

CHRISTMAS
EDITION



NORTHANTS AND MK LPC NEWS



Smashing the £22bn funding gap

Investment in health was the headline message on the health sector in the Spending Review. With the system already creaking we face an uphill struggle to meet the £22bn funding gap. Pressure to cut costs throughout the system will be intense as all providers of NHS services will be scrutinised as the search gets underway to seek out greater efficiencies. Pharmacy Voice's Rob Darracott says now is the time to tap into a woefully

The razzamatazz of the Spending Review headlines obscured a hefty challenge facing the NHS- £22bn of efficiency savings. With the stakes high, what next for Community Pharmacy?

underused resource. Now is the time to be more imaginative in the way we commission and deliver care, and prevent ill health. One year into the Five Year Forward View we do have a vanguard programme and one of the largest GP super practices in the country is Lakeside Healthcare in Northamptonshire, but there are other success stories in operation which, if scaled up, could plug the funding gap.

In the 11,764 small, medium and large businesses that make up the community pharmacy network there are many examples. I have often written in these newsletters about the politicians' and policymakers' go-to description of community pharmacy which often describes us an un-tapped resource. Now is not the time to look back but rather we should enable sector transformation.

Northamptonshire and Milton Keynes LPC pays close attention to the detail in such reviews when forming the strategy with which to move forward into the coming year. One central area that is woefully underused by the NHS is pharmacists' expertise in supporting the better use of medicines. The document "Dispensing Health in Later Life" highlighted a good example of this. In 2016 your LPC will be investigating opportunities for community pharmacy to harness medicines knowledge and apply it to services already commissioned. 92% of people would like more support from community pharmacy with medicines management. The number of medicines use reviews, which can support adherence is capped at the present time. Reviewing this cap and capitalising on the benefits of MURs is one simple way to reduce the spiralling drugs bill and reduce pressure-and resultant costs-on GP's. An excellent solution which reduces costs and essentially provides a better level of patient care. In 2016 we would like to support you to excel in this area thus enabling you to maximise your income from this service in addition to demonstrating the benefits described previously. We will also look at the New Medicines Service offered by community pharmacy. It is reported that £98 is saved by the NHS with every NMS undertaken and so it is our intention to drive this service locally, unlocking this potential by promoting better use of the service. Our third focus will see us investigating more support from community pharmacy before, during and after hospital discharge as we try to improve patient care as they transition from one setting to another. Finally, it is always on our radar to encourage patients to develop a new mindset and to put Pharmacy First before heading to the GP. MAAS failed to translate into a Nationally Commissioned Service and it is unlikely to appear on the manifesto for 2016. Consider this; Is Triage and Treat the new MAAS?

Tackling public Health issues is essential



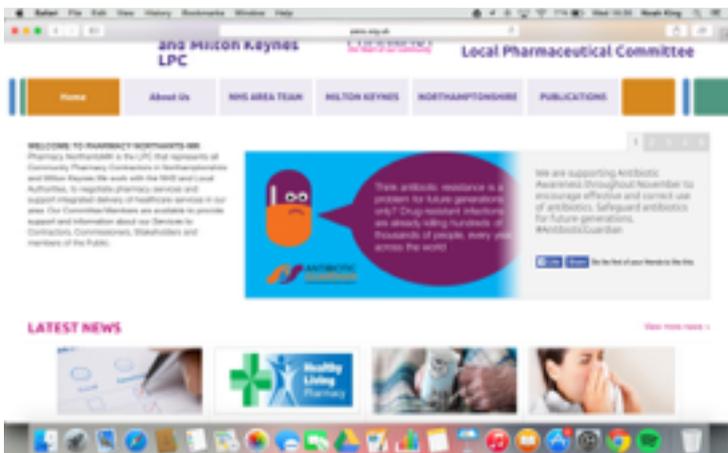
The government are enthusiastic in their support of the Five Year Forward View. Public Health spending cuts would however give cause for concern. Community Pharmacy deliver many services, such as stop smoking, alcohol and weight management, which deliver sound results.

To encourage us to be more touchy feely and to equip us with the skills required to triage and treat I ask you to look at Advanced Training in Assessment and Management of Urgent Cases on the CPPE website. I have been following the excitement around these pilots on Twitter #atamuc and you should be able to see this on our own feed if you follow us @LPCNorthantsMK. The 2 day residential courses are very interactive and have been extremely well received. Something completely different for you to think about! Please also consider getting your Consultation Skills ticked off by signing up next time it appears on the CPPE menu. I'm not sure if a state of "working towards" will be acceptable forever.

