



Newsletter

URMS: are you delivering?

The URMS service is a vital part of the Out of Hours pathway in Gloucestershire. **Out of Hours are now directing any requests for repeat medicines to Community Pharmacy.**

If you are signed up to deliver, please ensure all of your staff and locums are aware of the service. Locums can sign the PGD on the day they are working in branch/receive a request.

A service 'crib sheet' can be found on the LPC website at <http://psnc.org.uk/gloucestershire-lpc/services/urgent-repeat-medicines-guidelines/>



If you look on the NHS Choices website, www.nhs.uk, you will find a page which lists the services offered by your pharmacy and its opening hours. It is very important you check that the information about your pharmacy held on NHS Choices is up to date – particularly opening hours, telephone number and address. This will be used by the NHS 111 in Gloucestershire to direct patients to you for the URMS service.

Each contractor is entitled to access rights to edit their profile – e.g. to add services that you provide, or link the page to some excellent videos showing what MUR or NMS services are. You should also have rights to respond to feedback left there, TripAdvisor style, by any patients or customers. For more information about registering for access to your profile, see <http://psnc.org.uk/contract-it/pharmacy-it/nhs-choices/>. CCA and AIMp member companies will usually have set up access via Head Office.

NRT voucher changes

From 1 April, NRT Vouchers reimbursement will be claimed through PharmOutcomes. Here is what you need to do:

1. Vouchers and paperwork relating to claims up to the end of March should be submitted as usual to SBS; DO NOT send vouchers (or any other paperwork) to SBS for supplies made 1 April onwards;
2. Transfer the relevant information from the voucher onto the PharmOutcomes service;
3. All calculations and invoicing will happen directly through PharmOutcomes;
4. Payments will be made as usual through PPA Local Service 9;
5. Paper vouchers, signed by the patient, must be retained in the pharmacy for audit/verification purposes;
6. Pharmacy based Stop Smoking Advisors will be able to print out a record of the PharmOutcomes voucher for signature by the patient as an alternative to hand-writing a voucher for storage.

If you have a query about using PharmOutcomes, please contact Barbara Workman for support on barbara.workman@glosipc.co.uk or 07565 537 319.

May 2015

Things to do:

- Check that you, your staff and locums are prepared to deliver URMS
- Check your NHS Choices profile
- Claim all NRT reimbursement via PharmOutcomes
- Aim for your HLP accreditation target
- Book for Leadership training
- Check out the HLP resources online
- Make sure you're using the right email address to submit C-card stock orders
- Become a Dementia Friend
- Make sure you're familiar with the new SBS stationery order process
- Come to an LPC workshop this June



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Healthy Living Pharmacies



One pharmacy service which advances the Public Health agenda



www.livingstreets.org.uk/national-walking-month



HLP Facebook page

In the news

Professor Kevin Fenton, Public Health England National Director for Health and Wellbeing, states in *Putting Pharmacy on the Public Health Map* that it is an exciting time for pharmacies to take up the challenge in the health prevention agenda.

"Pharmacies are willing to innovate and try out new models of care taking on variety of services."

"Pharmacies are leading the way with new models of patient contact with an ambition to have 2,500 of HLPs either accredited or in process by April 2016. PHE is committed to the acceleration of HLPs across the country."

"With the transfer of public health functions to local authorities, there is a major opportunity to make the case for pharmacy as a partner in promoting public health."

Google 'Putting Pharmacy on the Public Health Map' to read the complete article.

What next for Gloucestershire HLPs?

There are currently 50 pharmacies signed to achieve HLP status. Most of these pharmacies now have trained leaders and at least one trained health champion in place. Well done!

The next step is to begin working through the self-assessment criteria and record your evidence on PharmOutcomes. This is located at the bottom of the "Assessment" tab. The portfolio you received will have a "10 Step Plan" with suggestions on how to get started. You can store hard copy evidence in the portfolio as well. Additional

support can be found on the LPC website.

You have a target! If your pharmacy has been working through the self-assessment criteria last year, aim to complete this by June. If you don't think this is feasible, contact **Barbara**. workman@gloslpc.co.uk to discuss what support you may need.

If your pharmacy has just started with HLP, please set September as your target to complete the self-assessment. As above, if you don't think this is feasible, contact Barbara.

Health Topic Campaigns

The self-assessment criteria includes a designated Health Promotion Zone which will vary within each pharmacy and the space available. It should be accessible to the public and display the current Health Topic.

