

# Pharmacy Bulletin

2<sup>nd</sup> October 2014

## Weekly E-Communication for Pharmacies

Welcome to this week's edition.

### **1. Field Safety Notices (document attached)**

Please see the attached document highlighting the importance of responding to Field Safety Notices (FSN's) issued by Manufacturers, as delays in acting on FSNs can compromise patient safety.

The Medicines & Healthcare Products Regulatory Agency (MHRA) is aware that FSNs sent by manufacturers are not always cascaded in an effective and timely manner to the relevant people that need to be aware of the reported problem and for the required actions to be carried out. MHRA often has to issue Medical Device Alerts (MDAs) reminding users about manufacturers' FSNs where there is insufficient feedback that it has reached the appropriate people and been acted upon.

### **2. Waste collection**

Please note that we have received a report that a pharmacy receiving waste collection services from the PHS Group was given an invoice requesting payment for the collection. We would like to advise any pharmacy receiving an invoice to send it direct to the Area Team in order for us to take up the matter with the company. NHS England are responsible for paying for this service on behalf of Pharmacies. If any contractor is experiencing any issues with collection of waste then can they please contact the Pharmacy team to discuss. We would like to take this opportunity to remind Pharmacies of your obligation to accept unwanted medicines returned by a customer. The pharmacy is required, by NHS England, to sort returned waste into solids (including ampoules and vials), liquids and aerosol. Pharmacies should not accept returned sharps (Pharmacies taking part in Needle Exchange schemes need to follow their service specification for this service). Returned medications must be accepted from individuals and residential homes. Please note that waste should not be accepted from nursing homes that are required to have in place their own waste collection arrangements. Will pharmacies also kindly note that NHS England are not responsible for collecting out of date stock. Pharmacies should have in place their own contract to deal with this type of waste. Please will pharmacies ensure that tablets and capsules are removed from packaging before putting into waste bins.

### **3. Please note: Changes for Local Enhanced Service submissions (Cornwall Pharmacies only)**

Just a reminder. As mentioned in last week's E-Communication 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](mailto:england.pharmacydevonandcornwall@nhs.net) by 31<sup>st</sup> October at the latest to ensure these are processed by the Area Pharmacy team.

Kernow CCG Prescribing team are taking back the administration of the Enhanced Services from 1<sup>st</sup> October and have decided not to use PharmOutcomes for these claims at present. Please watch further E-Communications for details as to how and where to submit your October claims.

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

We are now in the process of adding documents to the NHS England web site for all Devon, Cornwall & Isles of Scilly Community Pharmacies. 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
- 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.....

### **5. "Western" Locality Pharmacies only (those facing Derriford) – (document attached)**

Please find attached NEW Devon CCGs invite to the Winter Pressures re-launch event on 21<sup>st</sup> 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.

### **6. Please help us to find you!**

Despite our previous requests we are still receiving e-mails that don't show which pharmacy you are from. Often we get e-mails from an individual with no address details or we receive an e-mail with an attachment which just says Boots, Day Lewis or independent pharmacy name and we have to open up the document to try and see which actual pharmacy it is from. Even then sometimes there is no address mentioned. This is very time consuming and we would be very grateful if you could add to your covering e-mail - your name, pharmacy name and town name. Thank you if you are already doing this.

## **7. Pharmacy Collection Service**

This article was reported from a Cornwall pharmacy but would apply to all Cornwall & Devon pharmacies -

Would pharmacy staff please ensure that when collecting and transporting prescriptions from surgery to pharmacy as part of any Pharmacy Collection Service, they carry/transport the Prescriptions in a secure sealed bag. There have been one or two incidents where the person collecting the prescriptions has left the surgery and walked down the road with a bunch of scripts in their hand. This is in breach of Data Protection and the secure handling of patient information.

## **8. Antibiotic Guardians- Making better use of antibiotics**

As part of European Antibiotic Awareness Day (18th November) Public Health England, in collaboration with the Department of Health, has developed an Antibiotic Guardian website. It asks pharmacists and other health professionals, as well as the public to make a pledge about making better use of antibiotics and help save these vital medicines from becoming obsolete.

Available at this web address: <http://antibioticguardian.com/>

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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