



Gloucestershire Local  
Pharmaceutical Committee

November 2016

# Newsletter

## What does the funding imposition mean for Gloucestershire?

Well, some of the uncertainty is over and we know that our new contract will be imposed from December. The overall cut in funding is as proclaimed last year – the implications of the detail are taking longer to work out. Much of the detail remains to be published (and remains subject to challenge).

The LPC will be working out what support we can offer to help you - for example we have already been checking the accuracy of the list of pharmacies identified as eligible for the Pharmacy Access Scheme.

We will also be tailoring any training meetings towards supporting you achieve the Quality Payments and maximising income. Gloucestershire Pharmacies should be “ahead of the game” in your ability to cope with new developments in the Contractual Framework announced this week. Local implementation of Healthy Living Pharmacy (HLP), Urgent Repeat Medicines Service and Minor Ailments has prepared you for the direction of travel.

LPC Chair Andrew Lane continues to work actively with our local MPs and would welcome support from pharmacies willing to host MP visits. The parliamentary battle is not yet over – please encourage your patients to write to their MPs with concerns about the effect of this imposition on the services that their community receives from you.

While owners and senior managers will continue to fight against the drastic cuts, local staff need to be aware of how to ensure that your pharmacy delivers services and ensures that you can claim for everything you are entitled to.

- HLP accreditation will support you in claiming quality payments next year
- Urgent Repeat Medicines Service – when referred from NHS 111 will become an advanced service.
  - \* Ensure you can access the Summary Care Record so that you do not have to turn patients away due to lack of information
- Access to nhs.net mail will be one of the “Gateway Criteria” for Quality Payments.
- Don’t forget that local pharmacies still lose significant amounts of funding through not checking that exemptions are declared properly on Electronic Prescriptions
  - \* Check your process – it may take longer each prescription, but the losses for not checking are significant!

For the most up-to-date information as it is published please see <http://psnc.org.uk/contract-it/cpcf-changes-201617-and-201718/>



### ACTION POINTS

- Encourage patients to write to their MPs about community pharmacy funding cuts
- Take inspiration from our pharmacy’s experiences on page 2 — use SCR!
- Ensure that all staff know about services that you provide, especially C-card
- Make sure you’ve read the updated advice about the concomitant use of levonorgestrel-containing emergency hormonal contraception and hepatic enzyme inducing drugs
- If you regularly supplied gluten-free foods on prescription — follow our action points on page 4
- Use the national resources to promote the importance of appropriate use of antibiotics
- Express interest in joining Gloucestershire Safeguarding Pharmacies Network and keep an eye out for meeting dates

Fiona



**The Drug Tariff now includes larger sharps bins than the 1 litre**

Patients are being prescribed devices that do not fit in the standard 1 litre bins, and may well request the larger bins on prescription. It is probable that you will need to order these in on demand for space reasons, but please do be aware of the change. This may also mean that pharmacies will receive more back in the sharps waste collections service.

**SCR: one pharmacy’s experience**

We have found the SCR very useful; our pharmacists and Registered Technicians are all enabled to access and have used it as in the examples below. We are trying to make the use normal practice where we have queries — for example using the SCR can save significant time waiting for surgery phones to be answered and we have not had any problems with gaining consent from patients. The SCR sign-on page is bookmarked on all of our dispensary computers. Examples of how we use SCR:

- Emergency supplies to patients — no concerns over their medication history, strength and dose.
- Patient Discharge problems on a

Saturday, where Rx's were generated by surgery but not sent to us for dispensing. SCR allowed us to review and provide appropriate emergency supplies.

- Supply of POM Antimalarials via PGD, again checking what patient is taking.
- Contact phone number for patient who had forgotten to pick up their urgent prescription and no phone number on our PMR.
- Clarity of dose where patient had been told verbally to increase but could not remember which drug.
- OTC sale where patient was unsure of medication and not on our PMR.

*Chris Glass*

**Sexual Health Service feedback**

Congratulations to Rowlands in Gloucester for their excellent feedback on the condom scheme! A recent ‘Mystery Shopper’ exercise in the area gave Rowlands 9/10, offering a professional service which made the customer feel comfortable asking for condoms.

