

Services & Contractual Update Webinar

Tuesday 23rd September 2025

Community Pharmacy Norfolk & Suffolk



What will we be covering:

- Brief update - Pharmacy Integration Project
- New bundling requirements
- Pharmacy First Clinical gateways and PGDs
- NMS changes
- PCS changes: Emergency Contraception
- The expanding role of Pharmacy Technicians
- Flu Update
- Keeping In Touch With Us
- Questions & Answers – Open Discussion

Integration Project Update

- Focus on Service delivery and Training:
Discharge Medicines Service (DMS)
Hypertension Case Finding Service (HCFS) *including ABPM delivery*
Pharmacy Contraception Service (PCS)
& Pharmacy First

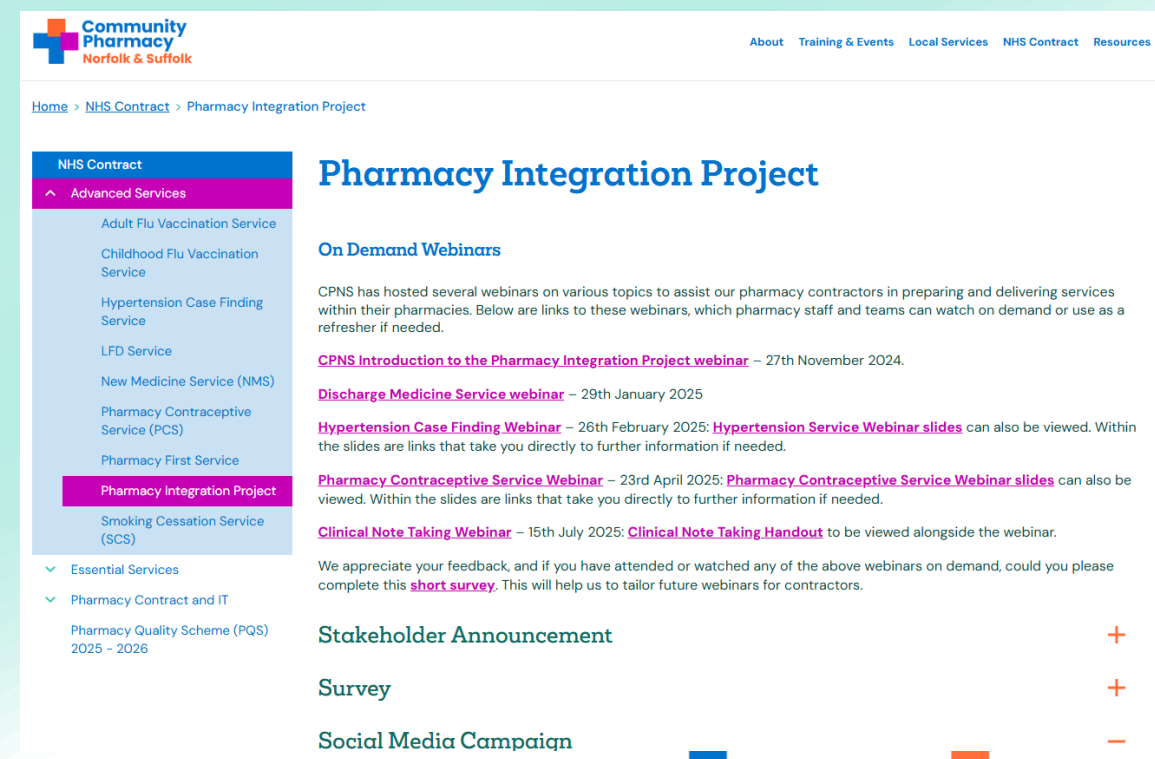
- Increased capacity to support training events, webinars and provide print resources

- Resources all available on the CPNS website:

Resources:

