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LPC NEWS



Dispense wisdom and don't dispense with wisdom

Pharmacies are the heart of communities across the nation. Sue Sharpe, chief executive of the PSNC says, “wherever they are, as well as being the trusted suppliers of medicines and health advice, they are playing an important part in health and social care systems.” People typically visit their local pharmacy every 28 days- which is the key reason why they are ideal sites to deliver a wide range of services. Since the new contract was introduced in 2005 there have been a number of new services which are

In home visits, Age Concern found people hoarding huge amounts of medicine. Pharmacists can help prevent waste and save the NHS money

really making a difference to patients. Northamptonshire and Milton Keynes LPC would like to retain these services but support is needed from policy experts. However, they too are under the spotlight. CCG's are being encouraged by NHSE to think more about how well their patients are supported to use medicine. One of the patient indicators being examined looks at areas such as medication safety and community pharmacy services. NHSE noted that about 50% of medicines are not taken as intended and this contributes to a significant loss of £300 million, over half of which is avoidable. I would like us all to remember the phrase embedded in our job description i.e. ensuring that the right patients get the right choice of medicine, at the right time. It is important for the patient, the prescriber, the NHS and the taxpayer that the patient derives the greatest benefit that medicines have to offer. However, it is also important for safe-guarding your future business and helping the LPC to have a voice. Keep the "Only Order What You Need" slogan at the forefront of your mind and work with your local CCG to face the financial challenges now and in the future. It is essential that we work with our CCG's to find acceptable solutions to this financial drain.

Pharmacy loses out

Our neighbouring LPC in Bedfordshire is facing a situation where the CCG has identified unnecessary repeat prescribing is costing the NHS an estimated £2-3 million in Luton alone. With this financial challenge Luton's CCG asked local people to help reduce medicines waste and encouraged patients or their carers to order repeats themselves from the GP practice to avoid stockpiling medicines. Dr Monica Alabi, local GP and assistant Chair of the Luton CCG said "there are lots of ways to reorder directly from their GP such as online or by letter, fax or appointment."

Start the conversation

If anyone has any unused medicines at home, encourage their safe return to the pharmacy and highlight that they cannot be recycled. Have a chat about their other medicines and how to use them safely and more effectively. Encourage patients to only ask for what they need and are running out of. Any other medicines can be dispensed when needed at a later date.

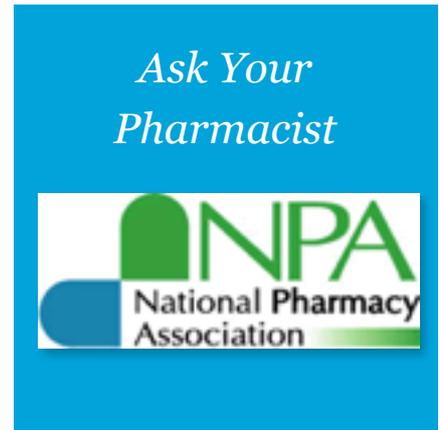
A social media campaign on Twitter throughout September "dontjusttickthebox" and was initiated by Notts and Derbyshire CCG with the LPN. 25% of the population are now using Twitter. Follow us directly from our website footer.

Luton CCG campaigns to save money




Nick Hunter, Chief Officer of Rotherham and Doncaster LPC speaks of the value of domiciliary MUR's. "It takes four times as long per patient (as in the pharmacy setting) so requires funding," he says. "But what we've found (in home visits) is that people have been hoarding medicines, so we can help prevent medicines waste."

The next Ask Your Pharmacist Week will be 9-15 November 2015. AYP Week provides a platform for pharmacy public awareness activities across the UK. It also serves to prompt conversations with key stakeholders at a local level about community pharmacy services. Contact me if you would consider getting in touch with your M.P. or a local dignitary and arranging a visit to your pharmacy to discuss and showcase the valuable services on offer and the need for new services. The theme for this year's AYP Week is Ask Your Pharmacist about Medicines...*and more*. Plenty of scope there to enable us to focus on specific priorities locally.

