



Newsletter

Email addresses: we need to know!



In line with other LPCs and with most modern businesses, we will be using email more and more to keep in touch with your pharmacy.

Email is cheap, quick and all pharmacies use it. The only flaw from our point of view is that we don't always know which email address is the best to use!

If you are already receiving regular emails from Lis about events, news or with the latest

newsletters — you're probably ok, but keep us up to date if anything changes.

If you're out of the loop and your pharmacy has **not** recently had any notifications by email from us — do yourself a favour and inform both the LPC and the Organisation Formerly Known as the Area Team (probably best described now as a "sub-region", but I'm going to call it **T**) of the best contact

details for your store. Otherwise you could be missing out on news alerts, service guidance, training, Roadshows, expressions of interest and lots more...

LPC contact is **lis.jardine@swinwiltslpc.org.uk** - I'm looking forward to hearing from you!

T admin is Sharon Hodges - **sharon.hodges2@nhs.net**

Will Flu Vaccination be commissioned from us this year?

As an LPC we are very keen that this service is commissioned from Community Pharmacy – in other areas it is working successfully:

- Improving uptake in populations that would not otherwise take up the offer of vaccination
- Increasing convenience for patients
- Reducing pressure on GP clinics

However, despite us presenting this evidence to our local commissioner, and support from CCGs, Healthwatch and Local Authorities we are



continually rebuffed.

NHS England does not intend to commission this service locally for either "Over 65s" or "Under 65 At Risk" Groups

We were offered a VERY LIMITED service – intranasal vaccination of children in school years 1&2.

The LPC decided to reject this offer on your behalf – we were of the opinion that such a small cohort on its own would not be successful:

- Patients would be confused
- Promotion about the scheme would be difficult
- Numbers would not justify training (including staff scheme awareness)

On a positive note, we are in early discussions with Local Authorities about how they might arrange vaccination of eligible employees and care-workers through a local voucher scheme.

The LPC will also collate information from you about private schemes on offer to circulate on request.

June 2015

Things to do:

- Email Lis (lis.jardine@gloslpc.co.uk) so that she has your contact details.
- Keep abreast of changes such as buprenorphine and the PIP.
- Have a look at our top tips for Healthy Living Pharmacy assessment criteria.
- Read the feedback from Healthwatch Gloucestershire—what could we be doing better?
- Attend MECC training in your area.



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Notes from the Chair



New strengths of buprenorphine

Substance Misuse products

Turning Point have informed me that Martindale Pharmaceuticals have introduced three new strengths of buprenorphine – 1mg, 4mg and 6mg – under the brand name Gabup. They plan to start using these, prescribing generically, and advising pharmacies in advance to allow stock to be ordered. Gabup is listed by AAH and Phoenix but you may wish to check you can obtain them from your suppliers. Please advise Fiona Castle if there are supply difficulties.

NHS Gloucestershire Prescribing Improvement Plan (PIP) 2015

I understand that community

pharmacies have not been informed of the details of the PIP. To assist with the implementation these are the main points affecting community pharmacy.

Increased use of cost effective insulin pen needles – GlucoRx Finepoint, Omnican Fine or Mylife Penfine Classic.

Increase the prescribing on non-modified release quetiapine and where this is not possible to prescribe modified release as either Ebesque XL or Zaluron XL.

Where pregabalin is not prescribed for neuropathic pain to increase the use of the preferred brands – either Alzain or Rewiska. Rewiska can only be obtained from

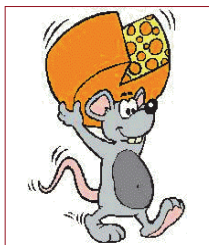
Alliance by faxing a copy of the prescription. When pregabalin is prescribed for neuropathic pain the only licenced brand is Lyrica.

Respiratory prescribing. To follow the prescribing recommendations in the Gloucestershire Joint Formulary (www.formulary.glos.nhs.uk). The LPC has been running training evenings on the new inhaler devices.

These changes will be implemented at different paces across the county. You may wish to check with the prescribing support pharmacist at your local surgery if a particular brand is being preferred.

Chris Gifkins

Healthy Living Pharmacy



Who Moved My Cheese?