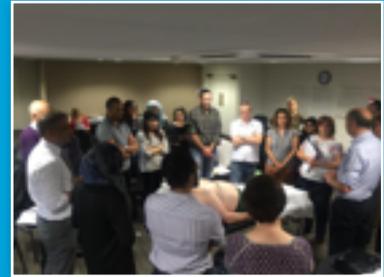
Healthy Living Pharmacy

Moneim Elhassan and Beccy White at Public Health MK have demonstrated that they believe in community pharmacy and have a willingness to explore investing in our skills further. They attended The Healthy Living Pharmacies Conference in November which showcased areas of good practice and group works to identify the opportunities and barriers of the concept. In 2011, Milton Keynes which was then in Buckinghamshire LPC , took part in the HLP pilot. Public Health in Milton Keynes are now keen to explore the possibilities of reinvigorating the HLP ethos and status. An HLP project team has been re-established to take this forward and is working closely with the LPC on the next steps. There is a short news item at <http://psnc.org.uk/northamptonshire-and-milton-keynes-lpc/> . I would welcome your ideas and thoughts on this by emailing chiefofficer@pharmacynorthamptonshire.co.uk

Maybe you have worked in a different county and have had experience of this approach to service delivery. Please get in touch and tell your story.



Coming to a consulting room near you?



The Healthy Living Pharmacy concept was developed by the Department of Health as a mechanism by which improvements to the quality and effectiveness of community pharmacy services could be delivered, thus contributing to better access to health and wellbeing services overall.

November Flu Task Group update

NHS England Midlands and East (Central Midlands) Flu Task Group have been meeting regularly since January at Charter House, Welwyn Garden City. A list of pharmacies that have signed up to provide flu immunisation should have been sent out to GP practices. This was an action from the October meeting but it was reported that not all practices had received this by the last week. Jane Bray is investigating. Since not all pharmacies are utilising Pharmoutcomes to report their activity (nothing wrong with this, it is not mandatory), I too am having challenges around engagement and reporting. The figures that are reported to BSA will eventually be available via NHSE but it is frustrating that I don't have the opportunity to interrogate the data presently. Service Relationship and Health Protection Manager at Northamptonshire Public Health and Wellbeing, Kelly Morris, was tasked with launching a local focus group to facilitate joined up thinking and to drive the service on an upward trend throughout December. Julie Lemmy, Head of Primary Care Services and Julie Lidard from communications at GEMCSU were keen to promote the activity in Community Pharmacy. I was happy to provide a list of the pharmacies reporting via Pharmoutcomes and those who told me of their intention to provide back in September.

Vital statistics

Our NHSE Area Team reported an enthusiastic surge from September's recorded figure of 2433 vaccinations being administered to October's 11,244. However the figure then tumbled to 2808 in November. The challenge is therefore to engage further and seek out opportunities through innovative thinking and see an upward trend this month.

Being able to provide double cover pushed Lloyds pharmacies into the top spots with the branch at Redhill Farm, Wellingborough just sneaking into the top 10 for the NHSE area team. Well done to David and his enthusiastic team who have supported the campaign.

The cohort with the best uptake, no surprises, is the over 65's on 63.8% and the Carers well down the list on 3.7%, bottom only but for the immunosuppressed patients languishing in that spot. NHS Nene have the largest slice of pie on 2064 vaccinations. MK are on 638 and Corby, 279.

Keep the focus throughout December



The PSNC have applauded the success of The National Flu Service but the November figures were falling



As you are aware the training for Summary Care Records (SCR) is being rolled out in a phased approach by HSCIC. CPPE has an e-learning package which all contractors have to complete and then pass the assessment. Please note that this is a requirement even if you were involved in the SCR pilot and currently access SCR. This is because the e-learning package was not available previously. Participant in the pilot or not, this is a mandatory requirement for all. In addition to this there will be an SCR event that you should attend but it is not a requirement if you participated in the pilot. You may however elect to send a team member that previously did not attend, should you wish to do so. Caroline Barraclough is our Regional Manager at CPPE in the East Midlands and asks that we bear with her team as they are currently in the process of planning the SCR events and determining the number of these events that will be required across the patch.

