

Resource guide for Community Pharmacy Contractors East Anglia Area

Essential Service

(A list of amendments can be found at the end of this document)

Service	Requirement	Resources
<p>Electronic Prescription Service (EPS) Enables prescriptions to be sent electronically from the GP surgery to the pharmacy and then on to NHS Prescription Services for payment.</p>	<p>EPS is being deployed through two key releases. Release 1 - the paper prescription form remains Release 2 - the transmission of electronic prescriptions, e-repeat dispensing, patient nomination of their selected pharmacy</p>	<p>Information can be found at; http://www.psync.org.uk/pages/r2.html</p> <p>EPS Leads Peterborough and Cambridge E chris.roberts@cambridgeshireandpeterboroughccg.nhs.uk T 01733 758642</p> <p>Norfolk E; martin.bainton@nhs.net or Svetlana Stogneeva Registration Authority Agent NHS Anglia Commissioning Support Unit Lakeside 400 Old Chapel Way Broadland Business Park Norwich NR7 0WG RA line: 01603 257007 Direct line: 01603 257006 Fax: 01603 257297 Svetlana.Stogneeva@nhs.net</p> <p>Suffolk E; gp.it@suffolk.nhs.uk</p> <p>T 01473 770222</p> <p>Interim Suffolk EPS Lead – Anna.cochrane@suffolk.nhs.uk</p> <p>East of England and South</p>

		Kieron Martin 07798 666 315 kieron.martin@hscic.gov.uk
EPS Dispensing Tokens and 3m supplies (printing of NHS stationary and forms and Drug Tariff supply)	NHS England AT are responsible for issue of tokens	<p>James Hart - Serco ASP Ida Darwin Block 26, Ida Darwin Hospital, The Old Drift, Fulbourn, Cambridge, CB21 5EE T 01223 884111 F 01223 884116 E james.hart@serco.com</p> <p>Brian Day – Suffolk & Waveney T 01473 329180 E secure.stores@nsft.nhs.uk</p> <p>Tony Cooper – Norfolk & Gt Yarmouth T 01603 785861 F 01603 258073 E tony.cooper@nchc.nhs.uk or Carl Garside (assistant stores manager) T 01603 785860 F 01603 258073 E carl.garside@nchc.nhs.uk</p>
EPS Monthly Allowance - starting	When a pharmacy contractor is able to operate the Electronic Prescription Service, the pharmacy can claim £200/month from the NHS England Area Team using the appropriate claim form. If a contractor has submitted the relevant claim form to the NHS England Area Team by the end of the first month that he is able to operate the service, he is eligible to receive the monthly allowance for that month and subsequent months.	<p>EPS monthly allowance claim form; http://www.psn.org.uk/pages/eps_allowances.html#epsr1</p>
EPS Monthly Allowance - stopping	If at a later date the pharmacy contractor becomes unable to operate the Electronic Prescription Service, they must inform the NHS England Area Team in writing immediately so that payment of this on-going allowance is stopped.	<p>Template letter - Ceasing operation of the service; http://www.psn.org.uk/pages/eps_allowances.html</p>
EPS On-going Allowance Claim	Where a Pharmacy is already receiving the allowance linked to EPS Release 1, there is no need to re-submit it when the pharmacy deploys Release 2.	Automatically linked to prescription claims submission

