

# Pharmacy Bulletin

8<sup>th</sup> January 2015

Welcome to this week's edition.

## **1. EBOLA (two further attachments)**

Please see two attached documents giving further advice.

## **2. PASSING RESPONSIBILITY**

A pharmacy has reported the following incident to us which we would like to share with you.

A customer of one of our pharmacies normally provides a weekly "tray" to a patient which includes unusual and expensive items, one of which is a CD. On calling at the customer's home they find she was not sitting in her usual place. Feeling very awkward she called out to the patient and then had to bring the tray back to the pharmacy. The member of staff felt vulnerable under the circumstances, particularly should anything of the customer's belongings go missing she could be suspect.

It transpires that the patient had been admitted to the local hospital, earlier in the week and no one had thought to inform the pharmacy. There were concerns that the patient would be discharged with insufficient medication over the holiday so the pharmacy telephoned the ward. They said it is not their responsibility to let the Pharmacy know – and that it is the surgery's responsibility. The surgery were telephoned and the pharmacy was told by the receptionist that there was no such policy as far as she was aware which is correct as there are no contractual requirements. You will appreciate how difficult it would be for medical colleagues to stay on top of the whereabouts of their patients given they are not always kept up to date either and in some cases not even receiving discharge information in a timely manner.

**SO WHO DOES INFORM THE PHARMACY ?**

Please be aware that this situation might apply to your patients. If this is the case please liaise with the patient's GP.

## **3. CLOZAPINE (for Exeter pharmacies only)**

We have been notified that 4 prescriptions were ordered for Clozaril/Clozapine during 2014. One prescription was endorsed by the pharmacy as the prescribed product; two prescription items were unendorsed by the pharmacy; and one prescription was captured incorrectly as the item is endorsed ND. The pharmacist was unaware that items endorsed

ND should be scored through. Clozapine should not be prescribed or dispensed in the community in Exeter as it is all done from the RD&E who are correctly registered to do so.

You may find the NHS Prescription Services Hints & Tips for dispensing contractors Issue 2 <http://www.nhsbsa.nhs.uk/3191.aspx> and the PSNC/NHS Prescription Services Alphabetical Guide to Prescription Endorsement Quick Reference Guide (April 2010) <http://psnc.org.uk/dispensing-supply/endorsement/endorsement-guidance/> useful for training pharmacy staff.

#### **4. NOMINATIONS/ELECTRONIC PRESCRIPTIONS**

The process for nominating a pharmacy to receive electronic prescriptions is very clear; nominations should only take place when a patient chooses to “opt in” and agrees/asks for the service to be provided. Legislation clearly requires the pharmacy to have gained patient consent before nomination, the legislation does not state that this has to be written or signed consent but is deemed to be good practice to do so. Checking consent and reconfirming information should be seen as an ongoing process rather than a one off single act. Pharmacists and Doctors must seek a patient’s consent on each occasion that is necessary, such as after a change in circumstances, and not only at the beginning of the nomination process. Obtaining patient consent for nomination is deemed to be a local process, and is not mandated that patient consent has to be in writing however it is viewed as good practice and whatever approach is taken we do expect pharmacies to have a clear audit trail in place. This is very helpful should a query arise, which has happened on several occasions recently.

Patients should be given information about their nomination, and it would appear in some circumstances this is not happening. As a consequence we would like to remind all pharmacy contractors of the requirements regarding nomination and sign-up and to ensure that all staff are following procedures.

#### **5. MUR and NMS returns due for quarter Oct-Dec14**

Lots of pharmacies have already submitted their MUR and NMS quarterly returns, thank you. If you haven’t already completed your returns please find blank copies of the forms you will need on our web site. When completed please e-mail to our generic mail box [england.pharmacydevonandcornwall@nhs.net](mailto:england.pharmacydevonandcornwall@nhs.net) not Kath’s!

#### **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 4 December 2014
- 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

- Log for 100 hour pharmacies

### **7. Managing Out of stock situations in Community Pharmacy**

From time to time pharmacists may be presented with a prescription for an item which they are unable to dispense because the item is not currently available and it is unlikely the prescription will be fulfilled in the near future. Can we ask that pharmacists follow GPhC standards, “1. Making the patient their first concern” and not return the prescription to the patient who then has to return to the GP practice. Most pharmacies will have an SOP that details the procedure to follow. The BNF is a useful source of information as to an alternative which you could recommend and this would be most helpful and much appreciated by the GP practice and patient. You may like to use this link for further information <http://devonlpc.org/wp-content/uploads/sites/20/2013/07/August-20141.pdf>

### **8. Kernow CCG Pharmacists evenings (attachment)**

Please see the attached form giving details of the events on 27<sup>th</sup> January and 3<sup>rd</sup> February.

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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