

# Pharmacy Bulletin

24<sup>th</sup> February 2017

**Let us help you and your pharmacy to keep good form in all areas of your pharmacy contract by giving your consideration to this week's contractual deadlines and topics for your information, below...**

*\*\*\*\*\*For your convenience, we have included hyperlinks with the calendar to the relevant topics within the bulletin.\*\*\*\*\**

(Please note that all the information regarding all topics in the calendar (and more!) can be found below the calendar itself)

Sep-Dec '16	February 2017	March 2017	April 2017	May 2017
NHSE – What's coming up & Contractual Deadlines calendar.		<p><b>Preparation for End of Year 2016-17 ...</b></p> <p><b>Final Health Campaign of 16-17:</b> One You – Physical Activity...keep your eye on the bulletin for more info...</p> <p><b>CPAF visits continue...</b></p>	<p><b>New Financial Year 2017-18</b></p> <p><b>New Quality Scheme commences 2017-18...</b></p>	<p><b>Planned (TBC) 1st Public Health Campaign of the 2017-18 Contractual year</b></p>
Week1	<p>01.02.2017 – <b>Deadline</b> to register for an NHSmail account (details below)</p>		<p><b>4th Quarter 16-17 MUR &amp; NMS returns due in April via the NHSBSA <u>online form</u>.</b></p> <p>(Pharmacy contractors must submit the completed MUR and NMS electronic reporting templates to the NHSBSA within 10 working days from the last day of the quarter the data refers to (last day of June, September, December</p>	<p><b>Bank Holiday: Early May (01.05.17)</b></p>

			and March).	
<b>Week2</b>			<b>Bank Holiday: Good Friday (14.04.17)</b>	
<b>Week3</b>	<b>CPAF visits commence...</b> Pharmacies selected for a visit will have received both a letter and an email to confirm their visit.		<b>Bank Holiday: Easter Monday (17.04.17)</b>	
<b>Week4</b>	Preparation for the final Health Campaign of 2016- 2017 begins...			<b>Bank Holiday: Spring (29.05.17)</b>

### **In this week's bulletin...**

- [Getting Prepared: EoY submissions>Returns 2016-17 HERE](#)
- [Maximising electronic Repeat Dispensing \(eRD\) ...HERE](#)
- [Thank You – An Update on the Success of Last Year's Public Health Campaigns: BCOC \(Respiratory\) and Stoptober...HERE](#)
- [Stay Well 2016-17 Close of Campaign Roundup.](#)
- ['You Said, We Did': Online Tools & Training Opportunities for Community Pharmacies to Aid Engagement & Communication with Patients.](#)
- [COMING SOON 2016-17: Final Public Health Campaign of the Contractual Year \(2016-17\)... 'One You – Physical Activity'...](#)
- [Link\(s\) Of The Week HERE](#)  
[PSNC Price Concessions Feb 2017.](#)  
[PSNC Newsletter 23.02.2017](#)



### → [EoY submissions>Returns 2016-17](#)

As the end of the financial year fast approaches, we would encourage contractors to consider how they will be submitting the return of their contractual requirements to NHS England.

Listed below are the areas for which we need assurances for each pharmacy:

- Completion of the **Information Governance Toolkit online by Fri 31 March 2017**
- submission of an **annual complaints return for 2016-17 by Sun 30 April 2017**
- assurance that the pharmacy has carried out the necessary number of patient questionnaires (preferably stating the number of questionnaires received) and has published the results in an approved manner

- confirmation that the pharmacy has undertaken your chosen in-house audit for **2016/17, and the title of that audit.**

The following pharmacy multiples\* have advised that individual branches **will NOT** be expected to submit this information for individual branches to NHS England as it will be returned centrally from your respective head offices:

- Asda
- Boots
- Cohens
- Day Lewis
- J'hoots
- Lloyds
- Superdrug
- Shaunaks
- Superdrug
- Well