The furthering of Healthy Living Pharmacies remains one of the top three key priorities from the Pharmacy and Public Health Forum (PPHF) for 2015/16. There are now have over 1000 accredited HLPs across the country with over 3000 Health Champions! For 2015/16, the PPHF's HLP Task Group have been charged with increasing the number of accredited HLPs and those en route to accreditation to 2000 by the end of March 2016.

Gloucestershire is part of that growing change. Gloucestershire has seen over 230 health champions trained so far. There are 30 HLPs already at Level 1. And there are a further 52 pharmacies at various stages of completion. Some of these 52 are making exceptional progress even amongst the normal hassles of staff changes, illness and holidays. Well done!

Change in general is not easy. We are all creatures of habit. The LPC wants to

encourage all pharmacies and their staff to read "Who Moved My Cheese" by Dr Spencer Johnson. This is a fun read that will show you how to anticipate, adapt and (surprisingly!) enjoy change. A copy will be circulated to all pharmacies .

And just as a reminder, those lead pharmacists and managers that have completed the Leadership training, have you re-examined what outcomes you were going to put into place following the training? Do you need additional support with this?

HLP Assessment Criteria – Helpful Tips

Tip 1: If you are one of the 52 pharmacies working towards HLP status, please take a few minutes to look at the LPC website which has several resources to help you with completing your criteria. <http://psnc.org.uk/gloucestershire-lpc/healthy-living-pharmacy/>

Tip 2: To support the criteria,

"Public Health Priorities" under Workforce, the Pharmacy Needs Assessment (PNA) seeks to identify local health needs that could be met by the provision of pharmaceutical services. A summary for each area will be sent out. This can be included in your portfolios as evidence. Please include this in a staff meeting or circulate so that your staff are aware of this.

Tip 3: The completion of the Pre-Conception Health campaign that was sent out in May will satisfy the Enabler criteria for HLP Health Campaign audit. The results entered on PharmOutcomes will provide the evidence—simple! If you didn't receive this audit, please contact Health Promotion team for a replacement – 0300-422-6082.

Tip 4: For suggestions and support for Proactive Signposting & Referrals, access the relevant information for your area from the LPC website under HLP/Referral Support (<http://psnc.org.uk/gloucestershire-lpc/healthy-living-pharmacy/referral-support/>)

Barbara

Healthwatch Gloucestershire – feedback

Patient and public experiences collected by Healthwatch Gloucestershire in the period January to March 2015, relating to community pharmacies:

The Good

1. I used the Pharmacy First Minor Ailments scheme at ■■■ Pharmacy in Gloucester last week. It was fast and efficient and saved me wasting a GP appointment for something I knew was best treated with rest and over the counter meds. I felt more confident of my recovery knowing I'd spoken to someone about the right meds for my symptoms rather than guessing.
2. ■■■ Pharmacy: my prescription goes from the doctor direct to the chemist, so it's easy for my mum to pick it up for me. My dad has lots of prescriptions too so it's great that it is really easy for us to use. (Diabetic patient).
3. ■■■ Pharmacy: they invite you once a year to go in and talk through all your prescriptions. I think they are excellent.
4. My local pharmacy provide a very friendly, personable service. They know many patients by name and they always make up the prescription promptly if you need to wait. The Pharmacist always checks you understand what your

medication is for and how to take it.

5. I visited the ■■■ pharmacy this week with my son, who had a skin complaint. I asked to see the pharmacist. The pharmacist was very helpful, checking my son's skin and advising us on a treatment that was suitable for a 12-year-old, and checking that we had understood how to use the treatment correctly and what to look out for.
6. ■■■ Pharmacy make sure you are taking medication right.

The Bad

1. Prostate operation at ■■■ Hospital. I have a sackful of prescription drugs left by District Nurse. Over prescribing, wasteful.
2. 94 year old lady living in a care home in ■■■. A couple of weeks ago she became unwell and the care home called NHS 111 for advice. They recommended a particular antibiotic (mother allergic to penicillin) but it wasn't available at GRH and the only two pharmacies that had it (***) & ###) did

not have a courier service (it was a Sunday evening). Daughter had to drive to pick it up and take it to ■■■, otherwise her mother would not have had it until Monday evening .

