

The Pharmacy Handbook

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Introduction

Dear Colleague

This handbook has been developed by the NHS Greater Manchester Optometry & Pharmacy Team (“the team”) to support you with the delivery of NHS Essential Services in line with your Terms of Service, which are set out within [The National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013 \(legislation.gov.uk\)](#)

All links are embedded in this document so it may be used as an electronic aid. If you’d prefer not to use embedded links, the full website addresses are included in the back of this handbook.

The team communicates with community pharmacy contractors via your NHS shared email. It is therefore essential that pharmacy staff have a linked personal account and that **your NHS shared email inbox is checked at regular intervals throughout the day.**

Important notice

The team works mainly remotely with only occasional office-based days. Please therefore ensure that you send any communications via email to gmhscp.gmtop@nhs.net and **please do not send any postal correspondence** - otherwise you may experience a delay in receiving a response.

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1.1 The Pharmacy Quality Scheme

- 1.1 The [Pharmacy Quality Scheme](#) forms part of the Community Pharmacy Contractual Framework (“CPCF”). It supports delivery of the NHS Long Term Plan and rewards community pharmacy contractors that deliver on specific gateway criteria, domains, and quality criteria. Further information on PQS can be found by accessing the above link.

1.2 Community Pharmacy Assurance Framework (CPAF) process

1.2 [Community Pharmacy Assurance Framework \(CPAF\) process](#)

Community pharmacies across England are mandated to complete the screening questionnaire as part of the annual Community Pharmacy Assurance Framework (“CPAF”). The agreement between NHS Greater Manchester and Community Pharmacy England (“CPE”) is that pharmacies **are asked to complete the CPAF screening questionnaire in June of each year.**

An appropriate member of staff on behalf of the pharmacy contractor will be required to complete the CPAF self-assessment form electronically via the online NHS Business Services Authority (“NHSBSA”) portal: [Community Pharmacy Assurance Framework \(CPAF\) | NHSBSA](#). The results of this screening questionnaire, along with other locally held information, will help the team to identify which pharmacies should be considered for a contract assurance visit and/or asked to complete the full CPAF questionnaire.

The process which then follows describes two sets of visits and factors to take into account as part of the overall assurance process:

- **Assurance verification visits** to a selection of pharmacies, for the purpose of validating the responses given in the CPAF screening questionnaire. This selection of pharmacies should include some who have scored Level 3s for all questions in the CPAF screening questionnaire, and some who have scored a mixture of Level 2s and 3s. These visits should be low-key follow-up visits where evidence can be verified, and pharmacies are given an opportunity to showcase added value and any local initiatives undertaken. This will help the team to observe areas of good practice first-hand and to identify any situations where the responses may be inconsistent with the evidence available.
- **Completion of full CPAF screening questionnaire and full contract assurance visits.** In principle, the pharmacies who will be asked to complete the full CPAF screening questionnaire will be those for whom the team intends to undertake a full contract assurance visit, to gain assurances that the pharmacy is meeting the requirements of the Terms of Service (ToS). In some cases, the team will decide a full contract assurance visit is not necessary, based on a pharmacy’s more in-depth response. Non-responders to the initial request for CPAF screening questionnaire completion will be asked to complete the full CPAF screening questionnaire and may be considered for a full contract assurance visit.

2. Essential Services

2 [Essential Services](#)

The Essential Services listed below must be offered by all pharmacy contractors as part of the NHS Terms of Service (“ToS”):

2.1 Dispensing Medicines and Appliances

2.1 [Dispensing Medicines](#) and [Appliances](#)

A core element of the ToS is the supply of medicines and appliances ordered on NHS prescriptions, together with the provision of information and advice to ensure safe and appropriate use by patients and their representatives/carers.

Pharmacists may regularly dispense appliances during their business; they may dispense such prescriptions infrequently; or they may have taken a decision not to dispense them at all. Whilst the ToS requires a pharmacist to dispense any (non-blacklisted) medicines ‘with reasonable promptness’, for appliances the obligation to dispense arises only if the pharmacist supplies such products ‘in the normal course of his business’. If not, the pharmacist has a duty to signpost the patient to a supplier.

2.2 Repeat Dispensing

2.2 [Repeat Dispensing](#)

Repeat dispensing is the process by which patients can obtain supplies of their repeat medicines over a defined period, without the need to contact their GP practice. People with chronic conditions that are likely to remain stable for the duration of the repeat prescription are most likely to benefit from repeat dispensing services. The purpose of the repeat dispensing service is to ensure that each repeat supply is required and to make sure that there is no reason why the patient should be referred to their GP. Prior to commencement, the pharmacist providing this service must ensure that they have undertaken the relevant training and are certified.

2.3 Disposal of Unwanted Medicines

2.3 [Disposal of Unwanted Medicines](#)

Pharmacies are obliged to accept back unwanted medicines from patients’ households (including residential homes), and there is a national contract in place for this service. Please note however that this contract does not cover nursing home, GP practice, optometry practice and dental practice waste. When the medicines are returned to the pharmacy, it is recommended that pharmacies have Standard Operating Procedures (SOPs) in place to ensure there are no items in the returns which the pharmacy cannot safely dispose of, e.g., chemicals or non-medical products.

The team is under no obligation (as per the ToS) to arrange the removal of waste as a result of any private pharmacy services, or any expired ‘over the counter’ (OTC) stock. It is the responsibility of the pharmacy to arrange its own waste provider in these instances.

