

Newsletter



The LPC: reloaded



Unfortunately the Holiday Inn Barnwood is not quite this fancy...

In April 2014 the LPC welcomed a new line-up of members. Some are familiar faces, and we welcome them back alongside some fresh faces! This committee will serve for a term of four years until elections in 2018.

The committee meets every other month and an agenda will be made

available on our web site one week beforehand. The remaining dates for 2014 are:

- Thursday 10 July
- Thursday 11 September
- Thursday 13 November.

If you would like to contribute to or

comment on the agenda please contact Lis Jardine, Administrator.

Minutes will be posted on our web site within seven working days of their approval at the subsequent LPC meeting.

The new committee is listed on our back page along with contact information for the LPC.

Pharmaceutical Needs Assessment (PNA)

Have you completed the Pharmacy Questionnaire? Deadline 14th July 2014.



Both Contractor and Patient PNA Questionnaires are now available online.

It seems a long time ago since the first PNA was published in Feb 2011. The PNA has become a crucial part of the market entry system as well as supporting local commissioning decisions for pharmacy services.

The Health Act 2009 introduced the statutory framework for publishing PNAs whilst revising the control of entry test and thus linked the two in determining future applications of new pharmacies. Responsibility for the PNA transferred to the Health & Wellbeing Board in April 2013, with a mandate to publish the next PNA by April 2015. The LPC is working closely with the HWB to create a robust document, and the PNA Pharmacy

Questionnaire has recently come out to you by email and via PharmOutcomes for a response by 14th July 2014.

So far the County Council has received only 40% returns so if you haven't already replied it is *vital* that you do so. A PDF version can be downloaded if you prefer a hard copy – please send to the address given.

Pharmacy Contractor Questionnaire: www.gloucestershire.gov.uk/talkpharmacies

Alongside this, the Patient Questionnaire has also been launched and you are asked to distribute this far and wide to your customers and anyone using

pharmaceutical services. To facilitate public engagement a poster and postcard is being developed for you to give to customers interested in completing the questionnaire. Although the preferred method of completion is online, a PDF version can be downloaded and printed off as needed. A freepost address will be provided.

Patient Questionnaire: www.gloucestershire.gov.uk/yourpharmacy

The help-line number is 01452 426260 which is available between 8:30 am and 5pm Monday to Friday excluding bank holidays.

Closing date for the patient questionnaire is 29th September.

June 2014

Things to do:

- Get started with PharmOutcomes
- Check the changes needed to the handling of Tramadol, Zopiclone and Zalepon
- Contact Chris Llewellyn if you'd like to receive a copy of Medicine Matters
- Check your NHS Choices Profile
- Complete the PNA questionnaire
- Book for MECC training in July
- Consider the cost of the specials you obtain
- Return the erroneous Enhanced Services contract to PH

Inside this issue:

Meet Fiona Castle	2
Lis Jardine, Admin	2
Controlled Drugs	2
Medicine Matters	3
PharmOutcomes	3
URMS	4
NHS Choices	4
Obituary—Les Yeates	5
Contract issue	5
HLP	6

Chris Gifkins, LPC Chair: I would like to welcome our new Chief Officer, Fiona, and Lis who will be providing admin support.



Fiona

Meet Fiona Castle

I am looking forward to working with you all as Chief Officer for Gloucestershire LPC. Some of you may already know me as I have previously worked in the area as a pharmacist with both Badhams and Rowlands, however for the last six years I have been working in Swindon and Wiltshire and Oxfordshire with their Local Pharmaceutical Committees.

I believe that there is a bright future for pharmacy in patient contact, education and support. Our role is

about so much more than providing a correctly labelled pack in a timely fashion. Your LPC is here to help you make that bright future a reality.

What do I do when not working?

I'm usually to be found sitting under a pile of cats and dogs playing Candy Crush saga.

What is my dream?

To go into orbit and see the earth from space.

Favourite joke?

Any elephant joke - e.g.

