

Welcome to this week's edition.

1. Post

Once again please can we remind you to send any post for the Area Pharmacy team to our new address in **Saltash** not to Sedgemoor or Plymouth. Details at the end of this E-Communication. Also please remember to attach the correct postage.

If you know of any pharmacy who is not receiving this E-communication please can you let us know.

2. Healthy Living Event in Plymouth on Saturday 12th April 2014

Don't forget the Healthy Living Event will be hosted by Healthwatch in the Piazza in Plymouth's city centre from 10am-4pm. This is a high profile event with the primary aim to showcase the vast array of public funded health services available within the NHS. NHS England pharmacy team have a table at this event.

3. Flu pilot - reminder

For those pharmacies that took part in the Flu pilot please can you return any completed patient surveys to us by Friday 11th April. We are monitoring returns so please remember to include your pharmacy name and forward to our new Saltash address (details at end of this E-Communication). If we find that pharmacies are not compliant with this request they might not be allowed to take part in this year's scheme.

Please ensure that your claim has been entered on PharmOutcomes as we are now arranging payments. If your claim is not up to date then it may miss being paid.

4. URM over Easter (Cornwall pharmacies)

The Prescribing team in Kernow CCG have advised that patients requesting emergency supplies in-hours over Easter should be managed based on the degree of clinical need – they can either be directed to a local GP practice, their own practice or SERCO, if need dictates. Pharmacies can, however, still provide an emergency supply, but this would be a non-NHS supply and the patient would need to pay. Please note that the scheme will however be available on Good Friday, Saturday, Easter Sunday and Easter Monday as these are all 'out of hours'. If you have any further queries or questions please speak to Paul Hughes on 01726 627981 or e-mail paul.hughes11@nhs.net

5. CPAF – please make sure this is up to date

For pharmacies that are not receiving an assessment visit we will be telephoning those that are showing red against CPAF on PharmOutcomes. We will be asking why achievement has not been met. Please note that pharmacies are able to go on to PharmOutcomes and alter their status in the areas where they are now compliant.

6. Complaints – please update details

Please can all pharmacies update details for Complaints on any posters or leaflets you may have.

Postal complaints should be sent to;
For the attention of the Complaints Manager,
NHS England
PO Box 16738
Redditch
B97 9PT
Or telephone 0300 311 22 33
Or e-mail england.contactus@nhs.net

7. Pharmacy incident – please take note

An incident occurred when a patient requested a repeat prescription for trip away. The Dispensary was busy and the patient stood by the counter pushing dispensers to be quick. The patient was given Allopurinol instead of Amlodipine. The Dispensary Supervisor was asked to check the medication but was on the telephone & didn't notice the mistake. The patient did not realise and took the drug away with them on holiday. Patient took the drug. The patient became unwell but this was not proved to be due to the medication.

What lessons might be learned and shared?

1. Medication with similar name to be moved to separate shelves with the fastest mover being positioned on the appropriate shelf.
2. When double checking medications, give it your full attention.
3. Advise patients there will be a wait when ordering repeats and that they cannot always be done immediately i.e., ½ hour.
4. Staff to be more assertive when asking patients to take a seat and wait.

8.Stoma support group, Cornwall

Please see attached details from Stoma Support Group who would support pharmacies/pharmacists to deliver Essential service- Support for Self Care.

9.Reporting of EPS problems/issues

A number of issues concerning problems with EPS release 2 have recently been reported from pharmacies via the Devon LPC. Whilst we encourage you to report such issues, could you please ensure that problems are also reported via your EPS leads in the first instance so that they can be investigated and resolved as soon as possible. Details of EPS leads can be found on the "Contact details for Community Pharmacies" circulated on 9th April by Sally.

10. GP led Repeat Dispensing- A reminder to all pharmacists

With the increase in EPSr2 across sites in Cornwall (and Devon) there is renewed interest in the Repeat Dispensing. Repeat Dispensing allows patients to obtain their regular prescribed medicines and appliances directly from a community pharmacy for a period agreed by the prescriber. In order to satisfy the Terms of Service and the requirements of the Community Pharmacy Contract Essential Services pharmacy contractors and pharmacists are reminded that:

Pharmacists should undertake appropriate training. - Pharmacists who are employed or engaged by the pharmacy should have certificates or evidence of training in repeat dispensing. Pharmacy contractors are responsible for ensuring pharmacists they employ are competent to provide the repeat dispensing service.

At each dispensing the pharmacist needs to establish that it is clinically appropriate to dispense the prescription.

NB: It is good practice not to pull down all issues at once. With EPSr2 subsequent issues need to be retained on the spine. This allows the prescribing clinician the ability to make changes to medication.

The terms of service are set out in Schedule 4 of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, Statutory Instrument number 349 – <http://www.legislation.gov.uk/ukxi/2013/349/contents/made>

11.Year end requirements

The following documents need to be forwarded to the Area Pharmacy team or details entered on PharmOutcomes. Please can you arrange to forward these as soon as possible.

Patient Held Information audit – enter results on PharmOutcomes

Please submit the following to Kath kathrynhughes2@nhs.net or fax or post

Patient questionnaire

MUR and NMS returns for January-March 2014 quarter. MUR template has been attached again as the copy has changed for Jan-Mar quarter. NMS template remains the same.

Annual review of Complaints

12.PSNC and LPC web sites

We have been informed that the above web sites are not working at present. Sorry but we cannot give you a timescale when they will be available. If you require any resources from the PSNC website, there is a list of a number of these which can be downloaded from tinyurl.com/psncresources

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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