

Pharmacy Bulletin

26th March 2015

Welcome to this week's edition.

1. Telephone MURs

As mentioned in the MUR guidance on our web site <http://www.england.nhs.uk/south/dcis-at/pharmacies> under section 6.4 Telephone MURs will only be approved by NHS England in rare exceptional cases on a case by case basis. We have been receiving several enquiries but must stress that it is preferable for patients to be seen face to face. You should find an application form (revised Prem2d) on our web site shortly. Please ensure that a completed requested form has been approved before undertaking a telephone MUR and also ensure that a signed consent form has been obtained from the patient before requesting permission from NHS England. For clarity a definition of a housebound patient would be a person who receives home visits from their GP.

2. Unplanned closures (copy attached)

We have revised the Unplanned Closures form and added this to our web site <http://www.england.nhs.uk/south/dcis-at/pharmacies> Please complete this updated form if your pharmacy experiences an unplanned closure. As you will see we require further information so that we can see the factors that have caused the unplanned closure and that a business continuity plan is in place which **has been** followed – especially if the regular pharmacist/pharmacy manager is not on site. Please note that all unplanned closure will be reviewed and recorded.

3. Easter rotas (revised copies attached)

We would like to thank all those pharmacies that are working over the Easter period. The Easter rotas have been circulated and are available on our web site <http://www.england.nhs.uk/south/dcis-at/pharmacies> However there are slight changes to opening hours as follows:-

Boots, St Ives – Easter Saturday open 0830-1900

Boots, Exebridges, Exeter – Easter Sunday from 1700-1800

Tesco, Cullompton Good Friday 9.00-18.00, Easter Saturday 7.00-23.00, Easter Monday 9.00-18.00

Pharmacies now signed up to provide Minor Ailments:

In Plymouth – Boots in Drake Circus, Plymstock and Ivybridge; Co-op in Torrridge Way, Stoke, Keyham and The Ridgeway; Mount Wise pharmacy; and Day Lewis in Ivybridge

Pharmacy now signed up to provide Emergency supply – Morrisons, Plymouth

The rota sheets therefore for Cornwall, Exeter, Mid Devon, Plymouth and South Hams & West Devon have been updated with the above amendments and will be available on our web site as soon as possible.

Please ensure that you display the most suitable rota/s so that patients are aware of where to obtain medicines over the Easter period. Also please ensure that if your pharmacy has shutters across the windows that the rota is still visible.

If your pharmacy is open on Good Friday, Easter Sunday or Easter Monday please complete the form that was e-mailed on 24th March to show the number of prescriptions dispensed on that particular day. Please return completed forms to our generic mail box england.pharmacydevonandcornwall@nhs.net by Friday 30th April 2015. There is no need to complete this form for Saturday 4th April.

4. National audit: Emergency supply of medicines

The National Audit guidance and paperwork is available on the PSNC web site. Please use the link <http://psnc.org.uk/our-news/new-dates-for-national-audit> for further details.

The dates for undertaking the audit are as follows:-

Period 1 – 23rd March to 5th April 2015 (inclusive)

Period 2 – 6th April to 19th April 2015 (inclusive)

If you have not already started the audit you will need to complete under Period 2. This is a contractual requirement and pharmacy contractors must undertake the audit in one of two above defined two week periods. **Please note if you find you have a zero return a zero return must still be submitted.** Non returns will be monitored centrally and will be followed up.

5. NEW Devon CCG & South Devon & Torbay CCG Pharmacy First services – extension to 30/6/15

NEW Devon CCG and South Devon & Torbay CCG pharmacies that have signed up for Winter Ailments, Minor Ailments and Emergency Supply will be pleased to hear that there has been an extension for these services to 30/6/15. A confirmation letter giving further details will be sent shortly which will not require any actions on your part other than simply attaching to your original paperwork. Please can you ensure that these services are available to patients particularly over the Easter period. More information is available on the LPC website or by phoning the pharmacy team.

6. Disposal of unwanted medicines

We have heard reports of patients being directed to community pharmacies to dispose of used needles or sharps used, e.g. for insulin, Fragmin etc.

Locally disposal of needles and sharps does not form part of the NHSE pharmaceutical waste collection service and patients should be given the number of the local environmental health department to arrange collection. Essential service 3 'Disposal of Unwanted Drugs' does not impose an obligation on pharmacies to accept sharps (the needle and syringe programmes are a locally commissioned service). Before accepting patients own sharps, pharmacy contractors should ensure that they have their own suitable waste arrangements in place for their disposal.

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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Please use web site link: <http://www.england.nhs.uk/south/dcis-at/pharmacies> for Easter rotas; Cornwall pharmacies opening hours directory; Blank templates for NMS and MUR returns; 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.

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