The next *formal* Health Promotion topic will be **"Preparing for pregnancy"**. There will be posters and leaflets sent out to pharmacies in late June or early July for use over the summer months.

Some suggested Health Topics for the year and resources are located on the LPC website at <http://psnc.org.uk/gloucestershire-lpc/healthy-living-pharmacy/health-topic-campaigns/>

- Mental Health Awareness Week (May 11-17)
- Dementia (May 17-23)
- National Walk to Work Week (11-15 May)
- National Walk to School Week (18-22 May)

The campaigns should run

for about a month unless you intend to cover two in the same month, when you may consider 2 weeks is more appropriate. Consider your clientele and make the campaign relevant to them.

On the LPC website is a campaign tally sheet which can be tailored to your campaign. Outcomes should be entered on PharmOutcomes under Services/Local Campaign Feedback

Facebook

The Gloucestershire HLP Facebook page is a new resource to keep you up to date with news and inspiration! Barbara will keep you in the loop about training, campaigns and services; you can post questions and discuss strategies, or comment on your experience of HLP in Gloucestershire. Just search for 'Gloucestershire Healthy Living Pharmacy' within Facebook and click the 'like' button to get regular updates.

HLP Leadership Training

The next scheduled training will be Thursday, 4th June. This will be an all-day event and will be located at the Oxstall Tennis Centre, Gloucester. To book your place and receive further information email Lis.Jardine@gloslpc.co.uk

Please book by 26th May to confirm a place on this course. Even if your pharmacy is not yet signed up to HLP, this free course would provide further insight into HLP and an opportunity to gain valuable leadership skills (normally priced at £200). Be part of this national direction for the future of pharmacies.

Barbara

C-card stock

I am aware there have been some ongoing challenges in obtaining C-card stock recently, I would like to take the opportunity to apologise for any inconveniences this may have caused. I wish to ensure we have captured all of the requests/particularly any unmet orders, and offer some confidence to C-Card providers this issue has not been forgotten and is being addressed.

Pharmacy providers are key in our delivery of C-card and

have helped us develop the scheme to the success it is to date, it would be regrettable to lose the relationship with pharmacies, and more importantly a service young people confidently use and access within Gloucestershire.

Please can I ask if an order is outstanding could it be submitted again, using glosfodtaskbox@prospects.co.uk? If for any reason you have not had a response to the email within 5 working

days, please direct to myself at rebekah.parkinson@prospects.co.uk. I am happy to receive all recording forms via this route also, if this is convenient.

Thank you again for your continued support in the C-card scheme, please feel free to get in touch with me if you have queries.

*Rebekah Parkinson
C-Card Coordinator*



Guidance for registered pharmacies providing pharmacy services at a distance (GPhC)

This is a relatively short document and a summary is available in a briefing on the PSNC website: <http://psnc.org.uk/our-news/gphc-issues-guidance-on-providing-pharmacy-services-at-a-distance/>

The document includes guidance about not **misleading patients about the identity or location of the pharmacy**. Some LPCs have raised with PSNC their concerns about joint arrangements between GPs and pharmacies, where the methods of promotion makes the pharmacy appear to be local, when in fact it is a distance selling pharmacy some distance away. Any pharmacy contractors that want to raise concerns about arrangements that appear non-compliant should contact the GPhC – since this is a professional regulatory issue rather than an NHS matter.

The guidance also deals with issues such as **informed consent**, and the patient's right to choose their pharmacy provider. Direction of prescriptions, where it occurs, is often the action of GPs or their staff, but pharmacy contractors will need to ensure their arrangements do not make them complicit. Again, contractors wanting to know how to ensure their arrangements are compliant, and those with concerns should direct their enquiries to the GPhC.

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Dementia Friends

More than 84,000 people in the South West have dementia. Pharmacy teams are ideally placed to improve the lives of those living with dementia; both those diagnosed with the condition and their carers. The Dementia Friends initiative encourages everyone to find out more about dementia and how they can help.

Having successfully reached the goal of one million Dementia Friends by March 2015, the Alzheimer's Society has now taken over the funding for the initiative

and has committed to a new target of four million Dementia Friends by 2020.

