

StayWell campaign

This NHS England campaign aims to raise public awareness of the services offered by pharmacies, and to position them as the first place to go to for clinical advice and treatment for minor health concerns, such as coughs, colds and tummy troubles.

There will be:

- Television advertising;
- Social media activity;
- Posters and leaflets; and
- A media partnership with NetMums.

Pharmacies, GP and dental surgeries across England will

receive a campaign toolkit in the post which includes posters, information cards and briefing sheets. Newly developed resources for you to use to promote this public campaign include posters, information cards and social media resources.

All information and resources are free, and available to download or order through the Campaign Resource Centre (CRC) at <https://campaignresources.phe.gov.uk/resources/campaigns/73-stay-well-pharmacy/resources>

This campaign is one of the "directed health promotion campaigns" within the contractual framework – so participation is mandatory.



Useful numbers

Cut out and keep this useful list of contact numbers.

More useful numbers can be found on our web site at <http://psnc.org.uk/gloucestershire-lpc/lcp-resources/contacts/>

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| Sam Bradshaw LPC Support Officer | Email: supportglos@lpcoffice.org.uk , Tel: 07895 731973 |
| LPC web site For information about services, useful resources, LPC meetings and much more. | http://psnc.org.uk/gloucestershire-lpc/ |
| Sharon Hodges Senior Administrative Support, Primary Care Team | Email: sharon.hodges2@nhs.net , Tel: 0300 4211590 PCT email: england.bgs-w-primarycare@nhs.net |
| Out of Hours Professional Line (Care UK) | Tel: 01452 687001 |
| Change, Grow, Live (CGL) for queries about substance misuse (SM services are managed by Lloyds Pharmacy on behalf of CGL) | Email: anna.white@lloydspharmacy.co.uk |
| Pharmacy closure (exception reporting) | Contact leanne.sutton@nhs.net or Tel: 0113 8253511 and complete the form for unplanned closures at www.england.nhs.uk/commissioning/primary-care/pharmacy/app-forms/ |
| Smartcard Office | Email: scwcsu.smartcards@nhs.net , Tel: 01793 422336 |

CD security

On or around the 7th November 2017, controlled drugs (CDs) were stolen from the CD cabinet in the operating theatre at Nuffield Health Grosvenor Hospital during the night. These included: ampoules of fentanyl, morphine, pethidine, alfentanil, remifentanyl, midazolam and ketamine.

It had been assumed that the theatre area was secure. However, construction at the hospital meant that CCTV cameras at the rear entrance and in the compound of the building works were turned off. Also, though not suggested to be linked to the theft, the internal theatre door keys had been missing but their loss had not been reported.

What this incident shows is that it's easy for thieves to exploit security lapses during refit or building work. Please bear this in mind, as the potential for CD theft increases as such times. It's suggested by UK CDAOs that you raise general awareness and alert all staff to the need for increased vigilance.



Ziad Suleiman has set up a "Gloucestershire Pharmacy Chat Group" using the app "Telegram". It has been running since October 2017 and now has over 50 members.



He says "As we are all from different backgrounds, I thought we could all join this group and promote it to all walks of our profession in Gloucestershire! I envisage it more of a networking/joint working/support/knowledge based group to see if we can join up the pharmacy workforce in Glos using a social media group. It is not just for pharmacists – pharmacy technicians who can contribute or benefit are welcome too"

Any member can add other members using a link which he has provided to us – if you would like to join, please ask Lis to send you the link in an email (communications@lpcoffice.org.uk).

Sexual Health: news round-up

Chlamydia

Chlamydia testing is now only through the Hope House website - patients should be given the website info or if they have time/capacity pharmacy can assist them on the consulting room computer. Under 16s should be referred either to their GP or to Hope House directly (via phone for an appointment).

Azithromycin chlamydia treatment service will be stopped from April. Pharmacy made 10 provisions 2016/17 and none so far in 2017/18. The PGD for pharmacy will not be re-issued.

Over 18's may still be able to access free Azithromycin through Hope House service. GPs should also still be doing STI screening, treatment and partner contacts as part of their GMS contract.

