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| Community Pharmacy England logo |

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| **Newsletter**10th October 2025 |

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| The voice of community pharmacy (banner) |

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| **This newsletter - sent on Mondays, Wednesdays and Fridays - contains important information and resources to support community pharmacies across England.** |

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| **In this update: Covid-19 vac compensation claim for pharmacy owners; Negotiating strategy addressed during September Committee Meeting; Prescription Item Reports; Fire risk with Emollients.** |

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| As part of ongoing discussions with NHS England about people ineligible for COVID-19 vaccinations presenting at community pharmacies, **Community Pharmacy England has now written formally to the NHS seeking financial compensation for pharmacy owners.**We have been in contact with NHS England since the start of the NHS seasonal vaccination service about the ongoing issues pharmacy owners are facing, with ineligible people often presenting via appointments booked through the National Booking System (NBS). These issues have largely been caused by significant changes to COVID-19 vaccination eligibility criteria this winter. [Read more about this here](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=56a9d5221c&e=d19e9fd41c).This has been a deeply frustrating time for pharmacy owners, with knock-on financial impacts and significant challenges for their teams. We have raised concerns about the impact on pharmacy owners and teams, including **administrative burden, financial costs, staff impact, and damage to relations with the public.**After carefully considering several routes for claiming compensation, including gathering more sector data (which would have delayed any claim and added complexity), we have asked NHS England to pay pharmacy owners for any NBS appointments where people were ineligible when they presented at the pharmacy. We await a response from NHS England to this compensation claim.[Resources, posters, and guidance are available](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=97cf7c880e&e=d19e9fd41c) to help pharmacy teams manage the situation and communicate eligibility changes effectively. |

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| [**Read more, including our CEO's comment**](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=3c079e670a&e=d19e9fd41c)  |

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| Community Pharmacy England met in London in September, with Members considering strategy and tactics ahead of upcoming CPCF negotiations, alongside other important matters. The Committee also discussed how recent political developments, such as the Government Spending Review and 10-Year Health Plan, may affect the next round of CPCF negotiations. This was the first meeting for the new non-executive Chair, [Professor Dame Jenny Harries DBE DL](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=1e684e9d2d&e=d19e9fd41c). Committee members and the Executive Team look forward to drawing on her extensive experience as former Deputy Chief Medical Officer for England and founding CEO of the UK Health Security Agency to help secure a sustainable future for community pharmacy. |

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| [**Read the full update**](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=14f8aac7d9&e=d19e9fd41c)  |

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| **🔔Reminder: Prescription Item Reports: Your monthly breakdown of NHS payments**Pharmacy owners are reminded that they can download their monthly [Prescription Item Reports (PIRs)](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=ab27ee503a&e=d19e9fd41c) from the NHS Business Services Authority (NHSBSA) [Information Services Portal](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=e658a5f254&e=d19e9fd41c). These reports provide a detailed breakdown of NHS payments for dispensed items and certain services, helping pharmacies monitor claims, identify discrepancies, and support staff training.Only the last 12 months of reports are stored, so it’s important to download them regularly to maintain a complete record. Community Pharmacy England supports further enhancement of the PIR.🔗[**Find out more and access guidance here**](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=792e93fc74&e=d19e9fd41c) |

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| **📌Emollients: risk of severe and fatal burns with paraffin-containing and paraffin-free emollients**Pharmacy teams are reminded of the ongoing fire risk linked to both paraffin-containing and paraffin-free emollients. This risk has been highlighted in past Medicines and Healthcare products Regulatory Agency (MHRA) campaigns, and teams should continue advising patients accordingly. Safety resources and patient materials are available on the [GOV.UK](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=e207cf71ad&e=d19e9fd41c) website.[**Tell me more**](https://cpe.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=bb37513077&e=d19e9fd41c) |

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| **Community Pharmacy England**Address: 14 Hosier Lane, London EC1A 9LQTel: 0203 1220 810 | Email: comms.team@cpe.org.uk*Copyright © 2025 Community Pharmacy England, All rights reserved.*You are receiving this email because you are subscribed to our newsletters. Community Pharmacy England is the operating name of the Pharmaceutical Services Negotiating Committee (PSNC). |

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