The pharmacy must ensure that it receives a consignment note at every collection, and that consignment transfer notes are retained for at least two years. No waste can be stored for longer than six months and should not exceed five cubic metres in volume at any time.

Since 1 October 2010 some producers of healthcare-related waste have been required to assess the category of the waste they produce and ensure appropriate disposal. This is achieved through the completion of a pre-acceptance waste audit which contractors are required to complete every five years. Pharmacies that do not complete the audit are at risk of their waste not being collected by the waste contractor.

The pharmacy contractor will need to ensure they have CD denaturing kits available, and have registered with the [Environment Agency for a 'T28' exemption](#). This can be completed online at www.environment-agency.gov.uk.

If the pharmacy is collecting patient returns from households, they are deemed as waste carriers. This means the pharmacy is required to register as a waste carrier, hold the relevant licence, and follow the legal environmental health obligations. Further information can be obtained from <https://www.gov.uk/waste-carrier-or-broker-registration>.

NHS England, under a nationally agreed contractual arrangement, commissions the collection of patient returned medications to all community pharmacies with Rentokil Initial. Collections are scheduled to take place every eight weeks. Units for medicine waste are either 22L or 60L. NHS Greater Manchester cannot deviate from this contractual arrangement to approve extra collections from the agreed **eight weekly schedule** but may approve extra units to be dropped off between collections for pharmacies that have excess waste on site. If you wish to request additional units, please email gmhscp.gmtop@nhs.net and you will be sent a set of standard questions to answer so the team can assess each request based on need.

Sharps collections are commissioned in Manchester, Trafford, Stockport, and Salford. All other localities that choose to take in sharps waste must make their own arrangements, either privately or with the Local Authority. Rentokil Initial will only collect medicine sharps i.e., insulin for diabetic patients, allergies. They are not commissioned to collect in respect of substance misuse, flu service or any private vaccination services offered by the pharmacy. Covid Vaccination Sites have a separate arrangement and pharmacies that are authorised by NHS Greater Manchester to provide this service will have received information on the process for sharps collections.

Please direct any enquiries (e.g., missed collections or requests for an increase or decrease of units) in a timely manner via email to gmhscp.gmtop@nhs.net. For your query to be dealt with efficiently, please ensure you provide your pharmacy's full details, have your last transfer note to hand, and give a brief description of the specific issue.

2.4 Promotion of Healthy Lifestyles

2.4 [Promotion of Healthy Lifestyles](#)

Each year the pharmacy is required to participate **up to six health promotion campaigns**. The campaign record logs can also be kept on the pharmacy premises and may be audited by the team as part of the contract assurance process. It is the responsibility of the pharmacy to ensure all staff are briefed and that promotional materials are available and on display at the appropriate time. Although there are only up to six mandated health campaigns; all pharmacies are required to promote healthy living and will be expected to participate in centrally run, [Public Health England](#) and [NHS Greater Manchester](#) campaigns throughout the year.

2.5 Signposting

2.5 Signposting

Pharmacies must help people who ask for assistance by signposting them to the most appropriate source of help. Pharmacies must maintain records of advice given, and these records should be made available to the team (if requested) as part of the contract assurance process. The [NHS website](#) provides signposting and can be referred to for a huge raft of services and help and advice.

[NHS services](#) covers a wide range of services, including:

- [Urgent care and services](#)
- [Sexual health services](#)
- [Repeat prescriptions.](#)
- Primary care services – [dentists](#), [opticians](#), [General Practices \(GPs\)](#), [pharmacies](#),
- Secondary care services [hospitals](#),
- [mental health services](#),
- [visiting or moving to England](#),
- [gender dysphoria clinics](#)
- [Alcohol addiction support](#)
- [Healthcare for the armed forces](#)
- [Online services](#)
- [Help with health costs.](#)
- [Other services](#) (full A-Z of health services available)
- [Pregnancy support](#) a guide to trying for a baby, pregnancy, labour and birth
- [Care and support guide](#) for people who have care and support needs, their carers, and people who are planning their future care needs.
- [Live Well](#) NHS advice about healthy living, including eating a balanced diet, healthy weight, exercise, quitting smoking and drinking less alcohol.

2.6 Support for Self-Care

2.6 Support for Self-Care

Pharmacies must support/provide advice to help patients and their families manage minor ailments and common conditions by the provision of advice and, where appropriate, the sale of medicines. This includes dealing with referrals from [NHS 111](#). Records should be kept where the pharmacist considers it relevant to the care of the patient.

2.7 Clinical Governance

2.7 Clinical Governance

Community pharmacy contractors are required to give information governance assurances to the NHS each year via an online self-assessment – the Data Security and Protection Toolkit (previously called the ‘IG toolkit’) [Data Security and Protection Toolkit England](#).

Contractors can register to access the DSP Toolkit [here](#) and you will need your pharmacy's ODS code in order to register.

2.7.1 NHS Smartcards

2.7.1 NHS Smartcards, and their access controls, provide security measures to protect patient data. These controls ensure only those people who are directly involved in patient care and have a legitimate reason to access patient medical information in the course of pharmacy business can do so. Each community pharmacy team member that needs a Smartcard can have one; and **individuals must not leave their SmartCard unattended, allow others to use their Smartcard, or share their PIN.** The Registration Authority will assign roles and ODS codes to individuals' Smartcards and will also set the Smartcard up so it can be used in the relevant pharmacy. See [fact sheet for more information](#) .