	<p>The Release 2 one-off allowance is paid automatically linked to a validation prescription during deployment.</p>	
<p>Smartcards All pharmacy staff registering for a smartcard for the first time will have to go through the full registration process which includes identity checks.</p>	<p>Obtaining a Smartcard; NHS England area teams are responsible for establishing local Registration Authorities (RA) to manage the issue of smartcards. Practical arrangements differ across the country. RAs work closely with LPCs to ensure that the arrangements are fair and manageable for all contractors in a locality.</p>	<p>Cambridgeshire and Peterborough Serco Registration Authority Agent (RA) T 0800 996 996 E aspservicedesk@asp.nhs.uk</p> <p>Suffolk - Suffolk Service Helpdesk T 01473 329444 to log your request to upgrade to EPS 2 Smart Cards Alternatively contact RA Team: Bob Underhill T 01473 329239</p> <p>Waveney and Great Yarmouth Jenna Fountain RA T 01603 257228 E jenna.fountain@nhs.net</p> <p>For Norfolk continue as before or contact LPC for more information.</p>
<p>Disposal of Unwanted Medicines Pharmacies will accept unwanted medicines by from households and individuals which require safe disposal.</p>	<p>When a PCO arranges the collection and disposal of returned medicines from pharmacies it is acting as a 'broker'. PCOs will have to register themselves as a broker with the local office of the Environment Agency. To use an appropriately registered specialist contractor to remove waste from pharmacies and convey it to a licensed site for safe disposal. Collections from pharmacies should be on a regular basis, at a frequency agreed by the PCO and the pharmacy contractor. There should also be the ability for the pharmacy to request extra collections if required.</p>	<p>Cambridgeshire and Peterborough Serco contracts team – who contract via SRCL Siobhan Godfrey Contracts Support Officer T 01480398642 E contractsteam@asp.nhs.uk</p> <p>Norfolk Caroline Davies Waste Management Officer Facilities Department Norfolk Community Health and Care NHS Trust E: caroline.davies@nchc.nhs.uk</p>

		<p>T: 01603 697 343</p> <p>Suffolk Kellie Jessimie Primary Care Support Team, East Anglia Area Team, NHS England CPC1 Capital Park Fulbourn Cambridge CB21 5XE T: 0113 8254965 E: kellie.jessimie@nhs.net</p>
<p>Public Health opportunistic healthy lifestyle advice and public health advice to patients on;</p> <ul style="list-style-type: none"> • diabetes • coronary heart disease • high blood pressure • smoking • weight 	<p>Pharmacies should pro-active participate in national and local campaigns, to promote public health messages to general pharmacy visitors during specific targeted campaign period, for up to 6 campaigns per year. The pharmacy will record the number of people who receive advice.</p> <p>The Health and Wellbeing Boards will determine the topics of the campaigns and will provide any appropriate support.</p>	<p>Health and Wellbeing Boards contacts for East Anglia Area</p> <p>Norfolk Extra Leaflets for Norfolk via www.heron.nhs.uk</p> <p>Suffolk Extra Leaflets via kevin.mossop@livewellsuffolk.org.uk</p> <p>Cambridgeshire: shaun.birdsall@cambridgeshire.gov.uk</p> <p>Peterborough: Julian.Base@peterborough.gov.uk</p>
<p>Signposting The provision of information to people visiting the pharmacy.</p>	<p>For people who require further support, advice or treatment which cannot be provided by the pharmacy, on other health and social care providers or support organisations who may be able to assist the person. Where appropriate this may take the form of a referral.</p>	<p>NHS Choices website http://www.nhs.uk/Pages/HomePage.aspx Also may be locally agreed contact LPC</p>
<p>Support for Self-Care The provision of advice and support by pharmacy staff.</p>	<p>Advice to enable people to derive maximum benefit from caring for themselves or their families.</p>	<p>Locally agreed contact LPC</p>
<p>Clinical Governance</p>	<p>Pharmacies will have an identifiable clinical governance lead and apply clinical governance</p>	<p>Clinical Governance approved particulars can be found at https://www.gov.uk/government/news/clinical-governance-approved-</p>

