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| Daily Update |
| Monday 22nd March 2021 |

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|  | This daily update contains important information for community pharmacy teams about the ongoing response to the COVID-19 pandemic.In today's update: NHS Service Finder enhancements; ICS leadership survey.Improvements made to the NHS Service Finder toolNHS Digital has introduced improvements to their [**NHS Service Finder**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=1aac9a8f00&e=12757307a1) online search tool. The NHS Service Finder is a free tool that provides access to information from the Directory of Services (DoS) and the NHS website. The tool's purpose is to allow pharmacy teams and other healthcare professionals to search for service information quickly, thereby making it easier to signpost patients to the correct service.The latest changes to the NHS Service Finder include:* A restyling of the search results list;
* A restyling of the service details to make them more navigable and consistent; and
* A new function to enable users to filter search results by type and opening hours.

Following these, and other changes, it is predicted that searches using the NHS Service Finder tool will be up to 30% faster. PSNC requested that these changes be made and will continue to provide input to the NHS Service Finder team based on contractor feedback.[**Learn more about these enhancements to the NHS Service Finder**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=d73d6a3369&e=12757307a1)**ICS leadership survey**The NHS Confederation is seeking views on how clinical and care professional leadership should be established in Integrated Care Systems (ICS). Commissioned by NHS England and NHS Improvement (NHSE&I), this work will help establish a set of principles that will be used to develop national guidance on ICS leadership.ICS are expected to be the next stage of local NHS partnerships and have already succeeded Sustainability and Transformation Partnerships (STPs) in many areas. The [**Government's recent health and social care white paper**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=ee05bf28ec&e=12757307a1) want ICS to bring together the NHS local government and partners to support the delivery of high-quality care. As such, having a community pharmacy voice in discussions at ICS level will be important.Most Local Pharmaceutical Committees (LPCs) are already working collaboratively to engage with system leaders on behalf of all contractors in local areas and this work will continue to take on increasing importance.All those working in healthcare - from managerial and policy colleagues as well as those working directly in patient facing roles - are encouraged to [**complete this short survey**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=49646cbb6e&e=12757307a1) to share their views on a set of principles for ICS leadership. Contractors may wish to refer to pages 6-8 of [**PSNC Briefing 006/21: Summary of the Integration and Innovation DHSC White Paper**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=d559a7ad92&e=12757307a1) to learn more about the potential implications of the proposed changes for community pharmacy locally and nationally.

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| Have you seen our latest FAQs? |

PSNC's website has a large number of answers to queries posed by pharmacy contractors, their teams and LPCs; these are updated on a regular basis. Recent additions include:**Q. What do I do if a new staff member joins the community pharmacy and they already have a personal NHSmail account?**It is up to the pharmacy contractor to determine whether it will be useful for a new member of staff to have their pre-existing NHSmail account linked to the shared pharmacy mailbox. If they decide this is best, then he/she should raise a technical query using the standard [**NHSmail escalation procedure**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=98a72a381f&e=12757307a1). In the query, the NHSmail owner must request that the new staff member has their personal NHSmail account linked to the shared pharmacy mailbox. When making the query, ensure to include the personal details of the new staff member (i.e. their full name, role within the pharmacy, and personal NHSmail email address). **Q. What do I do if a new staff member joins the community pharmacy and they do not have a personal NHSmail account?**It is the decision of the pharmacy contractor as to whether a new member of staff should be given their own personal NHSmail account. If they decide this is best, then they should raise a technical query using the standard [**NHSmail escalation procedure**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=b6fcd86798&e=12757307a1). In the query, the NHSmail owner should request that the new staff member be given their own personal NHSmail account and that this then be linked to the shared pharmacy mailbox.**Q. Why can’t I use my deactivated personal NHSmail account?**Personal NHSmail accounts that are not used for 90 days are deactivated, and if unused for a further 30 days may be permanently deleted. If the account has not yet been deleted, then a technical query may be raised. However, an individual who has had their account deleted due to inactivity will be required to set up a new account if the use of NHSmail once again becomes necessary. Therefore, PSNC recommends that pharmacy NHSmail users regularly use their NHSmail accounts to keep them active.**Keep up-to-date on COVID-19 with our hub page:**[**psnc.org.uk/coronavirus**](https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=b671e78d7a&e=d3dc5e7fbd) |  |

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