Some other local pharmacies had run out of condoms; they did not receive such complimentary responses from the Mystery Shoppers! In addition, a client who recently visited a pharmacy when the usual pharmacist was absent was left with the impression that a local pharmacy no longer offered condoms through the C-card scheme. The member of staff serving them did not know about the scheme or indeed where stock was located. Please ensure that all staff know about services that you provide, especially C-card – as shy young people may just present and show the card.

You can easily order more condoms through PharmOutcomes. Note that posters and window stickers can also be ordered through this form. If an order is placed but does not arrive in the following ten days then email [GlosFodtaskbox@prospects.co.uk](mailto:GlosFodtaskbox@prospects.co.uk)

Counter staff must signpost with care to an alternative provider if the pharmacist on duty is not able to supply EHC within the commissioned service to a young person. It may have taken great courage for your customer to approach you; do not let a single one go away without your respectful attention.

**Review: Condoms and Chlamydia event (6th October)**

For me this was the first time I had attended an event held by the LPC so I was unsure on what to expect. I liked meeting new people from a variety of backgrounds from HCA's to pharmacists and doctors! The content of the presentations allowed me to learn a lot of things I was either unsure over or didn't know. I gained confidence in how to deal with c-card customers as discreetly as possible. I understood more about chlamydia and we discussed ways we could encourage more testing in community pharmacy- this was not very easy as there are many barriers to this but I took enough hints and tips away which will allow me to try and link encouragement of testing with selling all sorts of different products from tena to deodorants! The thing I learnt about the most was human trafficking as this isn't really something discussed often in community pharmacy. It's a very serious matter and I picked up on how we could identify customers who may be being trafficked. Overall, I'm glad I attended the event as I took a lot away and it had the right balance of seriousness and fun.

*Ilyas Piperdy*



## Raising awareness of pharmacy

LPC Chair Andrew Lane taking the blood pressure of new Pharmacy Minister David Mowat at the Conservative party conference

### News snippets

#### Guidance on levonorgestrel-containing emergency contraceptive interactions

The Medicines and Healthcare products Regulatory Agency (MHRA) has issued updated advice to healthcare professionals about the concomitant use of levonorgestrel-containing emergency hormonal contraception and hepatic enzyme inducing drugs.

The updated guidance, along with a related information sheet, can be read and downloaded from: [ow.ly/iXNQ304kLGQ](http://ow.ly/iXNQ304kLGQ)

#### Urgent care campaign launched

A new learning campaign from the Centre for Pharmacy Postgraduate Education (CPPE), running for five weeks from Monday 3rd October, will equip pharmacy professionals with the skills and knowledge to provide effective support for patients presenting with urgent care needs. Find out more about the campaign at: [ow.ly/qOGN304cR2C](http://ow.ly/qOGN304cR2C)



#### Fraudulent prescriptions have been presented in the Forest of Dean.

Prescriber details are hand written at bottom. If you are presented with a suspect script, please call the police and try to get the patient to stay in your pharmacy.

NHS Protect leads on work to identify and tackle crime across the health service. The aim is to protect NHS staff and resources from activities that would otherwise undermine their effectiveness and their ability to meet the needs of patients and professionals. Ultimately, this helps to ensure the proper use of valuable NHS resources and a safer, more secure environment in which to deliver and receive care.

Report NHS fraud securely and confidentially by using NHS Protect's online reporting tool or by calling our free phone line on 0800 028 40 60.

### Flu at-issues

Have you heard the flu jab adverts we commissioned on Heart Radio?

Fiona says 'I don't often listen to Heart, but did on Saturday evening when collecting my daughter from her stables job. The flu advert came on. My ears perked up – she groaned! "That's all I have been hearing all afternoon on the stable radio" she said.

"Did you like it – that's mine!" I asked, excited. "Well.... All I could think of is that Dad needs to have his vaccination..."

'It provided a talking point over dinner, and maybe, just maybe he will be persuaded into a pharmacy!'

Listen at <http://psnc.org.uk/gloucestershire-lpc/our-news/gloucestershire-radio-advert/>

### Truss measuring service

We would like to add a list of Gloucestershire pharmacies who have a truss measuring/supply service to our 'useful information' pages on the LPC web site. If you are currently providing the service, please use the form at <http://psnc.org.uk/gloucestershire-lpc/our-news/do-you-do-trusses/> to tell us your pharmacy details, any particular named person or persons to ask for regarding trusses, and whether measurement and fitting is done in the pharmacy, at the patient's home or elsewhere.

