

Pharmacy Bulletin

3rd July 2014

Weekly E-Communication for Pharmacies

Welcome to this week's edition.

1. Be Clear on Cancer (1st Pharmacy Health Campaign 2014/15)

Materials for the **Be Clear on Cancer** campaign that will be running across the South West region will be delivered to each pharmacy early next week. Thank you to Alliance Healthcare for assisting us with this. We wish you every success with this campaign which will run from Monday 7th July for a period of six weeks.

2. Pharmaceutical Needs Analysis

Pharmacies across Devon, Cornwall & Isles of Scilly are being asked to complete a questionnaire, via PharmOutcomes, to provide information regarding the services you provide. This is so that the Local Authority can meet their statutory duty of producing an updated Pharmaceutical Needs Analysis which is due to be published in April 2015. If pharmacies have any queries regarding completion of their questionnaire your LPC will be happy to provide advice and support. Please note that the questionnaire should be completed in a timely manner with the expectation of having a 100 % response rate within a two week period. We would like to remind contractors that completion of this form is in the contractors best interest in order to ensure the accuracy and robustness of the PNA and the way in which it supports Control Of Entry.

3. End of year requirements

Please can you double check that we have received all of the list below from your pharmacy. We are still missing various documents.

If you have already sent in any of these documents please do not re-send as we are receiving several copies of your documents which is really confusing!

Complaints annual report

Patient questionnaire survey (with action plan)

In-house Pharmacy based audit (of your choice)

MUR returns for each quarter of 2013/4

NMS returns for each quarter of 2013/4

CPAF for 2013/4 updated for those areas reported as non-compliant **(we are finding that pharmacies are not revising their results)**

When completed please e-mail documentation to our generic mail box
england.pharmacydevonandcornwall@nhs.net

We will be monitoring and contacting pharmacies who fail to submit these returns.

4. Enhanced Service claims (Cornwall pharmacies only)

Please find attached a blank claim form which should be used for June claims for Gluten Free, Minor Ailments and Urgent Repeat Medicines. Several pharmacies have already submitted June claims but because the attached template has not been used the patient charges that are showing are incorrect. On previous spreadsheets the patient charges paid are shown as £7.85 instead of the new rate of £8.05. If you wish to re-submit your June claim please use the attached template otherwise we will assume that the patient charge paid was correct at £7.85.

Please can you send your completed claims to our generic mail box
england.pharmacydevonandcornwall@nhs.net and not Kath or Sally.

Advance notice – From 1st October 2014 Kernow CCG will be taking back the commissioning of these service and will be authorising claims. Details will follow in due course.

5. Transition of core services to Spine 2 and the impact on EPS

The upgrade to the core Spine services will take place between late on Friday 25 July and early on Monday 28 July 2014.

The disruption to the EPS system has been minimised as much as possible, but there will be a period of about 60 minutes, very early on Sunday morning, when EPS will not be available to prescribers or dispensers. Pharmacies are advised not to attempt automatic downloads during this period.

In addition, from late on Saturday night to early on Sunday morning the Personal Demographics Service (PDS) will be read only, which means users will not be able to add, delete or change the patient's nominated dispenser during that time.

Following the move to the new Spine, the EPS system will offer all the existing features and functionality of EPS and the following enhanced features:

- The ability to issue positive acknowledgements for prescription, dispensing and claims messages
- The ability to amend submitted claims.
- A new version of the EPS Prescription Tracker application, enabling EPS users to search for prescriptions using the patient's NHS Number.

These features will be available from 28 July but they do require system suppliers to make changes to their systems before they are available to users.

In the unlikely event of a service issue appearing on Monday users should call their suppliers' service desks.

EPS information on the transition to Spine 2 can be found on the EPS news page www.hscic.gov.uk/epsnews. General information on the transition to Spine 2 can be found at www.hscic.gov.uk/spine2.

6. Stop Smoking training for pharmacists (in Torbay only)

Torbay Stop Smoking Service have asked us to inform you about the Level 1 (Brief Intervention Training) and the upcoming Level 2 (Intermediate) Training they are arranging.

NCSCT Level 1 training now replaces what was Brief Intervention Training. In order to gain Level 1 accreditation you need take the online NCSCT Level 1 assessment (please see below for details how to access). The resources and learning for the online Level 1 training are all available on the NCSCT website. The learning and training should take no longer than half a day to complete.

- Go to www.ncsct.co.uk.
- Click on 'Online Training Resources'.
- To the right of the page click on 'Go straight to online training and assessment programme'.
- You will then need to register if you haven't already.
- Please add Paul Sheward (psheward@nhs.net) as your local Stop Smoking Service Lead.

Once you have completed this training your name will be e-mailed to Paul Sheward. You will be then be invited to and sent details of the Level 2 training, which will be held in Torquay on **Tuesday 22nd July**. Please be advised that Level 2 training takes one day to complete and lunch will be provided.

Please note that as an alternative to the online Level 1 training, there will be a Level 1 session held on **Thursday 17th July** from 6pm to 10pm. If you are interested in attending this please contact Lisa Douglas on 01803 299160 or stopsmoking.torbay@nhs.net.

On completion of the Level 2 training it will be expected that you:

- Help to signpost and refer service users to Torbay Specialist Stop Smoking Service, and/or
- Contribute to the quarterly and annual 4 week 'quit' targets by providing smoking cessation services within your work setting

If you wish to complete the training without contributing to Torbay Stop Smoking Services targets there may be a charge of £25 to cover the costs of training. Please inform us if you are unable to attend as you will be charged £25 for non-attendance.

Please remember that to become a Level 2 (Intermediate) Stop Smoking Adviser it is a prerequisite that you either pass the NCSCT online Level 1 assessment or attend the Level 1 training session. You will be invited to the Level 2 training when you have gained the

Level 1 accreditation. Once you have completed your online Level 1 there is access to additional training modules that may be useful to you.

7. Payments requested for pharmacies who were asked to open on May Bank Holidays

If your pharmacy was asked to open for one or both of the May Bank Holidays payments have now been requested. Details should appear on your next statement.

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

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Kath is currently off sick so please direct your e-mail/telephone call to another member of the team.

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