Why do elephants paint their toenails red?
So they can hide up cherry trees.

Have you ever seen an elephant in a cherry tree?
No? Shows how good the disguise is.



Introducing Lis Jardine

I've been working for Swindon and Wiltshire LPC for nearly three years now, and am starting to reach a more gentle section of the learning curve!

Pharmacy is a profession I've grown to feel strongly about; as a 'civilian' there was so much I didn't know about the lengths a pharmacist will go to to make sure a patient gets the care they need. There is a growing feeling that pharmacy needs to trumpet its strengths – and I want to be a part of that.

I'm looking forward to taking on extra challenges as

part of the Gloucestershire LPC team. My job role will involve encouraging two way communication between the LPC and pharmacies, managing the web site and newsletter, and helping to organize events.

Please do get in touch if there is anything you would like the LPC to be discussing or doing on your behalf.

A bit about me:

I'm based in east Bristol; I live near an ancient moat dating back to the 13th Century. Much of my leisure time is spent trying to raise funding and organize

conservation days as Chair of MOATivation, the 'friends' group.

I have two daughters at primary school, and I work from my home office most school hours. If you need to leave an answer phone message it's probably because there's an assembly to attend...

My favourite joke (thanks to my girls for this one) is:

Why did the toilet paper roll down the hill?
To get to the bottom.



Controlled Drug changes

The legal classification of a number of drugs is changing which means that Tramadol, Zopiclone etc. will need to meet the full CD regulations.

Please note:

- Any patient on repeat dispensing for Tramadol will need to revert to normal 30 day scripts

- All scripts for Tramadol, Zopiclone and Zalepon should be limited to 30 days and must meet CD regulations
- Tramadol scripts will need to comply with CD writing requirements.

The impact for pharmacies also includes the need to

denature the drugs before disposal.

Pharmacists may want to consider conducting an MUR with any patient to help to assess whether they still need to be on these drugs, whether they know why they are taking them (if they are) and to explain the changes.

Fiona Castle



Tramadol will need to meet the full CD regulations

⇒ <http://tinyurl.com/RPSSupportalert> for full details.

Medicines Management newsletter

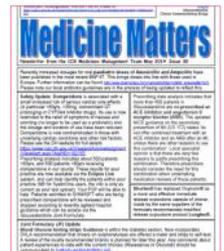
The most recent *Medicine Matters* newsletter was recently sent out. It contains information on all sorts of topics, including updates on Domperidone, paediatric oral antibiotics, blood

glucose testing strips, INR testing, NICE guidelines for PGDs and much more.

If you're new to the area or your email address has changed, you may not

currently receive a copy of this publication. If this is the case please let the team know:

Christopher Llewellyn
Medicines Management
telephone: 0300 421 1655



A very full May edition of *Medicine Matters*

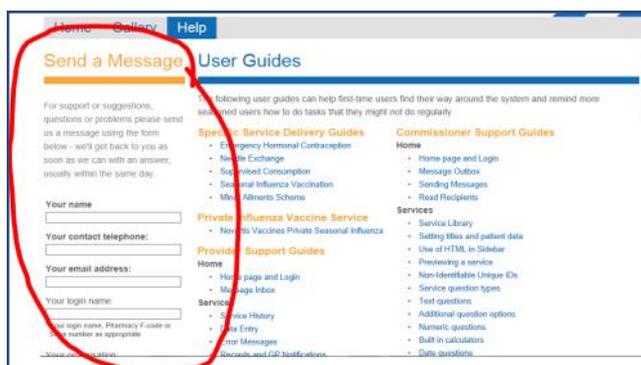
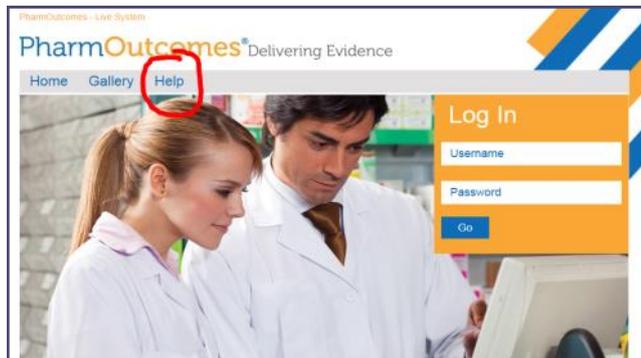
Please ensure that your **rota claim** is addressed correctly. If post is addressed to a former organisation (i.e. NHS Gloucestershire or PCT) the post office will automatically return it to sender now. It must be addressed to 'NHS BGSW England Area Team' at the Valiant Court address (the latest claim form has this on it). Old claim forms are being rejected.