LARCs

Part of the EHC service is to discuss long-acting reversible contraceptives (LARCs) with patients. All surgeries (except Newnham and Westbury) now have in-house LARC fitters or are partnering with another local surgery to provide LARCs. Newnham and Westbury patients will be given access to a Gloucester Health Access Centre appointment. Hope House are only doing U25 or vulnerable group patients - other ages will be referred to their GP.

Sexual health clinics

Clinics at most of the colleges have closed, so pharmacies nearby may want to offer to provide a poster advertising their EHC service and have a presence at Freshers Week in September etc. to improve awareness of EHC service in pharmacy.



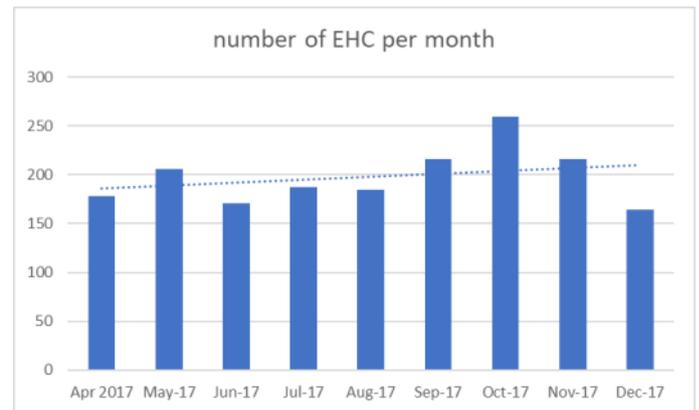
Contracts

Pharmacies must return their signed contracts to Public Health as soon as possible to avoid any delay in payment going forward.

Statistics from April 2017 until mid December:

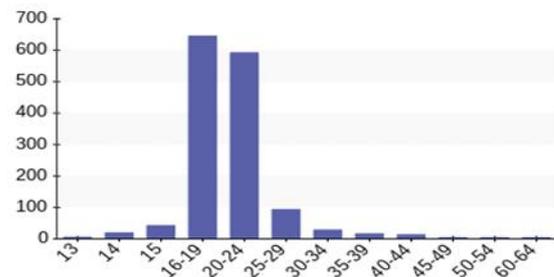
76 active providers since April 2017 (1 or more supplies) - 88 pharmacies actually accredited. 33% of provision delivered by 2 pharmacies: 52% by 6 pharmacies. The top 10 pharmacies provide 64% of Gloucestershire pharmacy provision.

Provision through pharmacy is steadily increasing (see trend line):



Referrals from Hope House are also increasing according to Hope House data.

The age range of those accessing the service looks appropriate:



60% of people chose pharmacy due to convenience. 12% came across the service by chance, 12% were recommended by a friend.

54% of EHC supply is because of UPSI, 34% failed condom, 9% missed pill (either COC or POP). Alcohol was involved in 22% of 'incidents' (ideal opportunity for brief intervention...) and drugs involved in 0.7%.

There was no referral to Hope House website or elsewhere for chlamydia test/STI test in nearly 50% of consultations - this needs to be improved! Condoms supplied in 10% of consultations.

Over 90% of consultations were dealt with in pharmacy with no onward referral. 9% involved onward referral to the patient's GP for some reason. 75% patients declined referral after copper coil discussion. Pharmacy made appointments for 2% patients, the rest preferred to make their own appointment

95% of medication was taken on the pharmacy premises.

Child health training module

Gloucestershire LPC has invested in a series of short online training modules to help support Health Promotion Activities.

The modules are aimed at Counter Staff and Health Champions, but may be enjoyed by the whole team.

The first available module is on Child Health matters – to fit with the national “Stay Well” campaign which is encouraging parents to bring their unwell children to see you instead of the doctor (see front page!)

The modules will play on PCs, Tablets and Smartphones – you can watch in the pharmacy or at home.