2.7.2 Clinical Governance (CG) Requirements

2.7.2 Clinical Governance (CG) Requirements

The clinical governance (CG) requirements of the NHS ToS cover a wide range of quality indicators as listed below:

- **Clinical Audit** – please see the guidance/information published by CPE regarding clinical audits, noting that the Department of Health and Social Care and NHS England have agreed to CPE's request to remove the clinical governance requirement for contractors to undertake a contractor-chosen and an NHS England determined clinical audit in 2023/24. Further information can be found here [Clinical audit - CPE website](#)
- **Chaperone Policy** - it is not mandatory to have in place a chaperone policy, but pharmacy contractors may wish to consider the adoption of such a policy to protect both pharmacy staff and service users.
- **CG Lead** - each pharmacy is required to have a clinical governance lead who will act as the main contact on such matters.
- **Complaints** – community pharmacies are required to have arrangements in place which comply with the requirements of the [Local Authority Social Services and National Health Service Complaints \(England\) Regulations 2009](#) for the recording, handling, and consideration of any complaints, and must submit annual NHS complaints returns to the team
If a patient does not wish to exercise their right to complain direct to the pharmacy, they may instead choose to complain via the NHS Greater Manchester's complaints process, details of which can be found [Contact us | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](#)
- **Confidentiality** – each pharmacy contractor is required to ensure their staff and employees are complying with legal obligations on data protection and confidentiality. It is required that pharmacies ensure staff are aware of the [NHS Code of Practice for Confidentiality](#)
- **Business Continuity Plan** – the pharmacy should have in place a business continuity plan, to ensure minimum impact on service delivery in the case of unforeseen circumstances, such as fire, flood, systems failure, etc. Please note that the Regulations have changed from 31 July 2023 to include a requirement for pharmacies to have in place a Business Continuity Plan for managing temporary service suspensions. See link for further help and template <https://cpe.org.uk/quality-and-regulations/clinical-governance/emergency-planning/>
- **Patient Safety Incident Reporting** – each pharmacy must report patient safety incidents to the National Reporting and Learning System (NRLS) www.nrls.npsa.nhs.uk.

The NRLS allows staff members to report incidents that they are either involved in or witness in confidence and anonymously. The pharmacy also needs to have an incident reporting system, together with arrangements in place for analysing and responding to incidents.

- **Practice Leaflets** – each pharmacy must ensure they have an up-to-date practice leaflet which must meet with the requirements of the approved particulars adhering to the [NHS Identity guidelines](#). Further information can be found here: [Practice leaflet requirements - CPE website](#)
- **Whistleblowing** – each pharmacy must ensure they have a whistleblowing policy in place to enable staff to raise concerns. There must a poster displayed for staff in a prominent area. See NHS guidance: [Freedom to speak up in Primary Care](#)
- **NHSmail** – you must obtain a NHSmail shared account for your pharmacy via the [NHSmail registration portal](#). Working through this process will include the creation of up to three personal NHSmail accounts which will be used to access the NHSmail shared account. The process is explained in [CPE Briefing 058.17 How to complete the NHSmail registration process](#). During the registration process, if you are unable to locate your pharmacy within the portal, please contact pharmacyadmin@nhs.net. Please note that all correspondence from NHS Greater Manchester will be emailed to your team NHS.net email address. This should be checked on a **daily** basis to ensure receipt of any important updates (e.g., medicines supply shortage notifications are sent to pharmacies via this route).

3. The General Data Protection Regulation (GDPR)

3. [The General Data Protection Regulation \(GDPR\)](#)

The General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018 came into force on 25 May 2018. This represents an overhaul of data protection legislation and all organisations, including community pharmacy businesses, need to take steps to ensure that they comply with it. The GDPR relates to the handling, storing, and processing of personal data within health and social care organisations, including community pharmacies. The legislation imposes much more stringent requirements on data controllers, processors, and larger financial penalties for breaching the Regulations. Actions which have been taken because of data protection breaches can be viewed on the Information Commissioner Office (ICO) website [Information Commissioner's Office \(ICO\)](#)

A breach of patient data is determined as a failure in security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to, patient personal data. Community pharmacies have a duty to protect and safeguard patient identifiable information (PID), ensuring appropriate systems and processes are in place to manage the increasing amount of patient data, both hard copy and information held electronically. This may involve information relating to services such as PMR, EPS, SCR, Flu or Minor Ailment Service, or FP10s and patient consent forms; therefore, it is essential that contractors' policies and procedures continue to reflect changes in the law to ensure compliance with the requirements and regulations. This is also why your SmartCard must never be left in a computer terminal unattended and your PIN must not be shared.

4. Responsible Pharmacists (RP)

4. [Responsible Pharmacists \(RP\)](#)

An NHS community pharmacy can operate during its contracted opening hours in the absence of a Responsible Pharmacist (RP) for up to two hours, **but only when there is a**

second pharmacist present on-site to enable the continued safe provision of pharmaceutical services. This is because the current ToS were negotiated on the basis that a pharmacist **would be present at all times during the pharmacy's contracted opening hours** for the provision of pharmaceutical services in line with the [Medicines Act 1968](#). The Medicines Act requires a pharmacist to be in personal control – and this had been interpreted as meaning a pharmacist being physically present on the pharmacy premises.

