

Pharmacy Bulletin

30th October 2014

Weekly E-Communication for Pharmacies

Welcome to this week's edition.

1. Openness and honesty - the professional "Duty of candour"

We would like to draw Pharmacists attention to the requirements set by the "Duty of candour". Pharmacists will be required to inform patients when something goes wrong in their care and to apologise for any harm or distress caused. We are very well aware that this is something that is normal practice for many of you and this is done without a need for direction. In our experience pharmacists are already "open & honest" willing to do what is needed when an error occurs. NHS England is promoting an open culture where learning from mistakes and preventing re-occurrence guides their approach to reviewing significant incidents. Duty of Candour requires pharmacists to participate in reviews and investigations.

2. Research project – better care for people with arthritis (flyer attached)

Please see the attached flyer giving further details of this project which is funded by Arthritis Research UK looking at what training community based nurses, physios, OTs, podiatrists and community pharmacists need to better care for people with arthritis. Patients and a panel of 41 rheumatology experts have been consulted but they would really like to speak to some community pharmacists to get their views. They are trying to recruit community pharmacists who might be interested in taking part in a one hour telephone focus group discussion next month. If you are interested or would like further details please contact Jo Erwin MSc MPH PhD, Research Associate, Research & Development Unit, Royal Cornwall Hospital on 01872 256431 or email Josephine.Erwin@rcht.cornwall.nhs.uk

3. Important changes to monographs in BNF 68

The October BNF e-bulletin

(http://www.pharmpress.com/mailouts/bnf/oct14/BNF_eneewsletter.html) contained the following information about the timing of the dose of levothyroxine:-

ADULT over 18 years, initially 50–100 micrograms once daily, preferably taken at least 30 minutes before breakfast, caffeine-containing liquids (e.g. coffee, tea), or other medication.

Pharmacists are reminded of the importance of providing such advice to their patients during any medication review to ensure that patients are maximizing the absorption of levothyroxine.

Pharmacists and those staff involved in the preparation of dosette boxes and/or blister packs for care homes will need to review the assembly of these devices to ensure that levothyroxine is available at the correct time.

4. e-learning module on PGDs

Following the withdrawal of the CPPE Distance Learning course on PGDs, CPPE have now released a new e-learning programme for *“people and organisations who are considering developing, authorising and using PGDs.”* (available at <http://www.cppe.ac.uk/E-Learning/PGD/story.html>)

We would strongly recommend that any pharmacists who use PGDs have completed some training. Pharmacists, especially those who have not previously completed the Distance Learning Module (retired) CPPE pack may wish to consider this programme as part of their personal CPD programme.

5. Local Commissioned Services (Cornwall Pharmacies only) (blank claim form attached)

Please send October 2014 claims (claim form attached) for Gluten Free, Minor Ailments and Emergency Repeat Supply to kccg.pharmacyclaims@nhs.net
Could you please title the email “Invoice October 14” so they can be easily identified. Could you also submit these by 6th November 2014 as new processes need to be put in place to ensure prompt payments. We wish to ensure pharmacy payments are done in a timely manner.

URM pads

Please order any URM pads from Kernow CCG. Contact details are:- E-mail kccg.prescribing@nhs.net or Tel: 01726 627953 or Fax: 01726 627518

Completed URM forms and Gluten Free cards

Please post completed forms and cards to Kernow CCG, Sedgemoor Centre, Priory Road, St Austell PL25 5AS

6. NHS England Area Pharmacy team web site

Please use the link <http://www.england.nhs.uk/south/dcis-at/pharmacies/> to access any of the following documents you may need:-

- Cornwall pharmacies opening hours directory – version 3 October 2014
- MUR guidance
- Blank templates for NMS and MUR returns for each quarter of 2014-15
- Forms for requesting changes to Core or Supplementary hours
- Blank unplanned closure template (please use to report to the Area Team if your pharmacy has to close suddenly)
- Web links to the Devon and Cornwall Pharmaceutical Needs Assessments (PNAs)
- Significant Incident reporting form
- Serious Difficulty application form

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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