



# GLOUCESTERSHIRE COMMUNITY PHARMACY NEWS FEBRUARY 2014

THE VOICE OF  
COMMUNITY PHARMACY  
IN  
GLOUCESTERSHIRE

**A Happy New Year to all pharmacists and staff as we move into what will be a very important year for community pharmacy both nationally and in Gloucestershire.**

## **Community Pharmacy Call to Action: We need your help!**

Pharmacy teams may have read recently about a 'Call to Action' on community pharmacy launched this month by NHS England.

NHS England is the national commissioner of community pharmacy services and it is currently working on a strategy which will set out how it wants all primary care services to work in the future. Through the pharmacy Call to Action NHS England is seeking views and ideas on how community pharmacy services should be developed in the future as part of that strategy.

The Call to Action is extremely important because it is our chance to have a say in our future by telling our national commissioner how we believe our services should develop. Patients, GPs and other organisations will also be giving ideas to NHS England, so it's crucial that we make our voice heard and that we show the benefits that pharmacy can and could deliver for the NHS.

The LPC will be working on its response to the Call to Action in a number of ways, including answering the questions set out by NHS England within it and talking to the local NHS England Area Team about how we think pharmacy services should be developed locally.

But we really need your help. To support our response we need to hear examples of how innovative or high quality community pharmacy services have made a real difference to your patients; or of where pharmacies have worked well with other local healthcare providers to support the care they offer. If you have ideas on how pharmacy services in our area could be improved to better help patients, we want to hear about those too. Please encourage your staff to get involved this programme is not just for pharmacists and stakeholders but service providers within pharmacy have an important part to play in driving the agenda.

Do you have any patient stories of where your help and support has made a difference to a patient? If so please share or better yet get the patient to right a short statement that the LPC can use as an example of the value pharmacy can make to patient care.

The LPC will also be sending some of your examples on to PSNC so that they too can use them to support their national response to the Call to Action.

### **GLOUCESTERSHIRE LPC NEXT MEETS ON**

13 March 2014

At the Holiday Inn  
Crest Way Gloucester  
commencing at 9.30am.

Any Community  
Pharmacist or Pre Reg is  
welcome to attend, just  
advise the Chief Officer.

**Chair** - Chris Gifkins  
07747 778554

**V Chair** - David Evans  
01452 728297

**Chief Officer** - Les Yeates  
07812 200973

[Lesyeates@gmail.com](mailto:Lesyeates@gmail.com)  
Fax 0121 345 0904.

Pastures Croft,  
Tithe Barn Lane,  
Earlswood,  
Solihull B94 5DJ.

**Prof Development Officer**  
- Mrs Ev Beech  
07850 531239

[evelyne\\_beech@hotmail.com](mailto:evelyne_beech@hotmail.com)

For details of all members  
and dates of meetings look at  
the LPC Website just google  
Gloucestershire LPC

You can send your thoughts, ideas and examples to the LPC by completing the short questionnaire on the LPC website. Additionally look out for information about events we and the local Area Team will be running during February, come along to talk to us and bring your staff. It will be really important for us to ensure that pharmacy's views are heard at these events, and your support will be a vital part of that.

## Chairman's Call to Action Comment

**“The NHS England Call to Action probably sounds like just another consultation that most pharmacies don't really need to think about; but that couldn't be further from the truth. This time, the future of community pharmacy really is at stake.**

**It's no secret that the NHS has serious financial problems at the moment, and if we don't tell our national commissioner and our local Area Teams how much we have to offer and what benefits our services can offer the NHS and patients in the future, we risk having services scaled back, rather than developed.**

**Of course the LPC and national organisations will be working very hard to do this on your behalf, but we need all the help we can get on this – the more examples of great practice we have and the more people we have talking about those, the better chance we have of making sure NHS England hears us loudly and clearly and comes up with a primary care strategy that has community pharmacies at its heart.”**

## HEALTHY LIVING PHARMACY – LAUNCH & AWARDS EVENT 30th January



**The Class of 2013 – Eight Gloucestershire Pharmacies receive HLP awards at Sanger House, with Deborah Evans National HLP Lead (right).**



*Pharmacies achieving HLP Level 1: Badhams Priors Park & Whaddon; Boots Dursley; Chesterton pharmacy; Drybrook pharmacy; Lloydspharmacy Coronation Sq; St Marks pharmacy; Rowlands -Alvin St.*

More than 120 pharmacy staff attended the HLP Award ceremony and HLP second wave engagement event on 30<sup>th</sup> January at Sanger House. Teresa Middleton, Deputy Director for Quality GCCG introduced the evening with an overview of the 'Joined Up Care' consultation that runs until 28<sup>th</sup> February highlighting the importance of pharmacy within the team.