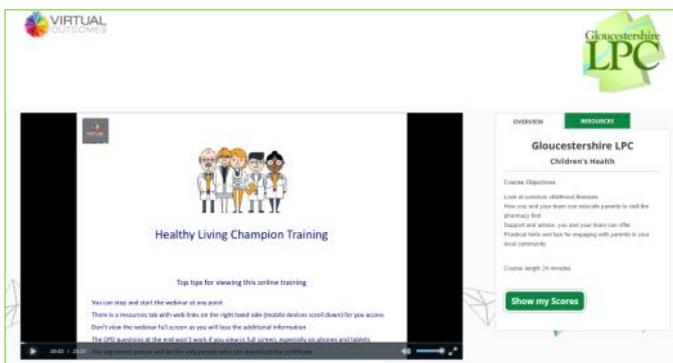
The link: <http://www.workcast.com/register?cpak=7392598370613746>

Will take you to a registration screen – the registration details will be used on the final certificate which can be printed and kept in your HLP folder to demonstrate ongoing learning.

Once registered you will come to this screen:

Click submit and you are in...

On the right hand side is an overview – including how long the training film lasts. Click on the “resources” tab of this box and you can access (and print off) a list of resources that you might find useful in putting an HLP display together



There is some really good information about

- Threadworms
- Headlice
- Rashes
- Colds
- Fever
- Coughs
- Campaign ideas.

Key dates: a ‘to do’ list

31st March: Complete Information Governance Toolkit: <http://bit.ly/2Cp768A>

31st March: Complete a clinical audit – get in touch if you need ideas for this

31st March: Complete the Community Pharmacy Patient Questionnaire

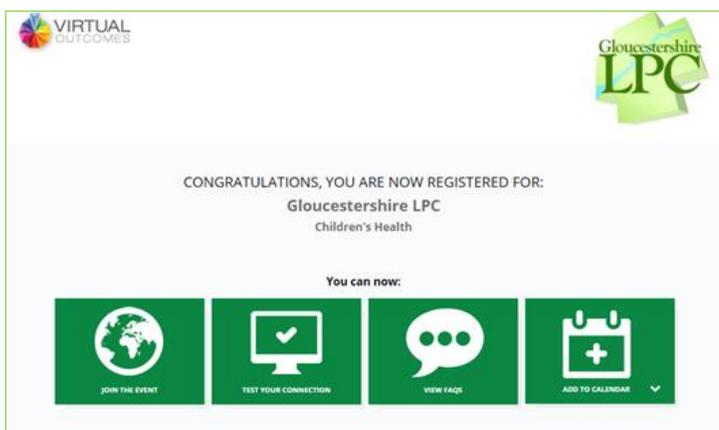
Between now and 31st March: look out for formal contracts for Public Health services coming to the person nominated. Sign and return!

Between now and 31st March: participate in the StayWell campaign – keep participation evidence in your HLP folder if appropriate

As soon as possible after 31st March: Prepare an annual complaints report and submit to NHS England.

By 31st July: Update your Practice Leaflet to meet the new specifications: <http://bit.ly/2CnUSgr>

13th April: Submission of Quarterly data on MUR and NMS through NHSBSA website.



Click “join the event” then confirm your registration by confirming the email address you registered with:

Local websites and signposting

To support you with local signposting and your HLP evidence collection we are making sure that contractors are aware of the following local websites:

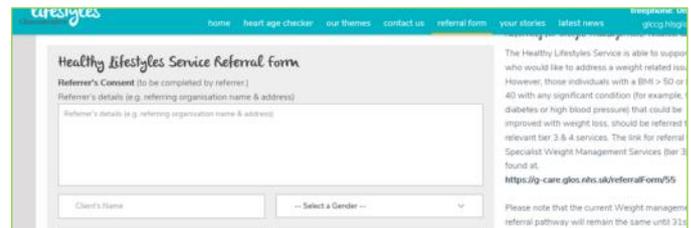
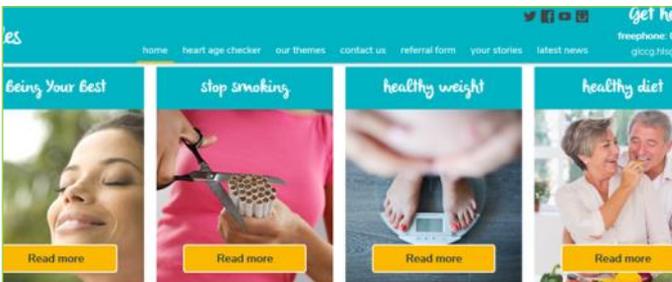
<https://www.yourcircle.org.uk/>

