



November 2022

PSNC Briefing 037/22: CPCF services, PQS and Terms of Service – Important dates and checklist

This PSNC Briefing provides a checklist of important dates for the Community Pharmacy Contractual Framework (CPCF) which relate to services including the Community Pharmacist Consultation Service (CPCS); COVID-19 Vaccination Service; Flu Vaccination Service; Hepatitis C Testing Service; Hypertension Case-Finding Service; New Medicine Service (NMS); and the Pharmacy Contraception Service (PCS). It also highlights important dates for the 2022/23 Pharmacy Quality Scheme (PQS) and Terms of Service (ToS) requirements, as well as dates when relevant news stories have been published which highlight resources for these services/requirements.

This Briefing is a 'live' document and will be updated as and when announcements and dates are confirmed. Therefore, community pharmacy contractors are welcome to print out this Briefing for reference; however, they should be alert to the fact that additional information may be added to the document and are encouraged to check: psnc.org.uk/briefings to ensure they have the latest version of the Briefing. Contractors are also encouraged to sign up to our newsletters at psnc.org.uk/eneews so the latest information is delivered straight to their inbox.

The important dates and checklist starts from the beginning of September 2022, even though the Briefing was published in November 2022 as this is when the contractor announcement on the Year 4 and 5 deal for community pharmacy was made; some of these previous dates and actions may still be relevant to contractors. Those that are no longer relevant to all have been included for completeness and information purposes only.

If you have queries on this PSNC Briefing or you require more information, please contact the PSNC Services Team via: services.team@psnc.org.uk.

September 2022

Date	Information and suggested action	Tick
1st September 2022	Flu: 2022/23 Flu Vaccination Service starts.	<input type="checkbox"/>
	COVID-19: COVID-19 Vaccination Enhanced Service (phase 5) starts.	
5th September 2022	COVID-19: Incentive to prioritise the vaccination of care home residents and housebound people starts.	<input type="checkbox"/>
6th September 2022	ToS: An announcement is made that contractors must complete a mandatory annual community pharmacy workforce survey from 2022 but that they no longer need to complete the annual Patient Satisfaction Survey from 1st October 2022. Action: Read the news story to ensure you understand the new ToS requirement.	<input type="checkbox"/>
7th September 2022	COVID-19: Health and care workers, including pharmacy staff can book their COVID-19 booster vaccinations through the National Booking System. Action: If not already done so, highlight to staff that they are entitled to a COVID-19 booster vaccination and how they can book this.	<input type="checkbox"/>

Date	Information and suggested action	Tick
22nd September 2022	<p>CPCF: Contractor announcement on the CPCF arrangements for 2022/23 and 2023/24 is made.</p> <p>Action: Read the joint letter to understand what changes are being made to the CPCF.</p> <p>PQS: Initial details of the 2022/23 PQS are announced.</p>	<input type="checkbox"/>
29th September 2022	<p>NMS: NHS England (NHSE) confirm that contractors are not required to submit their completed NMS quarterly summary data to the NHS Business Services Authority (NHSBSA) for July to September 2022 as the requirement is postponed again.</p> <p>PSNC is continuing to press NHSE for a review of this data requirement and for early confirmation for contractors on a decision regarding reporting for quarters 3 and 4 in 2022/23. Once a decision is reached, this will be communicated to contractors through the normal PSNC channels and this Briefing will be updated.</p>	<input type="checkbox"/>
30th September 2022	<p>ToS: Deadline for verifying and, where necessary, updating the information contained in a pharmacy's NHS website profile and their Directory of Services (DoS) profile for the 1st July to 30th September 2022 quarter of the financial year. This is a mandatory requirement for all contractors.</p>	<input type="checkbox"/>

