



Gloucestershire Local
Pharmaceutical Committee

December 2016

Newsletter

Focus on Urgent Repeat Medicines Service

The NHS has announced the details of the national Emergency Supply service pilot. Details are available (<http://psnc.org.uk/services-commissioning/urgent-medicine-supply-service/>) and you can see the recent PSNC webinar on demand (<http://psnc.org.uk/psncs-work/our-events/register-your-interest-in-our-webinar/>)

In Gloucestershire, we already have a CCG commissioned Urgent Repeat Medicines service. The national pilot may complement, but it does not replace the existing local service.

Over the past 8 months, over 4000 supplies have been made in Gloucestershire (approx. 6 per active pharmacy per month). 272 of these came as a result of an NHS111 referral.

30% of patients were either offered an Intervention MUR or were advised to arrange an MUR with their usual pharmacy.

This service is actively diverting patients from other Urgent Care settings and is a “Good News” story for the CCG.

On page 2 of this newsletter, we share a patient experience of the service. This could probably have happened in any pharmacy – please think about how you make sure locums know what services your pharmacy is signed up to provide.

Remember – locums can provide the Gloucestershire CCG Urgent Repeat Medicine Service by reading and signing the PDG in branch. There are no additional accreditation “hoops” for this service.



ACTION POINTS

- Watch the PSNC webinar and read up about the new national Emergency Supply pilot. How can you make sure the service runs smoothly?
- Book to attend our ‘funding changes’ event on 16th January
- Look out for changes to NMS and MUR reporting
- Sign up for our ‘Monday email’ if you don’t already get it
- Do you provide or are you preparing to provide an emergency EHC service? Are there gaps in your knowledge or consultations skills? Attend a CPPE update workshop with like-minded colleagues — see page 5
- Get set up for SCR — you will miss out on Quality Points otherwise
- If you’re not ready for MAS, now is the time to get your Declaration of Competence

Career idea?

Gloucestershire LPC will be recruiting in the New Year. If you are interested in developing your career and Community Pharmacy, look out for the advert and more details in January !

Flu service - ask the question!

Fiona had a conversation with community midwives recently; they have noticed that despite all of the posters in the waiting room, very few women will ask for the vaccination. However, when asked "Have you had your flu vaccination? Would you like us to do it today?" virtually all who have not had it will say "yes".

So please remember to ask these questions, especially to those in the "under 65 at risk" group. Less than 50% of this group have had their vaccination so far...

Palliative care change

To note – palliative care teams in Gloucestershire are being advised to use Levomepromazine 6.25mg 6hrly as the first line anti-emetic instead of Cyclizine. Please expect to see fewer Cyclizine prescriptions and more Levomepromazine .

URMS supplies: a patient story

This story should make you stop and think— about how you can better consider URMS supplies from the patient point of view.

"On Saturday morning I went to my supermarket pharmacy to collect my repeat prescription for 56 Alfuzosin. This is my usual repeat medicines supplier, and even though it hasn't been plain sailing for at least the last three times I have used the service I was pleased to collect and walk out the door with what I thought were my tablets that day.

"When I opened the bag the following morning I spotted that 56 Naproxen had been ordered and supplied instead so I headed back to the supermarket just after 10am. When I saw the pharmacist and informed them of the error I was told that their records show Naproxen was ordered and that they only have 2 Alfuzosin tablets in stock. I am certain that the error lay with the pharmacist. They tick the meds that need the repeat order and at the time I was collecting Alfuzosin, and at the time I said that I only needed Alfuzosin. What I imagine happened is that they ticked next to where it said '56' not realizing that I have the option to order 56 Naproxen when I am running low.

"The pharmacist said that rather than paying £8.40 for 2 tablets I could try another pharmacy who may be able to provide 28. This was good advice. However, I was dismayed to learn that I couldn't refund the Naproxen so my prescription was now costing me £16.80.

"I knew a local surgery pharmacy was on the URMS program so I called ahead, told them my story and they said they have it in stock and to come on over, so I drove there within 5 minutes.

"The pharmacist there took the print out for the repeat prescription and went behind the counter to call and confirm with the supermarket. When she was speaking to them I could hear all of her side of the conversation including "well, he didn't tell me that". Apparently I didn't specify that I was there as part of the URMS scheme and therefore they couldn't help as I'm not registered with them for repeat meds and they are NOT part of the URMS scheme.



