

From Pharmacy Lead, SPPG
Kathryn Turner



By email

All Community Pharmacies

Strategic Planning and Performance Group

2 Franklin Street
BELFAST
BT2 8DQ

Tel: 028 9536 3683

Email: kathryn.turner@hscni.net

Date: 8th September 2023

Dear Colleague,

Community Pharmacy Care Home Support Service (CPCHSS) Reminder

Thank you to those pharmacies who are currently participating in the 2023/24 Community Pharmacy Care Home Support Service (CPCHSS). The purpose of this letter is to remind community pharmacists of the key points of the service and to seek an assurance in relation to service provided.

Key reminder points, CPCHSS 2023/24:

- The service continues in line with the December 2021 [CPCHSS Service Specification](#) for the 2023/24 year.
- Please ensure that all relevant staff are trained and competent to deliver this service. Service documentation and previously recorded ECHO training sessions are available to view on the BSO website at the following link: <https://hscbusiness.hscni.net/services/2271.htm>
- The requirement of the service is that each pharmacy should undertake **two care home visits** during each financial year.
- The first visit should be completed **before the end of September 2023**.
- The 2nd visit should be completed **before the end of March 2024**.

Change of care home contract:

- The service is available to all nursing and residential care homes (who are registered with RQIA) and is commissioned on an individual care home/community pharmacy basis **i.e. the care home can only receive the service from one community pharmacy**. The community pharmacy should be the pharmacy that provides the routine dispensing service to the care home.
- If a community pharmacy, during the 2023/24 year no longer provides the routine dispensing service to a particular care home and had been contracted to provide the CPCHSS to that care home, **please inform your local office as soon as possible**, so that monthly payments for CPCHSS can be stopped.
- If a community pharmacy during the 2023/24 year starts to provide a dispensing service to a new care home and wishes to also provide the CPCHSS, **a new contract for that care home should be sent into the local office as soon as possible**.
- A service agreement form ([Appendix B](#)) should be completed for every care home for which the pharmacy is providing the service. A copy of the agreement form should be retained in the pharmacy.

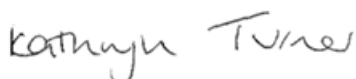
Service monitoring and post payment verification

- Routine service monitoring will continue and your pharmacy may be asked to submit copies of the audit tools you have completed as part of the visit process.
- The pharmacy contractor will be required to submit all records requested by SPPG in relation to the service within 14 days of receipt of the request.
- In addition, we wrote to all contractors in March 2023 who provided the service during 2022/23, to request completion of a proforma outlining the dates of visits to care homes during this period.
- In the event where SPPG cannot assure claims relating to the provision of the service recovery of the payment will be sought.

If you have any queries in relation to this service please contact Breege Brogan Breege.Brogan@hscni.net or Gillian Plant Gillian.Plant@hscni.net

Thank you again for the provision of this important service for patients in nursing and residential care homes.

Yours sincerely,



Kathryn Turner
Pharmacy Lead Strategic Planning and Performance Group