

Pharmacy Bulletin



NHS England and NHS Improvement - South West

Friday 7th June 2019

	June 2019	July 2019	Aug 2019	Sep 2019
NHSE – What's coming up...	EoY DEADLINE NOW PAST (31.05.2019) CPAF Screening Questionnaire open 3rd-30th June...		Planning Commences for the Christmas & New Year Festive Season: Wednesday 25 th Dec 2019 Thurs 26 th Dec 2019 Wed 01 st Jan 2020	CPAF Verification Visits Commence for select Contractors (notice to relevant contractors will be provided in advance accordingly.)
Week1	Update NHS.UK with August BH Hours (26.08.19)	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.		MUR & NMS Returns via NHSBSA Due (Qtr 2 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.
Week2	Final Week: Children's Oral Health/Smile Month (1st contractual Health Campaign 2019-20)			
Week3			Preparation for 3rd Public Health Campaign 2019-2020, Anti- Microbial Resistance, commences.	
Week4	Children's Oral Health/Smile Month (1st contractual Health Campaign 2019-20) EVALUATION CLOSES 28.06.19...		Bank Holiday Monday 26.08.2019	



IN THIS WEEK'S ISSUE:

White Bold Text = New Articles Added This Week.

CONTRACT:

- **FINAL WEEK: Children's Oral Health Campaign & Evaluation on PharmOutcomes...[HERE](#)**
- **Payment for the Quality Payments Scheme February Review Point...[HERE](#)**
- **CPAF Screening Questionnaire Guidance ...[HERE](#)**
- **Full CPAF VISIT Overview 2018-19...[HERE](#)**

IMPORTANT:

- **FOR INFORMATION: Don't Risk Getting Caught Out by the GPhC's New Inspection Methods...[HERE](#)**

TRAINING:

- **VIRTUAL Outcomes – Safeguarding Training, NOW LIVE...[HERE](#)**

OTHER:

- **Did you join the 'What Matters' Conversation...[HERE](#)**
- **Carers Week, 10th-16th June 2019...[HERE](#)**

Area Specific:

- **DEVON: Wellbeing Support Events for Pharmacists...[HERE](#)**

Community Pharmacy Guide for GPs...

With the emergence and ongoing development of Primary Care Networks, it is increasingly important for GP and community pharmacy teams to understand each other's profession and the roles they undertake.

To help with this, PSNC has recently updated [The community pharmacy – A guide for general practitioners and practice staff](#) and is collaborating with the British Medical Association's General Practitioners Committee (BMA GPC) to promote this guide among the GP and pharmacy professions.

This guide aims to support general practitioners (GPs) and community pharmacists in developing more effective working relationships and in turn, improve primary care services for patients.

Developed jointly by the British Medical Association's General Practitioners Committee (GPC) and the Pharmaceutical Services Negotiating Committee (PSNC), a similar guide has been produced [for community pharmacists and their teams, which describes the work of general practices.](#)

Together, these guides will help support both professional groups as well as providing an insight for NHS commissioners, as new ways of integrated working in primary care start to take shape...

NHS Interim People Plan Includes Training & Support for Pharmacies...

When the NHS Long Term Plan was published in January 2019, it was recognised that changes would need to be made to the healthcare workforce to help fulfil the plan's ambitions. This interim plan addresses the immediate actions required in the coming year.

A [summary for the pharmacy workforce](#) as well as a [Briefing on Future Plans for the Pharmacy Workforce](#) have been issued.

A full five-year People Plan, alongside a detailed implementation plan for the NHS Long Term Plan, will be published after the Government's next Spending Review.

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FINAL Week: Children's Oral Health Campaign – Contractual Requirement...



We are now in the final week of this years (2019-2020) first Contractual Public Health Campaign, which officially finishes on the 13th June.

As usual, both community pharmacy and DSP contractors will be asked to complete their evaluations on PharmOutcomes at the close of the campaign: The evaluation will be open to complete on PharmOutcomes for 2 weeks from 14th – 28th June.

Payment for the Quality Payments Scheme February Review Point...

This payment will have been made as part of the full payment for the March 2019 submission. Contractors will have received this on Friday 31st May 2019.

The March 2019 Schedule of Payments was sent and released onto the Information Services Portal by NHSBSA on 22nd May 2019. The payment value can be found on page 2 of the Schedule of Payments under the 'Details of other amounts authorised' section. FYI: PSNC has calculated that the value per point of the Quality Payments Scheme is £36.34.