Logging in to PharmOutcomes

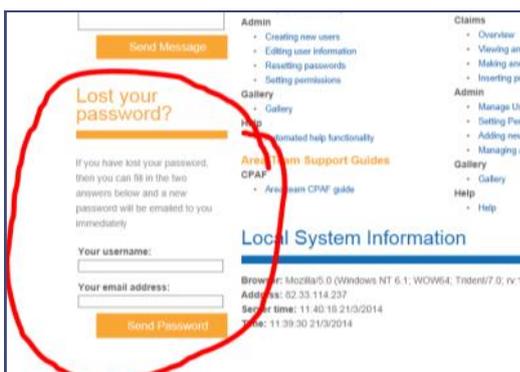
Your LPC and Public Health have agreed that from April 2014 all pharmacies in Gloucestershire will be required to record EHC, Supervised Consumption and Needle Exchange services using PharmOutcomes.

All claims in Gloucestershire will be paid quarterly. Payment claim forms and an audit report for the service will be automatically generated; these can be viewed and saved by the pharmacy, but don't need to be sent by email /fax to your service commissioner. The PharmOutcomes Quick Start Guide provides more information on the use of PharmOutcomes and initial setup, including creating additional logons for your site. This can be downloaded from www.psn.org.uk/PharmOutcomes

1. Go to www.pharmoutcomes.org.uk
You will see this screen. Fill in the user name and password you used for Pharmabase.



2. If you can't remember your user name:
click the 'help' link on the tool bar at the top of the home page.
This will take you to this screen. Fill in your name and contact details (including your store ODS code or F-number) and PharmOutcomes support will get back to you.



3. If you can't remember your password: Scroll down the help page and you will see this form; fill it in to get your password sent by email.

All pharmacies in Gloucestershire should now use PharmOutcomes for Sexual Health and Substance Misuse Services



PharmOutcomes is pretty user friendly



URMS helps patients who urgently need medicines but don't have a prescription

The Urgent Repeat Medication Service enables all Community Pharmacies / Pharmacists to sign up to the SLA and PGD to provide continuity of treatment and protect our patients from potential supply interruptions.



NHS Choices: please check your profile is accurate

Urgent Repeat Medication Service (URMS)

Patients who are residents of Gloucestershire or visitors to our county can find themselves without continued supply of their regular medication for several reasons. Often this happens during Bank Holidays or Saturday mornings at a time of peak demand for GP/OOH and A&E services.

Emergency supply legislation enables Community Pharmacists to give an "Emergency Supply" of regular medication, however all patients using this option are required to pay for the medication received irrespective of whether they are exempt from prescription charges or not, and this often leads to patients opting to source a prescription which then significantly adds to the demand for a doctor to prescribe at a very busy time.

The Urgent Repeat Medication Service enables all Community Pharmacies/ Pharmacists to sign up to the SLA and PGD to provide continuity of treatment and protect our patients from potential supply interruptions.

Your LPC and Gloucestershire Clinical Commissioning Group worked closely to launch this service prior to the Easter Bank Holiday in 2013. Currently 67 of the 113 Community Pharmacies in the county are signed up to deliver the service and

there have been approximately 1100 supplies since launch:

- Misplaced medication 3.3%
- Ran out 75.5%
- Lost 1%
- Away from Home 9%
- Not available from GP surgery 4.3%
- Other 6.7%

This service pays for the cost of medication PLUS a consultation fee of £10 PLUS £2 per item supplied, so a very worthwhile service for patients, NHS and Community Pharmacies.