Other news from the CPPE desk focusses on priorities for the summer 2016 semester. A Polypharmacy focal point is pencilled in and I am liaising with Caroline and trying to find out more about Minor Ailments Training. CPPE currently offer a consultation skills with minor ailments focus event but historically the event in our LPC has not been well attended. The feedback on this event from those who do attend is very positive. Is this something that you would like to see on the plan for next semester? There are also some distance learning packages and the new 2 day residential course :Advanced Training in Assessment and Management of Urgent Care issues which has been piloted in the North West and takes us to a new level of expertise. The skills which would be learned during this event could extend pharmacy services and help relieve winter pressures and other emergency/urgent care providers. This event offers many advantages to pharmacy, the patient and the wider NHS. While community pharmacists are competent to deal with the common minor ailments, there is potential to expand the list of conditions they can manage, treat and support. This would include new diagnostic skills, ability to provide other medicines under patient group directions and confidently manage cases including follow up of patients. Also, there is the opportunity to develop confidence and competence to deal with more complex patients.

Two new CPPE e-learning courses have been launched as an expansion to the consultation skills portfolio as follows:

Consulting with children and young people has been developed to encourage pharmacy professionals to place children at the centre of their own care .Secondly, Consulting with people with mental health problems and how to prepare and approach these consultations so that people get maximum benefit from them.



Suppliers' Christmas opening hours

Whilst manufacturers are working with wholesalers to ensure that sufficient stock is available at depots over the Christmas period, it is also important that you are aware of changes to their usual opening hours and order cut-off times. PSNC have summarised customer service desk opening hours for some suppliers under the Dispensing and Supply tab on their website. <http://psnc.org.uk/manufacturer-christmas-opening-hours-2015/>

Printer issues with EPS dispensing token

PSNC has received complaints from pharmacies about printer jamming issues with some EPS dispensing tokens. There would appear to be two rogue batches.

If you are using tokens from boxes labelled "Job no 152417 and Job no 152621 you may be experiencing increased levels of printer-jamming. If this is the case please call the Xerox helpline on 0300 1230849 for support and assistance. If you are still having trouble a well-informed source suggests contacting your IT supplier just in case your printer settings

Remember that as from 30th November 2015, the new mandatory CD requisition forms must be used. The new form an FP10CDF is required for the requisitioning of all Schedule 2 and 3 drugs. Requisitions not received on the mandatory form after 30th November 2015 cannot be accepted. The new form can be downloaded, completed and printed or downloaded and saved locally from the BSA website <http://www.nhsbsa.nhs.uk/PrescriptionServices/1120.aspx>

Free HIV home test kits

Public Health England has launched the first nationally available HIV test kit for testing those at higher-risk, alongside announcing new funding for innovative HIV prevention projects. People at higher risk of HIV can now order the kit online. Improved treatment for HIV means those diagnosed early can have a life-expectancy almost matching that of people who are HIV free.



*Safer
management
of controlled
drugs*



103,700 people in the UK were living with HIV in 2014 according to newly released figures from PHE.

We wish Lesley Scott, Lead Diabetes Specialist Nurse at MK Diabetes Care a long and happy retirement. Nicky Moffat continues in her role as Diabetes Team Secretary and will continue to pass the diabetes poster to me monthly for distribution. Amanda Kohl is the new lead DSN for the service. The team can be contacted at 01908 619765 c/o Newport Pagnell Medical Centre, Queens Avenue, Newport Pagnell. MK16 8QT . Their website is www.mkdiabetescare.org.uk

Ribbon cutting at Rothwell

A proud moment for all the team at Lloyds Pharmacy in Rothwell on Thursday 3rd December. Councillor June Derbyshire, the Mayor of Kettering is seen here cutting the ribbon at the grand opening with Amber Rawlings and Jas Bhamra. Councillor Derbyshire said that she loved the idea of more people using pharmacy to take pressure off GP's and that there was no substitution for face to face advice. Amber Rawlings, not officially back to work after having gorgeous baby Freddy, loved being back to see the amazing transformation achieved by the team . Amber said that the shop looked brilliant and she was absolutely chuffed with it. She added that they couldn't have got there without an Area Manager like Sue Snelling. I know the Rothwell team and wish them all well in the revamped store. Well done to all the team. Woe betide anyone who dared touch Jenny's dispensary drawers!

Northamptonshire sexual health

Kelly Morris at PH and Wellbeing Northamptonshire is ready to get the long awaited contracts over to Veronica Horne. We said goodbye to Rafica Ahmed who was previously dealing with this ,as she took up a position with Boots in Leicester. The position on our committee vacated by Rafica, has been taken up by Veronica. She will receive the contracts on behalf of all the participating Boots branches and will then distribute. Veronica is no stranger to the Northamptonshire area and we welcome her most warmly onto the committee where she is assisting the Services sub-committee with their work streams for the time being.

The PNA highlighted a need for a greater level of sexual health services in Northants ;PH are keen to extend the EHC service. At present I am liaising with Kelly and trying to schedule a CPPE day of training in the 3 topics necessary. If you would like to sign up please contact Anne-Marie on the number below.

