

Newsletter



Chairman's chat

Urgent Repeat Medicines Service (URMS)

We now have 60% signed up in Gloucestershire. Sounds good? But why do we not have 100%? All pharmacies should be prepared to provide emergency medicines in genuine cases of need – not to do so could be seen as avoiding professional responsibility. This service is designed to provide a prompt efficient service for patients and relieve pressure from the Out-of-Hours Service (OOH). So why aren't all pharmacies signed up?

Paperwork too complicated: it's not. This is an emergency supply. There is a form to fill in recording what has been supplied and why and the patient declaration of payment or exemption. Pharmacy has a copy, GP gets a copy and a payment claim. But the best thing is it can all be done on PharmOutcomes. There are a few restrictions on what can be supplied.

I don't do Sundays or bank holidays: this service is for when GPs are closed and OOH are working. So Saturdays and evenings.

I have locums so they aren't signed up: locums can sign the forms on the day they work provided they read and understand the requirements of the PGD.

I've never worked with a PGD: this isn't rocket science, but any contractor who really believes this should contact the LPC and we will point you in right direction.

I just do repeat supplies: OK, but you will either have to charge the patient or obtain a prescription to cover the supply. This service avoids that AND you get paid for filling in the forms.

I had a recent telephone call from a local contractor:

"I'd put off doing URMS because the paperwork looked complicated. When I got the new SLA I thought I'd better read it and it was actually straightforward. Last Saturday I had a patient who had run out of insulin. I was able to make the supply and the patient was delighted. Professionally it was very satisfying – particularly as I was able to deal with it and didn't have to refer to anyone else!"

We need to have all pharmacies signed up to be credible with local commissioners. They ask why we can't get coverage across the county – I don't have an answer. Please look at the SLA again. If you have a genuine problem contact the LPC. I would expect all HLPs and prospective HLPs to engage with this service.

Lost prescriptions

I have been made aware by local surgeries and by Turning Point that an increasing number of prescriptions are "going missing" after being collected by pharmacies. I'm sure it is not the pharmacy's fault in every case but we do need to tighten up on this. The prescription contains confidential medical information, so its loss is a significant incident as far as the surgery is concerned and will be reported. The incidence seems greater with larger multiples with several branches – with the lost prescriptions later being found at another branch. Please ensure that you have robust procedures in place to keep track of the prescriptions you collect and where they end up.

Similarly I often walk past delivery vans at surgeries where I can see re-ordering slips and collection lists with patient details visible on the dashboard – this information should all be kept confidential.

August 2014

Things to do:

- Consider if your pharmacy should be signed up to deliver URMS
- Get ready for EPSr2!
- Respond to the draft PNA consultation
- Remember that Methotrexate 10mg should be prescribed in the bare minimum of cases
- Check that your female Chlamydia Kits are in-date
- Contact Barbara Workman with HLP and PharmOutcomes issues
- Book a place at our AGM, Thursday 11 September 2014
- Book places for the training events taking place through September and beyond.

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EPSr2: are you ready?

**...STOP PRESS...
CHLAMYDIA
KITS**

Are your female kits in date? The lab can't process date-expired kits and therefore some positive clients may go untreated. The expiry date should be visible on the outer foil. Please open kits older than 6 months to check the expiry on the preserving fluid. Please send these kits back to the Chlamydia Screening Office (CSO) at Hope House, GRH for recycling. Order new kits from angela.arthur@glos-care.nhs.uk.



"This has given me a fresh enthusiasm for the potential of community pharmacy, and created a varied working week"

Chairman's chat (continued)

EPS Release 2

It would seem at long last that is coming to Gloucestershire soon. Hopefully this will result in fewer lost prescriptions. Pharmacies should start explaining this system to their patients and sign them up where appropriate. But a word of caution – don't be over-enthusiastic. I have had one complaint already from a surgery receptionist who when presenting a one-off prescription was told if she didn't sign up she wouldn't be able to get her prescriptions when they went electronic. Please ensure your staff understand the service before they talk to patients and that they give them the correct advice.

There is currently a consultation process on whether controlled drugs should be prescribed on EPS R2 – this is the link if you

want to have your say:

<https://www.gov.uk/government/consultations/extending-the-scope-of-the-electronic-prescription-service>

Supervised Consumption

A request from Turning Point that all pharmacies providing this service ensure that they have robust procedures in place to minimise the possibility of errors. This could be dosing errors or failure to suspend prescriptions until the client has been seen at turning point. It is important that any locums who are covering this service are aware of the requirements and that there is a robust system for passing on communications.