Pharmacy Integration Project – Community Pharmacy Norfolk and Suffolk

Thanks to NWICB and SNEE ICB for supporting the project



The screenshot shows the website for Community Pharmacy Norfolk & Suffolk. The header includes the NHS logo and the text 'Norfolk and Waveney Integrated Care Board' and 'Suffolk and North East Essex Integrated Care Board (ICB)'. The main navigation bar includes links for 'About', 'Training & Events', 'Local Services', 'NHS Contract', and 'Resources'. The breadcrumb trail shows 'Home > NHS Contract > Pharmacy Integration Project'. The left sidebar menu is expanded to show 'Pharmacy Integration Project (SCS)'. The main content area is titled 'Pharmacy Integration Project' and includes a section for 'On Demand Webinars' with links to various webinars and their dates. At the bottom, there are links for 'Stakeholder Announcement', 'Survey', and 'Social Media Campaign'.

Community Pharmacy Norfolk & Suffolk

About Training & Events Local Services NHS Contract Resources

Home > NHS Contract > Pharmacy Integration Project

NHS Contract

- Advanced Services
 - Adult Flu Vaccination Service
 - Childhood Flu Vaccination Service
 - Hypertension Case Finding Service
 - LFD Service
 - New Medicine Service (NMS)
 - Pharmacy Contraceptive Service (PCS)
 - Pharmacy First Service
 - Pharmacy Integration Project**
 - Smoking Cessation Service (SCS)
- Essential Services
- Pharmacy Contract and IT
 - Pharmacy Quality Scheme (PQS) 2025 - 2026

Pharmacy Integration Project

On Demand Webinars

CPNS has hosted several webinars on various topics to assist our pharmacy contractors in preparing and delivering services within their pharmacies. Below are links to these webinars, which pharmacy staff and teams can watch on demand or use as a refresher if needed.

CPNS Introduction to the Pharmacy Integration Project webinar – 27th November 2024.

Discharge Medicine Service webinar – 29th January 2025

Hypertension Case Finding Webinar – 26th February 2025: **Hypertension Service Webinar slides** can also be viewed. Within the slides are links that take you directly to further information if needed.

Pharmacy Contraceptive Service Webinar – 23rd April 2025: **Pharmacy Contraceptive Service Webinar slides** can also be viewed. Within the slides are links that take you directly to further information if needed.

Clinical Note Taking Webinar – 15th July 2025: **Clinical Note Taking Handout** to be viewed alongside the webinar.

We appreciate your feedback, and if you have attended or watched any of the above webinars on demand, could you please complete this **short survey**. This will help us to tailor future webinars for contractors.

Stakeholder Announcement

Survey

Social Media Campaign

Integration Project Outstanding Actions

- Project Report
- Mailing to Support October/November National Campaign
- This Webinar
- January training event
- Continue to work with Trusts on DMS

- What can you do?

Send us your stories and feedback: info@cpns.org.uk

Complete the Survey all responses will be entered into a prize draw 3 x £50 “Love To Shop” Vouchers



Thanks to NWICB and SNEE ICB for supporting the project

Timeline

APRIL 2025

Margin: becomes £900m per year
SAF: £1.46 per item
Pharmacy First: £17 for Minor Illness & Clinical Pathways
HCFS: £10 clinic check & £50.85 per ABPM
PCS: £25
NMS: simplified to £14 for each consultation



CPE roadshow events

JUNE 2025

Pharmacy First monthly payment:
- Intermediary band added
- Registration for HCFS and PCS needed to qualify

OCTOBER 2025

Pharmacy First monthly payment:
At least 1 ABPM needed to qualify
PCS: EHC added
NMS: Depression added



