

Pharmacy Bulletin

23rd October 2014

Weekly E-Communication for Pharmacies

Welcome to this week's edition.

1. Stock-piling of drugs

Concerns have been raised regarding the processing of repeat prescriptions at Pharmacies and the resulting stock-piling of drugs for some patients. Please can you make sure that you ask patients to ascertain exactly what will be required the following month and make sure that they do not request drugs that have been discontinued, or changed some time back, as well as requesting repeat medication that is available on repeat for that patient, but which they do not require that month.

One recent case was raised via a patient complaint. A daughter, who cares for her elderly parents specifically requested that repeat medication prescriptions were no longer sent to the pharmacy but should be collected from their GP surgery. However, the pharmacy sent repeat medication requests containing a variety of medications for both patients to the GP surgery one month after the changes were arranged. The scripts contained a drug that had been changed to a different drug, one that had been stopped by the GP surgery and worst of all many items that were not required by both patients. When the pharmacy was asked why this happened they confirmed that they do not ask the patient what they require, they just assume that they'll need everything each month based on the dosage and quantities usually prescribed.

Please can we encourage pharmacies to think about this before dispensing and so help to reduce wastage.

2. Local Commissioned Services (Cornwall Pharmacies only)

Please send October 2014 claims (claim form attached) for Gluten Free, Minor Ailments and Emergency Repeat Supply to kccg.pharmacyclaims@nhs.net

Could you please title the email "Invoice October 14" so they can be easily identified. Could you also submit these by 6th November 2014 as new processes need to be put in place to ensure prompt payments. We wish to ensure pharmacy payments are done in a timely manner.

3. NHS mail

If your pharmacy would like an nhs.net e-mail address or personal email account then please can you send an e-mail to our generic mail box england.pharmacydevonandcornwall@nhs.net

with the following information:-

Name of the person who will be responsible for the nhs.net In box or person, Pharmacy address and a contact telephone number.

Your information along with any other requests we receive from other pharmacies will then be submitted to the IT team. Please allow time for this to take place. You will then need to contact Stacey on 01138248801 or Kath on 01138248784 who will provide you with the information required by Cornwall IT team to be able to activate your NHS.net email account.

4. Duty of Candour

Please use the link http://www.chemistanddruggist.co.uk/news-content/-/article_display_list/19314768/ to read this article.

5. 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. **Please note revised version from October 2014 to be added shortly.**
- 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)

Further documents to be added shortly are:-

Significant Incident reporting form

Serious Difficulty application form

6. Urgent Notice from Cornwall Council for Cornwall pharmacies only

We should like to remind all Pharmacy Managers that you are responsible for ensuring **ALL** staff who provide any **Public Health Services such as EHC and Needle Exchange**, are not only fully accredited, but have completed the necessary PGD paperwork. Given that it is impossible for us to be aware of which Pharmacist is where at any given time, this applies to not only permanent Pharmacists but also to Locum Pharmacists. Failure to supply ALL PGD Paperwork will strongly affect all future claims that are submitted to us and may result in non-payment of services you have provided. We are currently undergoing an internal audit of Pharmacy Contracts which will highlight those pharmacies that have yet to send in the appropriate 2014/2015 PGD paperwork. If you are unsure as to whether or not you have sent in your paperwork, please email paulene.proctor@cornwall.nhs.uk or telephone: 01752 315027 to safeguard all future claims and payments.

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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