

Pharmacy Bulletin

29th May 2015

Welcome to this week's edition.

1. Changes to Cornwall Out of Hours services

Cornwall Health Ltd is a consortium owned jointly by Devon Doctors and Kernow Health which, in turn, is owned by the GP practices of Cornwall. Cornwall Health will assume responsibility for the provision of GP out-of-hours services in Cornwall from 1st June 2015.

Patients with urgent healthcare needs will continue to access care by calling NHS 111 who, where appropriate, will make a referral to OOH – the service is operational between 18:30 and 08:00 and all day on Saturdays, Sundays and bank holidays.

Cornwall Health will continue to use the same Treatment Centres as previously, though patients will also be able to utilise Devon Doctors' Treatment Centres, such as the one at Derriford. Patients will be able to choose which Treatment Centre to attend.

Cornwall Health will also continue to provide the acute GP service, which is run by Peninsula Community Health and hosted by Royal Cornwall Hospitals Trust's Treliske Hospital. The Cornwall Health management team is contactable on 01872 226266.

If you have any queries regarding the service, please do not hesitate to get in touch with them.

2. Please check caller is from NHS England

Colleagues in our Bristol team have informed us advise pharmacies to be politely cautious if they receive a phone call, and to try to satisfy themselves that the caller really is from NHS England before giving any information. It appears that a couple of pharmacies have been asked for information with the caller purporting to be from NHS England.

It would also be helpful if, should any pharmacy get such a call, they could try and record the number it came from (if not withheld) and try to find out more about the caller. Then please can let us know in the pharmacy team so that we can follow this up.

3. End of Year documents – still needed

Thank you to all those pharmacies who have already submitted the end of year documents but there are still some pharmacies who have not send us anything. Please can you ensure that your annual Complaints report, in house audit and Patient questionnaire results reach us as soon as

possible. Some Head Offices have sent documents en masse to us, ie annual complaints report but please ensure that you submit the others documents required. Thank you.

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/pharm-info/dcis-pharm/> for May Bank Holiday rotas, Cornwall pharmacies opening hours directory; MUR guidance and Prem2d application forms; 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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