TEL:07889412690



*Would you like
to engage in
sexual health
services
Northants?*

Services	Proposed timescales for introducing these services							
	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016	Oct-Dec 2016	Jan-Mar 2017	Apr-Jun 2017
Customer Support Centres Opening a national Customer Support Centre for all customer queries. Calls will be moved to the Support Centre in stages from December 2015 to January 2017		✓						
Local Support Team Setting up a dedicated team to provide on the ground support for our service users, and to deliver the face-to-face elements of the service such as identification checks		✓						
Medical Records Storage and Movement Taking on responsibility for the secure movement and storage of medical records. Practices will be able to track records and see expected delivery dates.				✓				
Supplier Management Introducing an online supplier management portal, for quick and easy goods ordering and tracking.				✓				
Ophthalmic Payments Re-designing the existing GOS form by September 2016. Over time, working towards the introduction of an electronic GOS solution.					✓			
Pharmacy Payments Delivering a simplified process for claiming Electronic Prescription Service payments via the online portal.						✓		
Performer List Introducing a single online route for submitting and tracking applications. Face-to-face checks will be carried out by the Local Support Team.								✓
Pharmacy Market Entry Enabling straightforward online applications. Applications will automatically be checked for completeness before they are submitted.								✓
GP Payments & Pensions Automating calculations, and providing easier access through the online portal, which pulls all payments information into one place.								✓
Screening Administrative Support Introducing a standardised national system, with centralised suitable printing and distribution.								✓

What will be different? In the plans for the future, services will be delivered from just three centres across England and a new national Customer Support Centre will deal with all customer queries. This will aim to bring consistency across England and lower the administrative burden on you. By the end of January 2017, the Customer Support Centre will be your single point of contact for all queries. The table below provides a guide on when calls will move from local PCSE to the Customer Support Centre. You can see Welwyn scheduled by end Oct 2016.

Local PCSE office	Proposed date for customer calls moving to the Customer Support Centre.
Chelmsford – Swift House Derby – Cardinal Square Huddersfield – Broad Lea House Lancing – Brooklands House Leeds – Bourneville Court Lincoln – Cross O’Cliff Court Mansfield – Birch House Yeovil – Wyanford House	Winter 2015
ACE – Clacton on Sea Chester – 1829 Building Coventry – Parkside Edgware Community Hospital Preston – Preston House York – Blue Beck House	By end March 2016
Doncaster – White Rose House Ipswich – Rushbrook House Liverpool – Bevan House Maidstone – Faith House Maidstone – KPCA Distribution Centre York – Unit 3 Alpha Court	By end May 2016
London (Billingsdon) – Kirk House London (NW1) – Stephenson House Reading – Cressyll Road	By end June 2016
Surbiton – Ewell Road	By end July 2016
Bridgewater – Malford Court Bristol – South Plaza Darlington – Old Exchange Hull – Health House	By end August 2016
Walsall – Jubilee House Welwyn Garden City – Charter House	By end October 2016

New arrangements for primary care support services. PCSE provides administrative and support services for primary care on behalf of NHSE and is part of Capita plc



For further information please get in touch with PCSE
PCSEngland@capita.co.uk

Health promotion Programme for the Community Pharmacy Contract January focus

January is fast approaching and the signposting focus will change from Antibiotic Awareness to Be Clear on Cancer : national campaign. This will mean featuring the current BCoC as directed by the Department of Health. I phoned Jane Bray at NHSE Area Team and the information should reach you before Christmas. Kidney cancer is the eighth most common cancer in the UK, with just over 10,000 people diagnosed each year. The signposting focus will be blood in urine as well as a constant pain in the side (just below the ribs) and a lump or swelling in the kidney area on either side of the body. Find out more from the first link and download materials from the second link <http://www.nhs.uk/be-clear-on-cancer/> and <http://www.nhs.uk/be-clear-on-cancer/bladder-and-kidney-cancer/home> .Hope that is useful.

Raising awareness of Acute Kidney Injury

The Think Kidneys campaign was set up in 2014 and the branding and developing an identity for the programme is ongoing. The term Renal Failure being replaced by AKI. A survey has been commissioned through MORI to find out what the general public know about their kidneys, what they do and how to look after them. the most shocking result was that only 51% of the general public interviewed knew their kidneys made urine!