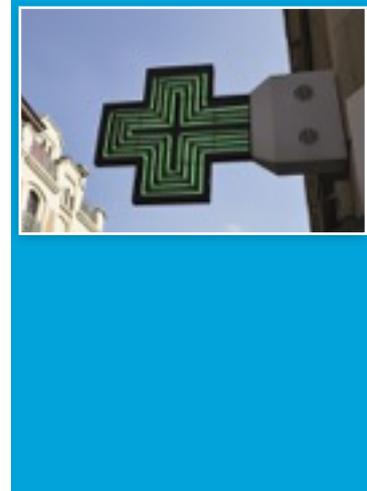


Our very own committee member, Has Modi has been making the news recently. The Milton Keynes Citizen reported the threat to Astons on the Poet's Estate and to Jardines in Deanshanger as well as Bleip's in Bletchley. These three pharmacies are under threat of closure because of a new ruling and the possible ramifications posed by a new contract. The Essential Small Pharmacy allowance in the current form is to be withdrawn. Has launched a campaign in a bid to save the pharmacies and M.P. Mark Lancaster, pictured here with Has, was happy to boost people power for his constituents after receiving a petition from Astons customers with 1,000 signatures. He pledged to raise the matter with the government.



Market Entry

The LPC has a duty to advise contractors on the regulations :making sure that the LPC office and members have the appropriate expertise for dealing with contract applications. Since January we have responded to 13 applications. The applications included Distance Selling (3), Unforeseen Benefits (6), Controlled Locality (1) with the remainder being Non-Significant Relocations. Two Distance Selling applications were refused and the third is pending a decision. the Controlled Locality of Weldon is to be upheld. We are currently waiting for a decision on 4 Unforeseen Benefits in our area.



Our Annual General Meeting will take place at The Holiday Inn ,Flore, NN7 4LP from 7-9pm on 30th September 2015. In line with our Constitution, the Accounts and voting papers have been sent to you by email with full instructions. In the case of multiples these have been sent to the authorised signatory and they are permitted to a vote representative of the number of contracts held in our area. If you have not given this your attention, please consider doing so at your earliest convenience...now would be good! You are of course welcome to attend and if you intend to do so perhaps you would be kind enough to let me know by email chiefofficer@pharmacynorthamptonshire.co.uk this will enable to ensure that we have the correct seating arrangements in place and that we cater for the numbers adequately.

CPPE events

Hayley and colleagues are running the following events in our area:

- Monday 14th September 19.30-21.00 Holiday Inn, Bedford Road, NN4 7YF Pain Focal Point
- Monday 12 October 19.30-21.30 Kettering Conference Centre, NN15 6PB Consulting with Older People
- Monday 2 November 19.30-21.00 Holiday Inn, Bedford Road, NN4 7YF Parkinsons Disease Focal Point
- Also to be arranged for Milton Keynes at Acorn House, MK9 3HP Wednesday 3 February 19.00-21.00 Parkinsons

Pre-registration Training -13 week appraisal and beyond

The LPF steering group meeting for Leicestershire, Northampton and Rutland has asked that I make you aware of an event on 30th September 2015 at De Montfort University.

The event is free and open to both RPS members and non-members and can be booked via the LNR/LPF RPS website

There will be networking opportunities from 18:30 (with light refreshments) in the Hugh Aston Building Atrium at the university, with the main events starting at 19:30 – 21:00. We would like as many pharmacist, pre-registration trainees and pharmacy technicians as possible to join us. Free parking after 6:00pm can be found on the De Montfort University LE1 9BH.

