

# Pharmacy Bulletin



NHS England and NHS Improvement - South West

Thursday 15<sup>th</sup> August 2019

	Aug 2019	Sep 2019	Oct 2019	Nov
NHSE – What's coming up...	<p><b>Planning Continues- Christmas &amp; New Year Festive Season:</b>                      Wednesday 25<sup>th</sup> Dec 2019                      Thurs 26<sup>th</sup> Dec 2019                      Wed 01<sup>st</sup> Jan 2020</p>	<p><b>CPAF Verification Visits Commence for select Contractors</b>                      (notice to relevant contractors will be provided in advance accordingly).  <b>2nd Public Health Campaign, AMR, Commences...</b></p>	<p><b>CPCF Framework 2019-2024 comes into force from 01.10.2019.</b>   <b>3<sup>rd</sup> Public Health Campaign, Stoptober, commences...</b></p>	<p><b>Flu Season continues...</b></p> 
Week1			<p><b>MUR &amp; NMS Returns via NHSBSA Due (Qtr 2 2019-20):</b>                      Contractors must submit MUR electronic returns via the <a href="#">NHS BSA Online form</a> within 10 working days from the last day of the quarter the data refers.</p>	<p><b>CPAF Full Questionnaire Open for Selected Pharmacies.</b>                      (notice to relevant contractors will be provided in advance accordingly).</p>
Week2				
Week3	<p><b>Preparation for 2<sup>nd</sup> Public Health Campaign 2019-2020 - <a href="#">Anti-Microbial Resistance (AMR)</a>.</b></p>	<p><b>Preparation for 3<sup>rd</sup> Public Health Campaign 2019-2020 - <a href="#">Stoptober</a>.</b></p>		
Week4	<p><b>Bank Holiday</b>                      Monday 26.08.2019</p>			

**IN THIS WEEK'S ISSUE:**

*White Bold Text = New Articles Added This Week.*



**CONTRACT:**

- Mandatory Public Health Campaigns: Resources...[HERE](#)
- NUMSAS/DMIRS Deregistration's...[HERE](#)
- CPCF 2019-2024...[HERE](#)

**IMPORTANT:**

- Patient Safety Incident Process...[HERE](#)
- Supply Issue: Methadone (Physeptone) 5mg tablet...[HERE](#)
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- Licensed Melatonin liquid...[HERE](#)
- Supply of Denosumab (Prolia) in Primary Care...[HERE](#)
- PCN's (Primary Care Networks)...[HERE](#)
- **\*\*Bank Holiday Opening Hours\*\***...[HERE](#)
- Q1 MUR/NMS Submissions DUE NOW and the Future of MURs...[HERE](#)
- Preparing for the Possibility of a 'No Deal' EU Exit for Primary Care Contractors...[HERE](#)

**TRAINNG:**

- Virtual Outcomes: Antimicrobial Resistance (AMR) Training...[HERE](#)
- Building on your Mary Seacole Leadership Programme for Community Pharmacy Award...[HERE](#)

**Area Specific:**

- **SOMERSET: Joint Strategic Needs Assessment (JSNA) 2019...**[HERE](#)
- **DEVON: LPC Pharmacy Awards – Nominations Open Now...**[HERE](#)
- **CORNWALL: Community Pharmacy Emergency Supply Service - Summer Holidays In-Hours Extension...**[HERE](#)

**Mandatory Public Health Campaigns: Resources...**

As all Contractors will be aware, we have **Antimicrobial Resistance and Stoptober** coming up in September and October respectively.

For these campaigns all community pharmacies in England will receive printed resources from Public Health England (PHE). An activation guide will be included in the pack with further information on both the campaigns.

Social media and digital resources for these campaigns will be available on PHE's [Campaign Resource Centre](#) closer to the campaign launches and it would be great if pharmacies use these to support the campaigns where possible.

For efficiency, materials for both campaigns are being delivered to all community pharmacies together in the same clearly marked envelope. Packs will start arriving via courier from **14 August 2019 onwards**.

If you have not received their packs by **27 August 2019** please contact [partnerships@phe.gov.uk](mailto:partnerships@phe.gov.uk) stating the pharmacy name, address and name of the campaign(s) you have not received materials for.



### Bank Holiday Opening Hours...

From this upcoming Bank Holiday August (26.08.19) and thereafter, the hours declared on [NHS UK](#) will be the sole record used to populate the NHS England bank holiday hours.

**\*\*\*The hours declared on the DoS profile updater will NOT be cross referenced with the [NHS UK](#) entry so contractors need to ensure both entries include the same information.\*\*\***

Any contractors where hours are not declared on NHS.uk will be shown as closed on the NHS England hours circulation. Final opening hours will be circulated the week commencing 12<sup>th</sup> August 2019.