While the Think Kidneys programme is primarily about raising awareness of AKI among healthcare professionals, the Programme Board felt that because of the general public's low levels of understanding of their kidneys there was a need for everybody to know about them. A suite of posters are being designed with the view of displaying them one at a time from Spring 2016 in pharmacies, GP surgeries and hospital clinics. The posters are currently shared with a number of stakeholders and focus groups including the LPC. If you would like to see the draft posters please get in touch with Anne-Marie.

Have you completed a clinical audit?

An easy to complete clinical audit has been added to PharmOutcomes to help pharmacy contractors to comply with the clinical audit requirement of the pharmacy contract. The audit focuses on the provision of hydration advice for people with urinary tract infections or those presenting in the pharmacy seeking advice about urinary symptoms. It provides an easily deliverable option for pharmacy teams that will also make a real difference to patient safety and will help the profession to amass further evidence of the impact that community pharmacy interventions can have. Find out more <http://psnc.org.uk/our-news/have-you-completed-your-annual-clinical-audit-yet-2/>



THINK KIDNEYS

The audit, is available to all contractors in England and may be of particular use to any pharmacy team who have not yet undertaken a clinical audit during 2015/16.

60 seconds with Alastair Buxton

In the first of a brand new feature I asked Alastair to respond to the following quick-fire questions.

What is your favourite part of this job?

Working with the great team of people at PSNC; it can be stressful work particularly in the current NHS environment, so it's really helpful to have colleagues I can rely on.

What was your toughest accomplishment?

Getting the Department of Health to agree to commission the New Medicine Service (NMS). We knew how much the NMS would help patients but getting it signed off took a huge amount of work – it was so nice last year to see the positive evaluation proving we were right all along!

What is your best achievement?

Working on the introduction of the MUR service, as that started community pharmacy's move towards provision of medicines optimisation services.

What's your favourite website?

Obviously psnc.org.uk, but trello.com comes a close second as an online collaboration tool to help manage to do lists and shared projects. Outside of work the Daily Mash usually provides some light relief!

I could not live without...

France's contribution to viticulture.

My Desert Island Disc would be....

Vaughan Williams The Lark Ascending

What is the last thing you wasted money on?

See answer to 'I could not live without...'

Is there a work-related issue which keeps you awake at night?

How to ensure a sustainable future for community pharmacy in light of the intense pressures on all health and public services at the moment.

If you had a 60 second advertisement on prime time tv, what message would you want to get across?

Use Pharmacy First would be the underpinning message. At this time of year I would want to focus on flu vaccinations in pharmacies.

What do you like best about your work?

Playing my part in expanding and developing the services provided to patients by community pharmacies. Nothing beats coming out of a tough negotiation with a new service and then seeing the benefits of it in action in pharmacies all across the country!

When do you have problems accepting criticism?

When it relates to community pharmacy and it comes from people who are yet to fully understand our sector.

If you weren't doing the job that you do now, what would be your dream job?

Being back working in a community pharmacy

Thank you Alastair for taking time out to answer my questions...hope someone puts a bottle of wine in your stocking this Christmas.

Who would you like to see in this feature in January's newsletter? Please let me know...I've checked with Brad Pitt and he's busy.



Alastair joined PSNC in November 2002 as Head of NHS Services, with responsibility for policy on national community pharmacy services. In May 2015 he became Director of NHS Services, leading a team covering policy and support on locally and nationally commissioned community pharmacy services, monitoring of the wider NHS and healthcare policy environment and community pharmacy and internal PSNC IT.

Alastair is a member of PSNC's negotiating team and regularly works with colleagues at NHS England and the Department of Health on matters relating to his policy responsibilities. Alastair qualified as a pharmacist in 1994 and worked in community pharmacies in Shropshire for 8 years. In 2012 Alastair was designated a Fellow of the Royal Pharmaceutical Society for distinction in the pharmacy profession

Dashed hyphen

Thanks to Daljit at Balmoral and Andrew at Finedon for alerting me to access issues with Nene's Pathfinder link. I have been told that the hyphen at the end of the original link in an email from Sue Barron on 30th November should have been a forward slash. As far as I am aware there are currently no issues with accessing the website, but if you know something to the contrary, please contact Anne-Marie. The current edition of Tablet Press as well as archived issues are always available on our own website.

And finally...

I can't thank you all enough for your support as I settled into my new role as your Chief Officer. The positive effects of your engagement will continue to help the LPC to develop and to best represent your needs and interests in 2016 and beyond. Please get in touch and tell us what we are doing well and what we need to improve on. Please also shout about your own achievements so that we can share those here.

Use Facebook (Pharmacy Northants-MK) and follow us on Twitter either on the footer of psnc.org.uk/northamptonshire-and-milton-keynes-lpc/ or @LPCNorthantsMK

