



Community Pharmacy Newsletter

NHS England and Improvement South West

BaNES, Gloucestershire, Swindon and Wiltshire

Urgent items marked:






Items requiring **action** marked:



Items included for **info** marked:

INFORMATION



	June	July
Week 1	<p>Children’s Oral Health/Smile Month (1st Contractual Health Campaign 2019-20) National Campaign Runs until 13th June 2019.</p>	<p>MUR & NMS Returns via NHSBSA Due (Qtr 1 2019-20): Contractors must submit MUR electronic returns via the NHS BSA Online form within 10 working days from the last day of the quarter the data refers.</p> 
Week 2	<p>Children’s Oral Health/Smile Month (1st Contractual Health Campaign 2019-20) National Campaign Runs until 13th June 2019.</p> <p>CPAF Process starts again for 2019 2020 – Pharmacies to complete their CPAF returns between 03 June – 30 June 2019.</p> 	
Week 3	<p>Pharmacies to complete evaluation of the Children’s Oral Health Smile Campaign</p>	
Week 4	<p>Evaluation of the Children’s Oral Health Smile Campaign CLOSES</p> 	

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Children's Oral Health – Contractual Pharmacy Campaign 13 May 2019 – 13 June 2019



Update on the Children's Oral Health Contractual Public Health Campaign Resources

Following the unanticipated delay with materials from Colgate in relation to this campaign, we have been advised that contractors should have now received the materials accordingly. If you did not receive the Colgate promotional materials by 20.05.19, please email: england.communitypharmacy@nhs.net, including your pharmacy name, postcode and F-Code.

Alternatively, contractors can use Public Health England's (PHE) 'Top 3 interventions for preventing tooth decay' as a poster or a prompt to discuss children's oral health with people visiting the pharmacy.

Non-receipt of the Colgate materials should NOT prevent contractors engaging fully in the campaign.

A Virtual Outcomes' training package has been created, available [HERE](#), which will allow all contractors to prepare accordingly in advance of the campaign.

For ease, a crib sheet is attached for you to keep track of interactions throughout the campaign.

Evaluation Requirements of the Campaign

Evaluation of the campaign is required by all Pharmacies which will be collected from a short electronic survey please click the link at <https://www.engage.england.nhs.uk/survey/199ac369/>.

The Evaluation survey tool will close on the 30th June 2019, so make sure you get all your evaluations in on time. We will be contacting all those pharmacies who did not submit their evaluation.

If you have any questions, please do not hesitate to contact a member of the team on the email at the bottom of the newsletter.

Translation and Interpretation Services for Pharmacies

Did you know you can access this service free of charge for NHS patients? From the 1st April 2019, DA Languages Ltd will provide interpretation and translation services to Optometrists, Dentists and **Pharmacies** in BaNES, Gloucestershire, Swindon and Wiltshire.

If you haven't received your communication from **DA Languages** yet, it may be that we do not have your up to date contact details, please contact us if you have not had this email on the BGSW pharmacy email at the end of this newsletter. The attached document details the steps you need to take to raise bookings

- To gain access to the DA Languages Link portal,;
https://link.dalanguages.co.uk/users/sign_in?portal=client from your web browser. .
- For telephone bookings you should have the telephone number and your individual PIN to book patients.

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CPAF 2019-2020 Starting June 2019

CPAF Screening Questionnaire Guidance

The new CPAF process starts again where contractors will have from 03 June 2019 until 30 June 2019 to complete their CPAF questions. Pharmacies who do not complete their required CPAF questionnaire will automatically be selected to complete the full CPAF questionnaire later in the year. The primary care team will be visiting a random 3% of contractors who complete this questionnaire and evidence will be required to show compliance to your self-assessment.

Feedback from 2018-2019 – Visits last year highlighted there were a few areas where several contractors did not have evidence to support their level reported.

It is important to remember that to claim level 2 compliance you have to be demonstrate with evidence you have achieved both level 1 and all of the level 2 Criteria.

Specific areas to note:

Q1 – SOPs – contractors to ensure all SOPs are read and **signed by all relevant staff**, are **specific to the store** and have been reviewed in the past 2 years. There should be a sheet for each SOP, which each member of staff sign, or a sheet for each member of staff with all the relevant SOPs listed, signed by that member of staff.

Q8 – Incidents – records should be kept of all near misses and incidents. These should be reviewed and discussed within the pharmacy and any learning implemented. Records should be kept of actions and of meetings. Any serious incidents to be reported on NRLS <https://report.nrls.nhs.uk/nrlsreporting/>

Q11 – Safeguarding- ensure relevant staff have CPPE certificates and access to contact details. Details for contractors can be found at <https://www.england.nhs.uk/safeguarding/about/> the Safeguarding App is also available if you follow the link.

NHS England Safeguarding app

The NHS Safeguarding app continues to support frontline staff and citizens with 24-hour, mobile access to up to date safeguarding guidance and local contacts to report safeguarding concerns.

It is accessed by over 300 users daily and has had over 61,000 downloads.