"I asked where the nearest participating one was and they directed me to another pharmacy, which was both incorrect and a 4 mile drive away. So I spoke to my fourth pharmacy of the day, who asked for all the info they needed to ensure I could get my prescription and to save time they would confirm everything with the supermarket while I drove over (2 minutes, 0.5 miles).

"They were fabulous and I finally got sorted, but now the total cost for using the repeat medication service, which should make life easier but hasn't in the least, has been £25.20 as I still have another 28 to pick up from the supermarket when they have it back in stock.

"On the whole I have found the Repeat Prescription Service to be severely lacking as I have been back and forth at least twice the past three times for different reasons and I wonder whether it's this particular pharmacy or whether I've just had rotten luck. Should I just go back to handing in a handwritten request at my GP? I just hope the same experience(s) aren't happening for others who haven't got the ease of transport I have, or the fortune to have the funds to pay threefold for a prescription."

Bearing in mind that a) the pharmacy who said that they were "not part of the URMS scheme" IS signed up to the scheme (and had previously confirmed that while they do not get many requests, they would be able to supply under the scheme if they received a referral); and b) there was a locum on duty that day — what do you think could have been done better...?

Funding changes: resources for you

This PSNC hub page contains a range of information and resources, including recordings of the current webinar series <http://psnc.org.uk/pharmacychanges>

PSNC have also published resources to explain how the Quality Payments scheme will work and to assist community pharmacy contractors to engage successfully with it <http://psnc.org.uk/our-news/quality-payments-scheme-resources-now-available/>

Gloucestershire event

Your LPC has organised an event on to which all staff from Gloucestershire pharmacies are warmly invited. Register your attendance via the web form at <http://psnc.org.uk/gloucestershire-lpc/our-events/how-the-changes-in-pharmacy-funding-affect-you>

Monday 16th January, 6.30pm buffet, presentations begin at 7.30pm

Cheltenham Regency Hotel, Gloucester Road, Cheltenham GL51 0ST

We aim to answer: What are the changes? How can we achieve the new “Quality Points”?

What else can we do? What will our employer do?

The flyer features a yellow header with the title 'How the changes in pharmacy funding affect YOU!' in bold black text. Below the header, it lists the event details: 'Cheltenham Regency Hotel, Gloucester Road, Cheltenham GL51 0ST', 'Monday 16th January, 6.30pm buffet, presentations begin at 7.30pm', and 'Whole team welcome from all pharmacies in Gloucestershire'. A list of topics to be discussed is provided: 'What are the changes?', 'How to achieve the new "Quality Points"', 'What else can you do?', and 'What will your employer do?'. The flyer includes an illustration of a pharmacy counter with staff and customers, a photograph of a crowd of people at an event, and the Gloucestershire LPC logo. Registration information is provided at the bottom: 'Register your attendance via the web form at <http://psnc.org.uk/gloucestershire-lpc/our-events/how-the-changes-in-pharmacy-funding-affect-you>'.

‘How the changes in pharmacy funding affect YOU!’

Book the whole pharmacy team in to attend our event on 16th January 2017.

Healthwatch feedback

We recently received a quarterly report from Healthwatch Gloucestershire, which contained the following pieces of feedback:

“There is evidence that patients are growing in confidence to ask advice from the pharmacist rather than go first to a GP.

“However—we are still hearing that there are long waits for prescriptions at some pharmacies, and issues over prescriptions being made up incorrectly or being given to the wrong person”

Positive feedback is cause for celebration at the following pharmacies:

- The pharmacist in Prestbury is great if I need help (Rowlands)
- I go to my pharmacy now for loads of things. I may have gone to my GP before with these issues, but the pharmacist is so helpful. I don't live in the centre of Cheltenham, so the village pharmacy really is the central place. (Prestbury)

- Cleeve is brilliant for Badhams. My baby had conjunctivitis and they sorted it out.
- I went to the pharmacy about 2 months ago at Morrisons as I had an itchy spot on my head. The pharmacist said to go home and call 111 straight away. I got an appointment for that afternoon at 2.30pm, there were 4 doctors on call. I was diagnosed with Shingles and got medication. The early intervention meant my symptoms were not as bad as they could have been as they were caught early. I was very satisfied with the service.
- The repeat prescription service at Northway chemist works very well.
- The Pharmacist at Coleford is very good. If he says you need to see a GP he will call the surgery and say so.

