

Pharmacy Bulletin

16th October 2014

Weekly E-Communication for Pharmacies

Welcome to this week's edition.

1. Homecare Medicines Reminder

Their still appears to be issues experienced by patients receiving specialist hospital only medicines e.g. rheumatology anti-TNFs, MS drugs, etc. through homecare arrangements. All homecare patients have been made aware of the current situation with the supply of medicines via the homecare route and what action to take should a problem arise. However in the unlikely event that a patient approaches your pharmacy expressing concerns, please refer them to the appropriate trust pharmacy department.

For RCHT: Sarah Griffiths or Janine Pepper in the Pharmacy Purchasing Department on 01872 252592

For Derriford: Gemma Tamblyn or Kerry Edmundson in the pharmacy department on 01752 432275

For Torbay hospital pharmacy department: Stacey Muscott or Heidi Thompson on 01803 655316

For Northern Devon Healthcare Trust: 01271 322395 or 01271 322390

For Royal Devon and Exeter NHS Foundation Trust: Debbie Kearey on 01392 402411 or Darren van der Merwe on 01392 402469

We have also advised that GPs do not take clinical responsibility for prescribing these specialist drugs. Please refer to the Specialist Drugs Guideline available [here](#) for more information

2. We would like to share with you a significant incident relating to the collection of pharmaceutical waste in Cornwall

A waste operative arrived at the pharmacy and told the staff member he was responding to a request for an urgent collection. It was not someone the pharmacy recognised and was not from their usual waste collection service. Coincidentally the pharmacy had, the day before, requested an earlier waste collection from their usual waste contractor because they were getting close to full capacity. This confused the matter and the operative gained entry after having his identity checked by the pharmacy.

Having been shown through to the waste collection area the operative proceeded to force open the sealed waste bin (bins in Cornwall are hermetically sealed) and cut open his hand while attempting to open. The operative had a yellow bag and was attempting to decant the medicines and other packaging to their respective bags (which as you would be aware alters the consignment nature of the medicines from POMs to Chemical, which requires different handling/consignment/disposal requirements).

All of this occurred at the protest of the pharmacy member who quite correctly stated to the operative that POMs should remain in the sealed bin and only be disposed of via incineration.

Under the circumstances the pharmacy demonstrated how vigilant they had been and tried to take steps to look into the issues. Should a situation like this occur again we would like you to consider the following points;

- Never let anyone tamper with your pharmaceutical waste
- If you have any concerns regarding the identity of the waste collector/or company then please check their identity by telephoning the office of your usual waste collector
- Please note that “normal” (patient returns) pharmaceutical waste will only be collected by PHS operatives in Devon and Peake operatives in Cornwall
- Any problems with your usual collection service should be shared with the Area Team
- Incidents such as the one reported would be classed as a significant incident and as a consequence we would expect to be reported to the Area Team using the Area Team’s reporting process

3. Important: information re changes to Just in Case Bags (JICB)

Message from Carol Gray: Strategic Lead for Palliative & End of Life Care, Torbay & Southern Devon Healthcare Trust, 15 Church St Paignton Devon TQ3 3AG notifying important changes to JICB.

A tamper proof label / sticker will now be added to all newly requested JICB. (The label/sticker will be inside the JICB). The reason for this change is that there has been a considerable number of incidents reported suggesting JICB are being opened by many to check the contents.

Following the dispensing of the JICB, could you please document on the label/sticker the following:

- : Prescribed medications in bag
- : Number of Amps
- : Dose
- : Name of Pharmacist
- : Date
- : Bag expires on

When the JICB is dispensed and sealed could you please fix the completed label/sticker over the seal to the outside of the JICB.

Thank you for your co-operation in this matter.

If there are any questions re the changes or re JICB in general, please don't hesitate to contact Carol on 01803 547190 or Mobile: 07919396488 or Email: Carol.gray4@nhs.net

4. "Western" Locality Pharmacies only (those facing Derriford) – (document attached)

Please find attached NEW Devon CCGs invite to the Winter Pressures re-launch event on 21st October. This is open to all pharmacy staff in the "Western" locality and we would encourage all to attend including pharmacy staff who attended the event last year. A hot buffet will be provided. Please confirm your attendance as mentioned on the attached leaflet. Thank you to all who have responded already. Please note that Cornwall pharmacies are not included in the Winter Ailment scheme this year.

5. Please note: Changes for Local Enhanced Service submissions (Cornwall Pharmacies only)

Just a reminder. Please ensure that your claims for Gluten Free, Minor Ailments and Emergency Repeat supply (URM) up to and including September are e-mailed to the Area Pharmacy team england.pharmacydevonandcornwall@nhs.net by 31st October at the latest to ensure these are processed by the Area Pharmacy team.

Details of where to send claims from October onwards will follow shortly. Please keep an eye on the weekly E-Communication for more information....

The Contracts are in the process of being updated and will be sent out shortly. Any queries in relation to the content of the contract please contact:

Sarah Thompson – Contract Lead. Telephone: 01726 627985. Email: Sarah.Thompson8@nhs.net

URM pads

If you need to order URM pads please note that you will now have to contact Kernow CCG rather than the Area Team as we no longer hold supplies. Contact details below:-
E-mail kccg.prescribing@nhs.net or Tel: 01726 627953 or Fax: 01726 627518

6. NHS England Area Pharmacy team web site

We apologise if you experienced difficulty accessing our web site using the link in last week's E-Communication.

We have revised the link <http://www.england.nhs.uk/south/dcis-at.pharmacies/> and this will give you access any of the following documents you may need:-

- Cornwall pharmacies opening hours directory
- MUR guidance
- 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)

We will advise you of further documents that have been added to our web site via the weekly E-Communication. So please watch this space.....

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

Janet, James, Sally, Kath & Stacey

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