



# A Guide for Community Pharmacies in Hertfordshire



# Welcome!

Community Pharmacy Hertfordshire (CPH) has developed a comprehensive guide designed for pharmacy teams, outlining the services they are expected to provide within Hertfordshire pharmacies. This resource also offers a detailed overview of CPH's role and includes essential contact information for additional support.

## Who Are CPH and How Can We Support You?

**Community Pharmacy Hertfordshire (CPH)** is a local organisation that represents community pharmacies across the Hertfordshire. The committee is made up of 11 members, representing all sectors of community pharmacy—including multiples, independents, and members of the Independent Pharmacy Association. The CPH office will endeavour to visit all new pharmacy contractors within six months of joining our area.

We represent your pharmacy and provide guidance on:

- Pharmacy services
- Signposting to other healthcare and support services
- Key local contacts
- Issues involving commissioners or service providers

All enquiries to CPH are confidential. Our experienced team is here to support you with GPhC inspections, contractual issues, and the CPAF process.

## Stay Informed with CPH

- **CPH Website:** Our website ([www.cpherts.org.uk](http://www.cpherts.org.uk)) offers a wide range of information, including details on pharmacy services, contracts and management, as well as pharmacist training and professional development.
- **Social Media:** CPH is active on social media—follow us on [X \(formerly Twitter\)](#), [Facebook](#), and [LinkedIn](#) for the latest updates. We also offer a WhatsApp Update group exclusively for Hertfordshire contractors, where CPH shares important updates and deadlines directly to your mobile. To join, please email us at [info@cpherts.org.uk](mailto:info@cpherts.org.uk).
- **E-news:** The CPH weekly [newsletter](#) is sent to all contractors—if you'd like to subscribe, please contact the office at [info@cpherts.org.uk](mailto:info@cpherts.org.uk).

## Help Us Tell Your Story

We'd love to hear how your pharmacy has made a difference! Share a patient story that highlights the care, support, and impact of your team. Ensure you have the patient's consent, anonymise all personal details, and please note that the story may be shared on social media and the CPH website. For more information, visit our [Patient Stories](#) page.

## Essential Services

The nine essential services listed below are offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework (CPCF).

Essential Service	Service information
Discharge Medicines Service (DMS)	<a href="#">Discharge Medicines Service – Community Pharmacy England</a>
Dispensing Appliances	<a href="#">Dispensing Appliances – Community Pharmacy England</a>
Dispensing Medicines	<a href="#">Dispensing Medicines – Community Pharmacy England</a>
Disposal of unwanted medicines	<a href="#">Disposal of unwanted medicines – Community Pharmacy England</a>
Healthy Living Pharmacies	<a href="#">Healthy Living Pharmacies – Community Pharmacy England</a>
Public Health (Promotion of Healthy Lifestyles)	<a href="#">Public Health (Promotion of Healthy Lifestyles) – Community Pharmacy England</a>
Repeat Dispensing and eRD	<a href="#">Repeat Dispensing and eRD – Community Pharmacy England</a>
Signposting	<a href="#">Signposting – Community Pharmacy England</a>
Support for Self-Care	<a href="#">Support for Self-Care – Community Pharmacy England</a>

## Locally Commissioned Services (LCS)

Hertfordshire County Council (HCC) Public Health Team currently commission the following services from Community Pharmacy in Hertfordshire. For more information on sign up, specifications and payments please refer to our [payment tracker](#).

LCS Service	Commissioner	Where to Sign up
<a href="#">New Core MAT</a>	Change, Grow, Live (CGL)	<a href="mailto:herts@cgl.org.uk">herts@cgl.org.uk</a>
<a href="#">Needle Exchange Service</a>	Change, Grow, Live (CGL)	<a href="mailto:herts@cgl.org.uk">herts@cgl.org.uk</a>
<a href="#">Stop Smoking Service &amp; NRT</a>	Public Health, HHIS	Click <a href="#">here</a> for more information
<a href="#">Immediate Access to Emergency Medicines</a>	HWE ICB	<a href="mailto:hweicbhv.pharmacy@nhs.net">hweicbhv.pharmacy@nhs.net</a>
<a href="#">Sexual Health Service</a>	Public Health, HCC	<a href="mailto:phcommissioning@hertfordshire.gov.uk">phcommissioning@hertfordshire.gov.uk</a>

## Advanced Services

There are currently nine Advanced Services within the CPCF, pharmacy owners can choose to provide any of these services if they meet the requirements set out in the Secretary of State Directions. For more information on sign up, specifications and payments please refer to our [payment tracker](#).

Advanced Service	Commissioner	Where to Sign up
<a href="#">Pharmacy First Service</a>	HWE ICB	<a href="#">MYS Portal</a>
<a href="#">Pharmacy Contraception Service (PCS)</a>	HWE ICB	<a href="#">MYS Portal</a>
<a href="#">Hypertension Case-Finding Service</a>	HWE ICB	<a href="#">MYS Portal</a>
<a href="#">New Medicine Service (NMS)</a>	HWE ICB	<a href="#">MYS Portal</a>
<a href="#">Lateral Flow Device Test Supply Service</a>	HWE ICB	<a href="#">MYS Portal</a>
<a href="#">Flu Vaccination Service</a>	HWE ICB	Sign up each season on the pharmacy NHS-assured IT System for the service.
<a href="#">COVID-19 Vaccination Service</a>	HWE ICB	<a href="#">EOI</a> now <a href="#">closed</a>

Service specifications should be available for staff to use within the pharmacy. These are also available on the **Community Pharmacy Hertfordshire (CPH)** [website](#) for services commissioned locally and on **Community Pharmacy England (CPE)** [website](#) for nationally commissioned services.