### Patient Safety Incident Process...

When an incident is reported to NHS England the pharmacy concerned are contacted via an email, to their nhs.net generic store account, to request that a SEA (Significant Event Audit form) be completed and returned accordingly to the [pharmacy mailbox](#) within 7 days of the request.

Where no response is received a second email will be sent to the stores generic nhs.net email account, again asking for the information to be returned within 7 days. If then no response is received (to this second email), NHS England will send a dispute resolution letter to the contractor, by post and email, requesting the information be returned within 14 days. Where no response to this request is received a remedial notice will then be issued giving 30 days for the information to be submitted.

This process will also apply whereby the SEA has been submitted but further information has been requested by NHS England. An initial request and follow-up email will be sent, if the information is not received at the first request. This will be followed by a dispute resolution letter and remedial notice, if the information is still outstanding.

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### Q1 MUR/NMS Submissions DUE NOW and the Future of MURs...

Each contractor providing MURs/NMS must submit their completed quarterly MUR/NMS electronic reporting templates to the NHSBSA, via the online form, [HERE](#). **Contractors are reminded that the online form is now open for Q1 2019-2020 submissions.**

**Please be aware that we have been required to issue several Remedial Notices to contractors who have not submitted their data accordingly, including recovery of MUR/NMS fees from several pharmacies who did not submit for Q4 2018-2019.**

### NUMSAS/DMIRS Deregistration's...

With the introduction of the Community Pharmacist Consultation Service (CPCS) and as preparation commences to facilitate registration and payment for CPCS we have instructed NHSBSA to close the existing NUMSAS and DMIRs pilots to new registrations via their online portal. CPCS registration details will be available soon!

**If a contractor wishes to de-register from NUMSAS or DMIRs now the NHSBSA portal has been closed off, they will be asked to notify the local NHS England office directly that they are giving notice to withdraw (remember you must give 1 month, you cannot just cease the service with immediate effect). You will then need to advise your local DOS lead so they can stop the pharmacy getting further referrals to the relevant service. You might also wish to encourage the pharmacy to submit any outstanding activity claims as quickly as possible so that final payments can be made against the service.**

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### Preparing for the Possibility of a 'No Deal' EU Exit for Primary Care Contractors...

The guidance, available [HERE](#) is a companion to the Operational Guidance, published by the Department of Health and Social Care on 21 December 2018, and outlines what has been done nationally to assess the risk to primary care organisations, and give clear direction on the actions that organisations delivering primary care still need to take locally.

**Please can ALL contractors ensure they have read and understood the guidance.**

*Whilst the risk of no-deal is postponed to 31 October it has certainly not disappeared. The cross-government planning assumptions remain in place, so all guidance issued previously remains valid. Our response preparations will be updated as planning assumptions change.*

### Supply of Denosumab (Prolia) in primary care...

Pharmacies in ALL areas of the South West are asked to note that delivery and wholesale charges can be avoided by ordering Prolia direct from Movianto (see the information [HERE](#)) and so you should consider using this ordering route.

**As it is possible to obtain Prolia without such charges, we would not expect pharmacies to be claiming Out of Pocket Expenses when submitting a prescription for Prolia.**

### Community Pharmacy Contractual Framework: 2019 to 2024: Supporting Delivery for the NHS Long Term Plan...

The new contractual arrangements will come into force from 1 October 2019 and will help to deliver the ambitions set out in the [NHS Long Term Plan](#).

This agreement is between the government, the NHS and the Pharmaceutical Services Negotiating Committee (PSNC).

- The CPCF agreement document was published Monday 22nd July 2019: <https://www.gov.uk/government/publications/community-pharmacy-contractual-framework-2019-to-2024>
- DHSC press release with quotes from Keith Ridge and Es Waller.
- A PDF Briefing will shortly be published on our (NHS England) website at: <https://www.england.nhs.uk/primary-care/pharmacy/community-pharmacy-contractual-framework/>
- PSNC: <https://psnc.org.uk/our-news/contractor-announcement-funding-negotiations-result-in-five-year-cpcf-deal/> including a helpful summary of the key elements.

The PSNC are releasing a series recommended actions for contractors to help community pharmacy teams to understand the details of the CPCF agreement as the details are finalised. ...this week it is recommended...

...to register for the NHS Business Services Authority (NHSBSA) Manage Your Service (MYS) application as the first step for participating participating in the [Pharmacy Quality Scheme \(PQS\) 2019/20](#). MYS will be the only way to claim a PQS [Aspiration payment](#) and make a PQS declaration. The system will also be the route for claiming payment for the Flu Vaccination Service 2019/20 and notifying readiness to provide the new [Community Pharmacist Consultation Service \(CPCS\)](#).

Find out more via the PSNC, [HERE](#).

