

Community Pharmacy Bulletin



25 September 2020



NHS England and NHS Improvement – South West

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Coming Up

	September	October	November
Week 1	2020-21 Flu Programme – Live Webinar 2 September 2020, 1-2pm	Applications to amend Supplementary Hours for Thursday 31 December 2020 must be submitted by 2 October 2020	

	September	October	November
Week 2		PQS Aspiration Payment can be claimed up until 23:59 on 9 October 2020 through MYS Portal	
Week 3	Complete Voluntary Opening Hours form for Christmas and New Year Bank Holidays by 18 September 2020 ----- PQS Aspiration Payment window now open, claims should be made via the MYS Portal		
Week 4	Clinical Pharmacy Congress 2020 23-25 September 2020 ----- Applications to amend Supplementary Hours for Thursday 24 December 2020 must be submitted by 25 September 2020 ----- Applications to amend Core and Supplementary Hours for Saturday 26 December 2020 must be submitted by 27 September 2020		
Week 5	Data Security and Protection Toolkit completion required by 30 September 2020		Declaration of emergency requiring the flexible provision of Pharmaceutical services ceases 30 November 2020

Headlines from the Week

NHS England

- [Be Clear on Cancer – awareness campaign evaluation results and materials](#)
- [BMJ Best Practice – an award-winning resource now free to all NHS staff](#)

NHS England South West Regional Team

- None

PSNC Bulletin

- [Test and Trace – disagreeing with assessments and escalating the case](#)
- [Completing COVID-secure preparations and the Part 1 PQS](#)
- [SMR guidance includes referrals to New Medicine Service](#)
- [CPCF Health Campaigns agreed for 2020/21](#)
- [PQS Infection Prevention and Control e-learning modules now live](#)
- [Face coverings become compulsory for retail staff](#)
- [Two-way PMR and clinical system integration rolled out](#)
- [Stoptober Campaign Commences](#)
- [Upcoming deadline: Data Security and Protection Toolkit](#)
- [Government publishes worst-case assumptions for Brexit](#)



World Pharmacist Day

Today is World Pharmacist Day and earlier today we sent a Thank You message, by email to all Community Pharmacies in the South West, from Nikki Holmes, Head of Primary Care.

Reminder – Deadline for Applications to Amend Hours on Thursday 31 December 2020



Applications to change Supplementary Hours

We will consider requests to close early on New Year's Eve Thursday 31 December 2020 where exceptional circumstances for reducing hours are demonstrated. Application should be made using the [Application to Amend Supplementary Hours](#), and you may wish to provide information to demonstrate the exceptionality of your request.

Notifications to reduce Supplementary Hours must be made giving 90 days' notice, so an application must be submitted by **Friday 2 October 2020** for New Year's Eve. Please note that applications received after the 90-days' notice deadlines will not be accepted.

Seasonal Flu

Clarification Regarding Vaccinations for Staff

All frontline health and social care workers should receive a vaccination this season.

For frontline workers in primary care (general practice, community pharmacy, dentistry and optometry teams) this is provided and funded by their employer in order to meet their responsibility to protect their staff and patients and ensure the overall safe running of services. Employers should emphasise to their staff that it is a professional responsibility for them to be vaccinated, both to protect the individual as well as preventing cross infection to patients.

Some staff may be eligible for a free NHS vaccine, which they can access at their registered GP practice or a community pharmacy, if they fall within one of the eligible cohorts set out in the Updated Annual Flu Letter.

If you have any questions regarding flu, please use this [form](#), and we update the attached FAQs document with these question and answers throughout the autumn and winter.

Application for Offsite Venue and Cold Storage Costs

The Drug Tariff has been updated to confirm that Pharmacy Contractors are able to apply for a contribution towards the cost associated with the hire of an offsite venue and cold storage for delivering NHS flu

vaccinations. This is in addition to the costs claimable under the advanced service for the vaccination itself and provides some support to pharmacies to work with their colleagues within PCNs/localities. A link to the determination is as follows: [Updated determinations for CPSIVAS Sept 2020](#).

The NHSEI Regional Team are required to provide pre-authorisation of these costs as we hold a finite budget. Authorisations will be provided on a first come, first served basis. Application should be submitted using the [Application for Offsite Venue & Cold Storage Costs](#).