## Prescribing of gluten-free foods

I am writing to inform you that after careful consideration, the Governing Body of NHS Gloucestershire Clinical Commissioning Group has reached a decision to stop offering gluten-free foods on prescription.

The CCG, as commissioner of most NHS services and treatments in the county, has a duty to plan and prioritise fairly, using the public money available to achieve the maximum health benefit for the people of Gloucestershire.

There are significant challenges facing the NHS, including a growing population with more complex needs, increasing demand for services, the rising cost of drugs and new medical technology. As such, there are considerable calls on each 'Gloucestershire pound' and each pound can only be spent once.

It is vital therefore, that commissioners make decisions based on careful examination of the value (costs vs medical benefits) of each spending choice they make.

NHS Gloucestershire CCG's expenditure on gluten-free prescriptions for Coeliac Disease was £379,000 in the last financial year; this is money that we were not able to spend in other areas that we feel could provide greater medical benefit to our residents.

Each prescription brings unavoidable costs to the NHS because there is little or no potential for competition or shopping around, which individual consumers can do. In effect, the NHS has to pay a premium price for each product.

Gluten-free prescribing started more than 30 years ago when such products were not easily available to buy in the shops, and so the NHS offered the prescription service to help coeliac patients better manage their diet.

Now, due to changing diets and lifestyle choices, gluten-free alternative foods and a wide range of naturally gluten-free foods are widely available in supermarkets.

It is important to make the point that there are several other medical conditions where a special diet avoiding certain ingredients is essential, but almost all of these are not funded by the NHS.

A growing number of other CCGs have already taken the decision to stop offering gluten-free items on prescription and after careful consideration; the Governing Body of NHS Gloucestershire CCG has come to the same decision. We have asked GPs to start this from 30 November 2016.

To help patients with these changes, we have

employed a dedicated, full-time dietitian to support GPs and practice staff as well as patients.

We have also produced a Resource Pack with lots of information to help patients find alternative ways of following a gluten-free diet. This has been developed with the help of the dietitian who fully understands the importance of continuing to follow a gluten-free diet. This information will shortly be sent out by GP surgeries to those patients affected.

We understand that changing how people with Coeliac Disease now manage their gluten-free diets may cause some people concern and we are working with the national organisation, Coeliac UK locally to support those affected.

Dr Charles Buckley  
NHS Gloucestershire CCG



*Many people now follow a gluten free diet*

### Action for contractors

1. Do not hold stock – ensure order only to received prescription
2. Be aware of prices and your ability to sell these products to customers who may want to continue using the brands that they receive from you
3. Note – the LPC were not consulted on this. Information was received as a “fait-accompli”
4. Refer patients back to their GP if they have concerns about this
5. If a GF patient is nearing the end of their pre-payment certificate, they may not want to automatically renew this year.

Make sure patients know that “If you pay using the Direct Debit instalment option you are entering into a commitment to pay all of the instalments. If you do not pay all of the instalments you must return the PPC to us and you will only be required to pay for complete months when the certificate may have been used, after which you may cancel your direct debit instruction. If you use the certificate after failing to pay an instalment you may face penalty charges.”



Badhams St George



Badhams Pittville



Badhams Newnham  
with Mark Harper MP



Spa Pharmacy



Badhams at Sixways



Hawkes  
Pharmacy

## Congratulations to our latest HLPs!

### Antibiotic awareness campaign — resources available

Thank you for your ongoing commitment to reducing antimicrobial resistance. As a healthcare professional, your contribution to raising awareness about appropriate antibiotic use is crucial. Ensuring that we protect the effectiveness of our existing antibiotics and engage people about the role we all have to play is a priority and World Antibiotic Awareness Week is a great opportunity to get that message across.

As Antibiotic Guardians, please encourage colleagues, patients and family/friends to also sign up to become Antibiotic Guardians and register your planned activities for World Antibiotic Awareness Week (14-20 November 2016) European Antibiotic Awareness Day (18 November 2016) by 07 November. The evaluation study of Antibiotic Guardian demonstrated that the campaign increased commitment to tackling AMR in both healthcare professionals and members of the public as well as increased knowledge and led to changed behaviour (self-reported).

