

# Pharmacy Bulletin

2 October 2015

Welcome to this week's edition of the South (South West) Pharmacy Bulletin.

## **1. Pharmacy Health Promotion Campaign “Stoptober 2015”. Campaign to run from 1<sup>st</sup> – 31<sup>st</sup> October (two attachments)**

Stoptober is the UK's biggest stop smoking challenge! On the 1 October, smokers up and down the country will pledge to quit together for the month of October. There will be loads of support to help them succeed. This year the start of Stoptober coincides with new legislation in England and Wales making it illegal to smoke in a car with someone under the age of 18 present. Regulations, designed to protect children from the dangers of second-hand smoke, will come into effect on 1 October. In order to comply with this legislation many people will be looking for external support to help them quit.

All pharmacies should have received a health promotion package to support our second Public Health Campaign (as part of your contractual requirements). **The pack is marked Pharmacy Manager (Stoptober pack)**. Packs will only be sent to pharmacies who haven't already ordered one, but those who have already ordered a pack can order additional resources from the pharmacy order line if they have run out of resources and would like more. A briefing note and an evaluation form that will need to be completed are attached.

## **2. Pharmacy Health Promotion Campaign “Breast Cancer in women over 70” – please respond by 16<sup>th</sup> October**

Thank you to all those pharmacies who have already returned the evaluation form in respect of the above campaign. We have given an extension to our original response date of early September so please can you ensure that your completed evaluation form (blank copy attached) reaches us by **Friday 16<sup>th</sup> October, at the latest**.

**As this is a contractual requirement if we do not receive an evaluation form from your pharmacy by this date then a breach notice will be issued.**

## **3. Flu service – data capture**

We have been receiving some enquiries regarding data capture requirements for the Flu Service and in order to avoid any confusion we would like to point out that there is an expectation for **all Pharmacies** to use **PharmOutcomes** to capture details of those people you have given the flu jab to.

This confidential patient information has to be transferred securely to the patient's GP and PharmOutcomes will help to facilitate this process in a timely and secure way. Please note that email address for GP practices who have secure NHS email addresses has now been shared with

PharmOutcomes. If a practice does not have a NHS email then pharmacies will need to take alternative action to ensure that the information is shared within 24 hours.

Please note we have received a complaint from a GP practice that they were not informed in a timely way and were only notified 11 days after the giving of a flu jab. This is not acceptable and pharmacies who do not adhere to the SLA will have their right to take part in this service revoked if this becomes a problem.

If you have any questions or concerns then please contact ;  
Pharmacy Team: 0113 824 8784  
Richard Brown Avon LPC: 07725 887883  
Matt Harvey Somerset LPC : 07792 367038  
Sue Taylor Sue Taylor Devon LPC: 01392 834022  
Phillip Yelling Cornwall and Isles of Scilly LPC: 07734056305

#### **4. ETP allowance claims**

Please ensure that if your pharmacy has started providing an EPS service (being a new pharmacy) or that the pharmacy has changed ownership (and hence changed F codes) that the ETP monthly allowance claim form is submitted by the end of the month that the changes took place. Please send the completed form (which can be found on the PSNC web site) to our generic mail box [england.pharmacydevonandcornwall@nhs.net](mailto:england.pharmacydevonandcornwall@nhs.net) so that we can ensure a monthly payment fee is set up. If forms are late in reaching the pharmacy team then please note that we are unable to make retrospective payments.

#### **5. Smartcard security breaches**

Message below is from Barry Mitchelmore & Gail Irvine, Senior RA Agent & RA Manager, Delt Shared Services, Newcourt House, Old Rydon Lane, Exeter EX2 7JU  
Email: [d-ccg.raenquiries@nhs.net](mailto:d-ccg.raenquiries@nhs.net)

It has come to our attention that stores are writing the PIN numbers on their Smartcards and users are sharing their Smartcards in a number of different locations. This isn't acceptable under any circumstances. We thought it important and only fair to bring this to your attention. We are reluctant to start revoking users cards as we are very aware of the impact that revocation of Smartcards would have on your business with regards to EPS and moving forward. Therefore we would be very grateful for your assistance to help tighten things up a little please. This will ensure that we can support you with future Smartcard initiatives in the confidence that staff are using their Smartcards as per their T&Cs, whilst they understand the consequences of not doing so. It probably doesn't even occur to most users that Smartcards actually fall under the remit of the Computer Misuse Act which can result in a jail sentence, as somebody in the NHS unfortunately found out a few years ago.

**Below is the link to our newsletter that has been sent to a number of stores already, but we would be grateful if you could please circulate this and place this in a prominent position in the pharmacy for staff to read. The newsletter explains the do's and don'ts of using Smartcards, as well as how to contact us if they have any problems.**

We would also be grateful if you could please confirm that your staff are able to access the webpage <https://portal.national.ncrs.nhs.uk> that allows them to change the PINs on their Smartcards, as per the T&Cs under which their Smartcards were issued.

If there are any users out there who have written their PINs on their Smartcards then we would be grateful if you could ask them to contact us for replacements so that they can start afresh, an amnesty if you will. If, however, we come across Smartcards in pharmacies with PINs written on them or are being shared then unfortunately we will need to escalate these cases to the National Access control team at HSCIC. This would quite likely result in revocation of the users Smartcard.

If you feel that there is anything that we can do to assist you in this or any other aspect of Smartcards or know of staff who need registering for Smartcards then please let us know and we will do our best to accommodate you. Making sure that all users who need cards have them is definitely the best way to cut down on Smartcard sharing.

[\\*\\*\\*Click here for the Latest RA Smartcard Guidance \\*\\*\\*](#)

## **6. Vaccine update**

Please use link to view latest copy <https://www.gov.uk/government/publications/vaccine-update-issue-233-september-2015>

## **7. Pharmacy First**

Just a reminder that the Pharmacy First Services commissioned across New Devon CCG and South Devon and Torbay CCG are being commissioned until the end of March 2016.

If you have any articles you would like us to include in the weekly E-Communication then please send to either generic mail box – details below.

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The web site is now entitled "NHS England South (South West) Community pharmacy" and can be found using this link: <http://www.england.nhs.uk/south/pharm-info/dcis-pharm/>  
 Currently documents shown on the web site are mainly for Devon and Cornwall pharmacies but we will be updating these shortly to cover the whole of the south west.

Available documents are Cornwall pharmacies opening hours directory; Devon pharmacies opening hours directories; MUR guidance and Prem2d application forms; Blank templates for NMS and MUR returns including April-June 15 quarter; Forms for requesting changes to Core or Supplementary hours; Blank unplanned closure form; links to the Devon and Cornwall Pharmaceutical Needs Assessments (PNAs); Significant Incident reporting form; Serious Difficulty application form; Contact Details and log for 100 hour pharmacies.