

Pharmacy Bulletin

28th August 2014

Weekly E-Communication for Pharmacies

Welcome to this week's edition.

1. Public Health Campaign – “Be clear on Skin Cancer”

This campaign has now finished. We have received very few returns so please can we remind pharmacies that we need the “30 second Feedback form” that patients have completed returned to us as soon as possible (address at the end of this E-Communication). Please remember to include your pharmacy name and address so that we know the forms came from you.

HCP research following BCOC pilot

As part of the Be Clear on Cancer skin pilot campaign, Public Health England has commissioned research to assess the impact of the campaign. The work involves ResearchWorks conducting qualitative research comprising in-depth face-to-face interviews with a small sample of Pharmacists, GPs and Dermatologists in w/c 1 September.

ResearchWorks will be in touch. Your participation is optional and all responses will be treated confidentially as ResearchWorks work within the Market Research Society's code of conduct. If you have any questions about this work, please contact Christine Roberts at PHE on 020 7972 5270 or at Christine.Roberts@phe.gov.uk.

2. Contractual Requirement

Please can we ask you to ensure that every member of staff who has responsibility for advising patients on completing form FP10 is fully acquainted with who is exempt from paying prescription charges. As a pharmacist or member of pharmacy staff you are required to ask patients if they have evidence to support their claim for exemption from prescription charges. We are aware that spot checks undertaken by the counter fraud agency are finding more and more patients making fraudulent claims.

Pharmacists and their staff are required under Paragraph 7(3) of their Terms of Service (see Schedule 4 Part 2 of the NHS (Pharmaceutical Services) Regulations 2005) to ask a person presenting a prescription form whether they have evidence to support their claim to exemption from prescription charges. Paragraph 5(a) of the Doctors' Terms of Service in Schedule 1 Part 3 of the regulations places a similar requirement on dispensing doctors and their staff.

3. Next Public Health Campaign – advanced notice

Pharmacies will soon be receiving information relating to the next public health campaign which will cover Healthy Hearts – Vascular Health (incorporating Stop Smoking)

4. EPS Spine 2 Core transition update

Please see the below message from HSCIC in relation to the recent Spine 2 update:

The HSCIC has transitioned across to the new Spine infrastructure this weekend and indications so far are that it is performing well. The Spine system is being closely monitored throughout its 45 day deployment verification period today to ensure that any issues are identified and resolved quickly. Throughout the course of Monday, two issues impacting EPS users were identified, and are currently being addressed, namely:

1. A number of prescriptions pulled down by one pharmacy system have experienced issues with the validation of the digital signature on the prescription. A fix is currently being deployed by the affected supplier and they have notified their affected sites.
2. An issue relating to the migration of specific prescription data has been identified. This has impacted a number of EPS Release 2 prescriptions that which had been previously downloaded by a nominated site and then returned to Spine (not dispensed or claimed). Some of these prescriptions have now re-appeared at the nominated sites. These prescriptions will all be dated prior to 5am on Sunday 24 August. Dispensers are asked to check that these prescriptions are still required prior to dispensing. Where they have been previously returned to the spine they should be re- returned to the spine. Any prescriptions returned to the spine after 5am on Sunday will have their status reset correctly. If local NHS organisations experience any service difficulties, they should use their existing support route to report the problem.

5. Enhanced Service claims for August 2014 (Cornwall pharmacies only)

Please use the attached spreadsheet for your August claims and e-mail to NHS England's pharmacy generic mail box england.pharmacydevonandcornwall@nhs.net On the URM page of this spreadsheet there are two areas for you to list your claims due to the summer extension - you will need to list these URM claims separately.

REMINDER Emergency supply summer in hours extension ends on Friday 5th September.

Please ensure that you have signed and sent the assurance forms to provide Gluten Free, Minor Ailments or Emergency Supply (URM) services to the Area Pharmacy Team before patients are seen.

6. Enhanced Services from 1st October 2014

Please remember that from 1st October 2014 Enhanced Services for Cornwall pharmacies and Enhanced Services for 'Western pharmacies' (those Cornwall and Devon pharmacies that are Derriford facing) will be administered by Kernow CCG or NEW Devon CCG rather than the Area Pharmacy Team, NHS England. Contact details and where to send your claims will follow nearer the time.

7. End of year Monitoring 2013/14

Please note that we still have not received from some pharmacies information that assures us that they have met contractual requirements regarding the annual complaints review, confirmation of completing (and publishing) the results of their patient survey and confirmation that an in house audit has been conducted. Pharmacies will be receiving a letter detailing the information that is still outstanding from them and compliance is being monitored.

8. EHC training event (Cornwall pharmacies)

The EHC training event on Tuesday 16th September and is now fully booked. Another event has been arranged for Tuesday 9th December from 7.00-9.30pm at Wheal Martyn, Carthew,

St Austell PL26 8XG. All those who are interested please contact:

paulene.proctor@cornwall.nhs.uk

9. An evening with NHS Kernow Medicines Optimisation Team: Supporting Integrated Medicines Optimisation (Cornwall pharmacies)

Following on from NHS England “Improving Health and Patient Care Through Community Pharmacy-Call to Action” the Medicines Optimisation team have organised three evening events designed to help community Pharmacy Staff improve their communication and relationship with their GP practices. These evening events provide an opportunity for Community Pharmacists and their staff to understand the work of the Medicines Optimisation team, support QIPP and create opportunity for Pharmacy to improve the working relationship with their GP practices.

We currently have 20 attendees representing 15 of 100 Community Pharmacies in Cornwall. Numbers are needed by **Wednesday 3rd September**. There is a risk that because of low numbers these events may have to be cancelled and this opportunity will be lost.

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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