RPs can only take control once they have signed in the RP log. The RP must sign in themselves and cannot delegate this responsibility to any other member of the pharmacy team. Therefore, NHS pharmacies must have a pharmacist on the premises at all times that NHS pharmaceutical services are being provided. This is the case during both core and supplementary hours, in order not to be in breach of the ToS. Please refer to both the [Medicines \(Pharmacies\) \(Responsible Pharmacist\) Regulations 2008 \(legislation.gov.uk\)](#) and [The NHS Regulations 2013](#)

5. Advanced Services

5. Advanced Services

Community Pharmacies can choose to provide Advanced Services if they meet the requirements set out in the relevant Advanced Service Specification(s), the [National Directions](#) and are fully compliant with their Essential Services. Further information relating to Advanced Services which include the [NHS Pharmacy First Service](#), [Community Pharmacy Seasonal Flu vaccination service](#), [Hypertensive Case-Finding Service](#) and other currently commissioned advanced services along with the service specification and commissioning for each locality in GM can be found within the [CPGM website](#) and [Community Pharmacy England Advanced Services page](#).

6. Additional Information

6.1 Controlled Drugs (CDs)

6.1 Controlled Drugs (CDs)

Any CD issues/concerns should be reported via the web based tool at www.cdreporting.co.uk, if you have any queries please email england.nwcdreporting@nhs.net.

6.2 General Pharmaceutical Council (GPhC)

6.2 General Pharmaceutical Council (GPhC)

The GPhC has a number of responsibilities including (but not limited to) dealing with matters relating to professional registration, professional standards, fitness to practise, and pharmacy premises inspections. Further information on the GPhC's functions can be found here: [General Pharmaceutical Council \(pharmacyregulation.org\)](http://pharmacyregulation.org)

6.3 Alerts (Reporting Suspicious Activity)

6.3 Alerts (Reporting Suspicious Activity)

If a contractor wishes to raise an alert due to a fraudulent or stolen prescription, unusual activities or patient behaviour; please log onto the CD Reporting website and complete the online form: <https://www.cdreporting.co.uk/tool/login>

6.4 Fraudulent Prescriptions

6.4 Fraudulent Prescriptions

If you have any suspicions or concerns relating to fraudulent activity, this can be reported to the NHS Counter Fraud Authority (NHS CFA) via this link: [Welcome to the NHS Counter Fraud Authority \(NHSCFA\) public website | NHS Fraud? See it. Stop it. Report it.](#)

6.5 Safeguarding

6.5 Safeguarding

Safeguarding means protecting people's health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect. It is fundamental to creating high-quality health and social care. Pharmacy staff should undertake relevant training and should be aware of the local guidance and contact details for safeguarding leads. The most up to date and accurate list is retained within the [NHS Safeguarding App](#). It can be accessed via Apple iOS, Google Play or it can be downloaded by visiting your device's appropriate app store and searching for 'NHS Safeguarding'. Local leads can be found in the [Safeguarding Policy & procedure \(greatertogethermanchester.org\)](#). If you have any questions or amendments that need to be noted on the NHS Safeguarding App please email the Safeguarding Team: england.safeguarding@nhs.net

6.6 Opening Hours

6.6 Opening Hours

Pharmacies are either required to open throughout their core contracted hours, and any supplementary hours they have declared. Should you wish to change your core hours there is regulatory application process which must be followed, and a minimum notice period is required should the application be granted. You must not change your core hours without following this process. Should you wish to change your supplementary hours, there is a regulatory notification process which must be followed, and a minimum notice period is required. Application/notification forms can be found here: [NHS England » Pharmacy template forms](#)

And fully completed application/notification forms must be submitted via email to gmhscp.gmtop@nhs.net for processing.

6.7 Temporary Service Suspensions

6.7.1 Unplanned Temporary Service Suspensions

6.7.1 Unplanned temporary service suspensions

If a pharmacy is unable to provide NHS services for **any** reason during its contracted core/supplementary hours, it must inform the team via completion of the appropriate template form, which can be found via the link included under section 6.6 Opening Hours. The template form must be fully completed and emailed to england.gmtop@nhs.net as soon as it is practicable to do so.

Please also see further supporting information available here [Managing a temporary pharmacy closure - CPE Website](#)

Please ensure that pharmacy staff clearly signpost patients to the next nearest pharmacies (which may not necessarily be the same company as your pharmacy), and that signage is displayed which is visible outside the premises and should include as a minimum the date and start time of the temporary service suspension, an estimated time for resumption of services, and contact details in case of any queries. Please ensure you notify any other service providers who may be affected by the temporary service suspension to enable them to appropriately support patients (such as Community Drugs Teams, local GP practices, etc). As mentioned earlier in this handbook, this forms part of the requirement to have a Business Continuity Plan in place to manage temporary service suspensions, and sets out the specific requirements that will need to be met in this respect.

Further details and help can be found on the [CPE-Briefing-024.22-Emergency-closure-checklist-for-community-pharmacy.pdf](#)

6.7.2 Planned Temporary Service Suspensions

6.7.2 Planned Temporary Service Suspensions

Any planned temporary service suspensions must be applied for in writing to NHS Greater Manchester via completion of the appropriate template form (which can be accessed via the link included under 6.6 Opening Hours). Completed forms must be emailed to gmhscp.gmtop@nhs.net for processing.