	<p>principles to the delivery of services. This will include use of standard operating procedures; recording, reporting and learning from adverse incidents; participation in continuing professional development and clinical audit; and assessing patient satisfaction.</p>	<p>particulars-for-community-pharmacies-published</p>
<p>Child Protection</p>	<p>Pharmacies should have appropriate safeguarding procedures for service users. NHS England and the Health and Social Care Information Centre (HSCIC) have produced a series of short films to promote the benefits of the Child Protection – Information Sharing project (CP-IS).</p>	<p>The CP-IS will help the NHS give a higher level of protection to children who present in unscheduled care settings by enabling local authorities to share child protection information with the NHS for the first time, at a national level. This can be found at: http://www.england.nhs.uk/2014/03/21/ch-protect/</p>
<p>Multidisciplinary Clinical Audit - one each year.</p>	<p>A multidisciplinary audit is carried out each year and must have a clear outcome, which will assist with developing patient care. This and the in house audit should be capable of being completed within 5 days of pharmacist time.</p>	<p>Multidisciplinary Audit - Dispensing and Near Miss Errors audit Run the audit for a four week period during November 2013</p> <p>Submit Audit Results Form by 2nd week of December 2013.</p> <p>All the sections of the Audit Results Form must be completed and returned by email to paul.duell@nhs.net by 16th December 2013.</p> <p>NB Forms available on LPC websites</p>
<p>Complaints A pharmacy contractor must investigate t complaints to resolve it speedily and efficiently and during the investigation, keep the complainant informed, as far as reasonably practicable.</p>	<p>Annual Summary of complaint reports - each pharmacy contractor must prepare an annual report for each year, ending 31 March</p>	<p>Summary of complaint form can be found at; http://www.psn.org.uk/pages/clinical_governance_complaints.html</p>
<p>NHS England Complaints and Freedom Of Information</p>	<p>Primary care, including Pharmacy.</p>	<p>E: england.contactus@nhs.net T: 0300 311 22 33</p>

	Monday to Friday, 08.00 – 18.00, excluding Bank Holidays.	NHS ENGLAND PO BOX 16738 REDDITCH B97 9PT
Incident reporting system –	All pharmacies to maintain logs of patient safety incidents, including all stages of the medication process, i.e. not just dispensing errors.	<p>How to report Patient Safety Incidents As part of the Clinical Governance provisions in the Terms of Service, community pharmacies have to report patient safety incidents through the NRLS.</p> <p>The easiest way to make these reports is via the NRLS website http://www.nrls.npsa.nhs.uk/report-a-patient-safety-incident/healthcare-staff-reporting/</p> <p>To facilitate the collection and recording of the information needed to report an incident to the NRLS a form has been produced which community pharmacies may choose to use;</p> <p>Forms; http://psnc.org.uk/services-commissioning/essential-services/essential-service-clinical-governance/patient-safety-incident-reporting/</p>
CAS Central Alerts System alerts		<p>Cambridge and Peterborough - asppcspatientalerts@nhs.net</p> <p>Norfolk - Carol Dack Prescribing & Medicines Management T: 01603 257013 E:carol.dack@nhs.net</p> <p>Suffolk - Stuart Smith Primary Care Support East Anglia Area Team T: 07920252215 E: stuart.smith3@nhs.net</p>

NHS Choices	Pharmacies are able to amend their pharmacy details or respond to comments left on the NHS Choices website. Any pharmacy wishing to be set up to edit their pharmacy details will need to contact NHS Choices.	Email: thechoicesteam@nhschoices.nhs.uk . The choices team will require the following information: <ul style="list-style-type: none"> • Full name and address of Pharmacy site(s) • Full name of person wanting access rights • Email address to register • Their job role
NHS.net email accounts	This web page features a section on Independent and non-NHS organisation access to NHS mail - how to apply. Pharmacies are classed as independent organisations that can require access to NHS mail for exchanging patient or sensitive data securely with NHS colleagues	http://systems.hscic.gov.uk/nhsmail/using

Advanced Service

Service	Requirement	Resources
Medicines Use Review (MUR) The Medicines Use Review consists of accredited pharmacists undertaking structured adherence-centred reviews with patients on multiple medicines	Submit data MURs undertaken in the previous quarter to your NHS England Area Team using the electronic reporting template. Pharmacies must submit MUR data after the end of 10 working days from the last day of that quarter (last day of June, September, December and March)	Excel spreadsheet for MUR data Submit quarterly when requested;: http://www.psn.org.uk/pages/the_national_mur_form.html NB Currently East Anglia Area Team NHS England has NOT made this request
The New Medicine Service (NMS) The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence.	Data to be collated using the NMS electronic reporting template, submit your NHS England Area Team after the end of 10 working days from the last day of that quarter (last day of June, September, December and March). NB No decision has been made about the future of the service beyond September 2013.	Excel spreadsheet for NMS data. Submit quarterly when requested; http://www.psn.org.uk/pages/nms_data_requirements.html NB Currently East Anglia Area Team NHS England has NOT made this request