October 2022

Date	Information and suggested action	Tick
1st October 2022	<p>ToS: Changes introduced to the required notice periods for changing supplementary hours.</p> <p>Action: Read the news story to ensure you understand the changes if you want to change your supplementary hours.</p> <p>ToS: Contractors are no longer required to undertake an annual Patient Satisfaction Survey in 2022/23 and going forward.</p> <p>Action: Consider removing the summary of feedback from your last Patient Satisfaction Survey from where this is displayed (the summary of feedback should have been published via one or more of the following options: displayed in the pharmacy, via a leaflet, poster or other means; or on the pharmacy's website).</p> <p>ToS: New requirement starts which requires contractors to complete an annual workforce survey (see 6th September 2022 entry for further information).</p>	<input type="checkbox"/>
Between 1st October 2022 and 31st December 2022	<p>ToS: Contractors must verify and, where necessary, update the information contained in their NHS website profile and their Directory of Services (DoS) profile at least once each quarter of the financial year. The new quarter starts on 1st October 2022 and ends on 31st December 2022. This is a mandatory requirement for all contractors.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Register for NHS Profile Manager with your personal NHSmail address if you haven't already; and • Once registered, update your NHS Profile Manager pharmacy profile. For each profile check that the pharmacy's opening times, contact information and services information are up to date or verify this information if it is correct. Even if no changes have been made during the financial quarter, you must still verify this information using NHS Profile Manager as this creates a record which will act as evidence to NHSE that these actions have been undertaken. 	<input type="checkbox"/> <input type="checkbox"/>

Date	Information and suggested action	Tick
3rd October 2022	CPCS: Referrals from NHS 111 online to CPCS to now include those for minor illness consultations , as well as the current referrals received for urgent medicine supplies.	<input type="checkbox"/>
5th October 2022	PQS: The PQS Drug Tariff Determination for the 2022/23 Scheme is published. Action: Read the PQS Drug Tariff Determination to decide if you want to participate in PQS and which domains you want to work towards achieving.	<input type="checkbox"/>
6th October 2022	ToS: The Community Pharmacy Workforce Survey 2022 opens. Action: Complete the survey. This is a mandatory requirement for all contractors.	<input type="checkbox"/>
7th October 2022	CPCF: CPCF Year 4 and 5 on-demand webinar is made available. Action: If you didn't watch the live webinar, consider watching the on-demand webinar. ToS: Information published on the PSNC website highlighting the procedure that contractors should follow for unplanned temporary closures for reasons beyond their control. Action: Read the news story to ensure you understand the procedure to follow if your pharmacy has to close temporarily for an unplanned reason.	<input type="checkbox"/>
10th October 2022	PQS: The 2022/23 Scheme officially starts.	<input type="checkbox"/>
	PQS: Window opens to claim the PQS Aspiration payment .	
	PQS: Window opens to start the following criteria (which are included in the Respiratory Domain of PQS): <ul style="list-style-type: none">• Inhaler waste management;• Use of a spacer in patients aged 5-15 years; and• Personalised asthma action plans. DO NOT MISS THIS START DATE: CONTRACTORS NEED TO START WORKING ON THESE FROM THIS DATE TO ENSURE THEY ARE ELIGIBLE TO MEET THE QUALITY CRITERIA. Action: Review the resources available and brief the pharmacy team so you are ready to start working towards meeting these quality criteria on 10th October 2022.	<input type="checkbox"/>
	PQS: MYS audit collection tool opens at 9am for the antimicrobial stewardship criterion.	
11th October 2022	PQS: NHSE PQS guidance is published. Action: Read the NHSE PQS guidance.	<input type="checkbox"/>
12th October 2022	PQS: Digital guide, workbook and other resources are published. Action: Consider watching the PQS digital guide and review the resources available to see if you want to use any of these to support you to meet the PQS requirements.	<input type="checkbox"/>
15th October 2022	Flu: The 50 to 64 year old cohort can now be vaccinated . Action: Consider if you want to promote the availability of the Flu Vaccination Service to patients in this cohort and decide on what actions to take to do this.	<input type="checkbox"/>
23rd October 2022	COVID-19: Incentive to prioritise the vaccination of care homes residents and housebound people ends.	<input type="checkbox"/>

