

Change of Ownership

Supporting Guidance for Pharmacies
located in the Midlands Region

April 2024



Application for Change of Ownership

This Midlands Region Change of ownership guidance is provided as local additional support to the [Pharmacy Manual, Chapter 19 Procedure – Change of Ownership](#)

Interested party to complete Application in respect of Change of Ownership

Completed by the interested party/ contractor

- Document located in [Chapter 19, Annex 1 of Pharmacy Manual](#) and submitted via [Online application portal](#) for processing
- **Alternatively**, the completed form can be sent to PCSE.marketentry@nhs.net.

NOTE:

Annexes 1-15 detail correspondences that may be exchanged regarding application, further information etc.

First Referral - Missing Information

Completed by the commissioner:

- The Commissioner receives the application for review by PCSE, any missing information such as Enhanced or Advanced services, incorrect hours, missing floorplan identified by the commissioner will be reported back to PCSE.
- PCSE will contact the contractor and until the information is received correctly the application will be put on hold. It is the contractors responsibility to look out for any correspondence from PCSE.
- The contractor has **5 days** to provide the missing information, or the application will be treated as withdrawn.

Please be aware that the services and hours should be the same as those provided by the current owner.

Fitness to practice - Responses from Referees

Delays to the process can occur if references are not provided by referees. PCSE do not follow up referees who do not respond to the request. It is important that interested parties/ contractors ensure that referees respond to reference requests promptly to prevent a delay to the COO process.

First Referral application complete

Completed by the commissioner:
The application is reviewed by the commissioner and if everything is in order then the commissioner will send an email back to PCSE who will continue with the application.

PSRC issue a report - as detailed in [Annex 16](#)

This report will be followed by approval letter if appropriate and Notice of Commencement to be completed and return to PCSE once parties have agreed terms and proposed start date. [Annex 17-33](#) detail different correspondences regarding change to notice period, request for further information etc.

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Timescale Minimum of 21 – 30 days

Notice of Commencement

Completed by Interested Party/ Contractor:

- Complete and return to PCSE once parties have agreed terms and proposed start date.

Notice of Commencement - approved

PSRC Approve application and removal/inclusion of old owner/new owner from the pharmaceutical list for the ICB.

PCSE send a Notification of Contractor Code to new owner

As per Annex 37 A new code is given if purchase is made on non-debts and liabilities.

After commencement date

On or after Commencement date PCSE sends out Change to Pharmaceutical List

- [Memo – Annex 42](#) to all interested parties, this provides all details including the new ODS code.

PCSE Updates Circulation and informs the following:

- Notification to NHSBSA
- Local Pharmacies – within 1.6km unless rural then a wider distance may be required (Including Large Body Corporate Head Offices if applicable)
- Relevant LPC
- Relevant LMC
- Relevant Health and Wellbeing Board
- Relevant Healthwatch
- Relevant Public Health Team
- DoS Leads
- Waste Management Company (Annenta)
- Controlled Drugs Accountable Officer (CDAO)
- PharmOutcomes

ODS Code

If changes to ODS Portal are not updated contractor can contact ODS Team 0300 303 5035 or email

support.digitalservices@nhs.net

Customer Portal -

<https://www.support.digitalservices.nhs.uk/csm>

Additional information on ODS codes is available in the [CPE Briefing 038/18: Change of pharmacy circumstance checklist: ODS codes and planning required](#)

NHS Profile Manager

The contractor must register for the NHS Profile Manager to update the pharmacy's NHS website profile.

[Register for the new NHS Profile Manager](#)

[NHS Profile Manager Training Videos](#)

Contractors can also register for access the NHS Service Finder.

[Register for NHS Service Finder](#)

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NHS Mail

Completed by Contractor:

- Contractor must now register for a NHSmail premises-specific email address and link at least two staff personal NHSmail accounts to it link
- [Pharmacy Pre-Requisite Questionnaire Link](#) (Register for a NHSmail premises specific email address)
- National Administration Service (NAS) registration process - [Registering Community Pharmacy](#)

Escalation Support

Issues relating to nhs mail can be emailed to helpdesk@nhs.net or call 0333 200 1133

To Change Ownership please send an email from the shared mailbox to helpdesk@nhs.net mentioning the following details :

1. Old ODS code
2. New ODS code
3. List of the users who want to move to new shared mailbox

New NHS.net Email Address

New nhs.net email addresses must be shared with relevant organisations including the pharmacy contracting teams.

