

Community Pharmacy Tracker April 2025

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

Subject	Requirement	Deadline	Action and links	Tick when completed
Easter Bank Holiday Rota	Contractual	Act now	The Easter opening times for Lancashire & South Cumbria will be available on the CPLSC website . Please check the information for your pharmacy once details have been released.	
Flu Vaccination Service 2024/25	Service Delivery	31st March 2025	<ul style="list-style-type: none"> 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 2024/25 	
Healthy Living Pharmacy (HLP)	Contractual	31st March 2025	<p>Each financial year, pharmacies must engage in at least one community engagement health promotion exercise activity by:</p> <ul style="list-style-type: none"> Collaborating with other organisations for outreach and local services Extending health promotion beyond the pharmacy through in-person or virtual outreach See CPE HLP hub for more info 	
Annual Complaints Report	Contractual	As soon as reasonably practicable after the end of 2024/25	<p>Pharmacy owners must send a copy of their annual complaints report to the local NHS contract management team.</p> <p>This is a mandatory requirement for all pharmacy owners</p>	
Pharmacy First Service	Service Income	31st March 2025	Deadline for pharmacy owners who are delivering Pharmacy First to also deliver the Pharmacy Contraception Service and Hypertension Case-Finding Service to qualify for the monthly £1,000 fixed payment (as well as meeting the relevant consultation threshold)	
Pharmacy Profile Update	Contractual	1st April – 30th June 2025	<p>Ensure your Directory of Services and NHS website profiles are up to date by updating your NHS Profile Manager</p> <p>The new quarter starts 1st April 2025 and ends on the 30th June 2025 but we encourage you to do this as soon as possible</p>	
Pharmacy First – New caps introduced	Service Income	1st April 2025	<p>These caps are based on the monthly average of Pharmacy First (clinical pathways) delivered during November 2024 to January 2025)</p> <p>Action: View your assigned Band and monthly cap on the NHS Business Services Authority website</p>	
CPPE: Contraception Service	Training	2nd April 2025	<p>CPPE are holding a face-to-face NHS Pharmacy Contraception Service: delivering effective consultations to initiate contraception event</p> <p>Book your place here</p>	

Data Security and Protection (DSP) Toolkit		Ongoing	You can now watch the DSP Toolkit 2025 workshop on demand: Watch here	
Pharmacy First – Patient Feedback Request		Open until the end of 2025	Ask your patient to give feedback on Pharmacy First to help inform service improvements: Find out more here	

Regular Tasks

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

Subject	Requirement	Deadline	Action and links	Tick when completed
PharmOutcomes	Act now	Ongoing	Check PharmOutcomes a minimum of three times a day for all referral services.	
NHS Mail	Pharmacy IT	Access regularly	Ensure you access your personal NHS.net email regularly (at least once every 30 days) to avoid your account being deleted. <ul style="list-style-type: none"> • Further information is available here 	
Local Services	Pharmacy income	By the 5th	Please claim all your locally commissioned services by the 5 th of the month.	
VirtualOutcomes	Workforce training	Ongoing	A new module will be released every month. <ul style="list-style-type: none"> • Access here 	

If you require support from Community Pharmacy Lancashire & South Cumbria

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