It provides an overview of necessary legislation and guidance covering both children and adults safeguarding as well as an NHS staff guide and contains regional contact information on how to report a safeguarding concern, as well as links to national bodies and for healthcare staff to have a one stop sign posting and safeguarding information.

It can be accessed via [Apple iOS](#), [Google Play](#) or it can be downloaded by visiting your device's appropriate app store and searching for 'NHS Safeguarding'.

If you have any questions or amendments that need to be noted on the NHS Safeguarding App please the Safeguarding Team: england.safeguarding@nhs.net

Fluoroquinolone Antibiotics Restrictions



Fluoroquinolone antibiotics: new restrictions and precautions for use...

Disabling, long-lasting or potentially irreversible adverse reactions affecting musculoskeletal and nervous systems have been reported very rarely with fluoroquinolone antibiotics. Fluoroquinolone treatment should be discontinued at the first signs of a serious adverse reaction, including tendon pain or inflammation.

Find more information and advice for professionals [HERE](#).

Impending Supply Issues



Affecting Supplies of Ethinylestradiol 30 Microgram/Levonorgestrel 150microgram Tablets and Diamorphine 5mg Injection

Microgynon 30 tablets and Ovranelle tablets

Bayer have notified the Department of Health and Social Care (DHSC) that due to capacity constraints at their manufacturing site in Germany, Microgynon 30 tablets will be out of stock from late May until w/c 8th July (residual stock in wholesalers may last until early June). Please see attached DHCP letter from Bayer for further details. Pfizer have also informed DHSC they will be out of stock of Ovranelle tablets from early June until August 2019 due to capacity constraints. Both Microgynon 30 and Ovranelle contain ethinylestradiol 30 microgram/levonorgestrel 150microgram.

Diamorphine 5mg Injection supply issue (Accord and Wockhardt)

DHSC and NHSE have been notified by Accord and Wockhardt that they are experiencing issues with the manufacture and availability of diamorphine 5mg injection.

Based on current forecasted demand across primary and secondary care in the UK, it is thought it will go out of stock of diamorphine 5mg injection by **27 May 2019** with a resupply date of **w/c 5 August 2019**. All other strengths of diamorphine injection are not affected by this issue.

Drug Shortage Information



Shortage of Epanutin Infatabs 50 mg

Contractors were alerted to the imminent supply issue with Epanutin 50mg Infatabs earlier this week. Pfizer, the sole supplier of Epanutin (phenytoin base 50mg) Infatabs have experienced global delays in the manufacturing of this product. As a result, they are anticipating an imminent gap in supply until early November 2019 when their next batch arrives. Pfizer has issued a letter [HERE](#) with detailed information on the issue and management plan, attached.

As you are aware, the MHRA has classified phenytoin as a Category 1 antiepileptic drug. In the event that you need to prescribe a product from a different manufacturer then this must be carefully managed, and increased monitoring of the patient may be required as clinically relevant differences between different manufacturers' products might occur. Pfizer have been able to secure supplies of a Canadian phenytoin base Infatabs (brand name Dilantin 50mg Infatabs), which will be available when current supplies of Epanutin Infatabs are depleted. Further information on this is attached and below:

- Pfizer are confident they have sufficient supplies of Dilantin 50mg Infatabs to meet demand for Epanutin 50mg Infatabs to cover the full out of stock period. However, Dilantin will be considered an unlicensed medicine in the UK
- The active ingredient in Epanutin 50 mg Infatabs and Dilantin 50 mg Infatabs is the same,



however in the absence of bioequivalence data from Pfizer, there may be clinically relevant differences between the two products. Further information on this can be found in the DHCP and documents attached

- Switching to alternative presentations should be managed under medical supervision and monitoring of phenytoin serum levels are advised to ensure the correct dosage is being given.
- Epanutin 30 mg/5 ml Oral Suspension remains available, however, supplies are only available to meet normal market demand, as such **patients should not be switched to Epanutin Oral Suspension as this may precipitate a shortage of this presentation**
- General Practitioners should identify all patients currently prescribed Epanutin 50mg Infatabs. Early contact should be made with the patient or the patient's parent/carer to determine if and when switches are likely to be required during this stock out period.
- Alternative formulations of phenytoin continue to remain available including tablets, capsules and injections.

Diamorphine 5mg Injection supply issue (Accord and Wockhardt)

DHSC and NHSE have been notified by Accord and Wockhardt that they are experiencing issues with the manufacture and availability of diamorphine 5mg injection. Based on current forecasted demand across primary and secondary care in the UK, we are likely to go out of stock of diamorphine 5mg injection by **27 May 2019** with a resupply date of **w/c 5 August 2019**. All other strengths of diamorphine injection are not affected by this issue.

We have been working closely with both suppliers of diamorphine and there are sufficient supplies of diamorphine 10mg injection to support forecasted use of diamorphine 5mg injection for primary care including hospices. Diamorphine 10mg injection will be available to order from usual wholesalers.