As with previous years, there are a range of resources for you to use locally to promote the importance of appropriate use of

antibiotics. The 2016 resources toolkit which contains highlights of resources is available for download.

A new poster for use in pharmacies has been developed and co-badged with several pharmacy organisations including Royal Pharmaceutical Society, pharmacy voice, PSNC, CPPE, APTUK, BPSA. PSNC will be sending out an antibiotic awareness poster in October's Community Pharmacy magazine. We are inviting individual pharmacy premises to register plans to promote Antibiotic awareness during WAAW.

Information available on the Community Pharmacy page on Antibiotic Guardian website can be used as a basis of text to cascade <http://antibioticguardian.com/Resources/community-pharmacy/>. CPPE will also have a learning campaign to support community pharmacy teams.

Thank you in advance for your continued support in helping to promote this important initiative and for registering your planned activities with us.

Dr Diane Ashiru-Oredope  
Chair EAAD & Antibiotic Guardian Campaign



Tesco Cirencester



Boots Gallagher Retail Park

Gloucestershire Local Pharmaceutical Committee represents contractors locally and nationally to create an environment for community pharmacy to flourish.

Please get in touch if there are any questions or issues that we can help you with.

We'd love to know what you think about our newsletter; if you have any feedback, please contact Lis Jardine.

**Chief Officer**

Fiona Castle  
Tel: 07565 537319  
fiona.castle@lpcoffice.org.uk

**Communications Officer**

Lis Jardine  
lis.jardine@lpcoffice.org.uk

**LPC Support Officer**

Ilyas Piperdy  
Tel/text: 07985 308539  
support@lpcoffice.org.uk

**Committee**

**Chair:** Andrew Lane

**Vice-Chair:** Phillip Lewis

**Treasurer:** Rebecca Myers

**Members:**

Wayne Ryan  
Mike Powis  
Gary Barber  
Andrew Kings  
Peter Badham  
Pete Arthur  
Iqbal Topia  
Sian Williams



## Safeguarding in Gloucestershire

Over the past few years awareness of child protection and safeguarding has increased. All professionals who work with children and vulnerable adults and their families are expected to be aware of safeguarding issues and how to respond to concerns. The National Health Service (Pharmaceutical) Regulations 2005 and the General Pharmaceutical Council place obligations on pharmacists to ensure they are compliant with safeguarding practices.

Gloucestershire Clinical Commissioning Group (CCG) appreciates how professionals may feel when faced with safeguarding/child protection concerns and is keen to promote better support to pharmacists, recognising the vital role they play in relation to identifying safeguarding concerns.

The CCG has successfully established Safeguarding Forums for both GPs and Dentists in the county. It is planned that this format will be extended to include pharmacists and this forum will mirror the existing support offered to these other staff groups. Previously it has shown that sharing experiences has helped with provision of evidence in support of CQC inspections and it is anticipated that learning and evidence from attendance at such a forum would provide evidence in support of GPhC inspections.

The inaugural meeting of the Gloucestershire Safeguarding Pharmacies Network was to take place on 12th October 2016. Unfortunately this had to be cancelled, but we will let you know as soon as a revised date has been agreed.

Please could you complete your details on the form at <http://psnc.org.uk/gloucestershire-lpc/our-events/gloucestershire-safeguarding-pharmacies-network/> and forward to Mary Coupe, either by post or email. Please note that communication for this forum will be issued via email; please provide an email address by which the forum can contact you.

### Gloucestershire Safeguarding Children Board: Do you have concerns about a child?

If you think a child is at immediate risk of significant harm, **contact the Children's Helpdesk on 01452 426565**. Otherwise see the contact list below:

| Children's Safeguarding and Care                        | Early Help / Community Social Work |
|---------------------------------------------------------|------------------------------------|
| Cheltenham Referral and Assessment Team<br>01452 532447 | Cheltenham<br>01452 328160         |
| Cotswold Children and Families Team<br>01285 881032     | Cotswolds<br>01452 328101          |
| Forest Referral and Assessment Team<br>01594 820490     | Forest of Dean<br>01452 328048     |
| Gloucester Referral and Assessment Team<br>01452 427877 | Gloucester<br>01452 328076         |
| Stroud Referral and Assessment Team<br>01452 583686     | Stroud<br>01452 328130             |
| Tewkesbury Children and Families Team<br>01452 328265   | Tewkesbury<br>01452 328251         |