*Important
date:
AGM
30TH
September*



*Learn about
Parkinson's disease
the
neurodegenerative
brain disorder*



*Get the most
out of your
training year*

Sue Smith, Head of Prescribing and Medicines Management at Nene CCG raised an issue with me recently regarding problems with appliances via EPS. Products which may be considered medicinal in nature, for example some emollients and ocular lubricants, are actually classed as appliances. This may be problematic if a patient has nominated a preferred pharmacy and a preferred appliance contractor e.g. for stoma, catheters etc. Any such appliances will be sent to the appliance contractor rather than the community pharmacy as would have happened with the paper based system. This would appear to be a national issue. I contacted Daniel AH-Thion at the PSNC and asked if there was a way to avoid this situation. He tells me that there are a few dates scheduled for conversations regarding multiple nominations and appliances via a national EPS forum in October. Meantime it is thought that multiple nominations may get confusing for some practices, pharmacy teams and patients. Due to the current arrangements where a patient wishes to use EPS and wishes for some appliances to go to the pharmacy, and some to a DAC there will be problems in communicating all of this to the GP practice effectively. The GP EPS specification explains that GP systems must ensure that on a nominated prescription for an appliance contractor, only appliances are prescribed. Appliances are identified within Part (IX) A, B, and C of the Drug Tariff. Dan added that in the event where any specific prescriptions went to a DAC despite not meeting the criteria set out by the Licensing Authority, it may be possible to track that prescription and the PSNC could share the information with HSCIC.

Controlled Drugs and EPS

As of July 1st, legislation came into place to allow controlled drugs listed under schedules 2 and 3 to be prescribed and dispensed using EPS. The HSCIC are currently working with suppliers to identify their estimated implementation dates to meet the requirements on their systems. No controlled drugs can be sent electronically without these requirements being met. To date five out of six suppliers have responded to the information request.

Alison Patrick is the Northamptonshire and MK Lead for EPS and has this week informed you all by email of training dates to include information on how to use EPS2 and how to maximise the benefit of using EPS. There is also a claiming and endorsing masterclass presented by the NHS Business Services Authority. The details for this are on our website under both Northants and MK and click EPS. [//psnc.org.uk/northamptonshire-and-milton-keynes-lpc/](http://psnc.org.uk/northamptonshire-and-milton-keynes-lpc/) I did notice the lack of local dates and the note that more will follow. Meantime I have asked Ali if there is a possibility of a local event. Fingers crossed.

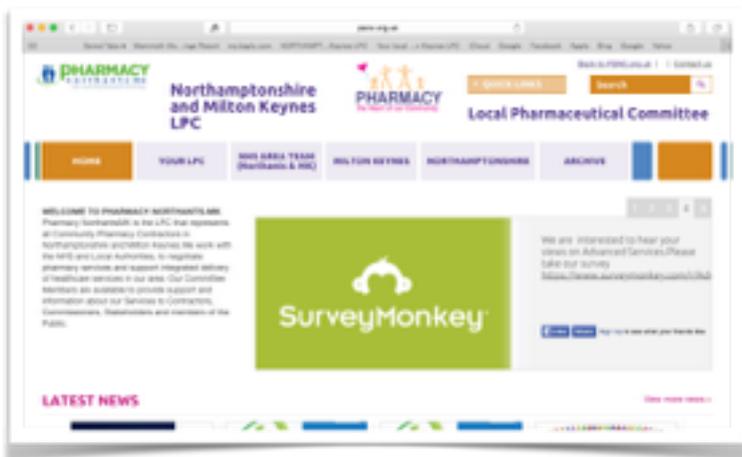
*Sharing
experiences
means better care*



*Free refresher
training for
community
pharmacy staff
to help counter
staff,
dispensing
technicians,
pharmacists
and locums get
the most out of
EPS*

PSNC Briefing

I have often spoken in the newsletter about driving for a Minor Ailments Service for Northamptonshire. There was disappointment when the door closed on discussions between the PSNC and NHSE and so the possibility of the National Minor Ailments Advice Service evaporated. But where one door closes lets be upbeat and optimistic that there is now a door that is slightly ajar for us locally. I really need your help with this though. Last month, I opened the LPC's first Survey monkey on our website and asked a small number of questions about your views on Advanced services. A survey such as this could give me useful information about what your patients would like from their pharmacy in terms of the services you currently offer and would like to be able to offer feeling that there's a gap not currently filled. I would like to gather such evidence because when I speak to commissioners on your behalf they demand evidence. Unfortunately out of all the contracts in Northamptonshire, which is in excess of 130, I had not one single response. Yet I am persevering because I know from conversations that if the remuneration is appropriate this is something that you feel should be offered. Please take a minute to look on the website and



complete the survey. Thankfully, the PSNC have had more success and have published their findings this week. The document in full can be viewed on the PSNC website. A very low percentage of individuals would have gone without medication rather than seeking other care indicates that the provision of MAS does not fulfil an unmet patient need or generate demand from patients that otherwise would not have been met by the NHS. Responses to the question "If you hadn't attended this pharmacy today for your advice and medication, where would you have gone?" resulted in 92% stating that they would have visited their GP and only 2% would have purchased an OTC medicine. This data is encouraging and helps to tackle concern of some service commissioners that provision of MAS may encourage use of the service by people who would otherwise have purchased OTC medicine.

