

August 2016

NHS England-South (South East) Newsletter

News and Information for Community Pharmacies

*Welcome to the latest edition of the newsletter from the
NHS England-South (South East) Pharmacy Team*

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Christmas opening hours

All contractors should by now, have received an email from NHSBSA asking for their voluntary opening times over the Christmas and New year Bank holiday. We would like to highlight that this information is of vital importance for planning. Sufficient voluntary coverage in an area may mean we do not have to direct a pharmacy to open.

As always pharmacies can apply to vary their core hours and supplementary hours during this period. All applications are subject to 90 days' notice, and must be

received by **September 25th**. Applications received after this time will not be considered.

Contract monitoring

2015/16

The contract monitoring visits for 2015/16 are now complete, and we would like to thank all pharmacies involved for their hospitality and co-operation. Whilst there were no major contractual issues, a number of common themes were identified, as summarised below.

- Failure to submit annual complaints report, MUR & NMS quarterly reports and COC/COA's for drugs not listed in part VIII B of the drug tariff
- Healthy lifestyle and practice leaflets not available to patients
- Lack of participation in public health campaigns
- Pharmacy audit not carried out
- Near miss and interventions not being recorded
- Unplanned closures not reported

2016/17

All contractors were requested to complete the 2016/17 CPAF screening questionnaire in June. We are pleased to note that the response rate has improved since last year, with 96% of pharmacies returning a completed questionnaire.

Over the next few weeks, using the data collated by NHSBSA and the national criteria, we will be selecting a number of pharmacies to complete the full CPAF questionnaire; a percentage will then receive a visit from a member of the South East Pharmacy team. Pharmacies selected to complete the full questionnaire will be notified by NHSBSA at the end of September.

In addition to this, we will also be visiting a small number of pharmacies to validate the answers given to the screening questionnaire.

Summary care records

This financial year Summary Care Records are being rolled out to community pharmacy. Funding to support the roll out will only be available **this year**, so in order to make sure you do not miss the opportunity to have access to SCR, and receive the one off allowance, contractors must have fulfilled the following requirements:

- Undertaken the CPPE on-line training
- Attended the local training (if you missed the first round of training further sessions are being organised for Oct/Nov)
- Appointed a Privacy Officer
- Signed the on-line agreement

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- Had smartcard updated
- Received 'go live email' and viewed SCR test patient.

"Access to the SCR is essential for the development of effective clinical services in community pharmacy and makes a real difference to the quality of care we can provide."

Information from The Royal Pharmaceutical Society details the advantages to pharmacists and their team include;

- Reduced queries with GP practices;
- Support emergency supplies;
- Support self-care of patients;
- Avoid having to signpost patients to other NHS services;
- Access to adverse reaction patient information; and
- Reduce errors

Payments in respect of pre-registration trainees

Contractors who undertake training of pre-reg trainees are able to claim a grant which is paid in regular monthly payments from NHS England. In previous years when contractors have claimed several months after the pre-reg started working with them, we have back-dated the payments accordingly.

We are no longer able to make back-dated payments, therefore, if you have a pre-reg student working with you, please submit your claim without delay. Please note that it is not necessary to include the GPhC training record with the claim form. Late or delayed claims will not receive back-dated payments'

Correspondence

A reminder that all correspondence, with the exception of market entry paperwork, should to be posted to the York House office in Horley.

Please could you ensure the correct postage has been paid. Every letter we receive with incorrect postage costs £1.50 – remember this is public money!

Optometry waste and Pharmacies

Following a request for Optometry contractors in Surrey and Sussex to complete a practice compliance checklist, it has come to our attention that a number of Optometry contractors have been disposing of non-patient medication through their local Pharmacy.

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In order for an ophthalmic contract to be awarded, practices must have a waste disposal contract in place. We would therefore ask for your support with this matter, and request that any Pharmacies accepting medication waste from optometry practices now cease to do so.

ETP and Business continuity plan

Following recent problems with accessing electronic prescriptions on certain pharmacy systems, it is important that you review and update your business continuity plans, and ensure that all staff are made aware of what actions to take if electronic prescriptions cannot be dispensed for a period of time.

When updating plans you need to consider the best course of action if prescriptions are not available for an hour or so, a day or longer. Can patients be asked to return? Should you deliver supplies? Can you organise paper prescriptions with the local practices? It is also useful to discuss your plan with the local GP practice(s) so you can agree on the actions to be taken by both parties depending on the circumstances. Communication with patients and local GPs is key to services running as smoothly as possible. So keep parties updated and remember to inform practices once the issue has been resolved. To aid contractors with this, a generic business continuity guide will shortly be released.

