

PHARMACY WEEKLY E-COMMUNICATION FOR PHARMACIES

4th September 2013

Welcome to this week's edition.

Community Pharmacy Assurance Framework (CPAF) 2013 / 2014 LIVE!

As we announced last week we are now using **PharmOutcomes** as the on-line tool to complete and return this year's CPAF assessment. The tool is now live and indeed many pharmacies have already completed their assessment. The web site link is <https://pharmoutcomes.org> and we have been informed that all pharmacies have been sent log in's from PSNC; if you work for a multiple pharmacy you might need to speak to your Head Office to gain this information. If you have not been given a log in either direct or via your Head Office, for example because you are a new pharmacy, then please do let us know in the Area Team as soon as possible.

Please note: **all completed assessments should be with us by the 25th September 2013.**

If this is going to cause you any problems then please let the Area Team know.

Complaints

Please can you make a note that for any formal complaints the Call Centre at NHS England has to be notified so that the complaint can be allocated a case number. Contact details are NHS England, PO Box, 16738, Redditch, B97 9PT Tel: 0300 3112233 e-mail: england.contactus@nhs.net The case details are then forwarded to the Area Team Complaints Department who will investigate accordingly. **Please ensure you make the relevant changes to your practice leaflets to reflect this information.**

Pharmacy changes

A new pharmacy will be opening on 9th September 2013. Contact details are Day Lewis Pharmacy, 16 Holly Terrace, Heamoor, Penzance, Cornwall TR18 3EL
Tel: 01736 366381

In addition Day Lewis are the new owners of Alchem Pharmacy, Compass House Medical Centre, Brixham; Alchem Pharmacy Bay, 52 Fore Street, Brixham; and Ellard Ltd, Bronshill Road, Torquay

Fittleworth Medical Ltd (Dispensing Appliance Contractor) have moved from 166-168 Armada Way, Plymouth to Phoenix Mill Business Park, Estover Road, Plymouth PL6 7PY. Telephone and fax numbers unchanged.

Professional standards for public health practice for pharmacy consultation

The Royal Pharmaceutical Society is seeking views on draft standards based on the core competencies defined by the Faculty of Public Health. They provide a framework to help pharmacy teams and commissioners to design, implement, deliver and monitor high quality public health practice through pharmacy. The consultation closes on 11th October 2013.