## Community Pharmacy PCN Engagement Lead

The Community Pharmacy PCN Engagement Lead plays a key role within the PCN team and the locality neighbourhood. Employed and appointed by HWE ICB, their responsibilities are focused on building relationships, fostering communication and collaboration, identifying, and advocating for the needs of community pharmacies, and supporting the development and implementation of services and initiatives locally. Find how to contact your local community pharmacy [PCN Engagement Lead](#).

# Useful Information and Contacts

## 1. NHS and Local Authority Contacts

- **Hertfordshire and West Essex Integrated Care Board (HWE ICB)**

Hertfordshire and West Essex ICB now manages community pharmacy, dentistry, and optometry services locally, with delegated responsibilities from NHS England. Email:

[hweicbhv.pharmacy@nhs.net](mailto:hweicbhv.pharmacy@nhs.net).

## 2. Pharmacy Operations

- **Opening Hours**

Pharmacy owners who want to change their core contractual hours (core opening hours) must apply to the ICB: [Core opening hours](#). Please note there are [upcoming changes to the regulations](#) regarding this although this does not change the [application process](#).

Pharmacy owners who want to change their supplementary opening hours are required by their terms of service to notify the relevant ICB. If a pharmacy owner wants to:

- **increase** supplementary opening hours at the pharmacy, [notification](#) of the change must be given to the ICB in advance of the increase but there is no notice period.
- **decrease** supplementary opening hours at the pharmacy, at least [five weeks' notice](#) must be given to NHS England prior to implementing the change.

Pharmacy owners are encouraged to give the ICB as much notice of changes as they can of any changes to supplementary opening hours: [Supplementary hours](#).

Requests to change core or supplementary hours should be sent to Hertfordshire and West (HWE) Essex Integrated Care Board (ICB) using the following email address: [hweicbhv.pharmacy@nhs.net](mailto:hweicbhv.pharmacy@nhs.net).

- **Pharmacy Closures**

Guidance for handling planned and unplanned temporary closures, including how to apply and notify appropriately: [Pharmacy closures](#). Community pharmacy contractors should be ready to manage closures: [Business Continuity Planning](#).

- **Medicine Shortages**

Use your local WhatsApp or PCN group to check medicine availability in your area. CPH guidance to help pharmacy teams manage local medicine shortages effectively: [Medicine Shortages](#).

- **Pharmaceutical Waste**

East of England waste managing agent is currently Anenta: [Pharmaceutical Waste](#).

If you are accumulating a lot of pharmaceutical waste, please use the link above for support.

- **Primary Care Support England**

Primary Care Support England (PCSE) provides administrative and support services to community pharmacies and other primary care providers on behalf of NHS England: [PCSE](#). For current services provided by PCSE including their online portal, please see [here](#).

### 3. CPCF Services and Payments

- **CPCF Services and Terms of Service – Important Dates**

A summary of key dates and deadlines for national pharmacy services under the Community Pharmacy Contractual Framework (CPCF): [CPCF services and terms of service](#).

- **Local and Key National Advanced Services Payment Timetable**

CPH resource to help pharmacy owners track dates and deadlines for claiming payments for all local and key national advanced services: [Local and National Payment Timetable](#).

- **Payment Timetable and National Deadline Tracker**

CPE resource for additional national service payments: [Payment timetable and deadline tracker](#)

### 4. Controlled Drugs

- CPH guidance: [Controlled drugs](#)
- CD Reporting: [www.cdreporting.co.uk](http://www.cdreporting.co.uk)
- CD Reporting Help Desk Team: [england.cdreportingtechnicalhelpdesk@nhs.net](mailto:england.cdreportingtechnicalhelpdesk@nhs.net)
- CD Accountable Officer for NHS England: [england.ea-cdao@nhs.net](mailto:england.ea-cdao@nhs.net)

### 5. IT Services & Smartcard

- CPE smartcard management resource: [Smartcard information and help](#).
- CPH smartcard management resource: [Contact details for smartcards](#).
- Herts, Beds, and Luton ICT Services (smartcard): [HBL ICT website](#).
- Local Registration Authority (smartcard): [Hblict.ra@nhs.net](mailto:Hblict.ra@nhs.net) or 01707 685555.
- CPH NHS IT resource: [NHS IT resource](#).

### 6. NHS Complaints

- CPH guidance for NHS complaints: [NHS complaints](#).

### 7. Local Support Services

- **Interpreting and Translation services – East of England Region**

Interpreting and translation services, funded by your ICB, are available to support patients at NHS appointments and can be accessed on their behalf: [Interpreting and Translation services](#).

- **Local Signposting Services**

CPH directory of Hertfordshire community support services: [Local Signposting Services](#).

### Important Contact Details

- [CPH Important Contact Details Page](#)

If you have any queries please contact the office by email [info@cpherts.org.uk](mailto:info@cpherts.org.uk) or by phone 01707 390095.