Autumn: 2026/27 negotiations begin

MAY 2025

PQS: Aspiration payment claiming window

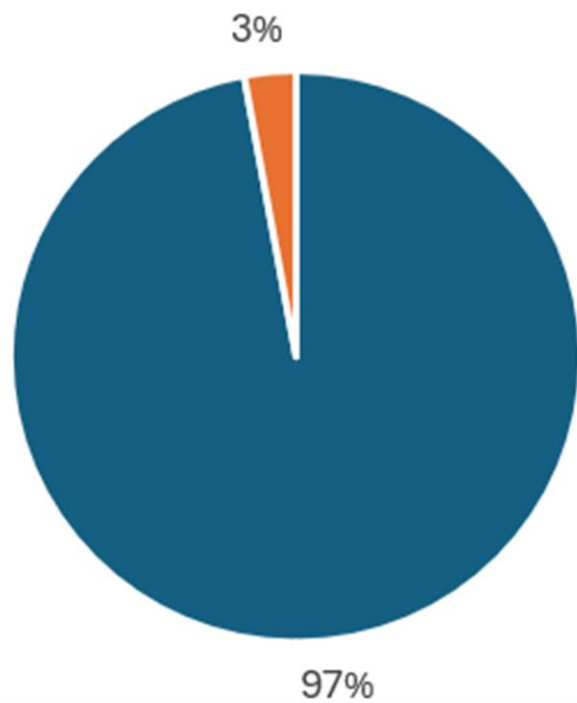
JULY 2025

PQS: Aspiration payments made (1st July)

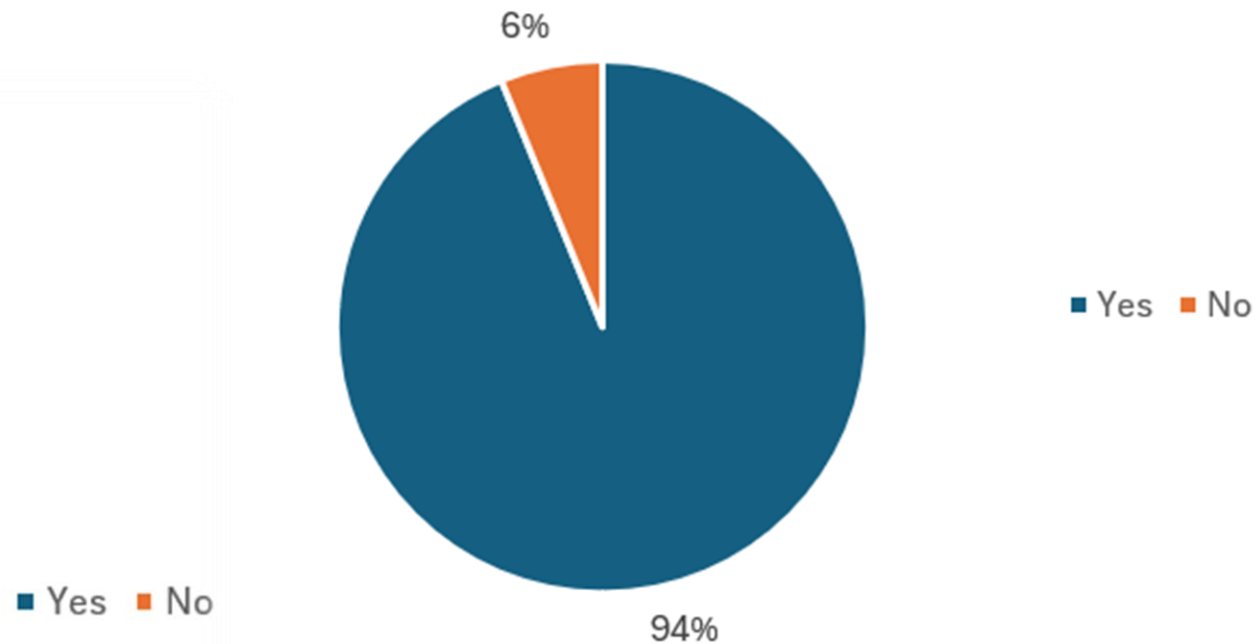
MARCH 2026

Pharmacy First monthly payment: Specified number of contraception consultations to qualify

Pharmacy First service



Pharmacy First Bundling requirements met



Bundling Requirements

- **Pharmacies must be signed up to:**
Pharmacy First
Pharmacy Contraception service
Hypertension Case Finding Service*
AND
 - Achieve 20 Clinical Pathways Consultations (£500)
Or
Achieve 30 Clinical Pathways Consultations (£1000)
AND
- from 1st October 2025:
- **Deliver and claim at least 1 ABPM each month***

