

Pharmacy Bulletin

4th March 2015

Welcome to this week's edition.

1. Year-end Contract Requirements

Every year there are a number of pieces of information pharmacies are required to send to us as part of the contractual requirements:

- **Information Governance Toolkit – by 31 March:** all pharmacies need to complete the toolkit, which provides assurance to the NHS that patient information and other sensitive data is being used and protected properly. The toolkit can be accessed at www.igt.hscic.gov.uk and all pharmacies should complete it by **31 March 2015**. Pharmacies which are part of multiples should check with their Head Office to find out if central arrangements are being made for the completion of the toolkit. Further information about information governance and the toolkit is available on the PSNC website at www.psn.org.uk/ig
- **Community Pharmacy Patient Questionnaire – by 1 May:** all pharmacies have to conduct a Patient Questionnaire during the period 1 April 2014 to 31 March 2015 using the national template (further details are available on the PSNC website at www.psn.org.uk/cppq). Once the survey is completed and analysed, the pharmacy needs to publish the results by means of a leaflet or poster in the pharmacy, or via its own or the NHS Choices website. If your pharmacy publishes your results as a leaflet or poster in the pharmacy, please send a copy of that leaflet or poster to the Area Team by 1 May; if you are publishing the results on your website or on NHS Choices, please send an email us with a link to the webpage where it can be found.
- **Pharmacy Audit topic – by 1 May:** As well as the national audit (details above), every pharmacy must also undertake, during the period 1 April 2014 to 31 March 2015, an audit on a topic it has chosen. Please can you provide us with confirmation that you have undertaken an audit during 2014/15, and let us know what the subject of the audit was, by 1 May.
- **Annual Complaints Return – by 1 May:** Every pharmacy must send an annual report on complaints for the period 1 April 2014 to 31 March 2015 to NHS England. Please send us your report by 1 May. Further details can be found at www.psn.org.uk/nhscomplaints

Changes to the Pharmacy Contract

Following the announcement last autumn, the agreed changes to the community pharmacy contractual framework are being introduced in stages. The first changes are:

- **Repeat Dispensing** – with effect from 1 March 2015, pharmacies must give advice about the benefits of the repeat dispensing service to patients with long-term, stable conditions who require regular medicines and whose condition is unlikely to change in the short to medium term. This advice could be:
 - verbally explaining repeat dispensing and its benefits to patients
 - providing patients with a leaflet describing the service when they are collecting a prescription
 - encouraging the patient to talk to their GP about repeat dispensing
- **National audit topic** – this year, for the first time, all community pharmacies in England will undertake an audit on the same topic. It will be on the urgent supply of medicines and the aim is to understand:
 - the reasons behind patients requesting/requiring an emergency supply
 - the patient's subsequent course of action had an emergency supply not been provided
 - where an emergency supply is not provided, the reasons why.

The paperwork for the audit is currently being finalised and a website is being set up for pharmacies to report their audit data. More details will follow as soon as it is received.

The audit will be undertaken in two periods during March and April 2015:

- Period 1 – Monday 9 March to Sunday 22 March (inclusive)
- Period 2 – Monday 23 March to Sunday 5 April (inclusive).

Pharmacies can choose in which of the defined two week periods they wish to undertake the audit, but we understand that PSNC is asking multiple pharmacy companies and Local Pharmaceutical Committees to try to ensure an even spread of pharmacies across the two periods. So please look out for information about over which period you should undertake the audit.

More information is available on the PSNC website at www.psnc.org.uk/nationalaudit.

Other changes that will be made to the contractual framework in the coming month or two (but implementation dates not yet confirmed) are:

- A focus on increasing the number of patient safety incidents reported by community pharmacies to the National Reporting and Learning Service. Reports submitted will have to identify the pharmacy making the report.
- The percentage of MURs to be carried out on patients in a target group will increase to 70%. A new target group is to be added – patients at risk of, or diagnosed with, cardiovascular disease and regularly prescribed four medicines.

Medicines Use Reviews – 400 per year limit

Please remember that a pharmacy can only provide 400 MURs in a financial year (1 April to 31 March), or 200 if the pharmacy opened or changed ownership after 1 October. If you carry out more than the maximum permitted number of 400 MURs you will receive payment for them automatically, but NHS England will subsequently reclaim money from the pharmacy for the extra MURs carried out.

2. Easter rotas

Easter rotas for Devon and Cornwall pharmacies have now been circulated. If you have not received a copy and would like to be added to the mailing list please let Sally know. sally.dutton@nhs.net Copies of the rotas will shortly be added to our web site (details below)

3. Unplanned closures (new template attached)

Changes have been made to the current unplanned closures form which will shortly be available on our web site. As you will see we are now seeking more information about any unplanned closure, in order to have a better understanding of the reasons why these unplanned closures occur. We would like you to start using the new form with immediate effect.

4. Patients complaint leaflet (Publications Gateway Reference No.03030)

In light of the '[Culture change in the NHS](#)' report published on 11 February, all NHS organisations will want to show that they are open to and welcome patient feedback. Making sure that patients know how to complain is one way to do this. A [leaflet](#) showing patients how they can give feedback or make a complaint has been published. All NHS service providers should make sure their patients receive it. Printed copies are available and can be ordered [online](#) at no cost to your own organisation, or by calling 0300 123 1002 (quoting 2902071). You can also publish to your website.

Contact for further information: Please use the order online link or telephone number above. Alternatively, please use the form available at the following website:
<http://www.info.doh.gov.uk/contactus.nsf/memo?openform>

5. 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:-

- Easter rotas (***will be uploaded shortly***)
- Cornwall pharmacies opening hours directory – version 5 January 2015.
- 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*) ***March version to be uploaded shortly***
- Web links to the Devon and Cornwall Pharmaceutical Needs Assessments (PNAs)
- Significant Incident reporting form
- Serious Difficulty application form
- Contact Details (February 15)

- Log for 100 hour pharmacies

6. Gluten Free scheme (for Cornwall pharmacies only – letter attached)

Please see attached letter advising pharmacies that from 1st April 2015 the CCG will not reimburse for any ready-to-eat items (pies etc.), fancy items (cakes, muffins etc.) or sweet items (cake mixes, biscuits, etc.). Supply of such items will be in breach of the agreed service specification.

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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