*30 services and
473,327
patients
consultations
have been
examined*



PharmOutcomes®
Delivering Evidence

98% of those who attended a pharmacy to access the MAS required no onward referral and the patient was provided with appropriate advice and medicines without further NHS resource. Of the referrals, the vast majority were for a non-urgent appointment with the individual's GP through the usual appointment system, therefore not adding pressure to sit and wait style visits

Contractor update: flu vaccination service arrangements.

The wording of the service specification for the flu vaccination Advanced Service has now been agreed between NHSE, NHS Employers and PSNC. This will be published once it has passed through the NHSE internal governance procedures. Disappointingly, no national IT support will be provided by NHSE to support provision of the national flu service. PSNC believes that a paper-based system of reporting will provide the quickest and most efficient implementation of the service and is efficient for contractors. We are still pushing the NHS Area Team to commission Pharmoutcomes as we believe that such real time reporting is invaluable in data capture and that we are encouraged to embrace the digital age as a profession.

Alan Chappell, Project Officer with the Carers Trust is very excited that pharmacies can provide free NHS flu vaccination to all eligible groups including of course this year, unpaid carers. The increasing interest pharmacies will now have to find out which of their patients is a carer will hopefully lead to more carers being identified as well as protecting them from flu. You could even go as far as to say that identifying a carer becomes an incentivised activity—something that the Carer-friendly Pharmacy pilot earlier in the year was unable to offer. The Carers Trust is working with the PSNC to produce guidance and resources for pharmacies which will be available soon. Note that a Carer is defined as a person in receipt of a carers allowance or someone who is the main carer of an older or disabled person whose welfare may be at risk if the carer falls ill. Please keep checking psnc.org.uk/flu or on our own website which also lists training details. <http://psnc.org.uk/northamptonshire-and-milton-keynes-lpc/>

NHSE has issued the following statement concerning community pharmacy opening hours during the 2015 Christmas period: “NHSE considers community pharmacy to be an important part of our system resilience. We have been promoting community pharmacy to the public as a first stop for self-care and professional advice to elderly people who are feeling under the weather. In order to support this we will be asking all primary care contractors whose contracted hours include Saturdays to open their normal hours.”



Free flu vaccinations in pharmacies and what it could mean for carers



“It is unlikely that NHSE will give permission for changes in core hours for Saturday 26th December

Non-medical prescribing

For the purposes of education, Milton Keynes fall into Health Education Thames Valley. The non-medical prescribing lead at HETV would like to ascertain the demand locally with a view to opening discussions around commissioning a non-medical prescribing course for pharmacy. There may possibly be an increased demand through the pharmacists working in GP practices initiative. In preparation for the commissioning meeting in October, Andrea Hollister would like to have an idea of places needed to inform the discussion. If you would be interested in this then please email me by 10th October 2015 and I will then pass numbers to Andrea.

Milton Keynes PDG

Milton Keynes Pharmacy Development Group was scheduled for September 24th but due to unforeseen circumstances this will have to be postponed. Janet and Nikki are working hard to organise an event in November so please just watch this space.

Thank you for reading the newsletter. Is it interesting and helpful? As always we would like to hear from you and please keep looking at the website. It is regularly updated to reflect the rapidly changing environment in which we work.

chiefofficer@pharmacynorthamptonshire.co.uk

<http://psnc.org.uk/northamptonshire-and-milton-keynes-lpc/>

Facebook at PharmacyNorthants-MK

Tweet @LPCNorthantsMK

Anne-Marie King

Pharmacists in GP surgeries could add value to community pharmacy but we need to build links and work better together.