NHS England Payment queries	Any payment queries regarding NHS England commissioned services – Essential Services, Advanced Services and Enhanced Services then contact Serco. Payments Department. Note this is for payments not authorisations – for authorisations contact the Area Team	Serco Payments Department: ContractorPayments.asp@nhs.net
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Applications

Pharmacy Applications and contract issues	Change of hours Details of unexpected closures Bank holiday opening hours	Pharmacy & Dispensing Admin Office, Serco, IP City Centre, 1 Bath Street, Ipswich IP2 8SB CBPD.asp@nhs.net
East Anglia PNA Details		Suffolk PNA : http://www.suffolkobservatory.info/JSNASection.aspx?Section=133&AreaBased=False Cambridgeshire PNA http://www.cambridgeshireinsight.org.uk/other-assessments/pharmacy-needs-assessment Peterborough PNA: http://archive.communitypharmacyhumber.org.uk/ERHLPC/www.lpc-online.org.uk/bkpage/files/46/nhs_peterborough_pna_final_board_approved.pdf

LPC contact details

<p>Suffolk and Great Yarmouth Tania Farrow – Chair Suffolk Local Pharmaceutical Committee tania@yourcommunitypharmacy.co.uk</p> <p>Suffolk and Great Yarmouth newsletter Hannah Hart-Fisher hannah@yourcommunitypharmacy.co.uk</p> <p>Norfolk Local Pharmaceutical Committee Tony Dean MRPharmS Chief Officer Norfolk Local Pharmaceutical Committee T 07789406632</p>

E tonydean@norfolkpharmacies.co.uk
Service & Communications Officer Norfolk Local Pharmaceutical Committee
Charlottewoolston@norfolkpharmacies.co.uk

Cambridgeshire & Peterborough LPC
Meb Dattoo Chair of the Cambridgeshire and Peterborough Local Pharmaceutical Committee

Linda McGeever Secretary
T 07891 542878
E secretary@cambslpc.org.uk

East Anglia Area Team contact details

Team Generic Email address
E england.ea-pharm-services@nhs.net

Kellie Jessimie Primary Care Support Team
T 0113 825 4971
E kellie.jessimie@nhs.net

Kelvin Rowland-Jones MRPharmS Contract Manager - Primary Care
T 0113 825 5019
E kelvin.rowland-jones@nhs.net

Ruth Kent Primary Care Support Officer
T 07900 715443
E Ruthkent@nhs.net

LPN Contact

Paul Duell
E: paul.duell@nhs.net
A: c/o Julie Lomas
Medical Directorate
NHS England, West Wing, Victoria House, Capital Park, Fulbourn, CB21 5XA

Controlled Drugs

Controlled Drugs Accountable officer

Carol Roberts,
Assistant Director Clinical Strategy NHS England (East Anglia),
E: carol.roberts2@nhs.net

Norfolk and Waveney

Françoise Price Senior Pharmacist
T: 01603 257132
M: 07768030319
E: francoise.price@nhs.net

NHS Anglia Commissioning Support Unit Lakeside 400 | Old Chapel Way | Broadland Business Park | Norwich | NR7 0WG
Multiples – should have their own company authorised witnesses.
Independents – contact Françoise Price
All pharmacists should continue reporting CD incidents to Françoise Price

Suffolk

Martin Freedman
M: 07885 819 234
E: martin.freedman@nhs.net

Peterborough and Cambridgeshire

Clare Moody,
E Clare.Moody@cambridgeshire.nhs.uk
M: 07904 967 236
T: 01480 387 114

CCG Medicines Management Teams Contact details;