November 2022

Date	Information and suggested action	Tick
4th November 2022	PQS: Window closes to claim the Aspiration payment on the MYS portal at 11.59pm.	<input type="checkbox"/>
30th November 2022	ToS: The Community Pharmacy Workforce Survey 2022 closes. Completion of this survey is a mandatory requirement for all contractors. Action: If you have not yet completed the survey, complete this today.	<input type="checkbox"/>

December 2022

Date	Information and suggested action	Tick
1st December 2022	PQS: Aspiration payment is paid to contractors. Action: If you claimed for an Aspiration payment check your Schedule of Payments to ensure you've received this payment.	<input type="checkbox"/>
31st December 2022	ToS: Deadline for verifying and, where necessary, updating the information contained in a pharmacy's NHS website profile and their Directory of Services (DoS) profile for the 1st October to 31st December 2022 quarter of the financial year. This is a mandatory requirement for all contractors.	<input type="checkbox"/>

January 2023

Date	Information and suggested action	Tick
Between 1st January and 31st March 2023	ToS: Contractors are required to verify and, where necessary, update the information contained in their NHS website profile and their Directory of Services (DoS) profile at least once each quarter of the financial year. The new quarter starts on 1st January and ends on 31st March 2023. This is a mandatory requirement for all contractors. Actions: <ul style="list-style-type: none"> Register for NHS Profile Manager with your personal NHSmail address if you haven't already; and Once registered, update your NHS Profile Manager pharmacy profile; for each profile check that the pharmacy's opening times, contact information and services information are up to date or verify this information if it is correct (even if no changes have been made during the financial quarter, contractors must still verify this information using NHS Profile Manager as this creates a record which will act as evidence to NHSE that these actions have been undertaken). 	<input type="checkbox"/> <input type="checkbox"/>
Beginning of January 2023	NMS: Contractors are required to submit their completed NMS electronic reporting template to the NHSBSA within 10 working days from the last day of December 2022. Action: Submit electronic reporting template.	<input type="checkbox"/>
11th January 2023	PCS: Tier 1 of the Pharmacy Contraception Service starts.	<input type="checkbox"/>
13th January 2023	PQS: Deadline to start antibiotic review (eight weeks till the last day of the declaration period). Action: If you have not started the antibiotic review, start this today.	<input type="checkbox"/>

Date	Information and suggested action	Tick
16th January 2023	<p>PQS: NHS Profile Manager can be updated if the pharmacy routinely holds the 16 palliative and end of life critical medicines listed in the PQS Drug Tariff Determination (if contractors are not a stockholder of these 16 palliative and end of life critical medicines, they are not required to update NHS Profile Manager).</p> <p>Action: If you routinely stock the 16 palliative and end of life critical medicines, update NHS Profile Manager.</p>	<input type="checkbox"/>

February 2023

Date	Information and suggested action	Tick
6th February 2023	<p>PQS: The window opens for contractors to claim for a PQS payment on MYS (this opens at 9am).</p> <p>Action: Make your PQS declaration on MYS before the deadline (11.59pm on 3rd March 2023).</p>	<input type="checkbox"/>
After the PQS declaration has been made	PQS: Pharmacy teams do not need to continue to offer NMS, with the appropriate inhaler technique check, as part of PQS.	
	PQS: Pharmacy teams do not need to continue to have conversations with patients, their carers or representatives about the environmentally safe disposal of inhalers, as part of PQS.	
	PQS: Pharmacy teams do not need to continue with the 'Use of a spacer in patients aged 5-15 years' quality criterion, as part of PQS.	
	PQS: Pharmacy teams do not need to continue with the 'Personalised Asthma Action Plans' quality criterion, as part of PQS.	
	PQS: Contractors do not need to continue with the 'Referrals for patients using three or more short-acting bronchodilator inhalers without any corticosteroid inhaler in six months' quality criterion, as part of PQS.	