**Tesco pharmacies:** Returns will be made by individual branches bar the IG toolkit which will be returned centrally.

*\*Any contractors who are part of a small chain, should check the arrangements for submission with their superintendent pharmacist.*

**For contractors submitting independently there are several options available:**

- **PharmOutcomes (NHSE preferred method)**

At the request of some of our contractors, and with the assistance of the Local Pharmaceutical Committees in the South West, a framework has been developed under the 'Assessments' tab on PharmOutcomes

Alternatively, if PharmOutcomes is not possible:

- Email: [england.pharmacysouthwest@nhs.net](mailto:england.pharmacysouthwest@nhs.net)
- Fax: 01752 841696
- Post: Peninsula House, Kingsmill Way, Tamar View Industrial Estate, Saltash, PL12 6LE

### → **Maximising electronic Repeat Dispensing (eRD) ...**

Two thirds of prescriptions issued in primary care are repeat prescriptions: These repeat prescriptions account for nearly 80 per cent of NHS medicine costs for primary care. The management of these prescriptions and the time involved in processing them can be significant.

In order to provide a more efficient way to manage repeat prescriptions in 2005 the government introduced Repeat Dispensing Services. Initially repeat dispensing was only available using paper based prescriptions but since July 2009 it has been possible to use repeat dispensing via Release 2 of the Electronic Prescription Service (EPS). This is called electronic repeat dispensing to differentiate it from paper based Repeat Dispensing.

Electronic repeat dispensing can only be achieved when both the prescribing and the dispensing systems are using EPS Release 2. It is not possible to use electronic repeat dispensing with EPS Release 1.

To find out more about how you could use eRD, download the [Maximising eRD toolkit](#), register for an on-demand [webinar](#) and/or follow the [e-learning package](#) to understand more.



As we embark on our fourth and final public health campaign on the 2016-17 contractual year (One You – Physical Activity), we would very much like to say **thank you** to you all for your support and involvement in **championing** the suite of public health campaigns that we have been collaborating on over the last financial year (2016-17). As we reflect on the programme, we are keen to acknowledge your continued **support** and the **positive** role you have all played in **promoting** the campaigns and making them a **success**. Your facilitation and endorsement is **important** and has led to the realisation of **positive** health and wellbeing **benefits** for individuals in your local populations and communities. For that, we would like to say a very big **thank you**. We are still **learning** lessons and with your input we continue to **improve** how we operate to **maximise effectiveness** and **efficiency** and welcome any suggestions for **improvement** that you may have.

**Previous feedback from you has requested better sight of the results and outcomes we observe from the campaigns and so we have compiled a brief **evaluation report**, attached, for your information.**

**Please feel free to share this fantastic news with colleagues and join us in embracing Public Health Campaigns in the new contractual year.**

**Once again, many thanks, Janet Newport (NHSE Contracts Manager Pharmacy & Eye Care), David Bearman (LPN Chair) and Russ Moody (Programme Lead Public Health England Southwest).**

#### → **Stay Well 2016-17 Close of Campaign RoundUp.**

Following the close of this years (2016-17) Stay Well this Winter Public Health Campaign, we are very pleased to advise that 98.5% of all pharmacies completed the campaign and, of the remaining 1.5 % of pharmacies only 0.5 % did not submit any feedback or evaluation via PharmOutcomes.

From the many pharmacies that have participated within the evaluation on PharmOutcomes, we have received plenty of useful information and feedback which we hope to draw from as we charge onward with the new contractual year (2017-18)

and of course, a new contract! As soon as we have had the opportunity to review your evaluation feedback in detail we will produce a similar report to the attached re. BCOC and Stoptober 2016 to keep you updated of the outcomes.

Thank you all once more for your support with this campaign and in embracing the use of PharmOutcomes for campaign evaluations: We hope you will agree that this has been a very successful transition. We plan to further utilise PharmOutcomes in the new contractual year, 2017-18 for public health campaigns and beyond.