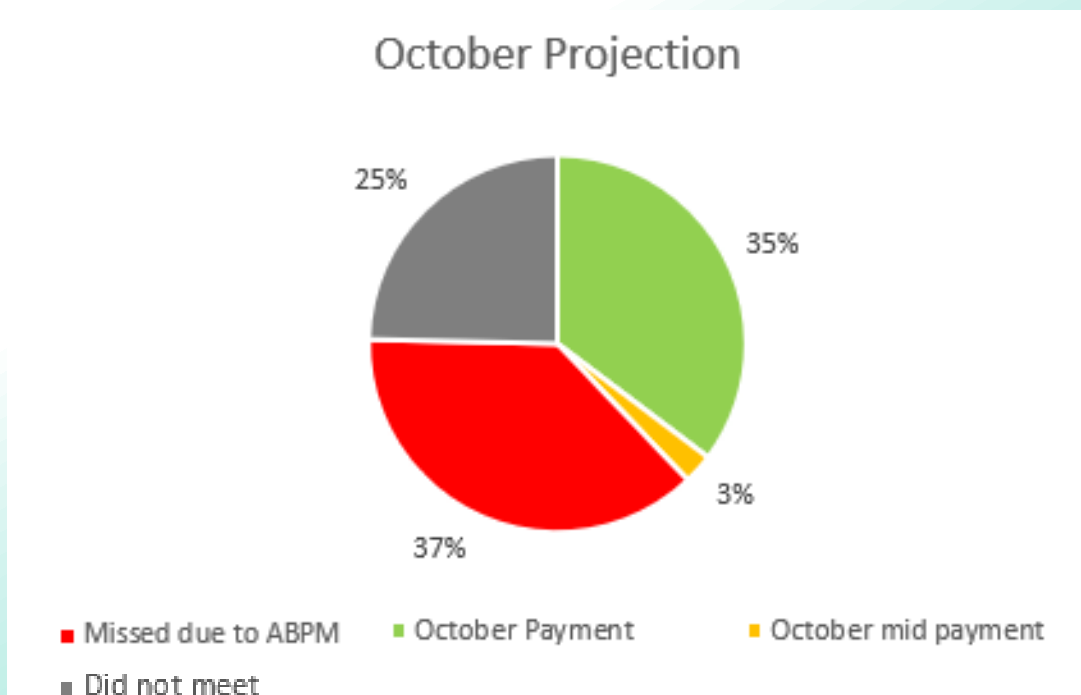
** DSPs are excluded from this requirement from 1st October*

PF July Achievement (N&S only)



Based on figures from July, over half of pharmacies were not delivering ABPM

October Projections (Estimated)



Over 100 pharmacies who met requirements in July could miss out in October resulting in a potential combined loss of between:

£51,000-£102,000

(depending on PF threshold met)

Plus fees for each item of service

Estimated monthly income for 2025/26 and 2023/24

Volumes for items and services in the calculator below are based on the average pharmacy in 2023/24 and projected average for 2025/26. You can overwrite values in the green cells below to produce a personalised estimate for your pharmacy.

	2025/26 inputs	Average 2025/26 monthly income	2023/24 inputs	Average 2023/24 monthly income
Average items per month	9,687		8,852	
SAFs		£14,143		£11,242
Other dispensing fees		£854		£790
Estimated average buying profit		£7,211		£6,289
NMS per month (part 1)	65	£910	32	£896
NMS per month (part 2)	42	£588		
HCFS clinic checks per month	20	£200	13	£195
HCFS ABPM per month	2	£102	1	£45
PCS repeat consultations per month	1	£25	1	£18
PCS initiation consultations per month	1	£25		£0
EHC consultations per month	1	£20		
CPCS - UMS per month	14	£210	8	£120
CPCS - MI per month	15	£255	8	£120
Clinical pathways consults per month	25	£425		
Pharmacy First fixed payment		£500		
DMS per month	2	£70	1	£35
AUR consultations per month	-	£0		£0
Stoma customisations per month	-	£0		£0
Smoking cessations patients per month	-	£0		£0
Total		£25,538	Total	£19,750

CPE Indicative Income Calculator:

<https://cpe.org.uk/wp-content/uploads/2025/03/Indicative-Income-Calculator-2025-26-comparative-v3.xlsx>

Resources:

[Reminder: Pharmacy First bundling requirements – CPE](#)

[HCFS Webinar – CPNS](#)

[Hypertension Service Webinar CPNS slides - CPNS](#)

Take action now,
check service data, prepare staff, avoid missing out on
payments!

