

Newsletter



Flu Advanced Service

We hope that your flu vaccination service is going well. GP Practices are sensitive about the service, so it is inevitable that some tensions will arise. Here are some misunderstandings to be aware of:

1. Some GPs are concerned that they are not provided with detailed information such as Batch number and injection site. Some of them think they need it to record the vaccination on their system. If their system "won't let them", they are trying to record it incorrectly. Reassure them that you have the information on file.

2. Practices don't want to receive phone-calls from patients to say "I have had my flu vaccination at XXX Pharmacy" – inform the patient that you will be telling the GP (however this does not apply for private vaccinations).

3. While we advise you to have details of GP Flu Clinics available to enhance choice and good relations – remember, distributing leaflets promoting the pharmacy service in GP Waiting Rooms is unlikely to go down well!

I am in regular communication with the LMC about issues and



misunderstandings. If you are aware of any unprofessional behaviour by practices, please let me know and we will try to get it sorted out. Whatever you do – *please don't start a social media war!*

We have also had positive feedback in the area – with one pharmacy reporting that their local GP Practice is advising patients who are unable to attend their clinic sessions to "go to the pharmacy"

PharmOutcomes update

PharmOutcomes is available to you to help in the recording of flu vaccination. It has the following features:

- Read coded GP notification that will be auto-sent as data is saved. This is in the format of the national template and if a secure email address for the GP practice has not been provided will prompt a hard copy to be printed and sent
- Patient consent form that can be printed in a pre-populated form that again meets the requirements of the national template. This is printed when

data is saved

- Patient questionnaire that can be printed off in the required format when data is saved.
- Prepopulated BSA return available for the month end submission – NEW!!

It is worth you asking your local GP practices to provide you with the nhs.net email address that they would like notifications sent to. You (or they) should send the following information to helpdesk@phpartnership.com

- NHS Contract number
- Name of practice
- Address and post code
- Secure NHS email account.

Remember the secure email address MUST end: nhs.net

Using PharmOutcomes is the easiest and best method of communicating the relevant information to your local GP Practice – it provides secure transmission, with an audit trail. No bits of paper to get mislaid.

Fiona

October 2015

Things to do:

- Check the PSNC flu service pages for full information on accreditation, recording, claiming and notifying GPs
- Consider joining Ev on our AYP week bus
- Order your health promotion resources via the new web site and email address
- Follow our top tips (page 2) for successful use of the MAS
- If you're still working towards HLP – keep going!
- And if your pharmacy still has not yet signed up to HLP, visit <http://psnc.org.uk/gloucestershire-lpc/healthy-living-pharmacy> to find support and ideas
- Make sure you are using the NEW SYSTEMS for ordering Chlamydia kits and Condoms
- Look out for future opportunities to attend MECC courses

Inside this issue:

Ask Your Pharmacist week	2
Health Promotion Resources	2
Winter Pressures feedback	2
MAS top tips	2
HLP	3
Farewell from Barbara	3
Making Every Contact Count	4
Chlamydia kit ordering	4
C-card ordering	4



One of the less offensive examples of the meme



Flu slides on our web site



Unfeasibly well presented patient, pharmacist and shelves.

Ask Your Pharmacist week

What are you doing to promote pharmacy and the services you offer during "Ask Your Pharmacist Week" 9–15 November 2015?

To promote this pharmacy week to the public, the LPC has booked the CCG/ NHS Health Information Bus for two dates that week:

- Tues Nov 10th at Cheltenham town centre - Beechwood arcade
- Friday Nov 13th at Gloucester city centre - Westgate Cross

We need two pharmacists and two HLCs (or equivalent) to come on board from 9.30am to 3.00pm. This could be a split shift with another colleague or the whole day. HLCs will be

back filled to the pharmacy at £50 per 4 hour session pro rata. Pharmacist rate available on enquiry.

You will be talking to the public about what community pharmacy can do for them. This will include MURs/NMS, HLP lifestyle advice, Stop Smoking, EHC/SH, Flu Vax, Minor Ailments service, URMS, self-care, and anything else as appropriate in discussion. Health checks e.g. asthma, CO₂, BP could be available.