There was some poor feedback too, which relates to waste and errors in orders/prescriptions.

healthwatch
Gloucestershire





NMS and MUR reporting — changes on the way?

Watch out for upcoming changes to the way that quarterly submission of NMS and MUR figures will happen.

With information going directly and electronically to NHSBSA in the future, it will be easier for NHS England to compare claims for advanced services with quarterly submissions.

DO YOU GET OUR 'MONDAY EMAIL'?

Every week, Gloucestershire LPC sends out a summary of all the upcoming event and training dates, along with news and reminders relevant to the week ahead.

If you're missing it, you're missing out!

Send your email address to **communications@lpcoffice.org.uk** to be added to the mailing list - and stay well informed.

If you're missing it, you're missing out! Sign up for our 'Monday email' to get a weekly update from Gloucestershire LPC

Video summary of pharmacy funding package

At the 2016 LPC Conference, Alastair Buxton, PSNC Director of NHS Services, provided delegates with a lot of important information about the community pharmacy funding package for 2016/17 and 2017/18. Watch the video at: [ow.ly/vJsF305XOOh](https://www.youtube.com/watch?v=Jsf305XOOh)

ALL pharmacists should watch this – not just owners. It is important that pharmacists understand how their employers are being paid in order to understand the priorities that will be set for them.

Provider Company approved

Contractors voted overwhelmingly to support LPC involvement in forming a local Provider Company.

Rebecca Myers and Gary Barber have been nominated as LPC directors. Paperwork is progressing to register the company. Membership invitations will be distributed in the New Year.



FROM YOUR LPC

New integrated healthy lifestyles service from January 2017

Gloucestershire County Council is delighted to announce a new integrated healthy lifestyles service across Gloucestershire which comes into effect from 1st January 2017.

The council has commissioned ICE Creates to deliver the new service which will provide stop smoking, weight management, alcohol reduction and physical activity support services (previously provided separately) through this one integrated service.



The service will take a flexible, person-centred approach, empowering people to adopt healthier lifestyle behaviours to improve their overall long-term health and wellbeing.

The council would like to reassure you of the continued high quality of service through the transition process and as the new service is rolled-out across Gloucestershire.

As from 1st January 2017 all referrals to the healthy lifestyles service should be made through the new single point of access, which is Tel: 0800 122 3788 or Email: info@hls-glos.org

Please note these changes do not come into effect until 1st January 2017. The current referral process remains unchanged up until that point.

Note also that the weight management referral pathway will remain the same until 31st March 2017 (referral into Slimming World). The council will notify any subsequent changes well ahead of them coming into effect.

If you have any queries regarding the new arrangements, please contact Marie Broeders at ICE Creates at marie.broeders@icecreates.com or Tel: 0845 519 3423.

Gloucestershire County Council

Gloucestershire Public Health — other activity and changes

Sexual Health

Responses to the recent consultation showed strong support for key principles, and also provided some very helpful insights into developing sexual health services in Gloucestershire. Relevant to Community Pharmacy were:

- **Accessibility:** The principal factor for accessing the service was felt to be location; services should be local and avoid excessive travel. Key barriers to access were the ability to maintain anonymity and confidentially.
- **Signposting:** There was a strong response regarding the need for sign-posting so that people were able to access the right service for them.
- **Vulnerable groups:** Services must understand the needs of vulnerable populations, and to provide services in a way which responded to them.

Award of new drug and alcohol treatment contract

Following a competitive tender process, the contract to deliver Gloucestershire's drug and alcohol recovery service has been awarded to *change, grow, live* (CGL), one of the largest national providers of drug and alcohol services. The new service commences on 1st January 2017 and the Public Health team is working closely with CGL and the incumbent provider, Turning Point, to ensure that the transition of staff and service users is as smooth as possible, based on the extensive experience of both providers in transferring services.