March 2023

Date	Information and suggested action	Tick
From March 2023 (Date TBC)	CPCS: The CPCS will be expanded to enable urgent and emergency care settings to refer patients to a community pharmacist for a consultation for minor illness or urgent medicines supply.	
3rd March 2023	<p>PQS: The window closes for contractors to claim for a PQS payment on MYS (this closes at 11.59pm).</p> <p>DO NOT MISS THIS DEADLINE: CONTRACTORS WILL NOT BE ABLE TO CLAIM A PQS PAYMENT IF THEY MISS THIS DEADLINE.</p> <p>Action: If not already done so, complete the PQS declaration on MYS today.</p>	<input type="checkbox"/>
31st March 2023	<p>PQS: Deadline for ensuring the requirements of the gateway and quality criteria (excluding those that need to be met by the day of the declaration (see above)) have been met.</p> <p>Action: If not already done so, ensure you meet the gateway and quality criteria (excluding those that need to be met by the day of the declaration (see above)) by the end of the day.</p>	<input type="checkbox"/>

Date	Information and suggested action	Tick
31st March 2023	<p>PQS: MYS audit collection tool closes at 11.59pm for the antimicrobial stewardship (AMS) criterion.</p> <p>Action: If you have not entered your data for the AMS criterion, enter this by the end of the day.</p> <p>Flu: 2022/23 Flu Vaccination Service ends.</p> <p>Action: At the end of the day remove any promotional materials for the Flu Vaccination Service (including any on your website) and ensure all staff are aware that the service has now finished for 2022/23.</p> <p>COVID-19: COVID-19 vaccination Enhanced service (phase 5) for autumn/winter ends.</p> <p>Action: At the end of the day remove any promotional materials for the COVID-19 Vaccination Enhanced service (phase 5) (including any on your website) and ensure all staff are aware that the service has now finished.</p> <p>Hepatitis C Testing Service: The Hepatitis C Testing Service is due to end.</p> <p>ToS: Deadline for verifying and, where necessary, updating the information contained in a pharmacy's NHS website profile and their Directory of Services (DoS) profile for the 1st January to 31st March 2023 quarter of the financial year. This is a mandatory requirement for all contractors.</p> <p>Hypertension Case-Finding Service: Deadline for contractors to have achieved their incentive fee threshold for 2022/23 (need to provide 15 ABPMs between 1st April 2022 and 31st March 2023 to achieve the incentive fee).</p>	<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

April 2023

Date	Information and suggested action	Tick
1st April 2023	<p>Hypertension Case-Finding Service: Contractors can start working towards achieving their incentive fee for 2023/24 (need to provide 20 ABPMs between 1st April 2023 and 31st March 2024 to achieve the incentive fee).</p>	
Between 1st April and 30th June 2023	<p>ToS: Contractors are required to verify and, where necessary, update the information contained in their NHS website profile and their Directory of Services (DoS) profile at least once each quarter of the financial year. The new quarter starts on 1st April and ends on 30th June 2023. This is a mandatory requirement for all contractors.</p> <p>Actions:</p> <ul style="list-style-type: none"> Register for NHS Profile Manager with your personal NHSmail address if you haven't already. Once registered, update your NHS Profile Manager pharmacy profile; for each profile check that the pharmacy's opening times, contact information and services information are up to date or verify this information if it is correct (even if no changes have been made during the financial quarter, contractors must still verify this information using NHS Profile Manager as this creates a record which will act as evidence to NHSE that these actions have been undertaken). 	<input type="checkbox"/> <input type="checkbox"/>
Beginning of April 2023	<p>NMS: Contractors are required to submit their completed NMS electronic reporting template to the NHSBSA within 10 working days from the last day of March 2023.</p> <p>Action: Submit electronic reporting template.</p>	<input type="checkbox"/>

