

# Pharmacy Bulletin

5<sup>th</sup> February 2015

Welcome to this week's edition.

## **1. Blister packs**

We are aware that many pharmacies are being asked to do blister packs. The Area Team is currently discussing this matter with the CCGs as there seems to be differences across Devon and Cornwall. We will update pharmacies in due course.

## **2. Vaccine update**

Please use the link to view latest

issue <https://www.gov.uk/government/publications/vaccine-update-issue-224-january-2015>

## **3. Order early for Easter posters (attached)**

The attached poster is designed to encourage patients to order their repeat medication in plenty of time for the Easter Holidays. A similar poster has been sent to GP practices. If you think it would be helpful, please feel free to put up on display.

## **4. Care Identity Service**

The introduction of the Care Identity Service (CIS), which will replace all the current Smartcard authentication and management applications, will take place later this month. When the old service switches over to the new service, either late night on Saturday 21 February or the early hours of Sunday 22 February 2015, anyone using the Electronic Prescription Service (EPS) at that time will notice a brief interruption to Smartcard authentication. For most people, the downtime will last just a few seconds, but for others it could take up to five minutes before they can re-authenticate to Spine. At switch-over, users' active sessions will terminate and they will be logged out. After this very short loss of service they will need to log back in to restore access.

### **If your Smartcard certificate is due to expire during the transition period**

During the transition period, Smartcard certificates cannot be renewed. If you are prompted to renew your Smartcard certificate, don't delay so you don't lose access to your systems. If

you are having problems renewing your certificate, or are prompted to contact the RA team, please use the details below, ensuring you contact the correct team for your area:

#### Smart Cards

If you need a smart card or have a problem with your smart card, please get in touch with the appropriate contact(s) for your area as detailed below. ***Please note for Plymouth pharmacies contact NEW Devon CCG not South Devon & Torbay CCG.***

#### **NEW Devon CCG**

Email: [d-ccg.raenquiries@nhs.net](mailto:d-ccg.raenquiries@nhs.net)

Temporary pin number – 01392 356 091

#### **South Devon & Torbay CCG**

Gary Kennington: 01803 652 583 | mobile 07500 127 083

Sue Norcott: 01803 652 584 | mobile 07827 896 054

Email: [sdtccg.ra@nhs.net](mailto:sdtccg.ra@nhs.net)

#### **Cornwall and Isles of Scilly CCG**

Sharon Fidock: 01209 318 613 or 07920 768 110

CITS Service Desk 01209 881717

Email: [sharon.fidock@cornwall.nhs.uk](mailto:sharon.fidock@cornwall.nhs.uk)

For more information on the changes to the smartcard management software please refer to the [CIS website](#)

### **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:-

- Cornwall pharmacies opening hours directory – version 5 January 2015. (*Will be uploaded shortly.*)
- 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
- Contact Details January 15 (*Will be uploaded shortly*)

- Log for 100 hour pharmacies

## **6. Payments for Christmas Day, Boxing Day and New Year's Day**

If your pharmacy was asked to open on any of the above days payments have now been requested. You should receive monies due at the end of the month.

## **7. Advanced Inhaler Technique training (details were attached to E-Communication of 29/1/15)**

If you would like to attend a training session please see the forms that were attached to last week's E-Communication. North Devon's events will be held on 17<sup>th</sup> February and 10<sup>th</sup> March. Torbay's events will be held on 10<sup>th</sup> and 23<sup>rd</sup> February. You don't have to be in either North Devon or Torbay to attend. Further sessions are being planned in other Devon areas – details to follow.

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

Janet, 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

Generic e-mail address [england.pharmacydevonandcornwall@nhs.net](mailto:england.pharmacydevonandcornwall@nhs.net)

	E-mail	Telephone
Janet Newport	<a href="mailto:Janet.newport@nhs.net">Janet.newport@nhs.net</a>	01138248777
Sally Dutton	<a href="mailto:sally.dutton@nhs.net">sally.dutton@nhs.net</a>	01138248797
Kath Hughes	<a href="mailto:kathrynhughes2@nhs.net">kathrynhughes2@nhs.net</a>	01138248784
Stacey Burch	<a href="mailto:stacey.burch@nhs.net">stacey.burch@nhs.net</a>	01138248801
Reception		01752 679250
Fax		01752 841696