

**Community Pharmacy
Cheshire and Wirral**



WORKING IN CHESHIRE WEST & CHESTER

A GUIDE FOR COMMUNITY PHARMACISTS

To be completed by Pharmacist

Please indicate on the table below (by placing a tick in the final column) the services that you are trained to provide and have copies of the relevant certificate/signed PGDs etc.

Pharmacy Services		Commissioner	Can Provide
Locally Commissioned Services	BHF Blood Pressure Innovation Scheme	NHS England (C&M*) (NHSE (C&M))	
	Emergency Hormonal Contraception (EHC)	Cheshire West & Chester Council	
	Flu Immunisation Service for Council Employees	Cheshire West & Chester Council	
	Needle Exchange	WDP	
	Pharmacy First Minor Ailments Service	Cheshire CCG	
	Sharps Return Service	NHS England (C&M)	
	Supervised Administration	WDP	
	Think Pharmacy Palliative Care	Cheshire	
Nationally Commissioned Services	Appliance Use Review (AUR)	NHS England	
	Community Pharmacist Consultation Service (CPCS)	NHS England	
	Medicine Use Reviews (MURs)	NHS England	
	New Medicine Service (NMS)	NHS England	
	NHS Influenza Vaccination	NHS England	

CONTENTS

<u>TITLE</u>	<u>Page</u>
Why have we written this guide?	3
About CPCW	4
• CPCW practical information worth a mention	4
PharmOutcomes	5
Where to find more information	6
Pharmacy Services Across Cheshire West & Chester	7
Useful Contact Details	8
Personal Information	9
General Things for Locums to Consider	10
Locally Commissioned Services	
• BHF Blood Pressure Innovation Scheme	11
• Emergency Hormonal Contraception (EHC)	11
• Flu Immunisation Service for Council Employees	12
• Needle Exchange	13
• Pharmacy First Minor Ailments Service	13
• Sharps Return Service	14
• Supervised Consumption	14
• Think Pharmacy Palliative Care	15
Nationally Commissioned Services	
• Appliance Use Review (AUR)	16
• Community Pharmacist Consultation Service (CPCS)	16
• Medicine Use Reviews (MURs)	17
• New Medicine Service (NMS)	17
• NHS Influenza Vaccination	18
Declarations	19
Pharmacy Services Checklist for Pharmacists	20

WHY HAVE WE WRITTEN THIS GUIDE?

This guide is aimed at pharmacists, including contractors and locums, who need to know what services they will be expected to provide in pharmacies across Cheshire West & Chester, and how they may wish to focus their CPD.

You may find this document useful because you

- Are new to working in Cheshire West & Chester
- Work occasionally in Cheshire West & Chester
- Are looking to move between pharmacies in the area
- Want an easy to use reference guide for the pharmacy team

There are guides available for each of the HWB areas within the Community Pharmacy Cheshire & Wirral LPC (CPCW) footprint – Cheshire East, Cheshire West & Chester, Warrington and Wirral and these are available on the LPC website.

The document also provides information about the role the LPC and contact details should you require them.

ABOUT CPCW

The role of CPCW is to support contractors to maximise income through the consistent delivery of high-quality NHS and locally commissioned services for the benefits of the patient

Who are CPCW?

- A local organisation for community pharmacy across Cheshire and Wirral
- The 15 members are community pharmacists who are representative of all sectors of community pharmacy including multiple and independent which are located in all trading environments for example supermarkets, high streets, villages
- We are concerned with all aspects of NHS primary care that are relevant to community pharmacy
- LPC's must be consulted on
 - New contract applications, applications for contract relocations, etc
 - Impact analyses for Local Pharmaceutical Services (LPS) bids
 - Any NHS England decision to require a pharmacy to change its hours
 - Conditions for Enhanced Services
- LPC's expect to be (and are) consulted on all issues relevant to contractors, such as:
 - Any arrangements affecting pharmacy services
 - Changes to local NHS structures – LIFT etc
 - Arrangements for monitoring the pharmacy contract
- We work with NHS England, CCG's, Local Authorities and other healthcare professionals to influence policies and decisions and to help plan services for the benefit of patients
- We seek to identify and access additional local funding for pharmacy services