Norfolk CCGs

Ian Small
Deputy Head of Medicines Management, NHS NEL Commissioning Support Unit
ian.small@nhs.net

Francoise Price
Senior Clinical Pharmacist, NHS NEL Commissioning Support Unit
francoise.price@nhs.net

West Suffolk CCG

Rachel Seago - Project Officer
St Andrews Castle, St Andrews Street South, Bury St Edmunds, Suffolk IP33 3PH
Tel 01284 774796
Rachel.seago@westsuffolkccg.nhs.uk

Ipswich and East Suffolk CCG

Catherine Butler
Medicines Management Pharmacist
Catherine.Butler@ipswichandeastsuffolkccg.nhs.uk

NHS Great Yarmouth and Waveney CCG

Michael Dennis - Prescribing Advisor
HealthEast
Beccles House, 1 Common Lane North, Beccles, Suffolk NR34 9BN
Tel: 01502 719511
michael.dennis@nhs.net

Cambridgeshire and Peterborough CCG

Nicki Massam
Specialist Pharmacy Technician – Community Pharmacy Liaison
Tel No: 01733 776314
City Care Centre, Thorpe Road, Peterborough PE3 6DB
Nicki.Massam@cambridgeshireandpeerboroughccg.nhs.uk

Safeguarding Contact list

National guidance is planned that will outline the responsibilities of independent contractors in primary care and the processes of safeguarding reporting.

If there are definite concerns about a child or adults safety then any health professional can refer the case to social care (each local authority has its own social care team - one for adults, one for children).

If the health professional is unsure whether the case is a safeguarding issue then they can contact their local designated professional who sits within the CCG team.

Contact details for designated professionals, shaded in child protection details for ease of reference:

NHS Cambridgeshire & Peterborough CCG	Designated doctor emilia.wawrzkowicz@cpft.nhs.uk
	Designated nurse Paula.South@cambridgeshireandpeterboroughccg.nhs.uk Deputy designated nurse Ben.Brown@cambridgeshireandpeterboroughccg.nhs.uk
	Dedicated adult lead Paula.South@cambridgeshireandpeterboroughccg.nhs.uk
NHS Great Yarmouth & Waveney CCG (Hosting child safeguarding)	Designated doctor nicky.yiasoumi@nhs.net
	Looked After Children Nurse Mark Gower Mark.gower@norfolk.nhs.uk Designated Child Safeguarding Nurse Jane Black Jane.Black@norfolk.nhs.uk Designated Paediatrician Sue Zeitlin Sue.Zeitlin@nchc.nhs.uk
	Senior Nurse Safeguarding Howard Stanley howard.stanley@nhs.net
	Adult safeguarding lead Recruiting
NHS North Norfolk CCG (Hosting adult safeguarding)	
NHS Norwich CCG	Hosted arrangements see above
NHS South Norfolk	
NHS West Norfolk	
NHS Ipswich and East Suffolk CCG	Named GP/GP lead Ben Solway ben.solway@nhs.net
	Designated doctor for children (job share) Nikki Rycroft n.rycroft@nhs.net Peter Powell peter.powell@nhs.net
	Adult safeguarding lead Currently vacant
	Designated nurse Abigail Scully (Abi.Scully@suffolk.gov.uk)
NHS West Suffolk CCG	Designated doctor for children (job share) Nikki Rycroft n.rycroft@nhs.net Peter Powell peter.powell@nhs.net
	Adult safeguarding lead Currently vacant
	Designated nurse Abigail Scully (Abi.Scully@suffolk.gov.uk)
	Named GP Sandra Weston sandra.weston2@nhs.net

Amendments

This section of the document illustrates which amendments have been made to this document

Date	Amendment made
30/04/14	Updated contact details for Cambridgeshire supplies & Stationary
13/4/14	Norfolk LPC contact details updated, Smartcard contact for Waveney and Great Yarmouth updated to Jenna Fountain RA, CCG Medicines Management Teams Contact details added
09/07/14	Amendment to contact details for the stores department for the Norfolk area
09/09/14	Change of details for the LPC contacts