Please be aware that, secondary care Trusts will be undertaking a switch to other opioid injections, mainly Morphine Sulphate 10mg injection to ensure diamorphine 10mg will remain available for primary care. Secondary care Trusts supporting hospices will be allocated sufficient supplies of diamorphine 10mg injection to support local hospice requirements. The following clinical memo has been developed by UKMI to support secondary care with this:
<https://www.sps.nhs.uk/articles/shortage-of-diamorphine-5mg/>

Contractual Corner!! –

Focus on Changes to Directors or Superintendent Pharmacists.



All Pharmacies and DACs: Reminder of obligation to notify NHS England of Changes to Company Directors or Superintendent Pharmacists

We wish to remind contractors that NHS England must be notified of changes to company directors or superintendent pharmacists, and Fitness to Practise information must be provided, **within 30 days**.

The forms for doing so are available from PCSE (Primary Care Support England) HERE. (under chapter 11). The form should be sent to pcse.marketentry@nhs.net for processing (please copy to england.pharmacysouthwest@nhs.net).

Please NOTE: Failure to notify NHS England is a breach of contract and may result in formal contractual action being taken.

PCSE Updates



Submitting enquiries to the Market Entry team at PCSE

Enquiries and queries should be emailed to the Market Entry team, with the case (CAS) reference number clearly displayed within the email subject header. The CAS number ensures all correspondence relating to a specific application can be easily identified and attached to the correct file.

If you have not been provided with a CAS number, please enter relevant reference information in the email subject header. For example, this could include:

- Name of applicant
- Proposed pharmacy address & postcode
- Name of body corporate
- Registered office address & postcode

The email address for PCSE's Market Entry team is: **PCSE.marketentry@nhs.net**

New online form to replace paper applications for Market Entry

Later this year, the new approach for pharmacy applications will see the replacement of multiple paper forms with one single online application, accessible via PCSE Online.

The newly developed online form to replace the 30+ paper forms that currently exist for Market Entry applications is now being tested. It will include not only Market Entry and Change of Ownership, but also Market Exit and Consolidations, and Opening Hours Changes.

The new system will provide a straightforward online application process that is automatically checked for completeness before applications are submitted.



Some of the benefits of the online form include:

- Applicant will be guided to complete only the fields that are relevant to their application and organisation type. They will be able to save a draft and upload relevant files such as floorplans and maps with their applications
- Real time validation to prevent incorrect information being submitted
- More 'right first time' applications
- Acknowledgement email and reference to confirm an application has been received
- Facility to download pdfs of applications
- Option to view and track the status of open applications on PCSE Online
- NHS England will be able to access and update the application status directly

Following internal testing by PCSE (with some NHSE participation), the new system will then be subject to User Acceptance Testing with NHS England and other stakeholders, before a trial period for 'early adopters' is followed by the national roll-out expected later this year.

South West BGSW Community Pharmacy Webpage: An Update

INFORMATION



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In the last newsletter, we provided details of the new NHS England South West (North) Community Pharmacy Webpage. We have recently set this up for all Pharmacy Contractors in BaNES, Gloucestershire, Swindon & Wiltshire.

You can also find the following information and templates on the webpage:

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| <p>a) NHS England South West (North) Pharmacy Team Contact details</p> <p>b) Contact for Controlled Drugs, Incidents or Concerns</p> <p>c) NHS Complaints Procedure</p> <p>d) Template for requesting changes to Core or Supplementary Hours</p> <p>e) Template for reporting Unplanned Closures</p> <p>f) Template for 100 Hour Contract Returns</p> | <p>g) Use of NHS Mail Shared E-Mail Accounts <i>(including Additional User Requests and Requests to Change the Name of an Existing Email Address, and Removal of Additional Users)</i></p> <p>h) WWW.NHS Net: Your Profile Page</p> <p>i) Translation & Interpretation Service Providers for NHS patients</p> <p>j) Primary Care Support Services: An online portal for stationery supplies</p> <p>k) MUR/NMS Quarterly Submission Process</p> <p>l) Newsletters</p> |
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Please refer to our webpage by following the link below:

<https://www.england.nhs.uk/south/info-professional/pharm-info/south-west-north-community-pharmacy-information/>

Contact Details

INFORMATION



Email Address:

All contractual queries should be sent to: england.bgsw-pharmacy@nhs.net

PLEASE NOTE THAT NHS ENGLAND WILL ONLY BE ABLE TO COMMUNICATE WITH YOU THROUGH YOUR NHS.NET EMAIL ACCOUNTS GOING FORWARD.

PLEASE ENSURE THAT YOUR NHS MAIL ACCOUNTS ARE CHECKED DAILY.



South West (North) Community Pharmacy webpage:

This webpage provides a wealth of information for Pharmacy Contractors in BaNES, Gloucestershire, Swindon & Wiltshire, plus a number of templates which can be downloaded and returned to us at the email address above.

<https://www.england.nhs.uk/south/info-professional/pharm-info/south-west-north-community-pharmacy-information/>

**Postal Addresses:**

Chippenham Office		Gloucester Office	
Primary Care Commissioning, NHS England South West (North), 1st Floor, Jenner House, Avon Way, Langley Park, Chippenham, Wiltshire, SN15 1GG		Primary Care Commissioning, NHS England South West (North), Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth, Gloucester, GL3 4FE	

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