PMR and CPCF System Suppliers

Contractor must Notify PMR and Community Pharmacy Contractual Framework (CPCF) system suppliers.

- If changing supplier, notify outgoing and incoming suppliers.

NOTE - N3 line installation via PMR Provider has an 8-10 week lead in time

Register for Services

All services that pharmacy previously signed up to must be provided.

- National: sign up on [MYS - Pharmacy](#).
 - Email: mys@nhsbsa.nhs.uk
 - Telephone: 0300 330 1368
- Local: sign up as per local guidance
 - Refer to local community pharmacy committee

Contact the relevant pharmacy contracting team:

- East Midlands - england.eastmidspharmacy@nhs.net
- West Midlands – england.pharmacy-westmidlands@nhs.net

EPS Updates - EPS for new and change of ownership pharmacies

EPS Nominations:

- Nominations are set for patients against a pharmacy's ODS code, so where there is a new ODS code, these must be migrated manually by NHS England technical teams.
- It is vital that you give at least **one month's notice** of the date of the opening, change of ownership or ordinary relocation that will trigger this.

EPS and COO link activation

- It is important to claim for a script immediately after your supplier changes the local configuration to the new ODS code (occurs shortly after NHS England technical teams migrate EPS nominations).
- The first script claim on new ODS triggers NHSD to set up that new code on 'surgery side' of EPS.
- This triggers the new ODS code to be flagged as EPS live on the NHSBSA system. This change will occur on the first Wednesday after the claim, and NHS website will be updated, with the ODS code showing as EPS live the Monday following (please note this time lag).

If you have followed the instructions above and you are still having issues, please contact the NHSBSA contact centre by email:

- nhsbsa.prescriptionservices@nhsbsa.nhs.uk or by phone: 0300 330 1349

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GPhC Notification:

Completed by Contractor:

- Form can be submitted before date of change but must be received within 28 days of the date on which the change of ownership has taken place.

[GPhC Change of Pharmacy Ownership](#)

Wholesaler Accounts

Completed by Contractor:

- Wholesaler accounts need to be updated and this process can take up to **2-6 weeks**.

Agency Manufacturers

Completed by Contractor:

- Agency manufacturers (inc Sanofi, Astellas, Lily) must be updated and require copy GPhC Change of Ownership signed by both parties before RTB marker will be added on AAH or Alliance.

Private CD Pharmacy Contractor Code

NHS England Midlands Controlled Drug Teams will facilitate the process to get a new private CD Pharmacy Contractor Code.

Email the relevant Controlled Drugs Team:

West Midlands (*Birmingham and Solihull, Black Country, Coventry and Warwickshire and Hereford and Worcestershire*): england.westmidlandscd@nhs.net

North Midlands (*Derbyshire, Nottinghamshire, Shropshire and Staffordshire*): england.northmidlandscd@nhs.net

Central Midlands (*Leicestershire, Lincolnshire, Northamptonshire*): england.centralmidlands-cd@nhs.net

Process can take up to 4 weeks.

Escalation Support

If the Private CD Pharmacy code has not been received, please contact the relevant Controlled Drugs team who will be able to follow up the issue and liaise with the NHS BSA on behalf of the contractor.

Smartcards Updates

Information on changes and updates to smartcards is available on Community Pharmacy England - [Smartcards - Community Pharmacy England \(cpe.org.uk\)](#)

Contacts for Local Registration Authority:

East Midlands - [Primary care service provider contact details - NHS Digital](#)

West Midlands - [Primary care service provider contact details - NHS Digital](#)

NHS England Funded Trainees

Following change of ownership, the Midlands NHSE workforce, training and education directorate need to be updated according to the details of the relevant contract. This may be different if (1) pre-registration trainee pharmacy technician (2) foundation trainee pharmacists (3) wider training provision.

Contact Details: england.wtepharmacy.mids@nhs.net

Changes to Directors of Superintendent Pharmacists

Any changes to Directors or Superintendent Pharmacists need to be notified to PCSE and the relevant forms completed. Further information can be found on the following link [Market Entry | PCSE \(england.nhs.uk\)](#)