

National Community Pharmacy Call to Action

The Call to Action pharmacist event in Lanhydrock on Monday night was a real success; it was attended by over 60 pharmacy staff and the key speakers gave thought provoking presentations. The table top discussions provided stimulating debate and a wide range of feedback was delivered from both the tables and in the 'sound byte booth'.

The Area Teams response to the Pharmacy Call to Action will be in the form of a short film and a report which will be made widely available. We are in the process of capturing feedback from a range of pharmacy staff, key stakeholders such as GPs and Nurses and a range of organisations including Healthwatch, Clinical Commissioning Groups, Local Authority, Public Health Teams, Health and Wellbeing Boards, amongst others.

We will also be out visiting and phoning pharmacies to chat to teams about the Call To Action campaign, if you would like us to contact you simply get in touch.

It is not too late for you to have your say, remember you can provide feedback via our generic e-mail address: england.pharmacydevonandcornwall@nhs.net. We would really like to encourage you to get involved.

Information available:

There is a range of information available and the opportunity to comment on the contents of this document.

Please use link <http://www.england.nhs.uk/ourwork/qual-clin-lead/calltoaction/pharm-cta/>

We would also recommend that you take a look at the PSNC website for further information

http://psnc.org.uk/wp-content/uploads/2013/10/01_CPN_0114_V8.pdf

We would also be very happy to receive any feedback on the call to action questions via our generic e-mail address: england.pharmacydevonandcornwall@nhs.net

2. We're on the move << OLE Object: Picture (Enhanced Metafile) >>

The Area Pharmacy team will be moving from Plymouth to join other NHS England colleagues in Saltash from 7th March. Please see our new address below. We will advise you of our new contact telephone numbers and new fax number in next week's E-Communication. All e-mail addresses will remain the same.

3. Prescription Direction

The Area Team have been receiving reports of problems regarding prescription direction. The NHS Constitution includes the requirement that a patient, dispensing or non-dispensing, is entitled to be involved in every decision taken about their healthcare, and this would include taking decisions about where they want their prescriptions to be dispensed. In addition, forwarding a prescription to a particular pharmacy without the patient's consent will breach the patient's right to confidentiality.

If a patient's prescription has been taken to, or sent directly to a pharmacy without that patient's explicit consent, thereby inappropriately disclosing sensitive personal information, then this is likely to be viewed extremely seriously by the Information Commissioner if a complaint is made.

Prescription direction can in some cases be intentional, but also, healthcare professionals should be alert to the potential for even casual comments to be given more weight by patients than is intended.

GMC guidance in particular advises that doctors should not try to influence the choice of pharmacy, but to also ensure through their actions or comments, not to be seen as endorsing the services of a particular pharmacy. If you believe that this is happening and are prepared to share full details with the Area Team we will be happy to look into concerns.

4. Clinical audit pharmacy 2013-14: Audit of patient-held information

As advised in the Audit letter this audit should have started on 17th February for 4 weeks. If your pharmacy did not start the audit on this date it is acceptable to start the Audit on a different date. This is providing the audit runs for 4 weeks and is completed by the end of March.

5. Enhanced service claims (for Cornwall pharmacies only)

Please use the spreadsheet below to complete your claim for February 2014 in respect of Minor Ailments Scheme, Urgent Repeat Medicines (URM) and Gluten Free Scheme.

<< File: NHS England pharmacy master claim February 2014 - blank.xls >>

Please note: Gluten free products should be used to provide a healthy balanced diet. Items like pre-prepared meals, cakes, cake mixes and biscuits are not routinely allowed. We are finding that some of these items are being supplied.

Please ensure all claims are submitted to kathrynhughes2@nhs.net and any completed forms/gluten free cards sent to the Area Team. Take care when you are sending in completed forms or cards that the contact address is used from the bottom of this e-mail!

6. Easter and May Bank Holiday rotas

Rotas were e-mailed to all pharmacies asking them to check that their details for opening / closing times. These rotas will be distributed on Monday 3rd March so please ensure that you have contacted Sally Dutton sally.dutton@nhs.net if your pharmacy listing appears to be incorrect.

7. Difficulty in reading documents we e-mail you?

It seems that some pharmacies have difficulties reading, saving or printing any word or excel documents we e-mail. Please can you let Sally know sally.dutton@nhs.net if you experience difficulties so that we can try and set up a different method of getting documents to you. It might be that you can't read one version of word but can read another and we need to make a note of this.

8. Cornwall Public Health EHC, Needle Exchange and IBA claims

All 2013/14 claims must be submitted by mid April in order for budget shutdown on 30th April. No payments for 2013/14 will be paid after this date. Please ensure you send all invoices to Jo.Hardwick@cornwall.nhs.uk or invoices@cornwall.gov.uk by Monday 14th April.

9. Vaccine update

For latest copy please use this link <https://www.gov.uk/government/publications/vaccine-update-issue-212-february-2014>

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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From 7th March 2014

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