

1. Pharmacy Directed Audit

We apologise that there has been a lot of confusion regarding the information that needs to be recorded on PharmOutcomes. The reporting form on PharmOutcomes has been revised which mirrors the tally sheets. When you are ready to complete the form (the audit must run for 4 weeks) you will find the form Under Audit 2013/14, then click on the link which says Patient Held Information. For most of the answers all you need to enter is the total number of patients to answer each question- no individual details are needed. It would be very helpful also if you could kindly complete the three learning points. If your pharmacy has already completed this return by using the previous form that was on PharmOutcomes please note you do not have to complete the new version.

2. Smartcards for Cornwall pharmacies

Once again please can we remind you that the Kernow Prescribing team no longer has any responsibility for managing smartcards. This includes new applications, changes in sessions roles and unblocking of cards. All smartcard queries must be sent to Sharon Fidock on 01872 254578 or 07920768110 or e-mail sharon.fidock@cornwall.nhs.uk

Please note that **Amanda Pell no longer deals with smartcards** and does not have a work mobile number.

3. Chlamydia screening training for Devon pharmacies

Chlamydia screening training will be held on the 8th May at Boots 251 High Street, Exeter, Devon, EX4 3QD 7pm for 7.30pm start. If you would like to attend please complete the attached form.

4. Fire hazard with paraffin based skin products

Reminder In 2007, the National Patient Safety Agency issued a Rapid Response Report alerting all healthcare staff to the potential fire hazard associated with the use of paraffin based skin products. General advice and links to the NPSA information for healthcare staff and patients can be found via the Cornwall Joint Formulary (Chapter 13.2):

<https://www.eclipsesolutions.org/Cornwall/info.aspx?sectionid=64>.

Patients should be provided with safety advice on the first occasion that products containing high proportions of paraffin are prescribed, dispensed or administered by a healthcare professional and a record made. Checks should be made on subsequent occasions that the advice has been understood and smokers offered practical help and support to stop smoking.

5. Enhanced service claims (for Cornwall pharmacies only)

Please note that this service has fully transferred to the Area Team so please do not send any claims or requests for stationery items to The Prescribing Team at Kernow CCG.

Please use the attached spreadsheet to complete your claim for March 2014 in respect of Minor Ailments Scheme, Urgent Repeat Medicines (URM) and Gluten Free Scheme completing all boxes to show details of the Gluten Free products or medicines supplied. Please ensure all claims are submitted to kathrynhughes2@nhs.net and any completed forms/gluten free cards sent to the Area Team. (the contact address is at the bottom of this e-mail).

6. Not enough postage paid!

Once again we are receiving post where the postage has been underpaid. Please ensure that you are adding enough postage otherwise this could delay in documents and claims reaching us promptly.

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

Devon, Cornwall and Isles of Scilly area team – Pharmacy NHS England Peninsula House Kingsmill Road Tamar View Industrial Estate Saltash PL12 6LE

	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