The Your Circle website is aimed at providing resources for health and social care providers in Gloucestershire and provides contact info and downloadable resources for you to give to patients. The site can be used to provide local solutions for people requiring support not just with health-related issues but also caring, housing, transport and benefits- and there are loads of links to local voluntary or community groups (e.g. walking groups, dementia cafes, art classes etc)



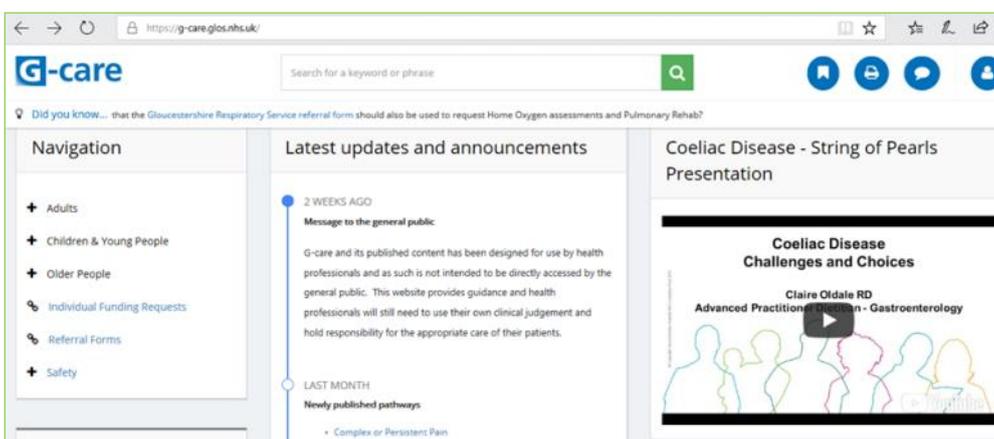
<https://hlsglos.org/>

The HLS (Healthy Lifestyles) Gloucestershire is a great local resource for supporting the HLP agenda and your health champions should all be aware of it. You can use the site for accessing information about smoking, alcohol, diet and exercise- and also use the online referral form or freephone number to refer patients onwards to receive one to one or group support through the healthy lifestyles service.



A website that all pharmacists should be aware of is the G-care website: <https://g-care.glos.nhs.uk/>

This is NOT a signposting or patient information website but is the place where you will find local information for healthcare professionals. It is predominantly used by GPs and here you will find local care pathways, guidance, local training presentations, action plans and safeguarding info, as well as information on how to refer into services and which services patients can self-refer into. Please take the time to look at the website and have a play so you know where you can find information if you need it in the future.



Minor Ailments: use it while you can

Pharmacies will have received notification from the CCG that the locally commissioned Minor Ailments Service is under threat, pending the outcome of the national consultation 'Conditions for which over the counter items should not routinely be prescribed in primary care'.

This consultation seeks views as to whether the NHS should stop routinely prescribing items on FP10 that can be bought over the counter and is open until March 14th. The consultation can be found here: <https://www.engage.england.nhs.uk/consultation/over-the-counter-items-not-routinely-prescribed/> and we would encourage you to read and respond if you are able.

If the national consultation suggests that OTC meds should not routinely be prescribed on FP10, then the chances are that the CCG will have to decommission our OTC based Minor Ailments Service so as not to create a disparity in the local health environment.

We would encourage all contractors who are offering the Minor Ailments Service to continue to provide it until they receive notification from the CCG that it is definitely being de-commissioned.