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CPAF Screening Questionnaire Guidance...

The 2019/20 questionnaire is now open for completion. **The questionnaire must be completed by all stores by 30th June.**

To be compliant with the Terms of Service contractors are required to be performing in each area to the level stipulated as level 2. Following the verification visits last year there were a few areas where several contractors did not have evidence to support the level reported.

These were:

- **Remember that to claim level 2 compliance you have to be able to tick all of the 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.
- Q4 – Repeat Dispensing- need to ensure that appropriate questions are asked of repeat dispensing patients before subsequent supplies made
- Q6/7 – Interventions/signposting – appropriate cases should be recorded either on the patients PMR or in a designated book to allow review and audit.
- 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.
- Q11 – Safeguarding- ensure relevant staff have CPPE certificates and access to contact details. NHSE suggests using the safeguarding app, details can be found here: <https://www.england.nhs.uk/safeguarding/nhs-england-safeguarding-app/> alternatively a link can be saved on the pharmacy PC to the relevant local authority safeguarding page
- Q12 – In-house audit- ensure keep details of the company audit in the branch

Full CPAF VISIT Overview 2018-19

Please find a report, attached, detailing the findings from the monitoring visits which were carried out for the 2018-19 CPAF contracting year.

FOR INFORMATION: Don't Risk Getting Caught Out by the GPhC's New Inspection Methods & Read the Fine Print.... says regulatory lawyer Andrew Andrews.

The General Pharmaceutical Council (GPhC) has revamped how it inspects and regulates pharmacies, and there is the real risk that some might not have adequately prepared for these changes.

The expectation is [unannounced inspections](#) will quickly become the norm, replicating the approach of other healthcare regulators. There is no letter with notice of the visit date, which would otherwise give an opportunity to make any required adjustments to systems and services. With advance warning any documentation could also be meticulously scrutinised, before being submitted to the GPhC.

For many pharmacy owners, the first sign their premises are about to be inspected is when the inspector is stood across the counter. This may come as a significant culture shock, especially factoring in the raised bar for [achieving a "pass"](#) in meeting every standard.

Pharmacies [inspected from April](#) are expected to have their reports published on the new pharmacy inspections website [launching this summer]. The GPhC has admitted in a [document about inspections](#) that all areas flagged for improvement, regardless of how minor, will be published online in these reports, warts and all.

Another concern, acknowledged by the GPhC in this document, is it may not always be "clear cut" whether a standard has been failed or not. While inspections should be evidence-based, inspectors are expected to use their professional judgement, the GPhC said.

A pharmacy might fail an inspection should the inspector deem relatively minor issues to have the cumulative potential of not meeting a standard. The inspector will be expected to consider the "scale" and "impact" of any areas of weakness or required improvement. The greater the concern for public safety, the greater the likelihood of a standard not being met.

Pharmacy owners should be wary of the potential impact a negative report could have. It is unlikely there will be a lawful basis for preventing the publication of a potentially damaging report on the GPhC website. Even where required evidence is provided and an improvement action plan completed, this might come too late. The commercial and reputational harm might have already been done.

The GPhC has set out several areas where a standard might not be met. These are wide-ranging and not always obvious, such as:

- Are standard operating procedures fully up to date and can it be evidenced that they are being followed? Are they reflective of current practice? Are responsibilities clearly defined?
- Are pharmacy records complete, clear and accurate? For example, are records within the private prescription record book fully complete, including dates, prescriber address and quantity of medicines?
- Is the controlled drug cabinet compliant with the regulations and is there evidence that access to the cabinet is being safely managed with systems in place, such as overnight safe custody of the key?

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VIRTUAL Outcomes – Safeguarding Training, NOW LIVE...

Safeguarding children and vulnerable adults is everyone's business and you need to understand YOUR responsibilities...

- How much do you know about safeguarding?
- What does abuse look like?
- When is it right to report your gut feeling that something isn't right?
- Our safeguarding training answers all these questions and more.

Find the training, via Virtual Outcomes, [HERE](#).



DEVON: Wellbeing Support Events for Pharmacists...

Think about taking some time for yourself and your wellbeing.