Deborah Evans, National HLP lead described the *Healthy Living Pharmacy* concept as a model for the future; that it was imperative for community pharmacy to respond to many

consultations which will bring about change. *Call to Action- Pharmacy* she urged, was a real opportunity for us to think outside the box, to lobby customers and health colleagues to support our expanding role in the community.

HLP Pharmacist, Penny Rae from Drybrook Pharmacy shared her experiences of becoming a healthy living pharmacy and the rewards a change in ethos has brought to her team and community. Awards to the eight HLP Pathfinder Pharmacies were presented by Dr Marion Andrews-Evans, Executive Nurse & *Quality Lead* at NHS *Gloucestershire CCG*, together with Dr Sola Aruna *Public Health Consultant Gloucestershire County Council*, Teresa Middleton, and Chris Gifkins, *LPC Chair*.



In the second part of the evening, staff from the next wave of the 44 HLP Pharmacies worked in groups led by Deborah Evans, to consider how HLP will be implemented in their pharmacies and what engagement will be needed to support any change in practice.

The LPC will be supporting the next of wave of HLP roll out through the year and it is hoped that pharmacies will reach Level 1 by the autumn -2014.

More information on the LPC website – or contact [evelyne\\_beech@hotmail.com](mailto:evelyne_beech@hotmail.com)

## CHAIRMAN'S FEBRUARY MESSAGE

It was great to meet some old and some new colleagues at the Healthy Living Pharmacy (HLP) Evening. My sincere thanks to all at NHS Gloucestershire CCG, Public Health - GCC and the LPC, who have worked so hard in delivering this project and such a fantastic event. Congratulations to the eight pharmacies for achieving level 1 status, and welcome to all those in the second phase. This really has been the highlight of my time as LPC chair. I am convinced that HLP is the way forward – as are many of the local commissioners. This is our chance to establish ourselves as an integral part of the local healthcare team. A lot of hard work will still be required – but this has never been a problem – so let's deliver a truly first class service.



### READY TO QUIT?

Following the success of the 2013 campaign, Public Health England (PHE) is launching a new Stop Smoking campaign on 29<sup>th</sup> Dec to drive motivation to quit smoking through the New Year. The campaign will run until March 2014 exposing the 'harm' of each cigarette. Alongside this however will be 'hope' for smokers. Quitters will be encouraged to pick up the new NHS Quit Cards from their local pharmacy to help them find the right support tool for them.

Pharmacies across Gloucestershire are once more invited to work in partnership with PHE & Gloucestershire Stop Smoking Service to distribute the NHS Quit Cards to smokers through the campaign.

It is hoped that we can top the 75% of pharmacies that took part in 2013 and show the strength of community pharmacy.

Gloucestershire Pharmacies have seen a 100% increase in quitters over the last year as teams fully embraced the delivery of the enhanced services. Top performance pharmacies Chesterton Pharmacy, Cirencester and Drybrook Pharmacy share their thoughts.



Leo Ferro, Chesterton Pharmacy says, 'The new NHS Quit Cards are a great tool to help start the conversation with a smoker to find the right way to quit for them, and helps tailor the advice to their needs. This is very important for us as a Healthy Living Pharmacy; as we are constantly having health conversations.'

*Hazel (Stop Smoking Adviser) using CO monitor with a successful quitter at Chesterton Pharmacy*

Penny Rae, Drybrook Pharmacy says, 'We work as a team, with details of 'our' Quit service and the Quit Pack - ready to go. Eye catching displays help start the conversation and we offer personalised support. Local GPs now refer patients to our 'Stop Smoking Service' that has achieved a 70% quit rate in the last year. Patients are pleased with the success, flexibility and convenience the pharmacy service offers.'