From March 2026 addition of monthly activity targets for PCS - look out for updates.

Reminder: Pharmacy First bundling requirement from 1st June

Headline | National Pharmacy Services

Monday 26th May 2025

There is now less than one week to go before the bundling requirements for Pharmacy First come into force, which will impact on whether pharmacy owners are entitled to a monthly fixed payment for the service.

From 1st June 2025, pharmacy owners must be registered and able to deliver the Hypertension Case Finding Service*, the Pharmacy Contraception Service (PCS) **and** the Pharmacy First service, in addition to delivering the minimum number of clinical pathway consultations (see below) to achieve the fixed payment. **This means the deadline for registering for the three services on the Manage Your Service (MYS) portal is 11.59pm on 31st May 2025.**

If pharmacy owners have not yet signed up to the Hypertension Case Finding Service and/or the PCS, further information on both services can be found on the following pages on our website:

- [Hypertension Case Finding Service](#)
- [Pharmacy Contraception Service](#)

[Read our FAQs on the bundling requirements](#)



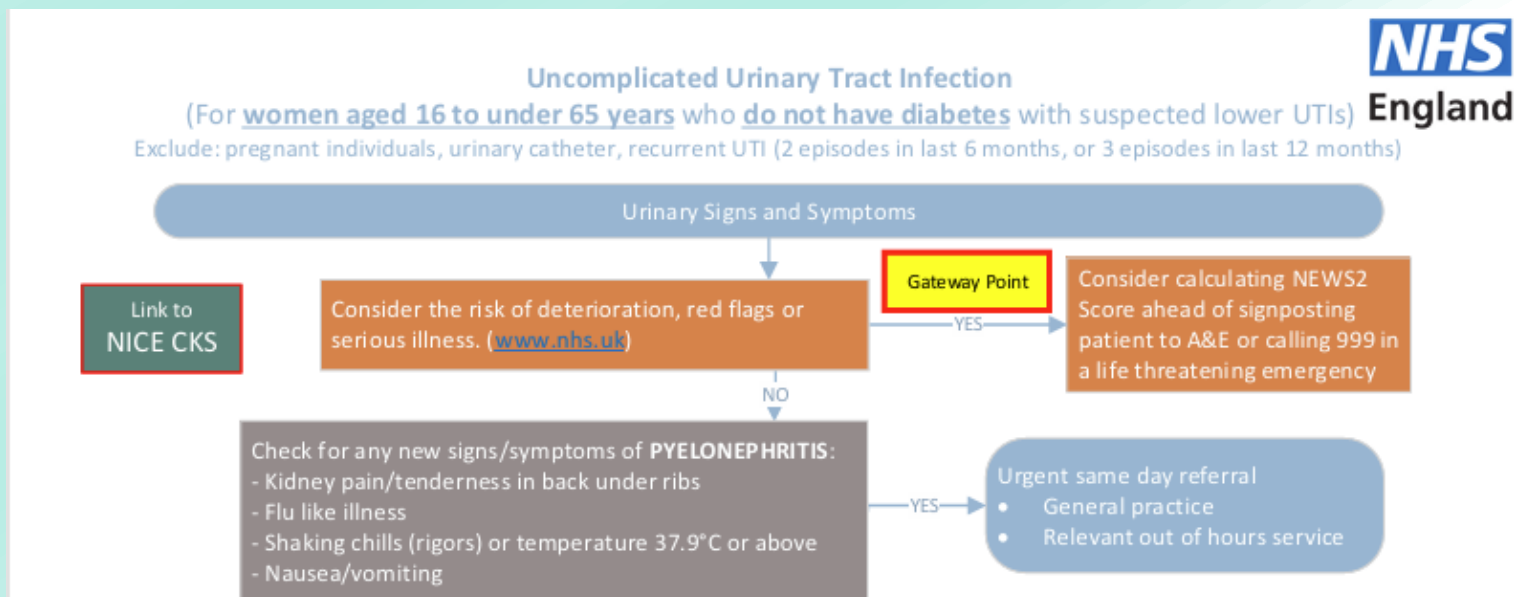
New Pharmacy First Clinical Gateways & PGDs from 1st OCTOBER 2025