This **free event** is a collaboration between the Devon LPC, Pharmacy Support and the Royal Pharmaceutical Society. **It's not too late to book** in, space available in Barnstaple and Exeter; open to all pharmacists working in community, practices, hospitals, CCG and not just in Devon.

Find out more including a link to the booking details, [HERE](#).

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Carers Week, 10th-16th June 2019...

This year Carers Week will run from 10th-16th June 2019 with a focus on coming together to build communities that support carers to stay healthy and connected. Carers Week is an annual campaign which aims to raise awareness of caring, highlights the challenges carers face and recognises the invaluable contribution they make to families and communities throughout the UK.

The theme of this year's campaign is getting carers connected in their communities; this can be support to get carers connected to advice and information, services or technology.

The Carers Week team is asking organisations, such as community pharmacies, to support Carers Week as they often have more direct contact with carers than most other services. Community pharmacy teams can also find more information on how they can get involved in supporting carers at psnc.org.uk/carerfriendly.

The Carers Week website has several resources, which are available to download and print from their website including a *Get involved* guide which contains ideas and inspiration for activities and events to run through the week. A free materials pack is also available to those who commit on the Carers Week website to running an event or activity during Carers Week.

Did you join the 'What Matters' Conversation...

'What Matters to You' Day was on Thursday 6 June 2019. The day aimed to encourage more meaningful communication between health care professionals and people by having more person-centred conversations and of course, celebrating the positive impact of asking 'What Matters to You' can have. **#WMTY2019**

If you have any good news stories or pictures to share with us, we would be delighted to receive them to our pharmacy mailbox, england.pharmacysouthwest@nhs.net.

Want to know more?...Read the article that inspired clinicians to ask, "what matters to you?" and about how to counter skepticism about putting "what matters" into practice [HERE](#).

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If you have any articles you would like us to include in the weekly bulletin, then please send to our generic mailbox - [HERE](#).

In addition, if you know of any colleagues who would like to receive a copy of the E-Communication each week please send an e-mail with their name, place of work and e-mail address to our generic [mailbox](#) and we will add them to our distribution list.

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Please see our [website](#) “NHS England South West (South & North) Community pharmacy” for more information and any blank templates, forms and documents.

For reference available documents are, Contact Details (UPDATED MARCH 2019); Forms for requesting changes to Core or Supplementary hours; Blank unplanned closure form; links to the Pharmaceutical Needs Assessments (PNAs); links to LPCs; MUR guidance, MUR/NMS blank templates; Significant Incident reporting form; Serious Difficulty application form; and log for 100-hour pharmacies.

...NEWLY ADDED TO THE WEBSITE – Forged Prescription and Medicine Shortage Guidance...

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28 May 2019

FULL CPAF VISIT OVERVIEW, 2018-19.

All visits for contractual year 2018/19 have now been completed. There were several areas which appeared frequently at the pharmacies visited. These were:

- **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.
- **Recording of healthy lifestyle and signposting advice** - appropriate cases should be recorded either on the patients PMR or in a designated book to allow review and audit.
Signposting contacts should be readily available, NHSE suggests links to resources should be saved electronically to ensure most current information is available.
- **Safeguarding**- NHSE suggests using the safeguarding app, details can be found here: <https://www.england.nhs.uk/safeguarding/nhs-england-safeguarding-app/> alternatively a link can be saved on the pharmacy PC to the relevant local authority safeguarding page
- **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.
- **Complaints**- details should be available for patients regarding how to make a complaint, this must also include the NHS England complaints contact information should patients wish to complain directly to NHS England.
- **Whistleblowing**- ensure a policy is in place and accessible to staff. The whistleblowing contact should be someone independent of the pharmacy. We would recommend this information is placed somewhere it can be accessed discreetly by staff, for example the back of the toilet door.



- **Practice leaflet**- many not complaint with the requirements which can be found [Here](#) . Also, leaflets should be readily available for patients to self-select in the store.

We hope you find this overview useful. The 2019/20 Community Pharmacy Assurance Framework (CPAF) screening questionnaire will soon be available for completion from **Monday 3rd June 2019 until Sunday 30th June 2019.**

The screening questionnaire process requires all NHS community pharmacy contractors to complete a short questionnaire consisting of 10 active questions which should be answered accordingly. NHS England will then select a small number of pharmacies for a monitoring visit and/or to complete the full CPAF questionnaire.

Thank you

**Pharmacy Team
NHS England Southwest**