Pharmacy Contractors can apply to claim up to a maximum of £200 for the hire of the offsite venue, but where the hire of the venue costs less than £200, they can only claim up to the actual cost of the hired venue. When applying for the cost of venue hire for the first-time, contractors can additionally claim a one-off payment of £200 for cold storage (based on costs incurred). A contractor can submit up to five applications for offsite venue hire. In exceptional circumstances NHSE&I teams may authorise more venue hire payments.

In order to be eligible to claim these costs there are criteria that the Contractors must meet, these are set out in the application form as a set of declarations.

Where costs are approved, claims for payments should be made monthly via the webform on [MYS](#).

Claims will be accepted by the NHSBSA within six months of hire of the venue or by 31 August 2021, whichever date is earlier. Each claim must include a declaration that the cost of venue hire and cold storage has previously been authorised by the relevant NHSE&I regional team, the date of that authorisation, the cost incurred in the hire of the venue, receipts confirming that the contractor has met that cost and the number of vaccinations undertaken at the venue. Payment will be made via the NHSBSA schedule once approved.

If you have any queries around either the process for applying or the intended location you wish to apply for financial support, please contact the NHSEI Primary Care Team: england.pharmacysouthwest@nhs.net

Covid-19

Free PPE Extended to Primary Care

(taken from the Primary Care Bulletin – 24 September 2020 (Issue 68))

The Department for Health and Social Care (DHSC) has notified the NHS that the forthcoming arrangements for providing free personal protective equipment (PPE) to social care will be extended to primary care.

The DHSC will provide full details of the arrangements for primary care shortly, please be assured that as soon as this is available, we will share the detail with you.

In preparation, we encourage all NHS primary care providers, including community pharmacy, to ensure you have registered on the [PPE Portal](#) in order to receive PPE supplies free of charge. Further information on the portal supply can be found on the [DHSC guidance page](#). If providers have any queries or have not received an email invitation, please contact the DHSC PPE portal customer services at: 0800 876 6802.

Official NHS QR Code for Users to 'Check-In'

The new NHS COVID-19 app launches to the public today. The NHS COVID-19 app is the official contact tracing app for England and Wales, and it is free.

- The NHS COVID-19 app has a check-in feature which enables a venue to register for an official NHS QR code and allows users to 'check-in' to participating venues on their app by scanning that code. The information stays on the user's phone
- These QR code posters are a quick, simple and secure way for visitors to 'check-in' to your venue(s) using the app. If they 'check-in' using the app then venues in England do not need to collect those visitors' details
- By 'checking-in', app users will have a digital diary on their phones of the venues they have been to which can support discussions with contact tracers if they become ill with coronavirus. It also means that important public health messages can be sent to relevant app users' phones if needed. Venues will **not** be named in any messages
- Venues in England that are expected to maintain customer logs should now ensure that official NHS QR code posters are available for customers to use. This does not include hospitals, GP practices, dentists and community pharmacies. However, venues that are not currently expected to maintain customer logs are encouraged to display official NHS QR code posters if they have indoor areas where visitors are likely to congregate or sit-down in close contact for 15 minutes or more
- By using the NHS QR code system, venues will be helping to protect themselves and their customers from the impact of the virus. This system will help to slow the spread of the virus, reducing the impact of a potential second wave, and helping us return to a more normal life
- The posters can be created on-line for free by going to <https://www.gov.uk/create-coronavirus-qr-poster>. At-least one poster should be available on the entrance of the venue in a place that is easy to see and convenient for visitors including those in wheelchairs and those with other disabilities. Multiple copies can be produced for different entrances and different size options are available
- Please avoid locations where there will be high 'glare' and ensure the poster is on a flat surface so that QR codes can scan properly
- **For community pharmacies**, customers generally move around the space rather than congregate, and are expected, by law, to wear face coverings. QR codes are therefore not required but can be used if a community pharmacy wishes to offer this option
- If you are currently using your own QR code system to support contact tracing, you should now switch to the official NHS QR code system. It is highly secure and reduces the need for data management for the businesses. You will only need to maintain an alternative means to log in for people who do not have a smartphone or do not want to use the app
- Visitors will not be able to scan other QR codes with the NHS COVID-19 app because they use a different type of technology. If you need to continue with your own QR code system for non-contact tracing reasons, you must remove any NHS, or NHS Test and Trace, or NHS Test, Trace, and Protect logos to avoid confusion for app users which would result in them failing to log in via the official code and miss potentially important public health messaging.

