

# Pharmacy Bulletin

12<sup>th</sup> February 2015

Welcome to this week's edition.

## **1. Get prepared for the national audit**

An English national audit of emergency supplies was agreed as part of the 2014/15 funding settlement. Pharmacy contractors must undertake the audit in one of two defined two week periods:

Period 1 – Monday 9 March to Sunday 22 March 2015 (inclusive) or

Period 2 – Monday 23 March to Sunday 5 April 2015 (inclusive)

In order to get a good range of results from pharmacies across the country, it is very important that there is a good spread of pharmacies undertaking the audit across the two periods. Your LPC is likely to issue guidance on this so please seek advice from them (or your head office if you are in a multiple pharmacy group) before selecting your audit period.

The aims of the audit are to understand: the reasons behind patients requesting/requiring an emergency supply; the reasons why an emergency supply was not provided (where that was the case); and the patient's subsequent course of action had an emergency supply not been provided.

This allows focus on a priority issue for the NHS, in this case the provision of urgent and emergency care, and it is hoped that positive data from it will help make the case for the commissioning of community pharmacy emergency supply services at NHS expense.

**Note: undertaking the audit is a contractual requirement. If a pharmacy does not undertake the audit it is a breach of their contractual responsibilities.**

The guidance and paperwork will be published by NHS England shortly, once it has been approved by their internal governance process. Once the audit data period is over, pharmacies should collate their results and then submit these to NHS England's online reporting system; details of how to do this will also be contained in the final audit paperwork.

Further information on the audit is available at [psnc.org.uk/nationalaudit](http://psnc.org.uk/nationalaudit).

## **2. Drug Safety Update**

The Drug Safety Update is essential reading for all healthcare professionals and contains news to inform the safe use of medicines (eg changes to prescribing instructions or safety warnings for specific medicines). Articles are published monthly on the Medicines and Healthcare products Regulatory Agency (MHRA) website.

Please check that you are signed up to receive Drug Safety Update monthly email alerts here:

<https://www.gov.uk/drug-safety-update/email-signup>

Drug Safety Update (<https://www.gov.uk/drug-safety-update>) is essential reading for all healthcare professionals, with the latest news to inform the safer use of medicines. It is published monthly by the MHRA (Medicines and Healthcare products Regulatory Agency). Please check that you are signed up or create a subscription via the link above.

### **3. NHS England Area Pharmacy team web site**

Please use the link <http://www.england.nhs.uk/south/dcis-at/pharmacies> to access any of the following documents you may need:-

- Cornwall pharmacies opening hours directory – version 5 January 2015. (*Will be uploaded shortly.*)
- Blank templates for NMS and MUR returns for each quarter of 2014-15
- Forms for requesting changes to Core or Supplementary hours
- Blank unplanned closure template (*please use to report to the Area Team if your pharmacy has to close suddenly*)
- Web links to the Devon and Cornwall Pharmaceutical Needs Assessments (PNAs)
- Significant Incident reporting form
- Serious Difficulty application form
- Contact Details February 15 (*Will be uploaded shortly*)
- Log for 100 hour pharmacies

### **4. Healthwatch Plymouth (for Plymouth pharmacies only)**

Healthwatch is a consumer champion for health and social care in England. Every voice counts when it comes to shaping the future of health and social care and improving it for today. Healthwatch Plymouth bring the voice and influence of local people to the development and delivery of local services.

We want people to feel that Healthwatch Plymouth belongs to and reflects their community. We are not part of the NHS, we are a not-for-profit independent organisation commissioned by Plymouth City Council and delivered by Colebrook South West Limited. Healthwatch Plymouth actively seek to hear from all sections of the community, especially from those who sometimes struggle to be heard and not just from those who shout the loudest. We then take those experiences to build a true picture of local services, sharing good practice and addressing areas of concern. We also encourage health and social care providers, regulators and planners to hear directly from the public themselves.

Healthwatch Plymouth have been consulting with members of the public since April 2013 and have to date, gathered 4182 pieces of evidence, where people have shared their experiences with us good or bad. 48% of the feedback received has been positive, 46% negative and 6% mixed. Additionally we have carried out a targeted piece of consultation in the various Outpatient Departments at Derriford Hospital, where over the course of two weeks we have gathered an additional 850 pieces of feedback.

Healthwatch Plymouth would very much like to increase our accessibility in health and social care service provider locations, through having a poster and our leaflets displayed in each GP surgery, dental practice, pharmacy, optician and health centre.

Healthwatch Plymouth are also keen to develop a rotational drop-in across a variety of health practices, increasing our accessibility both geographically and within health services.

Healthwatch Plymouth are currently launching a new system, that enables patients instantly and 24/7, to leave feedback about services they have accessed. We are sure that your health practice support encouraging members of the public to be involved in shaping local delivery of health and social care services and we would like you to display a Healthwatch Plymouth poster and leaflets and perhaps even be part of a rotational drop-in, please call us on **01752 202407** or email us at [info@healthwatchplymouth.co.uk](mailto:info@healthwatchplymouth.co.uk)

**5. Advanced Inhaler Technique training (details were attached to E-Communication of 29/1/15)**

If you would like to attend a training session please see the forms that were attached to the E-Communication of 29<sup>th</sup> January. North Devon's events will be held on 17<sup>th</sup> February and 10<sup>th</sup> March. Torbay's remaining event will be held on 23<sup>rd</sup> February. You don't have to be working or practicing in either North Devon or Torbay to attend. Further sessions are being planned in other Devon areas.

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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