This is all good news; however prescribers are confused about which pharmacies are signed up, and far too many patients are ending up at OOH or ED. Last Bank Holiday an LPC member visited Gloucester OOH to understand some of the issues. In the "advice pool" at that time there were 47 patients, of whom 18 had medication issues. Many of these were for repeat medications or medication advice that could have been dealt with in a pharmacy, freeing up doctor time.

This service is in principle an Emergency Supply made to a patient who has run out of necessary repeat medication, and we have an ethical/profession responsibility to support care for these patients.

ACTIONS

1. Sign up to the Local Enhanced Service Scheme Number 10 URMS by contacting sharon.hodges@nhs.net
2. Sign SLA and PGD printed from LPC website or sent by Sharon Hodges and ensure all staff, locums and local OOH/ MIU/ED teams know that you provide this service.
3. LPC members are working with OOH, ED and NHS 111 to ensure patients are directed to the nearest Community Pharmacy offering URMS.
4. Check LPC website 'Commissioned Services' for further information on PGD/SLA.
5. Ensure you can access PharmOutcomes, and so can your staff and/or locums.
6. Due to recent legislative changes to Tramadol and updates, the PGD will be re-issued shortly with a number of amendments such as the addition of Fragmin to allowable injectables – please ensure you have the most up to date PGD signed and used.

Please feedback to LPC any comments or issues.

Sian Williams

Inaccuracies in NHS Choices data has recently caused some problems, as NHS 111 use this info to signpost callers to services and URMS. The data on NHS Choices will also be used to collate Pharmaceutical Needs Assessment information.

It would be a very useful exercise for ALL stores to review and confirm their pharmacy profile. Register if needed and make sure your details are complete.

Please don't assume it's accurate!

Leslie John Yeates, 27th October 1949 – 6th April 2014

Most of you will have heard the sad news of Les Yeates who died in April after a short illness. Les was Gloucestershire LPC Chief Officer for over 10 years and had been a staunch advocate of community pharmacy services. He worked most of his life in the NHS initially in the Health Authority and then, after being made redundant in one of the many NHS re-organisations, started his own consultancy business. He has managed GP and dental out-of-hours services and supported several Local Pharmaceutical Committees. His knowledge of NHS regulations was immense – you could say he was gamekeeper turned poacher – and his advice was regularly sought by the Pharmaceutical Services Negotiating Committee and other organisations. I will

always be grateful for his support during my time as chairman.

He was a big man with a larger than life personality – nobody ever forgot who Les was after meeting him – which was particularly useful when trying to network with the various NHS organisations the LPC had to work with. He was always cheerful and was able to look on the bright side even if a meeting had failed to produce the outcome we had hoped for.

He was very proud of his children and grand-daughter, and regularly visited his mother who lives in Upton-on-Severn. His other passion was stamp collecting: he had managed to collect every stamp commemorating the Diamond Jubilee – world-wide!

Three LPC members from Gloucestershire attended Les's funeral on Friday 9th May at Worcester Crematorium, together with colleagues from other LPCs and NHS organisations, where we were able to pass on our condolences to his family personally.

Les had been planning for retirement and had indicated that he did not intend to continue in his role at Gloucestershire LPC once a replacement could be found. It is sad that he was not able to enjoy his retirement. He will be missed by all those who knew him.

We also sent our best wishes to his assistant Danielle Curtis (Danni) who regularly attended LPC events and is now training to be a pharmacy dispenser.

Chris Gifkins



Les Yeates

Les was Gloucestershire LPC Chief Officer for over 10 years and had been a staunch advocate of community pharmacy services.