Examples of Gateway changes for services From June 2025

New PGDs- requirements for **ALL** to be re-authorised by manager and signed by all Pharmacists & Locums

Resources

[Pharmacy First Updated PGDs](#)



NMS Service Changes from WED 29th OCTOBER 2025

- Depression medications now included. (Adults 18+)

REMINDER of APRIL's CHANGES:

- NO sub-contracting
- Changes to payments Initial intervention £14 paid for completion, and follow-up consultation
- No follow-up – No payment
- Changes to claims from April 2025
- CAPs in place

No mandated training, BUT link to PQS training:

[CPPE consulting with people with mental health problems online training.](#)

Resources

[Eligible drug list final draft](#)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1																					
2																					
3																					
4																					
5																					
6																					
7																					
8																					
9																					
10																					
11																					
12																					
13																					
14																					
15																					
16																					
17																					
18																					
19																					
20																					
21																					
22																					
23																					
24																					
25																					
26																					
27																					
28																					
29																					
30																					
31																					
32																					



**New Medicine Service (NMS) Eligible
Drug List 2025/26 v1.1 FINAL DRAFT**

AUGUST 2025

This document details all medicines which, when prescribed for an eligible and corresponding condition, are included in and eligible for the New Medicine Service (NMS) which is commissioned as an advanced clinical service from community pharmacy as part of the Community Pharmacy Contractual Framework (CPCF) in England.
Please contact england.communitypharmacy@nhs.net for any queries or issues with this document.

**THIS VERSION IS DRAFT AND FOR INFORMATION ONLY.
THE FINAL VERSION WILL BE PUBLISHED IN DUE
COURSE AND NHSE WILL INDICATE THE DATE FROM
WHICH CONTRACTORS SHOULD START USING THIS**

> Title sheet 1. Acute Coronary Syndrome 2. Asthma & COPD 3. Atrial Fibrillation 4. Coronary Heart Disease 5. Depression 6. Diabetes (Type 2) 7. Epilepsy +

Changes to the Pharmacy Contraception Service

What's Changing:

- Emergency Contraception added to the Pharmacy Contraception service from **29th October 2025** **PROVISIONAL!!!**
- Inclusion of **suitably trained & competent** Pharmacy Technicians
- New PGDs and new medications added
- Clinical Notes (esp. Safeguarding and chaperone) and requirement to check patient records
- All service provision must be verbal and provided from the pharmacy premises
- DSPs service changes

Resources

[PCS briefing: What's changing – CPE](#)

[PCS service specification and PGDs NHSBSA website](#)

[CPNS PCS webinar](#) & [CPNS PCS webinar slides](#)

Briefing: 016/25: The NHS Pharmacy Contraception Service – What's changing?

This Community Pharmacy England Briefing provides guidance for community pharmacy owners and their teams who are already providing the Pharmacy Contraception Service (PCS) on the changes to the service.



CPE Webinar:
Emergency contraception and the PCS
Thursday, 9th October 2025
7:30pm

Brief Pharmacy owners and teams on the changes
Guidance and resources available to support pharmacy teams with the changes

BOOK YOUR PLACES NOW

For all the pharmacy team.



