

Pharmacy Bulletin

8th May 2014

Weekly E-Communication for Pharmacies

Welcome to this week's edition.

1. Patient Held Information Audit

We apologise to all those pharmacies who have contacted us to say that they have completed the Patient Held Information audit and actually posted their results on PharmOutcomes. Thank you so much for getting in touch with us. We would like to apologise if you received our chase email in error and for any inconvenience and concern this may have caused.

As you will be aware there were problems with uploading information to PharmOutcomes back in March, which led to incomplete monitoring information being used. Please accept our sincere apologies for this error if you were a pharmacy that has been emailed and had in fact already completed the return.

Pharmacies who did not complete the audit will now be contacted individually.

2. Prescription signing

We would like to remind all pharmacies of the need, under their Terms of Service, to ask any patient who ticks the payment exemption box for proof of entitlement. Where patients do not have documentary evidence or where there is doubt over whether the evidence provided is genuine or appropriate, the "Evidence not Seen" box on the back of the prescription should be marked with an X by pharmacy staff. Pharmacy staff should note that they should not refuse to dispense items on the basis that the patient does not provide evidence of their entitlement to free prescriptions. The Area Team has been made aware of the rising number of cases where disputes are arising regarding payment /non-payment of prescriptions.

Please can we ask all counter staff to be careful and ensure that prescriptions boxes are being accurately endorsed?

3. Cornwall & Isles of Scilly LPC and LPF.

Please see attached flyer for details of a Pharmacy Meeting including the LPC AGM on 12th May.

4. Prescribing Antiepileptic Drugs: Lamotrigine and Levetiracetam (for Cornwall pharmacies only)

To read the article please use the link <https://www.eclipsesolutions.org/cornwall/info.aspx?paraid=84> and then select 'Important Local Documents' tab

5. Prescription issue forms for Easter and May Bank Holiday

If your pharmacy was open Good Friday, Easter Sunday, Easter Monday or May 5th Bank Holiday please can you kindly ensure that your completed form showing how many prescriptions you dispensed is returned to Stacey as soon as possible stacey.burch@nhs.net

If you have any articles you would like us to include in the weekly E-Communication then please let us know.

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Kath will be on leave from 6-9 May inclusive. Please contact one of the other members of the team in her absence.

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