Contact Fiona, our Chief Officer, if you wish to provide Supervised Consumption or are approached to provide but don't yet have a contract.

New Services

The LPC has been negotiating hard for new services including Minor Ailments and Flu Vaccination, as part of the winter pressures program. To be successful we need to show that contractors are delivering existing services consistently and to a high quality – this is why entering the data on PharmOutcomes is so important. Bear in mind that new services will be targeted to areas of need, to Healthy Living Pharmacies (accredited or working towards accreditation) and those pharmacies who have shown commitment to existing services.

Remember there was information in the last newsletter on URMS and PharmOutcomes - if you've lost your copy it is available on the LPC website together with lots of other useful information.

*Chris Gifkins
Chair, Gloucestershire LPC*

Methotrexate 10mg reminder

Methotrexate 10mg tablets appears to be increasing. The purpose of limiting prescribing to the 2.5mg only is to improve patient safety. If we can keep the 10mg out of circulation where possible, there will be much less chance that a patient may receive 10mg tablets in error for 2.5mg tablets. This was originally in response to MHRA safety alert in June 06.

EPSr2 going live in Tewkesbury on **8th October**.

BE PREPARED – start nominating now! Cheltenham pharmacies will follow soon...

Good job at the sharp end

I qualified during the days when Pharmacists were classified as being "chained to the dispensary bench", the job could be described as "counting, sticking and pouring", and patients graded us by how long it took to dispense their medication.

Pharmacy has certainly changed, and much for the better. Patient orientated pharmacists can now diversify into providing services far removed from

our previous role, such as administering injections.

In my role of providing a travel clinic, I can advise patients on what medications are required for travel to different countries, and follow up the advice by actually administering the necessary injections, and supplying anti-malarials under the terms of a patient group direction. This has given me a fresh enthusiasm for the potential of community pharmacy, and

created a varied working week: a situation far removed from our previous roles, and much more rewarding, both professionally and financially.

Information on service development can be found at PharmaDoctor: 020 8762 0575 or www.pharmadoctor.com

Gary Fisher runs a Travel Vaccination Clinic at Horton's Pharmacy, Cirencester.

All about... Barbara Workman

I've recently completed 12 years with the NHS; half with the PCT, latterly with the Gloucestershire Clinical Commissioning Group. I have seen several changes in the NHS as a whole; have worked for the hospital in Elderly Care, for the PCT in HR, and in Clinical Development. It was in the final two years, working in Medicines Management, that I became involved in supporting the Healthy Living Pharmacy project and the implementation of PharmOutcomes.

So my role with the LPC is a natural progression - to

support pharmacies to achieve their HLP status. I will be the key contact for PharmOutcomes, on behalf of the LPC. PharmOutcomes will enable an evidence base to be established for assessing services, as well as providing transparency and continuity for claims on those services.

I look forward to meeting as many pharmacy staff as possible over the next few months.

I can be contacted by phone on 0756 5537 319 or by email at barbara.workman@gloslpc.co.uk (My normal

work days are Wednesday, Thursday, and Friday).

When you speak with me on the phone, you will probably become aware that I'm not from Gloucestershire. I am originally from Missouri, USA, which is not unlike Gloucestershire, rolling hills and agricultural. I have lived away from the USA for over 30 years, with the last 14 in Cheltenham. Before that I was in Swaziland, Monte Carlo, Malaysia, Solomon Islands and Indonesia - where often the biggest challenge in a pharmacy was just to be understood!

Barbara



Barbara Workman

Lights, camera, action!

Lightening may hit the same place twice, but filming in the same place must be even rarer.

Some 13 years ago, film makers used Northleach as a backdrop for a (long since forgotten) film called "The Gathering" starring Christina Ricci .

Second time luck struck Northleach as the BBC/HBO decided to base a large part of their adaptation of JK Rowling's book, "A Casual Vacancy", in the town. You may wonder what this has to do with pharmacy...well, along with other businesses of the market place the (Cotswold) Pharmacy has provided part of the backdrop for the filming.