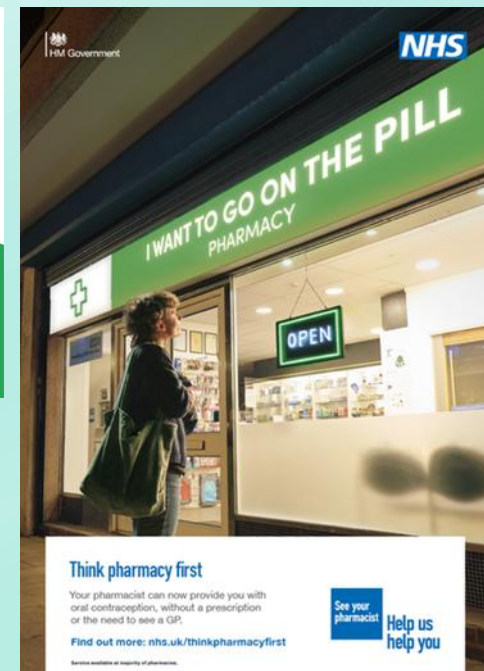
Pharmacy Contraception Service - What Do You Need To Do?

- Review SOPs and update Pharmacy Team
- Prepare staff on possible questions and an increase in service demand
- Review and sign PGDs (all staff delivering)
- Clinical note-taking support- link to CPNS website
- Check with the Local sexual health service offer, STI test kits, condoms, signposting etc.



- Display Promotional materials

Pharmacies that are currently registered but **DO NOT** wish to provide **Emergency Contraception** **MUST** deregister from the service by 29th September and will no longer be eligible for the monthly threshold payment.



Resources

[Sexual Health Services, Norfolk](#)

[Sexual Health Services, Suffolk](#)

[Campaign Resource Centre](#)

Pharmacy Technicians - expanding roles and opportunities.

We now have a dedicated webpage for **Pharmacy Technicians**.

This space is designed both to help contractors understand the offers and development opportunities available to pharmacy Technicians and to provide support for technicians directly.

- Pharmacy Technicians and PGDs
- Proposed Key Dates for PGD service launches which include Pharmacy Technicians
- Training & Development Opportunities
- Future Planning
- What can we do to support your Pharmacy Technicians?

Resources

[Pharmacy Technicians – Community Pharmacy – Community Pharmacy Norfolk and Suffolk](#)
[CPPE Face to Face and online events – Community Pharmacy Norfolk and Suffolk](#)

Workforce



Pharmacy Technicians



CPPE

CENTRE FOR PHARMACY
POSTGRADUATE EDUCATION

Flu Service- Reminder of application for off-site vaccination process

- Adult flu vaccinations and maintaining Business as usual (BAU)
- Contact the Regional team for permission for off-site vaccination (if providing)
- Opportunity to recruit patients for other services (e.g. hypertension case-finding)
BUT caution/consider appropriateness of simultaneous delivery...
- Preparing for children's vaccinations and promotion (if providing)
- Promotion of the service, pharmacy promotion, and National booking systems

Resources

[CPE Adult Flu Service](#)

[CPE Childhood Flu Service](#)

[UKHSA Resources](#)



Guidance

The flu vaccination: who should have it and why (winter 2025 to 2026)

Updated 10 July 2025



Share your stories of Pharmacy First or any other services, patient feedback and your team best practice ideas.



Ways To Stay In Touch With Us!

Email Us: Info@cpns.org.uk

Norfolk & Suffolk Pharmacy Team
Survey 2025



We love to hear your feedback and would appreciate hearing from **ALL OF YOUR TEAM MEMBERS**, complete the survey and be in with a chance to win one of three £50 Love To Shop Vouchers!
Closing date for prize draw entry 18th October 2025.

Use the QR codes to view our website,
sign up to our newsletter and
don't forget to like and follow us on social media

Website



Newsletter



Facebook



LinkedIn



What are your biggest challenges/ concerns?

Are you making the best use of the skill set within your team?

Questions & Answers

Have you learnt anything new tonight?

Share your experiences/ top tips now.

How are you preparing your staff and teams for the
changes in service delivery?

**Thank You All For Attending.
Goodnight!**