

**From Interim Pharmacy Lead, SPPG**  
**Emma Quinn**



**By email**  
All Community Pharmacies

**Strategic Planning and Performance Group**  
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Date: 9<sup>th</sup> June 2025

Dear Colleague,

### **Community Pharmacy Care Home Support Service (CPOCHSS)**

Thank you to those pharmacies who have participated in the Community Pharmacy Care Home Support Service (CPOCHSS).

The purpose of this letter is to out-line the plans for the service in this 2025/26 year and to request completion of a proforma (by MS forms) for those pharmacies who have participated in the service during 2024/25.

#### **Pharmacies previously signed up to the 2024/25 service**

- The service will continue in line with the [CPOCHSS Service Specification](#) for the 2025/26 year. It is not necessary to complete a new contract for the 2025/26 service. The requirement of the service is that each pharmacy should undertake **two care home visits** each financial year.
- Please complete the **MS forms proforma** via the link below by **30<sup>th</sup> June 2025** for each care homes for which you are currently providing the service and the dates of the two visits undertaken during 2024/25. <https://forms.office.com/e/3Z5FKq0m63?origin=lprLink>

#### **New Pharmacies who wish to sign up to the 2025/26 service**

- For those pharmacies who have not signed up to the service during 24/25 but who now wish to participate in the 25/26 service, please return by email your completed contract ([Appendix A](#)) to your local office as soon as possible.
- Please note all nursing and residential care homes for who the service will be provided for by the community pharmacy should be listed on the contract.

- 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.
- Please read the [service specification](#) carefully and ensure that all relevant staff are trained and competent to deliver this service.
- Previously recorded ECHO training sessions can be viewed by logging on to [Project Echo Moodle site](#) (log in required – then click on; My courses ‘*collaborative community pharmacy 2023/24*’ and the following video recordings; dated 30/11/21 and 22/11/22)

### **Change of care home contract**

- If a community pharmacy, during the 2025/26 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.

### **Service monitoring and post payment verification**

SPPG will continue to monitor and review this service. As outlined in the service specification, in the event where SPPG / BSO cannot assure claims relating to the provision of the service, recovery of the payment will be sought.

SPPG have recently introduced a process for partial recuperation of payments made to community pharmacists who are contracted to provide the service but have not completed the required visits in line with the service specification. This process has been discussed with CPNI, through the Service Development group.

If you have any queries in relation to this service please contact Breege Brogan [Breege.Brogan@hscni.net](mailto:Breege.Brogan@hscni.net) or Mary McIlvenna [Mary.McIlvenna@hscni.net](mailto:Mary.McIlvenna@hscni.net)

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

Yours sincerely,



**Emma Quinn**  
**Interim Pharmacy Lead**  
**Strategic Planning and Performance Group**