Further information on the MYS registration and log0in process can be found via the NHSBSA, [HERE](#).

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### Licensed Melatonin liquid...

We would like to draw to the attention of colleagues working in community pharmacy that the new licensed formulation of melatonin 1mg/ml oral solution, according to the terms of its license "should not be used in children and adolescents aged 0 - 18 years due to safety concerns."

You can see this and the rationale, as well as noting that the formulation contains propylene glycol in the SPC at:

<https://www.medicines.org.uk/emc/product/10419>

For this reason, many prescribers who are aware of the licensed formulation are intentionally choosing to instead prescribe special order products by brand - such as 'Kidnaps' or 'Kidmel' when prescribing for children. If you see a prescription for these products and are unsure how to source them, please do refer to your SOPs and check with the relevant contacts at your company. You can then claim reimbursement and remuneration for unlicensed special-order products along with any associated charges in the usual way.

### Supply Issue: Methadone (Physeptone) 5mg tablet...

DHSC have been made aware of a supply issue with methadone (Physeptone) 5mg tablets from the sole licensed UK supplier, Ethlypharm:

- Ethlypharm are currently out of stock due to a packing issue with their contract manufacturer. Further stock is expected by the end of August 2019.
- During this time unlicensed methadone 5mg capsules are being manufactured and can be ordered directly from Ethlypharm. The product code is **P034663** - Methadone Capsules 5mg 50 [CD]. Please allow 1-2 days delivery for the unlicensed.
- Clinicians can prescribe unlicensed products for their patients if they think it appropriate, on an individual patient basis, but do so entirely on their own responsibility.
- Other presentations of methadone, including suspension, remain available.

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### Keeping Your Patients & Workforce Safe...

You are all invited to the launch of NHS Resolutions inaugural primary care learning event, where Ian Biggs, Regional Director of Primary Care and Public Health NHS England South West will also be in attendance.

Attending this event will help you to develop a robust and appropriate risk and quality governance framework in primary care organisations.

**Places are limited, so book early to avoid disappointment.  
Please see the 'save the date' flyer, attached, for more information.**

### Primary Care Networks (PCN's)...

Primary Care Networks (PCNs) are a key part of the [NHS Long Term Plan](#), with all general practices being required to be in a network by June 2019, and [Clinical Commissioning Groups \(CCGs\)](#) being required to commit recurrent funding to develop and maintain them.

The networks will have expanded neighbourhood teams which will comprise a range of staff such as GPs, pharmacists, district nurses, community geriatricians, dementia workers and Allied Health Professionals such as physiotherapists & podiatrists/chiropractors, joined by social care and the voluntary sector'.

Under the plans, all general practices will be aligned to a PCN, covering 30,000-50,000 patients, with local Enhanced services funded by CCGs and provided through the [new network contracts](#). The networks will provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve. It is important that community pharmacy teams are fully involved in the work of their PCN.

There is lots more information for contractors via the PSNC, [HERE](#), along with dedicated resources and Guidance, [HERE](#), to support community pharmacy teams to get involved in local PCNs.

[Virtual Outcomes: Antimicrobial Resistance \(AMR\) Training NOW LIVE...](#)

This Virtual outcome training module explains why AMR is such threat and will support you to deliver the **mandatory public health campaign** in September to raise public awareness. (campaign details will follow as soon as available).



Download the course flyer [HERE](#)

Access the online training library, [HERE](#).

[Devon: LPC Pharmacy Awards...Nominations Now Open...](#)

Help celebrate and recognise Community Pharmacy achievements and value across Devon for the previous year. The awards ceremony will take place on 11th November 2019.

Categories are:

- Community Pharmacist of the Year..... [Nomination Form](#)
- Community Pharmacy Team of the Year..... [Nomination Form](#)
- Pharmacy Team Member of the Year..... [Nomination Form](#)
- Community Pharmacy Team of the Year..... [Nomination Form](#)
- Multi-Disciplinary Working..... [Nomination Form](#)
- Innovation of the Year..... [Nomination Form](#)

For more information on the awards, to nominate or any other queries, visit the LPC website, [HERE](#).

Nominations will be open for the awards from July to the end of October. Nominations can come from any source, eg patient, CCG, Owner, Company etc. A nomination form can be posted to the LPC (Devon LPC, Deer Park Business Centre, Haldon Hill, Kennford, Exeter EX6 7XX) or emailed [HERE](#).

[SOMERSET: Joint Strategic Needs Assessment \(JSNA\) 2019...](#)

the new JSNA for Somerset has been published on the Somerset Intelligence website, [HERE](#).

**This year's focus is on the need to use and share information in a unified way across Somerset For more information please see the letter attached and link, above.**

Jump back to the title page of this bulletin [HERE](#).