The LPC will be responding to the national consultation and doing a lot of work locally to raise awareness of the value that this service has brought to the local health economy. We have also written to the CCG to ask them to work with us to develop an alternative pharmacy based solution that supports patients with minor conditions.

Over £1million saved by pharmacy Minor Ailments Service

Since the service began the Minor Ailments Service has delivered over 35, 000 patient consultations and 4% of the current population of Gloucestershire has accessed the service at some point in the last few years.

Over 29, 000 of these consultations would have taken place with a GP if the minor ailments service had not been available. This alone has saved the local health economy £906, 856 (cost of GP

appointment @£36 minus cost of pharmacy MAS fee @£5.50)- and when you add in saved A&E, OOH and Walk In clinic attendances the figure is well over £1 million!

60% of patient consultation are for children under the age of 16, and thanks to the success of care navigation schemes and pharmacists improving relationships with their local surgeries- the percentage of referrals from General Practice into the service are increasing. Last month 43% of patients accessing the service were referred from local surgeries.

Our top 5 conditions treated by the service are still acute pain/ temperature, headache, dermatitis, cough and cold/flu (replaced by hay fever in spring/summer months)

We will keep you updated with any news we have about the future of the minor ailments service, so please check your emails regularly.



Gloucestershire Safeguarding Adults Board Roadshows

The theme for this year's GSAB Roadshow is 'Finding the Balance', i.e. keeping adults with care and support needs safe whilst allowing them to feel in control of their lives, as far as possible.

The GSAB are hosting six half-day roadshow events in Mitcheldean, Cirencester, Cheltenham and Gloucester which will offer interactive learning and will appeal to all individuals working with adults, including carers, in Gloucestershire.

The roadshow will include:

- Setting the scene – video of a survivor
- Short interactive play by Inclusion Gloucestershire
- Information from POHWER about the types of Advocacy available in Gloucestershire
- 'Finding the Balance' MCA workshop
- Market Stalls – 'shop around' our exhibitor stands to learn more.

To book a place on one of the roadshows please use the link: <http://www.gloucestershire.gov.uk/gsab/gloucestershire-safeguarding-adults-board-annual-roadshow-2018/>

Smartcard housekeeping



We wouldn't be able to operate without our smartcards now, but it can be hard to keep changes up to date. Here is our good housekeeping guide to Smartcards:

- Always have a sponsor for the branch
 - ⇒ The sponsor can authorise new cards, add roles to cards and unlock cards
 - ⇒ If the sponsor leaves the pharmacy, who is responsible for appointing a new one...?
 - Always have a "card unlocker" for the branch
 - ⇒ The sponsor can authorise as many card unlockers as they feel appropriate
 - ⇒ Good to have one on site during all opening hours
 - Don't keep running on "FFFF" locum code
 - ⇒ If a pharmacist works regularly in a branch, the sponsor should add the pharmacy as a role
- ⇒ SCR access is important, and rarely granted for full locum access
 - Remove authorisations from staff who no longer work at the pharmacy
 - ⇒ When a member of staff leaves the pharmacy, they keep the physical card (unless they will not work in a pharmacy or NHS Environment in the future)
 - ⇒ The sponsor must remove the roles from the card
 - ⇒ Now that sponsor activity is done online – it is easy to add and remove roles even if a staff member is only at the pharmacy temporarily

The Smartcard team routinely send out an "Active Users" report to sponsors – please act on these emails.

From: scwcsu.smartcards@nhs.net>

Subject: Smartcard Administration - Active Users in XXXX Pharmacy - FXXXX

Dear

Please see the attached 'Active Users' report. This is a list of all users with Smartcard access to your organisation.

It is an **Information Governance requirement** to ensure that only staff who need access to your patient information has access. As

Could you please review the attached report and ensure that all users with Smartcard access to the IT systems within your organisation

I have attached a guide to show you how remove access from staff where necessary, alternatively if you mark any leavers on the spreadsheet

Could I also ask you to ensure that Smartcard Users in your organisation continue to comply with the attached Terms and Conditions

Please confirm receipt of this email and inform us when you have reviewed and updated your active users.

