

# CONTRACTOR UPDATE FROM YOUR LPC COMMITTEE

May 2018



## About this update

This short report explains how GMLPC is working on behalf of local pharmacy contractors and your teams. It is published every two months after the LPC Committee meeting. You can access further information about LPC meetings [here](#). Our [weekly newsletters](#) provide more regular news and updates on GMLPC and community pharmacy in Greater Manchester.

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## Actions for contractors:

- Book onto NMS training on 7<sup>th</sup> or 13<sup>th</sup> June.
  - Get ready to claim your Quality Payments. Join our webinar on 6<sup>th</sup> June.
  - See our latest 'top tips': HLP Health Champions and Dementia-Friendly Pharmacy.
  - Congratulate yourselves on 2017/18 flu vaccinations & book training if needed.
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## Update from GMLPC committee meeting (16<sup>th</sup> May) and our work over the last two months:

### Academy programme launched

The first events in our new GM Healthcare Academy programme took place in May, focusing on helping community pharmacy teams make the most effective use of their time. If you weren't there, you missed some great resources to help contractors maximise pharmacy efficiency. The Academy is a new partnership between GMLPC, Bolton LPC, Greater Manchester Health & Social Care Partnership, CPPE and others.

### Simplifying your NMS process

Our next Academy workshops with CPPE focus on 'Simplifying Your NMS Process' and they're aimed at contractors, pharmacists and the rest of the team. Only 66% of GMLPC contractors claimed NMS in Q4 of 2017/18, with an average of 10 consultations were claiming pharmacy, so there is plenty of scope to do more. NMS has huge patient benefit, reducing the risk of medicines-related complications and admissions, as well as being a funded service.

#### Book now:

- Thu 7<sup>th</sup> June, Elm Bank Masonic Hall, Eccles. [Book here](#)
- Wed 13<sup>th</sup> June, Red Hall Hotel, Bury. [Book here](#)

(Agenda for both events: Registration & light buffet - 6.15pm; Training - 7pm-9pm.)

### Hepatitis C pilot

Eight pharmacies have now been selected for the first phase of the Hepatitis C point-of-care 'test and treat' service we've negotiated with Health Innovation Manchester and partners. They will receive their training on 13<sup>th</sup> June.



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As the target population for this phase is people who inject drugs (PWID), the service is being piloted in pharmacies with a volume of supervised consumption and/or needle exchange activity. PWID will be offered a Hepatitis C test in pharmacy, accompanied by appropriate advice and/or counselling. Those with positive results will also be offered treatment in the pharmacy. We hope we will be able to move the 8 PoCT machines around pharmacies as those participating complete the testing of their target population and work continues on the wider Hepatitis C work to develop a test (likely DBS rather than PoCT) and treat service within community pharmacy.

## Quality Payments (incl HLP)

The 2018/19 Quality Payments review date is only a month away (29<sup>th</sup> June) and we've got lots of resources to help you achieve your maximum potential points, including a [webinar](#), HLP Health Champions [training](#) & [tip guides](#). Quality Payments aren't complicated but there are some key changes since last year, so check the new criteria and start work on your submission now. [Contact us by email](#) or on 0161 228 6163 with any queries.

Useful links:

- [Quality Payments Made Simple webinar](#): 7.30pm, Wed 6<sup>th</sup> June
- [HLP Health Champions training: 4<sup>th</sup> & 5<sup>th</sup> June](#), Friends Meeting House, Manchester. (People must attend both days to achieve their HLP Health Champions qualification.)
- Quality Payments [PDF tip guides](#) and [full guidance](#) on our website
- [NHS England guidance](#)

## Flu statistics: 2017/18

Greater Manchester community pharmacies (including Bolton) did **68,216** NHS flu vaccinations in 2017/18, 60% up on last year's figure of 42,631 and more than double the 25,461 in 2015/16. It's a fantastic achievement and shows the huge contribution community pharmacies make to patient care. NHS BSA figures show that 496 Greater Manchester pharmacies offered the flu vaccination service in 2017/18.

CHL has arranged a flu training & PGD package at very competitive prices. [Find out more and book your place](#). Many pharmacies used our GMLPC promotional packs to publicise their flu vaccination service. If you have any feedback to help us support you in the 2018/19 flu season, [email us](#).