6.7.3 Bank Holiday Opening Hours

6.7.3 Bank Holiday Opening Hours

Where a pharmacy would normally be open on a day which falls on **Good Friday, Easter Sunday, Christmas Day, or a declared Bank Holiday in England**, it is not required to open its normal core/supplementary hours on those specific days. Whether the pharmacy chooses to open as normal, operate revised or reduced hours, or close, it will be treated as having been open for its normal core/supplementary hours to calculating its overall core/supplementary hours during that week. Please remember that some dates (for example 26 December and 1 January) may fall on a weekend, and if that is the case a “substitute” Bank Holiday will be declared for the following week. In such cases, 26 December and 1 January are treated as “normal working days” so if you have core and/or supplementary hours you would be required to open and instead would be entitled to close on the substitute declared Bank Holiday. Please therefore ensure that you plan ahead to make sure that closures are planned around what will be a normal working day and what will be a declared Bank Holiday.

Contractors must ensure their NHS website profiles are kept up to date (including Bank Holiday opening hours information) in order to continue to meet one of the PQS gateways. Contractors are also strongly encouraged to inform NHS Greater Manchester via email to gmhscp.gmtop@nhs.net if you intend to open on Good Friday, Easter Sunday, Christmas Day, or a declared Bank Holiday. The template form to notify us if you intend to open on any Bank Holidays can be accessed via the link included under 6.6. Opening hours. This information is hugely helpful to our team in terms of advance planning for adequate access to pharmaceutical services on those dates and enables us to publicise your pharmacy's

opening hours (we produce a list of pharmacy opening hours in each Greater Manchester locality for those dates and circulate this to a wide range of stakeholders). If NHS Greater Manchester cannot be assured that there is adequate pharmacy provision available in any localities on any particular dates, the Regulations allow us to issue a direction to one or more pharmacies requiring them to open.

6.8 Pharmacy Applications

6.8 Pharmacy Applications – Market Entry/Fitness to Practise Applications

Primary Care Support England (PCSE) is responsible for processing pharmacy applications prior to their submission to NHS Greater Manchester's Pharmaceutical Services Regulations Committee ("PSRC") for determination. Information relating to pharmacy market entry, including links to application forms and details of where to submit them, can be found on [PCSE's website](#)

With regards to Fitness to Practise, please remember that you are required to notify us if there are any material changes to the information you've previously provided to us e.g., a change of superintendent pharmacist, director, registered office address, or any updates to declarations you have previously made. This can be done via submission of the appropriate template form to our PCSE colleagues via [PCSE's website](#). All applications can now be may via the PCSE Portal [PCSS: Login \(england.nhs.uk\)](#)

6.9 Electronic Prescription Service (EPS)

6.9 Electronic Prescription Service (EPS)

The Electronic Prescription Service (EPS) enables prescriptions to be sent electronically from a GP surgery to a pharmacy, and then on to the NHS BSA for payment. The patient chooses where they wish their prescriber to electronically send their prescription, via a nomination. The pharmacy must ensure that they follow the guidance previously circulated by NHS Greater Manchester and the national guidance for capturing nominations – please see CPE's [The four guiding principles of patient nomination](#). Information on EPS can be obtained from NHS Digital <https://www.digital.nhs.uk/>.

For any matters relating to Smartcards, please contact the Registration Authority team via email to gmcsu.smartcards@nhs.net.

7. Stationery Supplies (Including EPS Dispensing Tokens)

7 Stationery Supplies (including EPS dispensing tokens)

Stationery supplies should be ordered online through the Primary Care Support England (PCSE) portal, which can be accessed [here](#)

8. Drug Tariff and BNF

8 Drug Tariff and BNF

These are available online via www.bnf.org and <http://www.drugtariff.co.uk/>

9. Lost Prescription Batch Payment Claims

9 Lost prescription batch payment claims

The actual cost of a lost prescription batch is authorised by NHS Greater Manchester, which will follow the NHS BSA's initial review when it receives such a claim request. Please note that this type of payment is not deemed a discretionary payment, and the specific process for this type of payment request is described below.

Once it has been established that a prescription batch has been lost, the NHS BSA support services team (from the division that would normally deal with prescriptions from the pharmacy) will contact the pharmacy to provide it with the relevant paperwork to complete. This is to enable the pharmacy to inform the NHS BSA how many forms/items were included within the lost batch, along with any other information that would have been included on the submission document sent with the batch, and proof of postage/courier, etc.

The pharmacy would then return this information to NHS BSA support services, who forward the relevant details onto their customer payments team to calculate an average payment. This is then sent through to the team at NHS Greater Manchester to seek authority to make the calculated payment to the pharmacy. Should the lost batch then be located at a later date, these would be processed and paid, and the lost batch payment would then be recovered. The [NHS BSA](#) would inform you in such instances.

For enquiries regarding reimbursement and remuneration for dispensing contractors, Drug Tariff, prescription endorsement, prescription searches and sorting and submission.

- Tel: 0300 330 1349 or 0191 279 0568
- Email: nhsbsa.prescriptionservices@nhsbsa.nhs.uk

10. Community Pharmacy England (CPE)

10 Community Pharmacy England (CPE) (Formerly PSNC)

Community Pharmacy England (CPE) promotes and supports the interests of all NHS community pharmacies in England. It is recognised by the Secretary of State for Health and Social Care as the body that represents NHS pharmacy contractors. CPE collaborates closely with Local Pharmaceutical Committees (LPCs) to support their role as the local NHS representative organisations. It is the role of CPE to consult with the Department of Health and Social Care and representatives of the NHS in England to negotiate the contractual terms for the provision of NHS community pharmacy services.

The CPE website is a very useful source of guidance, information, and any relevant templates/forms (www.CPE.org.uk)

11. Community Pharmacy Greater Manchester

11 [Community Pharmacy Greater Manchester](#) (Formerly known as GM LPC) is the statutory organisation representing community pharmacists across the 10 Greater Manchester localities of Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan. GM LPC publishes a regular newsletter, please email enquiries@cpgm.org.uk to subscribe.