Medicines Delivery Service Extension in Local Outbreak Areas

To continue support to patients who have been advised to continue to follow previous shielding advice in specific local outbreak areas The Community Pharmacy Home Delivery Service and the Dispensing Doctor Home Delivery Service has been commissioned from 24 September 2020 for shielded patients who live in the following local outbreak areas:

- 8 wards within North East Blackburn outlined in [THIS LINK](#) until 5 October

- Leicester City as outlined in [THIS LINK](#) until 5 October

Further details on the service can be found on the [NHS England Website](#).

Updated Clinical Waste Standard Operating Procedure (SOP)

The COVID-19 Waste Management Standard Operating Procedure has been updated, on 16 September 2020, and is published on the [NHS England website](#).

Updates to the guidance have been highlighted in yellow throughout the document. We have extracted the relevant information for primary care settings for ease:

Where medicines are prepared in a clean area, pharmaceutical waste must be separated into the following receptacles:

- Blue – non-hazardous healthcare medicines for incineration
- Purple – waste contaminated with cytotoxic and cytostatic medicines for incineration

Primary care services

- Waste generated in general practice or primary care dental settings from a person who has been confirmed or is suspected to have COVID-19 must be disposed of as Category B waste. The transport of Category B waste is described in Health Technical Memorandum 07-01: Safe management of healthcare waste
- PPE waste generated in community pharmacy and primary care optical settings from a face-to-face consultation and/or interaction with a person who has been confirmed or is suspected to have COVID-19 should be double bagged, tied securely and kept separate from other waste for at least 72 hours before being disposed of as normal domestic residual waste. All other waste should be managed as described in Health Technical Memorandum 07-01: Safe management of healthcare waste
- Medicines returned to a community pharmacy by a patient should be segregated as per usual requirements, double bagged and placed directly in the appropriate waste medicines container. Unwanted controlled drugs (CDs) should be double bagged and placed in the CD cabinet for three days before denaturing as per the usual pharmacy process

Community patients/clinical staff working in people's homes

- Where clinical staff are providing services in the home of a patient who has (or is suspected to have) COVID-19, then PPE can be left behind in a bag. This will be stored for 72 hours before being put into the person's domestic waste stream. See RPS C5: PPE waste from home healthcare workers treating patients with COVID-19 for more information
 - Community teams advising relatives caring for patients in their own homes are advised to follow the same guidelines. Waste generated by the patient/relative will be stored for 72 hours before being put into the domestic waste stream in a standard black bag
 - The only waste from non-healthcare premises that should be double bagged is waste from an individual known or suspected to have COVID-19. This waste should be stored for 72 hours before disposal. Guidance can be found on the [GOV.UK website](#).
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Guidance on PQS Part 2 2020-21 Published

(taken from the PNSC daily update 22 September)

NHS England and NHS Improvement (NHSE&I) has today published guidance on the [Part 2 Pharmacy Quality Scheme \(PQS\) 2020/21](#). This guidance builds on the information on the PQS contained within the September Drug Tariff.

All pharmacy contractors who are planning to participate in and make a claim for the PQS are advised to read the guidance to ensure they fully understand all the requirements of the scheme.

Additional information and resources to help contractors and their teams undertake the requirements of the scheme are available on [PSNC's Part 2 PQS webpage](#).

Non-Medical Prescribing Places Available

Health Education England (HEE) have confirmed that they have been successful in securing funding for non-medical prescribing places for community pharmacists in the South West (5 places in each of the LPC areas).

This will be for January/February 2021 intake and the offer is to pay the tuition fee only and not travel or backfill costs. Places can be offered either at UWE, Plymouth or Bournemouth universities to suit the pharmacist.

Expressions of interest should be submitted by pharmacists to their LPC **by 2 October 2020**.

Launch of Integrated Pharmacy Medicines Optimisation Guidance

On behalf of Keith Ridge, Chief Pharmaceutical Officer, the following information is for all community pharmacies;

Today is the launch of the 'Leading Integrated Pharmacy and Medicines Optimisation' (IPMO) guidance.

If you do not have an account with FutureNHS Collaboration Platform, please register via the link below to access the document.

The document link is: <https://future.nhs.uk/PharmacyIntegration/view?objectID=22618512>

The document sets out the principles and approach to the development of a pharmacy and medicines optimisation transformation plan in each Integrated Care System (ICS) and a system-wide pharmacy professional leadership model to bring about collective management of system performance.

I would encourage you to work with your Regional Chief Pharmacist to implement the IPMO guidance. Please see attached, a list of all the Regional Chief Pharmacists including their contact details.