Dementia Awareness Week 2015 (DAW2015) is taking place from 17-23 May in England, Wales and Northern Ireland. Because life doesn't end when dementia begins the message for DAW2015 is to 'Do Something New'. Have you planned your campaign? Why not start by encouraging all members of your team to become Dementia Friends?

Dementia friends and focal point
Wed 20th May 2015
7:30 to 9:30pm
Thistle Cheltenham Hotel,
Gloucester Road,
Cheltenham, GL51 0TS

A light buffet will be provided.

Book your place now at: www.cppe.ac.uk, booking ref: 44006

Find out more about Dementia Friends at: www.dementiafriends.org.uk



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:	Abdul Bashir
Chris Gifkins	Sian Willams
Vice-Chair	Tom Banning
David Evans	Wayne Ryan
Treasurer	Aitzol Tolosa
Mike Powis	Vishant Patel
	Peter Badham
Gary Barber	Vanessa Chelu-
Rebecca Myers	Walmsley

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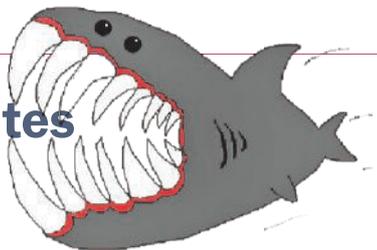
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[HTTP://PSNC.ORG.UK/
GLOUCESTERSHIRE-LPC/](http://psnc.org.uk/gloucestershire-lpc/)

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

News bites



Ordering stationery from SBS

There has been a change to the ordering procedure for stationery from SBS. E-mail orders will still need to be sent to the following e-mail address **SBS-I.SWPSS@NHS.NET** with a new Excel order form attached, and in the subject field they require you to add the word "Order", this will enable the stores team to be able to process your order upon receipt. The LPC is aware that Excel spreadsheets may be an issue in many pharmacies and have asked NHS England to provide an alternative option.

The new order form and guidance notes are available on our web site at <http://psnc.org.uk/gloucestershire-lpc/lpc-resources/>

If you are having issues with SBS orders, please let the LPC know via lis.jardine@gloslpc.co.uk

Signposting directory

NHS England have supplied a signposting guide which you should receive direct by email – a copy is also available on the LPC website at <http://psnc.org.uk/gloucestershire-lpc/lpc-resources/>

Drug Tariff

If you are not getting your drug tariff by the 10th of any month please let Fiona Davenport know: Email: f.davenport@nhs.net, Tel: 0300 421 1585.

Domiciliary MUR

NHS England have put together a domiciliary MUR policy – this is now on our website at <http://psnc.org.uk/gloucestershire-lpc/lpc-resources/mur-guidelines/>

Meet an LPC member

Rebecca Myers

What's your job role and how long have you worked in pharmacy?

I have worked in pharmacy since I was 16 and had a Saturday job at the local Lloyds Chemist (which basically involved cleaning shelves, floors and windows). I did my pre-reg with Safeway and was a manager for them before moving overseas and working in Canada and Bermuda. When I returned I locummed for a few years before joining Day Lewis as an District, Area then Regional Manager. I now work in the Professional and Pharmacy services department and am one of the group superintendents. My job involves supporting branches with clinical and information governance, CD issues, error management and professional queries - as well as reviewing SOPs, NHS tendering, patient safety and anything else that comes up. I sit on Gloucestershire and Somerset LPC, and represent Gloucestershire on the BGSW LPN.



How did you get involved with the LPC and what do you think the LPC's most important role is?

I can't remember how I got involved with the LPC, but have been doing it for about 6-7 years (with a few breaks). Our most important roles are to support community pharmacies in delivering services - developing services, negotiating funding, helping to coordinate and manage training and trying to increase uptake. We also have an important role in championing community pharmacy along with others within the NHS to make sure that pharmacy is not forgotten when people are thinking about new services or improving existing services for patients.

Tell us a bit about the events/training subcommittee – what are you planning to do for contractors this year?

We have only recently started the events/training subcommittee and have loads of great events planned - the problem is going to be fitting them all in as our calendar is looking a bit full and we don't want to put people off by running too many events! Our first events are the Advanced Inhaler Technique workshops that we are running for pharmacists and their support teams - we hope that by providing training for staff in engaging patients for MURs and NMS as well as training in inhaler technique and the asthma control test we will help teams increase uptake of MUR and NMS to improve patients health and also help you hit your targets. We're also trying out some different venues to try and improve access for colleagues in all areas of the county.