If you can provide staff to join me on the bus and support this campaign, please contact Ev Beech as soon as possible: evelyne_beech@hotmail.com; 07850 531 239

Ev

Health Promotion Resources

If you would like resources (like "tar jars", lumps of "fat" or posters/leaflets) to promote Health Promotion Campaigns in your pharmacy, have a look on the new Health Promotion Resources website: www.gloshospitals.nhs.uk/Health-Promotion-Resources

Choose what you would like to borrow/order, make a note of the codes and email healthpromotion.resources@glos.nhs.uk

Please note that you need to nominate a local GP practice for delivery of large quantities of materials. (Please advise the GP practice to expect a delivery marked for your attention.) Alternatively you can collect directly from Redwood Library (on the Gloucester Hospital site): opening times - Monday to Thursday 9am - 5pm closed on Friday. Telephone - 0300 422 6082

Winter pressures events – your feedback

The LPC invited pharmacy teams to our September events to understand:

- Why is it important that we deliver MAS, Flu and URMS,
- What you need to do in the pharmacy to deliver them,
- How to engage patients,
- How to communicate about these services with local GPs.

We were oversubscribed in Cheltenham, and had

fantastic attendance in the Forest and Gloucester – unfortunately, future events in Stroud are in doubt, as only half the pharmacy staff who booked turned up.

Feedback on all four events was generally excellent, with presentation quality receiving a mean score of 4.7 out of 5, and an average of 4.6 for 'how well the event met objectives'.

After feedback at the Gloucester event, we included more detailed

information about MAS for Stroud and Cheltenham. Otherwise, comments were mostly along the lines of 'Very good' or 'Excellent' - we did have some criticism, mainly directed at venue issues such as blurry slides and cold rooms!

Flu slides are available at <http://psnc.org.uk/gloucestershire-lpc/our-news/flu-presentation-from-winter-pressures-evenings/>

Lis

Minor Ailments Scheme

At the Winter Pressures events, many pharmacists were worried about getting the right balance between promoting the Minor Ailment Service and deflecting sales. Here is some advice from those already providing the service:

- We educate patients and use posters to show "what is a minor ailment"
- If someone asks for a specific product, we sell it (with appropriate advice), but do not use the MAS
- The local GP Practice

tells patients about the service – we don't actively recruit patients

- We use reminders on the till to remind staff about which products are included in MAS, but we don't convert sales to MAS.

Fiona

Gloucestershire Healthy Living Pharmacies

There has been a lot of hard work being done in all the pharmacies all through the county. Interventions are being recorded, campaigns are being held and loads of leaflets being handed out. Well done!

HLPs are getting the health care message out to where it is needed. Customers are hearing about Dementia Awareness. Men’s Health and weight loss programmes. Boots in Cam has been working with Tesco to highlight Breast Cancer and Day Lewis at Berry Hill is working hard on supporting Stoptober. The staff at AD Byers have been encouraging Moreton residents to “Get Moving” with lots of exercise advice. Badham, Kingsway, is supporting mental health issues working with BiPolar UK.

To date there are now 40 pharmacies in Gloucestershire that have attained their HLP Level 1. Some pharmacies have put a lot of hard work into these criteria and are nearly there – keep going!

And if your pharmacy still has a ways to go or not yet signed up to HLP, go onto the LPC website (<http://psnc.org.uk/gloucestershire-lpc/healthy-living-pharmacy/>) to find additional support and ideas.

HLP Level 1

By the end of 2014 there were 30 pharmacies that had attained HLP Level 1 status. To date 10 more pharmacies has joined the ranks. Join with me in congratulating the following pharmacies in achieving Level 1 status.