Please note that Stephen Brown, Sue Ladds, Pippa Roberts and Linda Honey announced and discussed the launch at the CPC event held on Wednesday 23 September. We will also be organising a national webinar to provide more information and to give you the opportunity to ask questions.

We are planning a communication to share with Regional Offices and ICS leadership teams as soon as possible highlighting the guidance and the transformation plan timeframe.

I would like to thank all the pilot sites for their great work and for being a part of this process.

BIMDG Metabolic Formulary, Lipid Management and Statin Intolerance Pathways

The pan South Regional Medicines Optimisation Committee met on Tuesday 15 September 2020, at which a couple of useful documents were signposted at the meeting:

- NHS England [lipid management pathway](#) and [statin intolerance pathway](#) (developed in conjunction with the Accelerated Access Collaborative) are very helpful
- In the context of rarer diseases, the British Inherited Metabolic Disease Group (BIMDG) has developed a [Metabolic Formulary \(Medications\)](#)

Extension of Fluoxetine 40mg Capsules Serious Shortage Protocol

Due to ongoing supply issues, the Serious Shortage Protocol for fluoxetine 40mg capsules is being varied to extend the end date, which was previously Friday 25 September 2020.

The end date for this SSP is now Friday 2 October.

If you have any questions regarding the SSPs please contact the NHS Prescription Service:

Email: nhsbsa.prescriptionservices@nhsbsa.nhs.uk

Telephone: 0300 330 1349

Textphone: 18001 0300 330 1349

To access the latest information about SSPs (including supporting guidance), please visit the following link – <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/serious-shortage-protocols-ssps>.

Useful Information

INFORMATION



NHS England & Improvement – South West Region Community Pharmacy Contract Management Team contact information

Team Member	Telephone	Address
Jenny Collins	07979 308749	For Devon, Cornwall, Isles of Scilly, Somerset and Dorset: NHS England and Improvement – South West Peninsula House Kingsmill Road Tamar View Industrial Estate Saltash, PL12 6LE <i>Please note all our offices are currently closed, please do not send post and use email wherever possible</i> Email: england.pharmacysouthwest@nhs.net
Michele Toy	07568 431890	
Les Riggs	07730 371074	
Sarah Lillington	07920 834445	
Mary Cotton	07920 288191	
Kath Hughes	07730 374739	
Stacey Burch	07730 391418	

Sharon Greaves	07900 715295	For Bristol, North Somerset, South Glos, Bath & North East Somerset, Gloucestershire, Swindon & Wiltshire NHS England and Improvement – South West Sanger House, 5220 Valiant Court Gloucester Business Park, Brockworth Gloucester, GL3 4FE Or NHS England and Improvement – South West Jenner House, Avon Way Langley Park Chippenham, SN15 1GG <i>Please note all our offices are currently closed, please do not send post and use email wherever possible</i> Email: england.bgs-w-pharmacy@nhs.net
Melissa Kendall-Milnes	07730 381340	
Sharon Hodges	07702 411295	
Tracey Howes	07730 380479	
Joy Weeks	07702 407459	
Chris Yengel	07769 963478	

Websites

Please see our websites for more information and any blank templates, forms and documents:

[Cornwall & Isles of Scilly, Devon, Bristol, Dorset, North Somerset, Somerset and South Gloucestershire BaNES, Gloucestershire, Swindon or Wiltshire](#)

Flu vaccination frequently asked questions

Version 1 | 18 September 2020

1. Can we give vaccinations in Care Homes?

Vaccinations under this advanced service will usually be carried out on pharmacy premises, but they can also be undertaken in other suitable locations, such as in the patient's home, a long-stay care home, a long-stay residential facility or community venues (e.g. community centres). Previous restrictions on off-site vaccination (only in patient's home and care homes) have been removed and contractors are now able to vaccinate off-site within professional standards (this includes being able to vaccinate care home staff within the care home).

Where vaccinations are undertaken off the pharmacy premises, the pharmacy contractor must:

- Ensure that vaccinators have professional indemnity that covers off-site vaccinations.
- Continue to adhere to all professional standards relating to vaccinations.
- Follow appropriate cold-chain storage measures.
- Ensure that the setting used to administer the vaccinations is appropriate (including ensuring patient confidentiality as appropriate).
- Appropriately dispose of any clinical waste or personal protective equipment used during the vaccination process.
- Where vaccinations are undertaken in the patient's own home (including a care home), contractors must ensure that vaccinators have a valid DBS certificate.

2. In previous years we have had to notify NHS England if we provide off-site vaccinations - do we have to do this again this year?