→ **'You Said, We Did': Online Tools & Training Opportunities for Community Pharmacies to aid Engagement & Communication with Patients.**

Following the completion of 3 of this year's 4 contractual public health campaigns, many of you have requested online training and resources to assist you in having valuable conversations with patients and in order to aid the delivery of a successful future campaigns. With the support of Cancer Research UK (CRUK) we are able to offer pharmacies the following opportunities for development and support in engaging patients: *(What's more is that all the principles, tools and resources are easily transferable skills that you can apply to daily pharmacy life).*

**Online 'Talk Cancer' Course Hosted by CRUK**

Want to have more effective conversations about cancer? This free interactive course will give you the confidence and 'know-how' to separate cancer myths from facts and encourage healthy lifestyle changes.

Talking About Cancer has been developed by Talk Cancer trainers, drawing on their wealth of experience of talking to patients, families and healthcare professionals.

The next course is open from 27<sup>th</sup> Feb and you can sign up NOW [HERE](#).

**CRUK 'Insights for Pharmacies' Newsletters**

'Cancer Insight' is Cancer Research UK's free guide to cancer prevention and early diagnosis for GPs, practice nurses and pharmacy staff.

Sign up is quick and easy by joining the mailing list [HERE](#) for regular bulletins, such as the example bulletin attached re. Obesity and cancer, providing need-to-know cancer information, practical tools and resources, all sent straight to your inbox.

You can also download or order free print copies of Cancer Insight [HERE](#).

**CRUK launches 10,000 steps a day challenge in March:**

Based on the average person's stride it's 5 miles (or 8 km). By the end of the month this could mean you have pelted through 150 miles! - about the distance from London to Manchester (Or Paris to Brussels if you want to be all continental).

Doing the distance will make a huge difference to physical health and how you feel. Even moderate exercise can build stamina, burn excess calories, give you a healthier

heart and protect you against a range of diseases including cancer. An average 45 year old weighing 11 stone will burn 400 calories with 10,000 steps of brisk walking.

You can sign up yourself or encourage patients to sign up [HERE](#).

**The 10,000 steps a day challenge is a great way to get people talking and inspire conversations for the up and coming and final health campaign of the 2016-17 contractual year.....**

→ **COMING SOON: Final Public Health Campaign of the 2016-17 Contractual Year... 'One You – Physical Activity' ...**

Around 40% of all deaths in England are related to everyday habits and behaviours. By encouraging the nation's adults to take control of their health by eating a healthier diet, drinking less alcohol, **exercising more**, and quitting smoking, 'One You' generally will effectively help people to enjoy longer and healthier lives.

'One You' encourages adults to take part in a free online health quiz, called 'How Are You', to identify where they can make small changes. The quiz provides personalised recommendations and directs people to tools and advice created by experts to help them take action where it's most needed.

You too can prepare for the upcoming campaign and [take the quiz HERE](#) and view the [One You website HERE](#).

**Please keep your eye on future bulletins for more info on this campaign and the details of how to obtain your pharmacy resource packs in March 2017!**

The logo for the 'One You' campaign, featuring the words 'ONE YOU' in a bold, yellow, sans-serif font, with 'PHYSICAL ACTIVITY' in a white, sans-serif font, all set against a teal rectangular background.

→ **Link(s) Of The Week**

**PSNC Price Concessions Feb 2017:** [Click here to view an online version](#)

**PSNC Newsletter 23.02.2017:** [Click here to view an online version](#)

- Quality Payments: New HLP resource hub
- NHS logo use by pharmacies
- February CPN is now online

Back to the top of the Bulletin [HERE](#).

If you have any articles you would like us to include in the weekly E-Communication then please send to our generic [mail box](#).

In addition if you know of any colleagues who would like to receive a copy of the E-Communication each week please send an e-mail with their name, place of work and e-mail address to our generic [mail box](#) and we will add them to our distribution list.

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