Date	Information and suggested action	Tick
As soon as reasonably practicable after the end of 2022/23	<p>ToS: Contractors must send a copy of their annual complaints report to the local NHSE team as soon as reasonably practicable after the end of the year to which the report relates.</p> <p>Action: Send the annual complaints report to the local NHSE team.</p>	<input type="checkbox"/>
3rd April 2023	<p>PQS: Contractors will be paid their PQS payment (if they claimed within the required time period).</p> <p>Action: Check your Schedule of Payments to ensure you've received this payment.</p>	<input type="checkbox"/>
5th April 2023	<p>PQS: Deadline to have claimed payment for the provision of at least 20 NMS to meet the Advanced services gateway criterion for PQS (contractors must have delivered a minimum of 20 NMS between 1st April 2022 and end of 31st March 2023). Therefore any NMS delivered in March 2023 must be claimed by 5th April 2023; claims after this date will not be considered for the gateway criterion.</p> <p>Action: Ensure you have claimed for any NMS delivered during March 2023.</p>	<input type="checkbox"/>
19th April 2023	<p>NMS: Subject to positive evaluation of an ongoing pilot, the NMS will be expanded to include antidepressants to enable patients who are newly prescribed an antidepressant to receive extra support from their community pharmacist.</p>	

June 2023

Date	Information and suggested action	Tick
30th June 2023	<p>ToS: Deadline for meeting the requirement to ensure contractors have verified and, where necessary, updated the information contained in their NHS website profile and their Directory of Services (DoS) profile for the 1st April to 30th June 2023 quarter of the financial year. This is a mandatory requirement for all contractors.</p>	

July 2023

Date	Information and suggested action	Tick
1st July 2023	<p>ToS: Contractors are required to verify and, where necessary, update the information contained in their NHS website profile and their Directory of Services (DoS) profile for the 1st July to 30th September 2023 quarter of the financial year. This is a mandatory requirement for all contractors.</p> <p>Actions:</p> <ul style="list-style-type: none"> Register for NHS Profile Manager with your personal NHSmail address if you haven't already. Once registered, update your NHS Profile Manager pharmacy profile; for each profile check that the pharmacy's opening times, contact information and services information are up to date or verify this information if it is correct (even if no changes have been made during the financial quarter, contractors must still verify this information using NHS Profile Manager as this creates a record which will act as evidence to NHSE that these actions have been undertaken). 	<input type="checkbox"/> <input type="checkbox"/>
Beginning of July 2023	<p>NMS: Contractors are required to submit their completed NMS electronic reporting template to the NHSBSA within 10 working days from the last day of June 2023.</p> <p>Action: Submit electronic reporting template.</p>	<input type="checkbox"/>

Date	Information and suggested action	Tick
5th July 2023	<p>Flu: Final day for claiming for a flu payment for the 2022/23 Flu Vaccination Service that was administered in March 2023 (claims for payments must be made using the NHSBSA MYS platform within three months of administration of the vaccination).</p> <p>Action: If you have not yet claimed for flu vaccinations administered in March 2023, submit your flu claim today.</p>	<input type="checkbox"/>
	<p>COVID-19: Final day for claiming for a COVID-19 vaccination payment for the 2022/23 phase 5 COVID-19 Vaccination Service that was administered in March 2023 and previously recorded on your Point of Care records (PoC) systems (claims for payments must be made using the NHSBSA MYS platform within three months of administration of the vaccination).</p> <p>Action: If you have not yet claimed for COVID-19 vaccinations administered in March 2023 that were previously recorded on your PoC systems, submit your COVID-19 claim today.</p>	<input type="checkbox"/>