Changes to Gluten Free prescribing

We have updated the web site with a range of documents supplied by Glos CCG: <http://psnc.org.uk/gloucestershire-lpc/our-news/gluten-free-reduced-prescribing/>

Supervised consumption

You may have heard rumours about Lloyds "taking over" supervised consumption in Gloucestershire next year.

Lloyds Pharmacy ARE taking over the *management* of Community Pharmacy Services for CGL. This includes Supervised Consumption, Needle Exchange and for some pharmacies the addition of an Alcohol Screening Service.

However, this does not mean that Lloyds are taking over the provision of all of these services – delivery will continue from existing commissioned pharmacies.

Expect Anna White of Lloyds to get in contact with your pharmacy to discuss what this means for you.

CPPE emergency contraception workshop

Event no: 45360

Thursday 19 January 2017

7:30pm - 9:30pm

Jurys Inn Cheltenham,
Gloucester Road GL51 0TS

To book:

email info@cppe.ac.uk or

tel 0161 778 4000 quoting the event number and your GPhC number.

Gloucestershire Local Pharmaceutical Committee represents contractors locally and nationally to create an environment for community pharmacy to flourish.

Please get in touch if there are any questions or issues that we can help you with.

We'd love to know what you think about our newsletter; if you have any feedback, please contact Lis Jardine.

Chief Officer

Fiona Castle
Tel: 07565 537319
fiona.castle@lpcoffice.org.uk

Communications Officer

Lis Jardine
lis.jardine@lpcoffice.org.uk

LPC Support Officer

Ilyas Piperdy
Tel/text: 07985 308539
support@lpcoffice.org.uk

Committee

Chair: Andrew Lane

Vice-Chair: Phillip Lewis

Treasurer: Rebecca Myers

Members:

Wayne Ryan
Mike Powis
Gary Barber
Andrew Kings
Peter Badham
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Iqbal Topia
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Quality Points Funding for Community Pharmacy

From the recently published 'PSNC Funding Summary – Information for contractors', the following details apply to Quality Payments awarded for access to SCR.

- Payments will be made depending on how many criteria a pharmacy meets (and therefore how many 'points' the pharmacy has achieved)
- Department of Health expect the value of each point to be set at £64 (This sum assumes 100% of pharmacies achieve all 100 points)
- DH think it is unlikely that all pharmacies will achieve all the quality criteria
- There will be two review points during the year, following which Quality Payments will be awarded: End of April 2017 and end of November 2017
- After the two review points, there will be a reconciliation process to divide remaining funding between qualifying contractors based on the number of points a pharmacy has achieved over the two review points to a cap of £128 per point in totality, including the reconciliation payment

The full funding information can be accessed via the link: <http://psnc.org.uk/funding-and-statistics/cpcf-funding-changes-201617-and-201718/>

If you have considered access to SCR would not provide sufficient benefit above your processes for managing patient queries (e.g. if you currently readily seek information to answer patient medication, allergies and adverse reaction queries by direct contact with GP surgery staff), you may now wish to re-evaluate.

Further guidance will be released by DH before 1st December 2016.

Focus on Minor Ailment Scheme

135 pharmacists to date have declared their Minor Ailments Declaration of Competence on PharmOutcomes. Are you one of them? If not – what are you waiting for?

Take these steps to be ready and get set:

- Complete CPPE Assessment "Minor Ailments – a Clinical Approach"
 - * Just do it!
 - * Have a BNF to hand and CHECK YOUR ANSWERS – don't gut feel it
- Download your Declaration of Competence
- Complete and sign it
- Take a photo with your smartphone and email to jacqui.harber@nhs.net, stating which pharmacy(ies) you usually work in
- Log onto PharmOutcomes and select service "Pharmacy First – Minor Ailments Scheme – Stage 2"
 - * If it is not there – contact Jacqui Harber
- Complete the enrolment form
- Tell your local GP Practice Manager that you are ready to accept referrals
- If you need promotional leaflets, ask Elaine Johnson at elaine.johnson8@nhs.net

I have been talking to local GPs and they are keen to see their reception triage refer patients into the scheme – but they need to hear from you as individual pharmacies that you are ready to accept these referrals. There were 650 consultations recorded during November – could you contribute to doubling that in December?