Example of Drybrook Pharmacy Quit Service Info 'ready to go'

Have you signed up to the Stop Smoking LES? Are you delivering it to the best of your ability? Have you got details of your services on NHS Choices? Is your pharmacy listed on the new <http://www.stopsmokingglos.nhs.uk/> ? If you need support please contact Ev Beech [evelyne\\_beech@hotmail.com](mailto:evelyne_beech@hotmail.com).

## **CHANGES IN 2014**

All ready the LPC is looking at the changes that will be made to the NHS Landscape in 2014.

The first one relates to Public Health Services. Those services previously commissioned by the PCT which were transferred to Public Health within the Gloucestershire County Council from 1 April 2013. Because of the change of authority the Local Enhanced Service was rolled over for 2013-14 but that provision comes to an end on 31 March 2014.

**The LPC is working with the County Council and the Public Health Department to create a County Council contract for public health services – Sexual Health, Stop Smoking, Supervised Services and Needle Exchange.**

Further discussions are taking place regarding the final version but all pharmacies are encouraged to watch out for a letter from Public Health with a contract and revised Service Specifications that will need to be returned by the 1 April 2014.

Secondly the LPC is working with the LPCs for Bath, Swindon and Wiltshire to persuade the Area Team to commission Flu Vaccination via Community Pharmacy - programmes commissioned elsewhere in the country have proved that Pharmacy can add value to the flu vaccination programme. Whilst the LPC can argue for the programme we will need your commitment to complete local training and service provision.

From 1 April 2014 there will be a new LPC - how do we know – well AIMp pharmacies will have three seats instead of the two seats since 2010, that will mean that there will be a reduction in the number of Independent pharmacy representatives on the Committee. One thing it won't change however is the commitment of members to engage with the Area Team, Clinical Commissioning Group, Public Health and other stakeholders who support or can commission pharmaceutical services.

## Have you completed your IG Toolkit for 2013/14 yet?

This year's submission deadline is 31 March 2014.

Guidance on information governance including templates to help you to meet each requirement can be found at [psnc.org.uk/ig](http://psnc.org.uk/ig)

## DISPOSAL OF CONTROLLED DRUGS UPDATE

The NHS England Controlled Drug Accountable Officer (CDAO) **Julie McCann** has responsibility for overseeing and supporting controlled drug destruction in community pharmacies. To do this, the team needs to ensure that there are sufficient fully trained witnesses to avoid build-up of expired or unwanted stocks of CDs.

NHS England anticipates that pharmacy groups (Body corporates) operating 5 or more pharmacies will seek to have suitably trained employees designated as Authorised Witnesses by the CDAO- they may apply to the appropriate CDAO to designate individuals or classes of individuals as witnesses. The appropriate CDAO is the one for the Area Team where the body corporate's registered office is located. For independent pharmacies (and those with fewer than 5 pharmacies), NHS England will designate a witness. NHS England is currently working with the LPC to identify and train these witnesses.

If you have any CDs that need witnessed destruction or you wish to enquire about becoming an authorised witness please email [england.bgswh-controlleddrugs@nhs.net](mailto:england.bgswh-controlleddrugs@nhs.net)

## CHECK YOUR KITS!

In the last year, the NHS Laboratory rejected 54 chlamydia kits taken from community pharmacies because they were out of date! This means the person didn't get their result – and the pharmacy didn't get paid. Please check the dates on your female kits to ensure they are in date. The original 'floppy' pink packs are all out of date – please bin these. The latest kits all carry the expiry date on the outside of the package. If you have older stock please check the contents. If they are date expired please send them back to the Chlamydia Screening Office at Hope House (via your local surgery). They may be able to recycle some of the contents. As these have a value, please apply sensible stock rotation to avoid waste. [Angela.arthur@glos.nhs.uk](mailto:Angela.arthur@glos.nhs.uk)

## EHC TRAINING NEXT DATES

Glos Care Services will be holding a core training day for Pharmacists and Nurses on March 12th; Sandford Ed Centre 9.30 – 4.30; followed by a half day assessment on either 25th or 26th March; contact [joanne.mutton@glos-care.nhs.uk](mailto:joanne.mutton@glos-care.nhs.uk)