

Welcome to this week's edition.

Healthy Living Event in Plymouth on Saturday 12th April 2014

A Healthy Living Event will be hosted by Healthwatch in the Piazza in Plymouth's city centre from 10am-4pm.

This is a high profile event and a joint venture with Plymouth Hospital's NHS Trust, Plymouth Community Healthcare, NEW Devon CCG, NHS England, Plymouth City Council and Care UK. The primary aim is to showcase the vast array of public funded health services available within the NHS. NHS England pharmacy team have a table at this event. We are keen to showcase community pharmacy and include some healthy living interactions with patients. If you would be interested in participating please let Kath know (kathrynhughes2@nhs.net or Tel: 01138248784) as we want to take this opportunity to raise the profile of pharmacy to the public.

Flu pilot

For those pharmacies that took part in the Flu pilot please can you return any completed patient surveys to us by Friday 11th April. We are monitoring returns so please remember to include your pharmacy name and forward to our new Saltash address (details at end of this E-Communication). If we find that pharmacies are not compliant with this request they might not be allowed to take part in this year's scheme.

Please ensure that your claim has been entered on PharmOutcomes as we are now arranging payments. If your claim is not up to date then it may miss being paid.

Incident Reporting

A Message from the Quality & Safety Team

Do you use the National Reporting and Learning Service (NRLS) to report your Patient Safety Incidents?

The NRLS have made the Quality & Safety team aware of a National issue where Community Pharmacies are selecting the 'Share with CCG' tick box. As NHS England are now the commissioners of Primary Care, the Quality & Safety team are now responsible for monitoring Serious Incidents occurring within our Primary Care contractor services. **Please ensure you share your incident reports with the Area Team using the 'Share with AT' tick box.**

Alternatively you can report Significant Events (SEAs) and Serious Incidents (SIRIs) direct to the Quality & Safety team. If you would like a copy of our policy guidance and incident report form then please contact Rachel Newport, Patient Safety Lead on 0113 824 8793, or email our generic mailbox england.devcom-incident@nhs.net

Audit results on PharmOutcomes

Results on the Patient Held Information audit need to be entered on PharmOutcomes please – if you have not done so already. The audit should have run for 4 weeks before you do this. To enter your numbers and comments on PharmOutcomes please click on Services, then data entry and then select the audit from the listing in the left hand column. Any problems please speak to Sally (contact details at the end of this E-Communication) or PharmOutcomes on 0330 6600689

Year end requirements

The following documents need to be forwarded to the Area Pharmacy team or details entered on PharmOutcomes. Please can you arrange to forward these as soon as possible.

Patient Held Information audit – enter results on PharmOutcomes

Please submit the following to Kath kathrynhughes2@nhs.net or fax or post

Patient questionnaire

MUR and NMS returns for January-March 2014 quarter

Annual review of Complaints

Local Enhanced Services - Minor Ailments, URM, Gluten Free (Cornwall Pharmacies only)

Please complete attached spreadsheet with your March claims.

Easter opening times for pharmacies in Bristol, Somerset and South Gloucestershire

As this might not be relevant for some pharmacies details have not been attached. If you would like a copy please let Sally know.

If you have any articles you would like us to include in the weekly E-Communication then please let us know.

Janet, James, Sally, Kath & Stacey

Devon, Cornwall and Isles of Scilly Area Team – Pharmacy
NHS England
Peninsula House
Kingsmill Road
Tamar View Industrial Estate
Saltash PL12 6LE

	E-mail	Telephone
Janet Newport	Janet.newport@nhs.net	01138248777
James Glanville	james.glanville1@nhs.net	01138248775
Sally Dutton	sally.dutton@nhs.net	01138248797
Kath Hughes	kathrynhughes2@nhs.net	01138248784
Stacey Burch	stacey.burch@nhs.net	01138248801
Reception		01752 679250
Fax		01752 841696