12. GM Healthcare Academy

12 [GM Healthcare Academy](#) is a partnership between the NHS, primary care and leading education providers for community pharmacy workforce development and training in Greater Manchester.

13. Primary Care Careers Website

13 NHS Greater Manchester [Primary Care Careers website](#) has been developed to promote working in community pharmacy across Greater Manchester. You can utilise this to find out more about working in the pharmacy profession and access the [latest job vacancies](#) from the NHS Jobs website.

14. NHS Prescription Services

14. NHS Prescription Services

14 NHS Prescription Services and entitlement to free prescriptions or prescription pre-payment certificates (PPCs) [NHSBSA Help with Health Costs](#)

Tel: 0300 330 1341

Link to check eligibility [Check what help you could get to pay for NHS costs - NHSBSA](#)

15. For access to Healthcare from a Non-UK Nationality

15 For access to healthcare from a non-UK Nationality -

<https://www.gov.uk/guidance/nhs-entitlements-migrant-health-guide>

16. Accessible Information Standard (AIS)

16 [Accessible Information Standard \(AIS\)](#)

Since 1st August 2016, all organisations that provide NHS care or adult social care - including pharmacies - are legally required to follow the Accessible Information Standard. The standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand and with support so they can communicate effectively with health and social care services. For further information and resources please visit <https://www.england.nhs.uk/ourwork/accessibleinfo/>

17. Changes to your Details that you must notify to NHS Greater Manchester

17 Changes to your details that you must notify to NHS Greater Manchester

Please ensure that your contact details are correct and that any changes are notified to the team. This will ensure that you continue to receive important communications from NHS Greater Manchester to support your delivery of essential services and contract assurance, and to receive important notifications/information on forthcoming events etc.

18. Complaints and Concerns

18 Complaints and Concerns For patient complaints (e.g., patient nomination issues), if this complaint cannot be resolved by the pharmacy, July 2023 NHS England transferred responsibility for managing primary care complaints to Integrated Care Boards (ICBs). Please ensure that patients wishing to make a complaint to the ICB regarding primary care services are signposted to the appropriate locality contact, details of which can be found here: <https://gmintegratedcare.org.uk/have-your-say/contact-us/> or via email to nhsgm.patientservices@nhs.net which is now the dedicated patient complaint email address. Please note that we cannot receive complaints on the patient's behalf via the NHS pharmacy contractor as this would be deemed as a conflict of interest. If you do have a contractual concern about another pharmacy, please email gmhscp.gmtop@nhs.net and request a concerns proforma. You may also request support and mediation via CPGM (as per section 12).

19. NHS England Pharmacy Manual

19 NHS England Pharmacy Manual

The Pharmacy Manual contains useful information with regards to the procedures to be followed if applying for a new pharmacy, a change of ownership or relocation of an existing pharmacy, changing your opening hours, and fitness to practise information. The Pharmacy Manual and associated suite of annexes and template forms can be found here [NHS England » Pharmacy Manual](#).

20. The Primary Care Blueprint

20 The Primary Care Blueprint The Greater Manchester [Primary Care Blueprint](#) has now been published and describes our delivery plan for Primary care in Greater Manchester, clearly setting out the role of primary care, inclusive of all four primary care disciplines, as part of our wider health and care system. Our overall aim is to ensure that Primary Care survives and thrives, allowing us to address the needs of our citizens and communities as part of our wider GM Integrated Care Partnership.

21. The NHS GM

21 The NHS GM [The Wellbeing Toolkit](#) is available to all staff providing NHS Services in Greater Manchester. There is a wealth of resources and support organisations to signpost to, in relation to psychological, financial, and physical wellbeing. This also includes the free training for Shining a Light on Suicide <https://shiningalightonsuicide.org.uk/learn-to-save-a-life/>. This organisation will help and direct you if you are feeling suicidal, concerned about someone, or bereaved by suicide.

And finally ...

We hope you find this handbook useful. If you'd like any additional resources to be added or have any comments or suggestions for future editions of this handbook, please email the team at gmhscp.gmtop@nhs.net

22 References / Information Sources

22 References / information sources

General Websites

- Community Pharmacy England Website <https://cpe.org.uk>
- [The National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013 \(legislation.gov.uk\)](https://www.legislation.gov.uk/uksi/2013/1211/contents/made)
- [The National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) \(Amendment\) Regulations 2023 \(legislation.gov.uk\)](https://www.legislation.gov.uk/uksi/2023/1211/contents/made)
- Primary Care Support England [Pharmacy Market Management Services - Primary Care Support England](https://www.pcsengland.nhs.uk/)
- GM Healthcare Academy (training) [GM Healthcare Academy](https://www.gmhealthcareacademy.org.uk/)
- UK Government Website www.gov.uk
- NHS Website www.nhs.uk
- Pharmacy Manual <https://www.england.nhs.uk/publication/pharmacy-manual/>
- GM Integrated Care Board [Home | Greater Manchester Integrated Care Partnership \(gmintegratedcare.org.uk\)](https://www.gmintegratedcare.org.uk/)
- NHSBSA [Contact us | NHSBSA](https://www.nhsbsa.nhs.uk/)

Embedded links full website addresses

Introduction

[The National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013 \(legislation.gov.uk\)](https://www.legislation.gov.uk/uksi/2013/1211/contents/made)