The Ugly

1. Pharmacy at ■■■ – I used this over Christmas, I was collecting items, the pharmacist/shop worker hadn't completed my order correctly. They were meant to have included needles and they didn't. When I got home on Christmas Eve I realised the needles weren't there. But it was too late to go back. I had three needles left to keep me going over the Christmas period, left me anxious and upset. I will never use this pharmacy again. (Diabetic patient).
2. ■■■ Pharmacy: I had a really bad experience with this service. I get blood pressure tablets and I realised when I got home that they had given me different tablets from usual. Instead of giving my 25mg they had given me 50mg. This was just before Christmas. The labels were correct they had just picked up the wrong bottle, thank heavens I noticed it!



Hopefully you'll recognise one of the incidents in the 'good' column...

healthwatch
Gloucestershire

Loop listener

Following a 'Let's Loop Swindon' launch event, the LPC realised that most staff in pharmacies (even those with loops installed) have never experienced what the loop does to support their customers.

The LPC have now bought a "loop listener" which allows those of us without hearing aids to experience the effect. If you have a visit from Fiona at your branch – remember to ask if she has it with her, and have a listen!



Let's get a bit more technological!

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: Sarah Whelan
Chris Gifkins Mike Powis
Vice-Chair Thomas Banning
Sian Willams Wayne Ryan
Treasurer Peter Badham
Aitzol Calleja Phillip Lewis
Peter Arthur
Gary Barber David Evans
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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

Meet Chris Gifkins, LPC Chair

I completed my degree at Bradford University in 1981. In those days it was three years study plus one year pre-registration training (with no professional exam at the end!). I chose Bradford as it offered a 4-year sandwich course which meant when you finished you were a qualified pharmacist. It also gave the opportunity to train in different areas that could include six months in industry (then my preferred career path). My training places were The Middlesex Hospital and Glaxo Group Research where I worked in the formulation department.

I returned to Cheltenham and accepted a two week locum post at James Pharmacy where I remain to this day. I think this may qualify as the longest summer job on record.

In the mid 1990s I was approached to take part in a pilot scheme for pharmacists to provide support for GP practices with training arranged by Gloucestershire Family Health Service Authority in conjunction with their counterparts in Bristol.

Having worked with a practice I realised that I would benefit from further training and enrolled in the Community Pharmacy Diploma course at Keele University Department of Medicines Management,

followed by a further year converting this to an MSc.

Around this time was the first major the organisation of the NHS in my working career with the formation of local Primary Care Organisations, and I was asked to provide pharmacy input in Cheltenham PCT prescribing subcommittee and later pharmacy Professional Executive Committee representative.

This work involved me working closely with Gloucestershire LPC and I became a co-opted member. I subsequently stood for election as a member, later becoming vice-chair and then chairman. During my time on the committee we have established a range of Local Enhanced Services and we are one of the leading areas for Healthy Living Pharmacies.

I am currently a Pre-registration Tutor and I am qualified as and Advanced Inhaler Technique trainer.

I remain passionate about the profession of pharmacy and enjoy meeting colleagues in the pharmacy or at LPC events. This is your LPC – help us to improve by attending training events, delivering services and giving us feedback.

Chris

Making Every Contact Count

Free training is being provided with the aim of increasing the effectiveness of health improvement advice and referrals and made, taking these daily interactions as an opportunity to make a difference to health and wellbeing by all pharmacies. This is available for all staff. This training is not specifically for Healthy Living Pharmacies, but is available for all community pharmacy staff. It will, however, provide evidence needed within Workforce and Engagement criteria for the HLP assessment.

Backfill will be paid to each pharmacy of £30 per person per session, but both sessions must be attended. To book email: mike@smgateway.co.uk.

Course dates and location:	Dates of follow-up sessions (venue tbc)
<ul style="list-style-type: none">Cotswolds - Tues 30 June 1-5pm, Moreton Area CentreGloucester - Weds 1 July 1-5pm, The Frith CentreCheltenham - Thurs 2 July 9am-1pm, National Star CentreTewkesbury - Mon 6 July, 1-5pm, Watson HallStroud - Tues, 7 July 1-15pm, Stroud CollegeForest of Dean - Weds 8 July 1-5pm, Speech House Hotel	<ul style="list-style-type: none">Cotswolds - Weds 9 September 9-12pmGloucester - Weds 9 September, 1:30-4:30pmCheltenham - Thurs 10 September, 9-12pmTewkesbury - Thurs 10 September, 1:30-4:30pmStroud - Thurs 17 September, 9-12pmForest of Dean - Thurs 17 September, 1:30-4:30pm