Needless to say like the other businesses, the pharmacy had to 'go incognito'. And so, with a lick of paint – British Racing Green no less – and a name change, "Orrbank Pharmacy" was born! A new, but temporary, village green was built in the main car park using a large amount of 3-by-2, plywood, sand, real turf and some brilliant paint special effects to make the structure look like it had been there for time immemorial. Filming certainly kept the locals interested – only the most hardy stayed whilst the British weather announced its presence by raining somewhat heavily during one afternoon! Autograph hunters and paparazzi were kept busy with glimpses of

Sir Michael Gambon and Julia McKenzie in between takes. By the time you read this "it's in the can" will no doubt have been yelled, the temporary structures removed, the buildings will have been painted back to their pre-filming colours and life for the pharmacy and the town will have returned back to normal. The TV mini-series will be broadcast as 3 one hour programmes at some point in 2015, no doubt on BBC1. As for glimpses of the pharmacy staff making their acting debuts...? Upon questioning they denied having equity cards!

Adam Plumridge

"With a lick of paint – British Racing Green no less – and a name change, "Orrbank Pharmacy" was born"



Before...



...and after!

Pharmacy PNA

Gloucestershire County Council received 97 online responses and 14 paper responses, 111 in total – a 97% response rate!

Thanks to all of you for taking the time to complete on behalf of your pharmacy.



PNA consultation

The consultation on the Draft PNA has now started. It is available at www.gloucestershire.gov.uk/pna-consultation.

The consultation period is from Friday 25 July until Monday 29 September. If you would like to respond to the consultation, please either send your comments to me or respond to the consultation survey at the link above.

Many thanks, David Squire
david.squire@gloucestershire.gov.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	Bobby Sira
	Peter Badham
Gary Barber	Vanessa Chelu-
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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 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

Ready and able? Contractor support and LPC AGM

**Holiday Inn, Barnwood, Gloucester
GL4 3RX on Thursday 11 September,
6.30pm (buffet) for 7.30pm start**

6.30pm Buffet
7.30pm Welcome and AGM
7.45pm EPSr2 update
8.05pm Minor Ailment Service launch
8.25pm Service support 'speed dating'

(a number of tables will be manned by experts who will talk you through the essential key points of services or topics — e.g. EPSr2, URMS, HLP, PharmOutcomes etc.)

To book please email Lis Jardine at lis.jardine@gloslpc.co.uk with your name, pharmacy and any dietary requirements. Alternatively use the fax booking form enclosed with this newsletter, or book online at <http://psnc.org.uk/gloucestershire-lpc/our-events/>

Healthy Living Pharmacy (HLP)

We are delighted that Barbara Workman has joined the LPC as HLP Project Lead; she is currently contacting the 44 pharmacies who started their journey in January 2014 and are well on their way to HLP status. It is expected that these pharmacies will achieve Level 1 by the end of October, when we will start recruiting for the next HLP cohort – look out for details.



With the HLP Quality Criteria requirement for 2 months-worth of data to be evident on PharmOutcomes, before level 1 can be awarded, HLP Teams are busy recording those valuable health conversations raised during in-store Health Promotion campaigns or opportunistically across the counter. Look out for an HLP exclusive bulletin during September with full highlights of the programme to date. For HLP support contact Barbara.workman@glosplc.co.uk

Ev

Events and training: what's coming up?

EHC PGD training (Full Day Course, Part 1)

Wednesday 10 September 2014, 9am - 4.30pm
Redwood Education Centre, Gloucestershire Royal Hospital

Gloucestershire LPC meeting

11 September 2014, 9am – 4pm
Holiday Inn, Barnwood

Gloucestershire LPC AGM

11 September 2014, 6.30pm – 9pm
Holiday Inn, Barnwood
See above for more details

LPF RPS Palliative Care including Emergency drug list

17 September 2014, 7:30pm – 9:30pm
Sandford Education Centre, Cheltenham
Contact gwlpf.cg@hotmail.co.uk

Chlamydia level 1 & level 2 training with C-Card

18 September 2014, 7:30pm – 9:30pm
Sandford Education Centre, Cheltenham
Contact sally.rankin@glos-care.nhs.uk

EHC PGD training (Half Day Assessments, Part 2)

Tuesday 23 September 2014, 9am - 12 noon or 1.30pm - 4pm
Redwood Education Centre, Gloucestershire Royal Hospital

EHC PGD training (Half Day Assessments, Part 2)

Thursday 25 September 2014, 9am - 12 noon or 1.30pm - 4pm
Redwood Education Centre, Gloucestershire Royal Hospital

How the GPhC inspections have changed (OmegaPharma event)

Thursday 9 October 2014