Specials

The cost of specials is still a major concern of NHS Gloucestershire CCG. I know many pharmacies have a preferred specials' provider to ensure continuity of supply and conformity of paperwork. However where possible please consider the cost of the items you obtain and also whether a special is really needed – could a licenced alternative be considered?

Public Health – Enhanced Services

Recently you will have received the new contract for Public Health Enhanced Services (formerly Local Enhanced Services) for 2014-15 in line with the requirements for commissioning these services by the Council.

Public Health has since discovered that there are some administrative errors within the contracts which will require their reissue. Consequently contractors are being asked to return

outstanding contracts together with a declaration stating the legal entity the pharmacy is trading under (e.g. the name of the company or the sole trader). Revised contracts will then be sent out.

We have been advised that no material changes will be made to the contracts. Providers can continue to deliver the services in the meantime and will still receive their quarter one payments by 1st August 2014.

I know some of you will have already spent time completing the forms. Please be patient as there are bound to be teething problems given the scale of the changes.

If you have any queries or concerns please contact Karen Pitney (Outcome Manager).
Email: karen.pitney@gloucestershire.gov.uk

Chris Gifkins



Please return the original Public Health Enhanced Services contract ASAP

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

Chief Officer designate

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Professional Support

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Administrator

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lis.jardine@gloslpc.co.uk

[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 new look newsletter; if you have any comments on this edition, or suggestions for the next one, please contact Lis: lis.jardine@gloslpc.co.uk

Healthy Living Pharmacy (HLP)

Since March, HLP accredited pharmacies have celebrated their level 1 success with in-store public launches. This has been a golden opportunity for pharmacy to welcome clients, MPs, Councillors and other health colleagues behind the scenes and witness how HLP has made a difference to daily practice. The response has been overwhelming and it is clear people support Healthy Living Pharmacy.

HLP has already shown its ability to put community pharmacy back on the map and raise its profile in the community and with commissioners. The sooner every Gloucestershire pharmacy becomes HLP the better!

44 pharmacies are currently working through the programme, which is being reported on PharmOutcomes. It is hoped that many will reach level 1 by autumn, when recruiting will start again for 2015.

But you don't have to wait to join the HLP programme to embed the HLP ethos into your team and daily activity. All pharmacies can become HLP by taking small steps to ensure they have an engaged team delivering pharmacy services to the very best standard possible, each and every day.

Pharmacy can add value to conversations across the counter by 'making every contact count' (MECC) and effective use of pharmacy leaflets to improve the awareness and health of the public. MECC e-training is available at NHSlocal.nhs.uk, but a new one day training programme has been developed for Gloucestershire and you are invited to attend (more information right >).

The session is suitable for counter staff who would benefit from developing skills in delivering brief advice on key public health outcomes e.g. exercise, healthy eating, responsible drinking, stop smoking and mental health/wellbeing.

Places are limited so please apply for a place today by contacting Mike Hope, mike@smgateway.co.uk



HLP team at Rowlands Pharmacy, Alvin Street, Gloucester, with MP Richard Graham, Ian Preston - Independence Trust health trainers, Ev Beech - LPC - March 2014

Training: what's coming up?

Gloucestershire Stop Smoking Service Pharmacist Training

Thursday 26 June 2014, 19:00-21:00
Coopers Room, Edward Jenner Court.

EllaOne PGD Training Event

Tuesday 1 July 2014, 19:30-21:30
Refreshments from 18:45
Holiday Inn, Crest Way, Barnwood.

EHC PGD training (Fast Track Evening & Assessment)

Tuesday 8 July 2014, 19:00-22:00
Sandford Education Centre, Cheltenham.

Making Every Contact Count (MECC)

Tuesday 8 July 2014, 09:30-16:30
Gloucester Guildhall.

EllaOne PGD Training Event

Tuesday 15 July 2014, 19:30-21:30
Refreshments from 18:45
Speech House, Coleford.

More listings through July can be found on our events page:

<http://psnc.org.uk/gloucestershire-lpc/our-events/>



Ev Beech

Look out for this MECC event flyer