

Pharmacy Bulletin

19th February 2015

Welcome to this week's edition.

1. Year-end clinical governance requirements

Every year there are a number of things which pharmacies must complete as part of the clinical governance requirements of the contract:

- **Information Governance Toolkit – by 31 March:** all pharmacies need to complete the toolkit, which provides assurance to the NHS that patient information and other sensitive data is being used and protected properly. The toolkit can be accessed at www.igt.hscic.gov.uk and all pharmacies should complete it by **31 March 2015**. Pharmacies which are part of multiples should check with their Head Office to find out if central arrangements are being made for the completion of the toolkit. Further information about information governance and the toolkit is available on the PSNC website at www.psn.org.uk/ig
- **Community Pharmacy Patient Questionnaire – by 1 May:** all pharmacies have to conduct a Patient Questionnaire during the period 1 April 2014 to 31 March 2015 using the national template (further details are available on the PSNC website at www.psn.org.uk/cppq). Once the survey is completed and analysed, the pharmacy needs to publish the results by means of a leaflet or poster in the pharmacy, or via its own or the NHS Choices website. If your pharmacy publishes your results as a leaflet or poster in the pharmacy, please send a copy of that leaflet or poster to the Area Team by 1 May; if you are publishing the results on your website or on NHS Choices, please send an email us with a link to the webpage where it can be found.
- **Pharmacy Audit topic – by 1 May:** As well as the national audit (details above), every pharmacy must also undertake, during the period 1 April 2014 to 31 March 2015, an audit on a topic it has chosen. Please can you provide us with confirmation that you have undertaken an audit during 2014/15, and let us know what the subject of the audit was, by 1 May.
- **Annual Complaints Return – by 1 May:** Every pharmacy must send an annual report on complaints for the period 1 April 2014 to 31 March 2015 to NHS England. Please send us your report by 1 May. Further details can be found at www.psn.org.uk/nhscomplaints

Changes to the Pharmacy Contract

Following the announcement last autumn, the agreed changes to the community pharmacy contractual framework are being introduced in stages. The first changes are:

- **Repeat Dispensing** – with effect from 1 March 2015, pharmacies must give advice about the benefits of the repeat dispensing service to patients with long-term, stable conditions who require regular medicines and whose condition is unlikely to change in the short to medium term. This advice could be:
 - verbally explaining repeat dispensing and its benefits to patients
 - providing patients with a leaflet describing the service when they are collecting a prescription
 - encouraging the patient to talk to their GP about repeat dispensing
- **National audit topic** – this year, for the first time, all community pharmacies in England will undertake an audit on the same topic. It will be on the urgent supply of medicines and the aim is to understand:
 - the reasons behind patients requesting/requiring an emergency supply
 - the patient's subsequent course of action had an emergency supply not been provided
 - where an emergency supply is not provided, the reasons why.

The paperwork for the audit is currently being finalised and a website is being set up for pharmacies to report their audit data. More details will follow soon.

The audit will be undertaken in two periods during March and April 2015:

- Period 1 – Monday 9 March to Sunday 22 March (inclusive)
- Period 2 – Monday 23 March to Sunday 5 April (inclusive).

Pharmacies can choose in which of the defined two week periods they wish to undertake the audit, but we understand that PSNC is asking multiple pharmacy companies and Local Pharmaceutical Committees to try to ensure an even spread of pharmacies across the two periods. So please look out for information about over which period you should undertake the audit.

More information is available on the PSNC website at www.psn.org.uk/nationalaudit.

Other changes that will be made to the contractual framework in the coming month or two (but implementation dates not yet confirmed) are:

- A focus on increasing the number of patient safety incidents reported by community pharmacies to the National Reporting and Learning Service. Reports submitted will have to identify the pharmacy making the report.
- The percentage of MURs to be carried out on patients in a target group will increase to 70%. A new target group is to be added – patients at risk of, or diagnosed with, cardiovascular disease and regularly prescribed four medicines.

Medicines Use Reviews – 400 per year limit

Please remember that a pharmacy can only provide 400 MURs in a financial year (1 April to 31 March), or 200 if the pharmacy opened or changed ownership after 1 October. If you carry out more than the maximum permitted number of 400 MURs you will receive payment for them automatically, but NHS England will subsequently reclaim money from the pharmacy for the extra MURs carried out.

2. Easter Rotas – please check

The draft Easter rotas were circulated by e-mail last week. These show opening times for the 4 days over Easter, ie Good Friday, Saturday, Easter Day and Easter Monday. If you notice that your pharmacy's entry is not correct please let Sally know by **Tuesday 24th February**. sally.dutton@nhs.net The rotas will then be widely circulated to hospitals, out of hours service, GP practices, the media, Dental practices, etc. so that they can inform patients accordingly.

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.
- 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
- Log for 100 hour pharmacies

4. 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 29th January.

- North Devon's remaining event will be held on 10th March.
- Torbay's remaining event will be held on 23rd February. If pharmacy staff from any area would like to attend the training in Torbay, but haven't managed to attend either of the sessions so far, then please register your interest via medicinesoptimisation.sdtccg@nhs.net If sufficient interest is received they plan to run other events soon, and in the autumn.

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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