Many thanks

Sheila Mortimer | Registration Authority Agent

NHS South, Central and West Commissioning Support Unit
Smartcard Team, Priory Road Surgery, Park South, Swindon, Wiltshire SN3 2EZ
T: 01793 422336

Please note the new email address for all Smartcard issues is: scwcsu.smartcards@nhs.net

Prescription Order Line

The CCG telephone order line for repeat prescriptions is rolling out slowly across Gloucestershire. We are not getting good notice of GP Practices going live with the system, so advise all pharmacies to highlight to local GP Practices the need to tell you about any plans they may have to change prescription ordering arrangements for patients.

The LPC has no concerns in principle about the Prescription Order Line.

PNA Consultation

Consultation on the PNA closes on 28th Feb - to participate go to www.gloucestershire.gov.uk/council-and-democracy/gloucestershire-health-and-wellbeing-board/pharmaceutical-needs-assessment/



NHS
Prescription
Ordering Line
(POL)
A convenient way to order your repeat prescription
0300 421 1215
Call Monday to Friday, 9.00 am - 5.00 pm
Calls charged at standard geographic rate
From 31 July 2017

Free clinical postgraduate training



Health Education England (HEE) has announced that community pharmacists around the country can now enrol on new, innovative and engaging training at masters-level through the Pharmacy Integration Fund

psnc.org.uk/the-healthcare-landscape/the-pharmacy-integration-fund-phif/ (PHIF).

Pharmacists can choose to take a single or range of modules, with different credit values, dependent on their development needs or interests, with a maximum 60 credits per learner per year (60 credits is equivalent to a post graduate certificate).

They can choose a virtually delivered or online module from a provider determined by content rather than geography. Provision runs from February 2018 to March 2019 and is for the equivalent of up to 2,000 postgraduate certificates.

The training will be delivered by De Montfort University (<http://bit.ly/2o3ng2P>), the University of Manchester (<http://bit.ly/2o5Hb1a>), and the University of Bath (<http://bit.ly/2C0VjkV>)

- in some cases with consortium partners - and it will cover five strands:

- service improvement;
- extended skills;
- patient activation;
- delivering medicines optimisation; and
- NHS England clinical priorities.

Pharmacists interested in taking up the fully-funded training will need to contact the course provider directly, but more information is available on the HEE website <http://tinyurl.com/ya9r88pw>

Applicants should choose the course which best suits their own learning style - each has a different balance of study days and online learning.

Applicants must demonstrate that they have employer support for the course. Bath University have prepared an employer information sheet:

<http://www.bath.ac.uk/study/pg/programmes/funded-clin-comm-phar/pdf/clin-comm-phar-employer-pack.pdf>

The deadline for applications for the first cohort is quite short - so if interested, look now!

Smoking Cessation

Smoking Advisor training dates will be confirmed in April. There is now a biannual training requirement for Advisors. Please advise if you are requiring any training for your Pharmacy Staff and I will add you to the ongoing list.

The LPC are working with Public Health to provide refresher training for Advisors which will include advice around the use of E-Cigarettes.

From April Pharmacies will be responsible for purchasing their own CO Monitors and mouth pieces. Please check the information booklet that came with CO Monitors for instructions on calibration (some of the newer models are self-calibrating).



It is very important to make sure that you are recording your consultations on Quit Manager and complete the report for each quarter. Please advise if you require any support with Quit Manager or new log in requests.

We have access to new posters and business cards from Healthy Lifestyles which I will deliver to each of the participating pharmacies in due course.

Any information or queries that you have regarding this service please feel free to get in touch.

*Sam Bradshaw
(contact details below)*

The LPC is here to help and advise pharmacy contractors in all NHS matters and to improve pharmaceutical services to the local population.

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

Office staff

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Treasurer: Iqbal Topia

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Sian Williams
Will Pearce
Peter Badham
Gary Barber
Pete Arthur
Mike Powis
Rebecca Myers
Matt Courtney-Smith