1.1 Payment Quality Scheme (PQS) <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-quality-payments-scheme/>

1.2 Community Pharmacy Assurance Framework (CPAF) <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/community-pharmacy-assurance-framework-cpaf>

2 Essential Services <https://CPE.org.uk/national-pharmacy-services/essential-services/>

2.1 Dispensing Medicines and Appliances

- [Microsoft Word - Service Spec ES1 - Dispensing_v1 10 Oct 04_.doc \(CPE.org.uk\)](https://www.cpe.org.uk/national-pharmacy-services/essential-services/dispensing-of-appliances/)
- <https://cpe.org.uk/national-pharmacy-services/essential-services/dispensing-of-appliances/>

2.2 Repeat Dispensing <https://cpe.org.uk/national-pharmacy-services/essential-services/repeat-dispensing/>

2.3 Disposal of unwanted medicines

- <https://cpe.org.uk/national-pharmacy-services/essential-services/disposal-of-unwanted-medicines/>
- Environment Agency for a 'T28' exemption <https://www.gov.uk/guidance/waste-exemption-t28-sort-and-denature-controlled-drugs-for-disposal>
- <https://www.gov.uk/government/organisations/environment-agency>

- <https://www.gov.uk/waste-carrier-or-broker-registration>.

2.4 Promotion of healthy lifestyles

<https://cpe.org.uk/national-pharmacy-services/essential-services/public-health/>

Public Health England Campaign Resource Centre

<https://campaignresources.phe.gov.uk/resources/campaigns>

Greater Manchester Integrated Care <https://gmintegratedcare.org.uk/>

2.5 Signposting <https://cpe.org.uk/national-pharmacy-services/essential-services/signposting/>

- NHS Website <https://www.nhs.uk/>
- NHS Services <https://www.nhs.uk/nhs-services/>
- Urgent Care Services <https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/>
- Sexual Health Services <https://www.nhs.uk/nhs-services/sexual-health-services/>
- Repeat Prescription <https://www.nhs.uk/nhs-services/online-services/how-to-order-a-repeat-prescription/>

Primary Care Services:

- Dentists <https://www.nhs.uk/nhs-services/dentists/>
- Opticians/ Optometrists <https://www.nhs.uk/nhs-services/opticians/>
- General Practices (GPs) <https://www.nhs.uk/nhs-services/gps/>
- Pharmacies <https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/>
- Hospitals <https://www.nhs.uk/nhs-services/hospitals/>
- Mental Health Services <https://www.nhs.uk/nhs-services/mental-health-services/>
- Visiting or moving to England <https://www.nhs.uk/nhs-services/visiting-or-moving-to-england/>
- Gender dysphoria clinics <https://www.nhs.uk/nhs-services/how-to-find-an-nhs-gender-identity-clinic/>
- Alcohol addiction support <https://www.nhs.uk/nhs-services/find-alcohol-addiction-support-services/>
- Healthcare for the Armed Forces <https://www.nhs.uk/nhs-services/armed-forces-community/>
- Online Services <https://www.nhs.uk/nhs-services/online-services/>
- Help with Health Costs <https://www.nhs.uk/nhs-services/help-with-health-costs/>
- Other Services <https://www.nhs.uk/service-search/other-services>
- Pregnancy Support <https://www.nhs.uk/pregnancy/>
- Social care and support guide <https://www.nhs.uk/conditions/social-care-and-support-guide/>
- Live Well <https://www.nhs.uk/live-well/>

2.6 Support for Selfcare 111 <https://111.nhs.uk/>

2.7 Data Protection Toolkit <https://www.dsptoolkit.nhs.uk/>

- NHS Smartcards – NHS Smartcard Portal <https://digital.nhs.uk/services/registration-authorities-and-smartcards/smartcard-services>
- NHS Smartcard Factsheet <https://CPE.org.uk/wp-content/uploads/2019/11/CPE-Briefing-055.19-Smartcard-model-factsheet.pdf>

2.7.1 (null)