Cotswold Pharmacy, Northleach

Day Lewis Pharmacy, Coleford

Rowland Pharmacy,
Leckhampton, Cheltenham



Badham Pharmacy,
Sixways, Cheltenham



Tesco Pharmacy,
Cirencester



Badham Pharmacy,
Prestbury, Cheltenham



Rowland Pharmacy,
College, Cheltenham



Day Lewis Pharmacy,
Berry Hill



Boots, High Street,
Cheltenham



Badham Pharmacy,
Kingsway, Gloucester

Farewell

I have working with pharmacies in various roles over the last three years, but this past year working more closely with pharmacies has been by far the most interesting and rewarding. I have met loads of really dedicated teams who not only want the best for their clients, but the best for community pharmacies in general. And traveling around the county getting an understanding of the variety of issues faced by each team means that no two can be run the same way.

As my role with HLP comes to an end, I will still keep an eye out for that Healthy Living Pharmacy logo! I hope they continue to increase.

The LPC continues to support HLP and will continue to encourage as many pharmacies as possible to reach this quality standard. Please contact Lis.Jardine@glosipc.co.uk if you have any questions.

Barbara



Another twelve HLCs trained on 1st September, PH level 2 Understanding Health Improvements.



Well done to our newest HLPs— display your status loud and proud

Gloucestershire LPC represents contractors locally and nationally to create an environment for community pharmacy to flourish.

Please contact us if you have any questions or issues that we can help you with.

Committee members:

Chair: Mike Powis
Chris Gifkins Thomas Banning
Vice-Chair Wayne Ryan
Sian Willams Peter Badham
Treasurer Phillip Lewis
Aitzol Calleja Peter Arthur
Iqbal Topia

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HTTP://PSNC.ORG.UK/
GLOUCESTERSHIRE-LPC/

Tell us what you think!
We'd love to know what you think of our newsletter; if you have any comments on this edition, or suggestions for the next one, please contact Lis: lis.jardine@gloslpc.co.uk

Chlamydia test kit ordering changes

From the 1st October your **Chlamydia test kits** will be delivered straight from source direct to your pharmacy and you will no longer need to collect the kits from your designated GP Surgery.

On the LPC web site at <http://psnc.org.uk/gloucestershire-lpc/services/sexual-health-guidance-and-resources/> you will find:

- New kit order forms – for the ordering of chlamydia kits only
- A separate form for ordering any condoms and promotional material you need
- Process flow for reference

Please return completed order forms to chlamydia.orders@glos-care.nhs.uk. Forms can either be completed electronically or a scanned copy may be emailed.

Remember to include your specific site codes for either Grab kits or Clinical kits as required. For reference, this code can be found on the green request form inside of the kits. Please contact Sally Rankin (Chlamydia Screening Administrator) – 0300 421 6526 or myself if you need any assistance with this.

All orders will be sent to the supplier, am on Mondays and Thursdays. Turnaround time has not changed and your order should be received within 10 working days of receipt of order into our office.

If you have any issues with the kits delivered, would you please either email chlamydia.orders@glos-care.nhs.uk (this is checked daily) or contact Sally Rankin as above.

Condom orders for the C-card scheme should now be submitted through PharmOutcomes; orders will be collated on PharmOutcomes throughout the week, submitted on a Sunday and processed by the Prospects Team on a Monday for delivery during the week.

You should expect a letter shortly about contract monitoring from NHS England. They have developed a short, online tool for self-assessment of contract compliance. It looks straightforward – please ensure that it is completed as soon as possible after you receive official notification.

Making Every Contact Count (MECC)

At the beginning of the summer MECC courses were held in several places over the county. This course in each locality was provided free through Public Health. In summary, MECC training aims to improve communication skills in order to make the most of every contact with clients. A range of skills and behaviour change techniques were explored to provide confidence in chatting to people about how they feel and raising issues, like health and wellbeing.

This course is relevant to all staff who have contact with clients on any level and increases the confidence to approach clients about their health issues. A pharmacy is non-threatening and the best place to do this. The recent 2 hour sessions was really helpful during discussions when given lots of excuses – rolling with resistance.

If you get a chance in the future to attend these classes, please sign up. It is well worth the time.

Barbara