



A Guide for Community Pharmacies in Hertfordshire



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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 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) 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 [Facebook](#), [Instagram](#) 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.
- **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.

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)	Discharge Medicines Service – Community Pharmacy England
Dispensing Appliances	Dispensing Appliances – Community Pharmacy England
Dispensing Medicines	Dispensing Medicines – Community Pharmacy England
Disposal of unwanted medicines	Disposal of unwanted medicines – Community Pharmacy England
Healthy Living Pharmacies	Healthy Living Pharmacies – Community Pharmacy England
Public Health (Promotion of Healthy Lifestyles)	Public Health (Promotion of Healthy Lifestyles) – Community Pharmacy England
Repeat Dispensing and eRD	Repeat Dispensing and eRD – Community Pharmacy England
Signposting	Signposting – Community Pharmacy England
Support for Self-Care	Support for Self-Care – Community Pharmacy England

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
Core MAT	Change, Grow, Live (CGL)	herts@cgl.org.uk
Needle Exchange Service	Change, Grow, Live (CGL)	herts@cgl.org.uk
Stop Smoking Service & NRT	Public Health, HHIS	Click here for more information
Immediate Access to Emergency Medicines	Central East ICB	hweicbhv.pharmacy@nhs.net
Sexual Health Service	Public Health, HCC	phcommissioning@hertfordshire.gov.uk

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
Pharmacy First Service	Central East ICB	MYS Portal
Pharmacy Contraception Service (PCS)	Central East ICB	MYS Portal
Hypertension Case-Finding Service	Central East ICB	MYS Portal
New Medicine Service (NMS)	Central East ICB	MYS Portal
Lateral Flow Device Test Supply Service	Central East ICB	MYS Portal
Flu Vaccination Service	Central East ICB	MYS Portal
COVID-19 Vaccination Service	Central East ICB	MYS Portal

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.

Useful Information and Contacts

1. NHS and Local Authority Contacts

▪ Central East Integrated Care Board (HWE ICB)

Central East ICB now manages community pharmacy, dentistry, and optometry services locally, with delegated responsibilities from NHS England. Email: hweicbhv.pharmacy@nhs.net (Please note that the above email address may change, but it currently valid).

2. Pharmacy Operations

▪ Opening Hours

Pharmacy owners wishing to change their **core** or **supplementary** opening hours should follow the NHS contractual requirements and notify or apply to Central East ICB, as appropriate.

Requests should be sent to hweicbhv.pharmacy@nhs.net

For information on changing opening hours, including application processes, notice periods and links to the national NHS guidance, visit the [CPH opening hours](#) webpage.

▪ Pharmacy Closures

For guidance on planned and unplanned temporary pharmacy closures, including notification requirements, business continuity planning and relevant resources, visit the [Pharmacy closures](#) webpage. 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

Central East ICB commissions a clinical waste collection and disposal service for community pharmacies. From April 2026, the service is managed by Anenta Ltd.

For more information, visit the [CPH Pharmaceutical Waste webpage](#). If you are accumulating a lot of pharmaceutical waste, please use the link for support.

T28 Waste Exemption

If you denature controlled drugs, you must register a T28 waste exemption with the Environment Agency. This exemption can be completed online via the [Environment Agency website](#).

The T28 exemption covers the denaturing of controlled drugs generated on your premises and those returned from households. Further details are on the [CPE website](#).

▪ 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. 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
- CD Reporting Help Desk Team: england.cdreportingtechnicalhelpdesk@nhs.net
- CD Accountable Officer for NHS England: 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): Hblinct.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 or by phone 01707 390095.