## Support for optimisation

We're working with commissioners to improve support for people who have difficulty taking their medicine. One of the key points we're emphasising is the importance of including community pharmacies in decisions, and in conducting full clinical and risk assessments – pharmacists are experts in medication, 'human factors' and how people use medicines, and the potential risks that need to be considered.

We are also reminding people that community pharmacists must use their own clinical judgment when deciding how to dispense. The GPhC offers excellent guidance and we would encourage you to refer to it. Please also [contact us](#) with any concerns or queries.



## Locally-commissioned service developments

**Manchester:** We're in discussions with commissioners about a potential COPD service in community pharmacy. Manchester Health & Care Commissioning are doing some innovative work on virtual clinics and additional support for people with COPD, in line with the new Greater Manchester Medicines Management Group (GMMM) COPD guidelines. The next stage is development of a business case.

**Bury:** All Bury Council's locally-commissioned services except NRT are now on PharmOutcomes, simplifying the recording, claims and payment process for contractors and commissioners. We have been instrumental in securing the change and managing the transfer across to PharmOutcomes. Payments are now being processed through CHL, the provider company for community pharmacies in Greater Manchester. NRT will move across in due course.

**Salford & Trafford:** We successfully worked with Greater Manchester Mental Health NHS FT (GMMH) to develop standardised service specifications for needle exchange and supervised consumption in Salford and Trafford. We also managed the transfer of payments information to GMMH, which became the lead provider for all substance misuse services in Salford and Trafford in April. Payments are now being processed through CHL, the provider company for community pharmacies in Greater Manchester.

## Contractor care programme

We are developing a new contractor care programme. Once launched, all contractors will be given a named point of contact in our office team and a GMLPC committee member. Having a named contact will ensure contractors have someone they know is available for support and information. (You will also be able to contact the general office team with queries or support.) The care programme will also enable us to support contractors by engaging them in multi-disciplinary neighbourhood meetings in their local area – this is an area of work that is likely to grow over the next year, as local care organisations become more developed and we continue to ensure community pharmacy is embedded within their work.

## GMLPC committee & team update

Three roles on the GMLPC committee were up for nomination/election at the May meeting. There was one nomination for each position. **Aneet Kapoor** (Independent) was reappointed as Chair, **Ifti Khan** (CCA) was reappointed as Vice-Chair, and **Bruce Prentice** (Independent) was appointed as Treasurer. We would like to thank Phil Maslin (CCA) for his work as Interim Treasurer since the departure of Chris Dagnall (CCA) last year.

Sadly, **Phil Maslin** (CCA) and **Gill Stone** (CCA) will be standing down from GMLPC due to other commitments. Both Phil and Gill have made an outstanding contribution to GMLPC, its predecessor LPCs and community pharmacy more generally in Greater Manchester. They will be sorely missed but we are very grateful for all their work and wish them all the best for the future. The CCA will appoint two new committee members when Phil and Gill leave. The locality leads will need to be refreshed at the next committee meeting to account for changes once the new appointees are confirmed.

We have also said goodbye to Business Support Officer **Lindsey Flynn**, a popular and valued member of our team at GMLPC, Bury & Rochdale LPC, and Oldham Tameside & Glossop LPC for seven years. Lindsey has moved to a full-time role in optometry.

### Partnership working

We're working closely with Community Pharmacy Lancashire, Bolton LPC and others so we can share resources and intelligence, reduce duplication and offer better value to our contractors. As well as collaborating events like our Quality Payments Made Simple webinar (6<sup>th</sup> June), we're also sharing intelligence and discussing issues, opportunities and solutions to problems facing community pharmacy across the north.

### New 'top tips' guides for pharmacy teams

We've produced two new 'top tips' guides for Greater Manchester pharmacies:

- **GM Dementia-Friendly Pharmacy Framework** – Show you're committed to being dementia-friendly by completing these simple steps on PharmOutcomes. Our [top tips guide](#) includes practical examples of how you can meet each requirement.
- **HLP Health Champions** – Health Champions do a fantastic job. These [top tips](#) include great ideas to help Health Champions and pharmacy teams with campaigns, conversations and advice. We've also produced a [case study](#).

### Next GMLPC committee meeting

Our next meeting is from 9.30am-5pm on Wednesday 18<sup>th</sup> July at Stockport Town Hall. Contractors are welcome to attend the open sessions. The full agenda will be published on our website in advance.