual	Ongoing	Details of the pharmacies directed to open across Cheshire & Mersey are available on the <a href="#">LPC website</a>	
<b>Directed Bank Holiday Rota Claims (New process)</b>	Pharmacy Income	Within 28 days of the date of the rota	<p>If you were/are directed to open over the Easter or May Bank Holidays, please remember to claim your payment within 28 days of the date of the rota.</p> <p><b>Please note: Rota claims should now be made by completing the new 'Directed Rota Claim Form' on PharmOutcomes.</b></p>	
<b>Clinical Skills Training</b>	Service Delivery	Dates available to March 2024	<p>Health Education England has announced a new NHS-funded training course for 10,000 community pharmacists on clinical examination skills.</p> <p>The training will build on community pharmacists' existing clinical examination and consultation skills – to assess, treat and manage common health problems.</p> <p>Find out more on the <a href="#">PSNC website</a></p>	
<b>Independent Prescribing for pharmacists – Applications open now for 2023/24 courses</b>	Service Delivery	Dates available to March 2024	<p>Applications are now open for the independent prescribing courses starting in spring 2023. Courses will be available from April 2023 to March 2024, with several universities offering multiple dates for cohort intakes.</p> <p>Find out more on the <a href="#">HEE website</a>.</p>	
<b>Pharmacy Profile Update</b>	Contractual	Quarterly (30 June 2023)	Ensure your Directory of Services and NHS website profiles are up to date by updating your <a href="#">NHS Profile Manager</a> once each quarter. The deadline for this quarter is 30 June 2023.	
<b>DSP Toolkit 2022-23</b>	Contractual	30 June 2023	<p>The <a href="#">DSP Toolkit 2022-23</a> is now open and must be completed by 30 June 2023.</p> <p>Find out more on the <a href="#">PSNC website</a>. A copy of the PSNC DSP toolkit workshop can be downloaded <a href="#">here</a>.</p>	

## Regular Tasks

The following tasks need to be completed on a daily/monthly basis:

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<b>PharmOutcomes</b>	Act now	Ongoing	Check PharmOutcomes a minimum of three times a day for referrals for the following services: <ul style="list-style-type: none"> <li>• The Community Pharmacy Consultation Service (GP and 111 pathways)</li> <li>• The Discharge Medicines Service</li> <li>• The Hypertension Case Finding</li> <li>• The Smoking Cessation Service</li> </ul>	
<b>Local Services</b>	Pharmacy income	<i>Typically</i> , by the 5 <sup>th</sup> of every month	Please claim all your locally commissioned services ( <i>typically</i> ) by the 5 <sup>th</sup> of the month	
<b>NHS Mail</b>	Pharmacy IT	Access regularly (at least once a month)	From 1 December 2022, personal NHSmail accounts which are not used for 30 days will be marked inactive and inactive accounts which 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 <a href="#">here</a>	
<b>VirtualOutcomes</b>	Workforce training	Ongoing	A new module will be released every month. Access the modules <a href="#">here</a>	
<b>LPC Mailing List</b>	Pharmacy Mailing List	Ongoing	Encourage your locums to join the LPC mailing list to ensure they are up to date with the rapidly changing pharmacy environment	

## If you require support from the LPC please contact us:

Adam Irvine (Chief Executive Officer)  
 Suzanne Austin (Pharmacy Services Manager)  
 Gary Pickering (Pharmacy Services Manager)  
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Visit our website

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