2.7.2 Clinical Governance (CG) requirements

- Clinical Audit requirements <https://cpe.org.uk/quality-and-regulations/clinical-governance/clinical-audit/>
 - Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 <https://www.legislation.gov.uk/ukxi/2009/309/contents/made>
 - Complaints process <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>
 - NHS Greater Manchester Local Area Feedback and complaints <https://gmintegratedcare.org.uk/have-your-say/contact-us/>
 - Confidentiality: NHS Code of Practice <https://www.gov.uk/government/publications/confidentiality-nhs-code-of-practice>
 - Business Continuity Plan <https://cpe.org.uk/quality-and-regulations/clinical-governance/emergency-planning/>
 - National Reporting and Learning System (NRLS) <http://www.nrls.npsa.nhs.uk/>
 - Practice leaflet requirements <https://cpe.org.uk/quality-and-regulations/clinical-governance/practice-leaflet-requirements/>
 - NHS Identity guidelines <https://www.england.nhs.uk/nhsidentity/identity-guidelines/primary-care-logo/>
 - Freedom to Speak Up <https://www.england.nhs.uk/wp-content/uploads/2016/11/whistleblowing-guidance.pdf>
 - NHS pharmacy shared Mail registration portal <https://portal.nhs.net/pharmacyregistration#/>
 - CPE -How-to-guide for NHS Mail registration <https://cpe.org.uk/wp-content/uploads/2013/04/CPE-Briefing-058.17-How-to-complete-the-NHSmal-registration-process.pdf>
- 3 The General Data Protection Regulation (GDPR)**
<https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>
- UK Data Protection Act 2018 <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>
 - Commissioner Office (ICO) website <https://ico.org.uk/action-weve-taken/enforcement/>
- 4. Responsible Pharmacist**
- Legislation- The Medicines (Pharmacies) (Responsible Pharmacist) Regulations 2008 <https://www.legislation.gov.uk/ukxi/2008/2789/made>
 - Medicines Act 1968 [Medicines Act 1968 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukxi/1968/11/contents/made)
 - The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 <https://www.legislation.gov.uk/ukxi/2013/349/contents/made>
- 5. Advanced Services**
- THE NATIONAL HEALTH SERVICE ACT 2006 The Pharmaceutical Services (Advanced and Enhanced Services) (Amendment) (England) Directions 2023 [Advanced Services Directions \(Amended\)](https://www.legislation.gov.uk/uksi/2023/11/contents/made)
 - Advanced Service: Pharmacy First [NHS England » Pharmacy First](https://www.nhs.uk/advanced-services/first)
 - Advanced Service: Hypertensive Case-Finding Service [Hypertensive Case-Finding Service](https://www.nhs.uk/advanced-services/hypertensive-case-finding)
 - Advanced Service Community pharmacy seasonal influenza vaccine service [NHS England » Community pharmacy seasonal influenza vaccine service](https://www.nhs.uk/advanced-services/community-pharmacy-seasonal-influenza-vaccine-service)
 - Advanced services CPE website <https://cpe.org.uk/national-pharmacy-services/advanced-services/>
- 6. Additional Information**

- 6.1 **Controlled Drugs** (CDs www.cdreporting.co.uk)
- 6.2 **General Pharmaceutical Council** (GPhC) <https://www.pharmacyregulation.org/>
- 6.3 **Alerts** (reporting suspicious activity) <https://www.cdreporting.co.uk/tool/login>
- 6.4 **Fraudulent Prescriptions** - NHS Counter Fraud Authority <https://cfa.nhs.uk/>
- 6.5 **Safeguarding**
- NHS Safeguarding App <https://www.england.nhs.uk/safeguarding/nhs-england-safeguarding-app/>
 - Safeguarding Policy & procedure (greatertogethermanchester.org).
https://www.greatertogethermanchester.org/_files/ugd/5eef79_76d291a6c2eb42419d56694f8809db64.pdf
- 6.6 **Opening Hours** – NHS template forms <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-manual/pharmacy-template-forms/>
- 6.7 **Temporary service suspensions / 6.7.1 Unplanned temporary service suspensions** <https://cpe.org.uk/our-news/managing-a-temporary-pharmacy-closure/>
- 6.8 **Pharmacy Applications** – Market Entry/Fitness to Practise Applications Primary Care Support England website <https://pcse.england.nhs.uk/services/pharmacy-market-administration-services/>
- Market Entry PCSS Login <https://secure.pcse.england.nhs.uk/pcsssignin.aspx>
- 6.9 **Electronic Prescription Service (EPS)**
- The four guiding principles of patient nomination <https://cpe.org.uk/wp-content/uploads/2020/03/CPE-Briefing-034.16-EPS-nomination-%E2%80%93-core-principles-updated-2020-1.pdf>
 - NHS Digital EPS <https://digital.nhs.uk/services/electronic-prescription-service>
- 7 **Stationery Supplies (including EPS dispensing tokens)**
<https://pcse.england.nhs.uk/services/supplies/>
- 8 **Drug Tariff and BNF** <https://www.bnf.org/> www.drugtariff.co.uk
- 9 **Lost prescription batch payment claims**
<https://faq.nhsbsa.nhs.uk/knowledgebase/article/KA-03237/en-us>
- 10 **Community Pharmacy England (CPE)** (Formerly PSNC) <https://CPE.org.uk/>
- 11 **Community Pharmacy Greater Manchester (Formerly GMLPC)**
<https://greater-manchester.communitypharmacy.org.uk/>
- 12 **Greater Manchester Healthcare Academy**
<https://www.gmhealthcareacademy.org.uk/>
- 13 **NHS Greater Manchester Primary Care Careers** website
<https://gmprimarycarecareers.org.uk/pharmacy/> and latest job vacancies
<https://gmprimarycarecareers.org.uk/pharmacy/jobs/>
- 14 **NHS Prescription Services and entitlement** to free prescriptions or prescription pre-payment certificates (PPCs)
- <https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/>
 - NHS BSA - Check what help you could get to pay for NHS costs
<https://services.nhsbsa.nhs.uk/check-for-help-paying-nhs-costs/start>
- 15 **For access to healthcare from a non-UK Nationality**
<https://www.gov.uk/guidance/nhs-entitlements-migrant-health-guide>
- 16 **Accessible Information Standard (AIS)**
<https://www.england.nhs.uk/about/equality/equality-hub/patient-equalities-programme/equality-frameworks-and-information-standards/accessibleinfo/>
- 17 (null)
- 18 **Complaints and Concerns**
- 19 **NHS Pharmacy Manual** <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-manual/>

20 The Primary Care Blueprint

<https://gmpcb.org.uk/wp-content/uploads/greater-manchester-primary-care-blueprint-october-2023.pdf>

21 The NHS GM Wellbeing Toolkit <https://gmintegratedcare.org.uk/wp-content/uploads/2023/07/gm-icp-wellbeing-toolkit.pdf> **Shining a Light on Suicide**
[Homepage - Shining a Light on Suicide](#)