September 2023

Date	Information and suggested action	Tick
1st September 2023	<p>Flu: 2023/24 Flu Vaccination Service starts.</p> <p>Action: Ensure staff are aware of when you are receiving stock of flu vaccinations so patients can be advised of this or be booked in for an appointment for when you have flu vaccinations in stock.</p>	<input type="checkbox"/>
30th September 2023	<p>ToS: Deadline for meeting the requirement to ensure contractors have verified and, where necessary, updated the information contained in their NHS website profile and their Directory of Services (DoS) profile for the 1st July to 30th September 2023 quarter of the financial year. This is a mandatory requirement for all contractors.</p>	<input type="checkbox"/>

October 2023

Date	Information and suggested action	Tick
Between 1st October and 31st December 2023	<p>ToS: Contractors are required to verify and, where necessary, update the information contained in their NHS website profile and their Directory of Services (DoS) profile at least once each quarter of the financial year. The new quarter starts on 1st October and ends on 31st December 2023. This is a mandatory requirement for all contractors.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Register for NHS Profile Manager with your personal NHSmail address if you haven't already; and • Once registered, update your NHS Profile Manager pharmacy profile; for each profile check that the pharmacy's opening times, contact information and services information are up to date or verify this information if it is correct (even if no changes have been made during the financial quarter, contractors must still verify this information using NHS Profile Manager as this creates a record which will act as evidence to NHSE that these actions have been undertaken). 	<input type="checkbox"/> <input type="checkbox"/>

Date	Information and suggested action	Tick
Beginning of October 2023	NMS: Contractors are required to submit their completed NMS electronic reporting template to the NHSBSA within 10 working days from the last day of September 2023. Action: Submit electronic reporting template.	<input type="checkbox"/>
4th October 2023	PCS: Subject to positive evaluation, Tier 2 of the Pharmacy Contraception Service will start, enabling pharmacists to also initiate oral contraception, via a Patient Group Direction, and provide ongoing clinical checks and annual reviews.	

December 2023

Date	Information and suggested action	Tick
31st December 2023	ToS: Deadline for meeting the requirement to ensure contractors have verified and, where necessary, updated the information contained in their NHS website profile and their Directory of Services (DoS) profile for the 1st October to 31st December 2023 quarter of the financial year. This is a mandatory requirement for all contractors.	

January 2024

Date	Information and suggested action	Tick
Between 1st January and 31st March 2024	ToS: Contractors are required to verify and, where necessary, update the information contained in their NHS website profile and their Directory of Services (DoS) profile at least once each quarter of the financial year. The new quarter starts on 1st January and ends on 31st March 2024. This is a mandatory requirement for all contractors. Actions: <ul style="list-style-type: none"> Register for NHS Profile Manager with your personal NHSmail address if you haven't already done so. Once registered, update your NHS Profile Manager pharmacy profile; for each profile check that the pharmacy's opening times, contact information and services information are up to date or verify this information if it is correct (even if no changes have been made during the financial quarter, contractors must still verify this information using NHS Profile Manager as this creates a record which will act as evidence to NHSE that these actions have been undertaken). 	<input type="checkbox"/> <input type="checkbox"/>
Beginning of January 2024	NMS: Contractors are required to submit their completed NMS electronic reporting template to the NHSBSA within 10 working days from the last day of December 2023. Action: Submit electronic reporting template.	<input type="checkbox"/>

March 2024

Date	Information and suggested action	Tick
31st March 2024	Flu: 2023/24 Flu Vaccination Service ends. Action: At the end of the day remove any promotional materials for the Flu Vaccination Service (including any on your website) and ensure all staff are aware that the service has now finished for 2023/24.	<input type="checkbox"/>

Date	Information and suggested action	Tick
31st March 2024	<p>ToS: Deadline for meeting the requirement to ensure contractors have verified and, where necessary, updated the information contained in their NHS website profile and their Directory of Services (DoS) profile for the 1st January to 31st March 2024 quarter of the financial year. This is a mandatory requirement for all contractors.</p> <p>Hypertension Case-Finding Service: Deadline for contractors to have achieved their incentive fee threshold for 2023/24 (need to provide 20 ABPMs between 1st April 2023 and 31st March 2024 to achieve the incentive fee).</p>	