[Building on your Mary Seacole Leadership Programme for Community Pharmacy Award ... Apply Now!](#)

Have you successfully completed the Mary Seacole programme for community pharmacy and looking to continue to develop your leadership skills?

CPPE have developed a series of two workshops to support you in taking your leadership skills to the next level. Participation will provide you with an opportunity to explore how you have grown as a leader and how your new-found knowledge and skills have helped you to improve your practice. After completing the workshop, you will be able to apply the Self-Directed Learning Model to help you to continue your leadership journey, use the GROWS model to coach a team member or peer and reflect on your leadership success to identify how you have applied leadership skills gained on the Mary Seacole programme.

You will also be able to undertake a peer discussion, which you can use towards your revalidation.

**When you book onto this event you are committing to attend the following:**

Workshop 1 - 21st September 2019, 10.00am - 1.00pm, Holiday Inn, Taunton Deane

Workshop 2 - 9th November 2019, 10.00am - 1.00pm, Holiday Inn, Taunton Deane

**Click [HERE](#) for more info and to book your place at both workshops.**

**Please email [anne.cole@cppe.ac.uk](mailto:anne.cole@cppe.ac.uk) for the keycode to book on to this event.**

[CORNWALL: Community Pharmacy Emergency Supply Service - Summer Holiday In-Hours Extension...](#)

...Will run from Monday 1 July through to Friday 27 September.

During this time, pharmacists working in participating pharmacies will be able to supply a sufficient quantity of medication to Cornish residents (up to five days treatment) and to visitors to the area, (up to 14 days treatment) both in and out of hours.

The Emergency Supply Service (in-hours and out-of-hours) is only available for UK registered patients.

See link to the Cornwall LPC website, [HERE](#).

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.

<u>Team Member</u>	<u>Address</u>	<u>Telephone</u>
Janet Newport	<b><u>NHS England - South West**</u></b>	01138248777
Michele Toy	Peninsula House Kingsmill Road	01138249612
Sally Dutton	Tamar View Industrial Estate Saltash, PL12 6LE	01138248797
Julie Hancock	**Please note that any items posted to NHS England will NOT be received unless sent to our Saltash office, details above.	01138248842
Kath Hughes		01138248784
Hayley Colledge		01138251479
Sarah Lillington		01275 547119

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...**

**Somerset: Our County  
Joint Strategic Needs Assessment (JSNA) 2019 focussing on Data Integration  
published**

Dear Colleagues

I'm delighted to inform you the new JSNA for Somerset has been published on the Somerset Intelligence website [www.somersetintelligence.org.uk/jsna](http://www.somersetintelligence.org.uk/jsna)

This year's focus is on the need to use and share information in a unified way across Somerset, so we are better able to understand and meet the needs of Somerset people.

Joining up information about people and places is an essential part of integrating services so that they can be properly focussed towards an individual's needs. It happens already between organisations in Somerset, but sometimes not as a matter of routine or in a timely way to help the care people receive.

The Somerset Health and Wellbeing Board has recognised that some other areas of the country do much better at sharing information, so to push for more local action, it has chosen to focus on this issue for the 2019 JSNA. It's certainly a very welcome step toward a Somerset system that will join up relevant and necessary information held by organisations such as social care, health and the voluntary sector and to the ultimate benefit of the whole population of Somerset.

An important aspect of this work is an Information Governance Panel which is being established by Somerset's Health and Wellbeing Board to ensure access to information is appropriate, safeguarded and monitored.

I hope you find the JSNA of interest and we always welcome any comments or feedback you may have.

Best wishes



**Trudi Grant, MSc PH, UKPHR, FFPH**  
**Director of Public Health**  
Somerset County Council



Tuesday 10 September 2019  
10.00am - 12.45pm  
Taunton Campus  
Bridgwater & Taunton  
College  
Wellington Road  
Taunton  
TA1 5AX

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## Keeping your patients and workforce safe

We are delighted to invite you to the launch of our inaugural primary care learning event. We will be joined by Ian Biggs, Regional Director of Primary Care and Public Health NHS England South West.

The event will showcase the services that we currently deliver to providers and commissioners of primary care.

Delegates will be provided with an insight into the work of:

- **Primary Care Appeals** - including contract dispute resolution
- **Safety and Learning** - learning from claims
- **Practitioner Performance Advice** - Expert advice to help manage and resolve performance concerns, educational programmes and other interventions
- **Claims Management** - including our **Clinical Negligence Scheme for General Practice** – understanding the offer – a joint presentation by NHS England and NHS Resolution

Attending this event will help you to develop a robust and appropriate risk and quality governance framework in primary care organisations.

Light refreshments will be provided.

Places are limited, so book early to avoid disappointment.

Registration is now live, please visit: <http://bit.ly/primarycareevent>