The requirement to notify regional NHS England teams prior to undertaking vaccinations off-site has been removed.

3. We have heard that key workers are included this year i.e. staff in care homes, etc is this correct?

Eligible groups include Health and Social Care workers, those who are directly involved in the care of vulnerable patients/clients who are at increased risk from exposure to influenza. Vulnerable means those patients/clients in a clinical risk group for flu or who are aged 65 years and over.

4. Do we have to sign up this year to provide the service?

No, you do not need to sign-up to provide the service.

5. How do pharmacy staff access a flu vaccination?

All frontline health and social care workers should receive a vaccination this season.

For frontline workers in primary care (general practice, community pharmacy, dentistry and optometry teams) - this is provided and funded by their employer in order to meet their responsibility to protect their staff and patients and ensure the overall safe running of services. Employers should emphasise to their staff that it is a professional responsibility for them to be vaccinated, both to protect the individual as well as preventing cross infection to patients.

Some staff may be eligible for a free NHS vaccine, which they can access at their registered GP practice or a community pharmacy, if they fall within one of the eligible cohorts set out in the Updated Annual Flu Letter.

6. Do we need to complete a Declaration of Competence this year?

The pharmacy contractor must ensure that individuals providing the service are competent to do so.

Registered pharmacy professionals should demonstrate to the pharmacy contractor that they have the necessary knowledge and skills to provide the service by completing the vaccination services Declaration of Competence (DoC)⁸. The pharmacy contractor must keep copies of each DoC completed by any registered pharmacy professionals that they employ/engage to deliver the service on the pharmacy premises. The DoC is available on the [CPPE website](#).

7. Can we offer 50 – 64 year olds without a medical condition a free flu vaccine?

Whilst we've received information that all 50-64 year olds may be eligible for a free flu vaccination as part of plans to protect more people against seasonal flu, these free vaccinations will be subject to delivery later in the year.

This is to ensure those in an at-risk group, such as pregnant women and people with long term health conditions, can be prioritised and offered the vaccine first.

There will be an announcement in the coming months regarding vaccinating 50 to 64 year olds.

8. Are we allowed to run flu clinics at a time that is outside our contracted hours?

We are waiting for new pharmacy regulations to be published. Once the content of these regulations is known we will be able to consider request of this nature.

9. We have run out of our flu jab supply and still have many people looking to book in for vaccinations. We have contacted our supplier but they don't have any stock. Is there any alternative, advice we can follow or direction that we can give patients?

There is currently no ability to order additional supplies through your usual routes. A stock of vaccines is being held at a national level and contractors will be able to request access to these vaccines for NHS vaccinations. Information on how to access these vaccines will be published soon.

10. Who is responsible for the disposal of waste created by this service?

The pharmacy contractor is required to make arrangements for the removal and safe disposal of any clinical waste and PPE related to the provision of this service (including where the vaccination is undertaken off the pharmacy premises)

The fee paid per administered dose of vaccine includes a contribution in recognition of expenses incurred by community pharmacies in disposing of clinical waste.

REGIONAL CHIEF PHARMACISTS

	Contact details	Region
1.	Richard Goodman Email: GOODMAN, Richard (NHS ENGLAND & NHS IMPROVEMENT - X24) richard.goodman@nhs.net Mobile: 07714773628	London
2.	William Rial Email: RIAL, William (NHS ENGLAND & NHS IMPROVEMENT - X24) wrrial@nhs.net Mobile: 07900 713073	East of England
3.	Stephen Brown Email: BROWN, Stephen (NHS ENGLAND & NHS IMPROVEMENT - T1520) stephen.brown17@nhs.net Mobile: 07834 150 496	South West
4.	Sue Ladds Email: LADDS, Sue (NHS ENGLAND & NHS IMPROVEMENT - X24) sue.ladds@nhs.net Mobile: 07725 490479	South East
5.	Richard Seal Email: SEAL, Richard (NHS ENGLAND & NHS IMPROVEMENT - T1520) richard.seal1@nhs.net Mobile: 07889 756823	Midlands
6.	Michele Cossey Email: COSSEY, Michele (NHS ENGLAND & NHS IMPROVEMENT - X24) michelecossey@nhs.net Mobile: 07918 36851	North East & Yorkshire
7.	Karen O'Brien Email: OBRIEN, Karen (NHS ENGLAND & NHS IMPROVEMENT - X24) karen.obrien1@nhs.net Mobile: 07970749843	North West

Dated 21st July 2020