

1. Controlled Drug newsletter

Please see latest Controlled Drug newsletter attached (Volume 1, Issue 6). **Please note changes to contact telephone numbers.**

2. We have moved!!!!

The Area Pharmacy Team have now moved to Saltash.

Our new address is:-

Peninsula House
Kingsmill Road
Tamar View Industrial Estate
Saltash PL12 6LE

Our E-mail addresses remain the same but our phone numbers and fax number have changed.

Previous telephone and fax numbers no longer exist so please make a note.

	E-mail	Telephone
Janet Newport	Janet.newport@nhs.net	01138248777
James Glanville	james.glanville1@nhs.net	01138248775
Sally Dutton	sally.dutton@nhs.net	01138248797
Kath Hughes	kathrynhughes2@nhs.net	01138248784
Stacey Burch	stacey.burch@nhs.net	01138248801
Reception		01752 679250
Fax		01752 841696

- Please remember to e-mail Kath for Enhanced service claims or requests for Enhanced service stationery.
Please send your URM and gluten free completed papers to the Saltash office address. Sally has just had a pile of papers delivered that have been on a very scenic route to the Department of Health in London and then the Prescribing team in Sedgemoor! Please ensure your monthly claim and paperwork reach us promptly otherwise this could delay your pharmacy in getting paid.
- Please remember to e-mail quarterly MUR and NMS returns, Patient questionnaires and Business Continuity Plans to Kath
- Please remember to e-mail Stacey with the number of scripts dispensed on Christmas Day, Boxing Day and New Year's Day if your pharmacy was open (form to be completed sent out previously by Stacey). Some pharmacies have still not sent in their returns.

3. Pharmacy error

We have been informed of an error which we would like to share with you.

A bottle of Risperidone (1mg/1ml) was supplied to a school from parents. Pharmacy label stated 100ml and no expiry date or details of 3 month shelf life. Label stated dispensed on 17.01.14. Bottle contained 30ml. The Pharmacy were phoned and locum Pharmacist confirmed that 30ml Risperidone had been decanted from a larger bottle. Larger bottle had an expiry date from unopened of 09/14. The bottle had been opened on 17.01.14 and expiry would be 3 months from that date. Parents have been notified.

Risperidone 1mg/ml is a special container so it should be dispensed in the original bottle in my view. I know GPs sometimes try to prescribe smaller quantities but we're paid for 100ml and unless the GP is adamant that he actually doesn't want that much supplied I'd always leave it in the original container.

4. Pharmacy Call to Action

We would just like to thank everyone who has made a contribution to the Call to Action campaign. The Area Team are in the process of collating responses for our written response . The film of the

campaign that you will be aware that we are making will be available for public viewing and will very shortly be uploaded to You Tube. More information to follow.

Remember it is still not too late for you and your team to have your say! Go to

<https://www.engage.england.nhs.uk/survey/7980adc7>

5. Pharmacy Directed Audit

In order to avoid any confusion that may arise regarding results from the audit that is running at this time, we would like to remind you that the only information that needs to be recorded on PharmOutcomes are final numbers and feedback of findings of the audit. The PharmOutcomes page will be available for pharmacies to complete after the 18th March 2014. Any queries please do not hesitate to contact the Area team.

6. CPAF Audit

We would like to inform pharmacies that we are currently in the process of contacting pharmacies that will be receiving a monitoring visit this year. Please note that we do not expect the visit to take any longer than two hours and are very happy for you to be supported by a representative from the Local Pharmaceutical Committee/Area Manager. As far as possible we will try to ensure that we can accommodate your preferred choice of date.