Top tip:

Sign up to receive spine status reports from NHS Digital (previously known as HSCIC) on the link below:

<http://systems.digital.nhs.uk/eps/library/alertform.doc>

ETP Phase 4

NHS Digital (previously HSCIC) has Phase 4 pilots happening in the South East. Additional Information regarding this and future plans can be found on the link below – exciting times!

<http://psnc.org.uk/dispensing-supply/eps/deployment-status-and-future-plans/eps-future-plans/full-eps/>

Date checking

There have been a number of dispensing incidents reported to us in recent months, involving out of date drugs. Date checking should be a routine step in the dispensing & checking processes, not only to ensure the medicines supplied are fit for purpose, to reduce waste by providing medication that will remain in date for the duration prescribed, but also to comply with clinical governance obligations.



Public Health Campaigns

In mid-July public health England launched the latest addition to “*be clear on Cancer*”. The campaign is focusing on respiratory symptoms and will run until October 16th 2016.

For further information, and to [order campaign resources](#), please visit the [Public Health England](#) website.

As part of the Community Pharmacy Contractual Framework, pharmacies must participate in up to six campaigns specified by NHS England per year. For the next year all pharmacy teams will need to participate in the following campaigns, by ensuring that staff are aware of the key messages and that appropriate materials are displayed for a least a month over the appropriate period.

Please note that additional campaigns may be sent out from other parties, such as the Public Health Teams from the Local Authority, and where possible we would ask that Pharmacies support these local campaigns

Public Health Campaigns 2016/17

Season	Campaign	Materials	Websites for materials	Training materials
Spring	One you This is a new annual campaign, like 'Change 4 Life'. Aimed at changing behaviours in adults in the following key areas smoking, drinking, eating well, exercise, stress, sleep and checking yourself (for cancer). The first step is for people to complete an on-line quiz. They can then download apps to go from 'couch to 5K', healthy eating and monitor your drinking.	Pharmacy pack with conversation starter leaflet, posters etc available tel: 0300 123 1019 (mon-fri 8am-6pm). NB Pharmacy materials available 8 th May 2016.	www.campaignresources.phe.gov.uk/resources for help email: partnerships@phe.gov.uk www.nhs.uk/oneyou	www.thelearningpharmacy.com See the running a health promotion campaign, consultation skills and depression modules.
Summer	Change 4 life	Sugar Swap and get active campaigns with materials available through the NHS change4life website. 'Let's get sugar smart' packs available free of charge.	www.nhs.uk/change4life/ www.campaignresources.phe.gov.uk/resources www.bhf.org.uk/heart-health www.orderline.dh.gov.uk – where you can register to become a 'local supporter' for additional resources. Tel: 0300 123 1003.	www.cppe.ac.uk/programmes/l/weightman-p-01/
Autumn	Stay well this winter	Materials are available from the Public Health England website; you can order leaflets or download materials including a pharmacy pack. This campaign also promotes flu vaccinations. Practical guide on healthy aging www.orderline.dh.gov.uk	www.campaignresources.phe.gov.uk/resources	www.thelearningpharmacy.com See the carer module.
Winter	No smoking day	Materials from the British Heart Foundation campaign with materials available through the Department of Health order line.	www.campaignresources.phe.gov.uk/resources https://nosmokingday.org.uk www.bhf.org.uk/heart-health www.orderline.dh.gov.uk	www.thelearningpharmacy.com See smoking module.

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Free Health Promotion Champion training available for pharmacy staff:

To register, please click:

https://docs.google.com/forms/d/1rc7bLRr7jsj4fiULovbWeEmXjOOtGcXa8ET1PrytqDY/viewform?c=0&w=1&usp=mail_form_link

For more information visit www.ksspharmacy.nhs.uk

Other useful sources of information Include:

Brighton & Hove Health Promotion Library:

www.bsuh.nhs.uk/work-and-learn/library-services

Tel: 01273 523300 x3300

Email: library.services@bsuh.nhs.uk

Surrey Health Promotion:

www.healthysurrey.org.uk

Contact them via the website

East Sussex Health Promotion Library:

www.eastsussex.gov.uk/socialcare/providers/health/healthpromotion

T: 01273 336048

Email: hpresources@eastsussex.gov.uk

To register to receive further details and future updates please email:

E: hpresources@eastsussex.gov.uk

West Sussex Health Promotion Resource centre:

www.westsussex.gov.uk/social-care-and-health-information-for-health-professionals

Tel: 0330 22 28696

Email: Nicky.Gale@westsussex.gov.uk