Practical information worth a mention

- The LPC meets 9 times a year
 - Agendas for the upcoming meetings are shared on the LPC website approximately a week before the meeting
 - Once ratified a copy of the LPC minutes are uploaded to the website
 - Observers are welcome to attend any of the LPC meetings – you just need to contact the LPC office (alison@cpcw.org.uk)
- The LPC is supported by a team including a Chief Executive Officer, two Pharmacy Services Managers, an Engagement Officer and a Business Support Officer
- The LPC circulates a weekly newsletter to over 500 recipients (sign up information on Page 6)
- The LPC has a website (www.cpcw.org.uk) which contains a diverse range of information About the LPC, Services, Pharmacy Contracts and Management and Pharmacist Training and Professional Development)
- The LPC has presence on Facebook and Twitter

PHARMOUTCOMES

Most locally commissioned service claims are recorded on PharmOutcomes and every pharmacy in Cheshire West & Chester has unique log-in details. Things to note:

- The administrator using this default log-in can set up individual log-ins for staff members;
- If you have been provided with different personal log-ins for a number of different pharmacies, ask the PharmOutcomes Helpdesk about setting up “Switching Identities”; this will allow you to use a single user name and password but then select the appropriate pharmacy from a list.

To record on PharmOutcomes:

- Go to www.pharmoutcomes.org.uk
- Log in (or select “Help” if needed)
 - Any messages are displayed on the Home Page
- Select the “Services” tab
- Accredited services for the pharmacy are listed on the left-hand side in orange
 - Click on the appropriate service to create a new record
- Recent Provisions are listed in the centre/right in Blue
 - These can be re-opened/edited by clicking on them
 - Editing information will over-write existing information
 - Editing after status has changed to “claimed” will not change payment details
- Outstanding Referrals are shown above Recent Provisions
 - Click on the Referral for information about the patient/reason for referral
 - Completing the action associated with the referral will move the referral from the top of the screen to the “Recent Provisions” section

The LPC has developed a getting started with PharmOutcomes guide that staff new to PharmOutcomes may find useful and can be accessed from the LPC website at <http://www.cpcw.org.uk/cpcw/pharmoutcomes/>

WHERE TO FIND MORE INFORMATION

- Check out the LPC Website <http://www.cpcw.org.uk>
- Sign up for LPC newsletters and bulletins by sending your name and email address to alison@cpcw.org.uk
(It is helpful if you tell us where you work (ie which pharmacy if just one or two, approximate geographical area if relief or locum)

PHARMACY SERVICES ACROSS CHESHIRE WEST & CHESTER

Below is a list of all available services that are open to community pharmacies across the Warrington footprint. Services that are offered will vary from pharmacy to pharmacy and you will need to check.

Each pharmacy should be able to provide you with a list of the services that it is commissioned to provide.

Pharmacy Services		Commissioner
Locally Commissioned Services	BHF Blood Pressure Innovation Scheme	NHS England (C&M*) (NHSE (C&M))
	Emergency Hormonal Contraception (EHC)	Cheshire West & Chester Council
	Flu Immunisation Service for Council Employees	Cheshire West & Chester Council
	Needle Exchange	WDP
	Pharmacy First Minor Ailments Service	Cheshire CCG
	Sharps Return Service	NHS England (C&M)
	Supervised Consumption	WDP
	Think Pharmacy Palliative Care	Cheshire CCG
Nationally Commissioned Services	Appliance Use Review (AUR)	NHS England
	Community Pharmacist Consultation Service (CPCS)	NHS England
	Medicine Use Reviews (MURs)	NHS England
	New Medicine Service (NMS)	NHS England
	NHS Influenza Vaccination	NHS England

* Cheshire & Merseyside


Service specifications should be available within the pharmacy, however these are available on the LPC website (www.cpcw.org.uk) for services commissioned locally and on PSNC (www.psn.org.uk) for nationally commissioned services.

The following pages provide details of the requirements of each service specification. To be able to work extensively across the Cheshire West & Chester footprint you should endeavour to have the required accreditations, CPPE Declarations of Competencies and signed PGDs as detailed in this document.

USEFUL CONTACT DETAILS

Cheshire West & Chester Council	CPCW
<p>Sexual Health Services – Sarah Marshall E: sarah.marshall@cheshirewestandchester.gov.uk T: 01244 976792</p> <p>Flu Immunisation – Helen Stott E: helen.stott@cheshirewestandchester.gov.uk T: 01244 973758 07827 958062</p> <p>Supervised/Needle Exchange – Tracey King E: Tracey.king@wdp.org.uk T: 0300 123 2679</p>	<p>Suzanne Austin Pharmacy Services Manager E: suzanne@cpcw.org.uk T: 07523 056987</p> <p>Adam Irvine Chief Executive Officer E: adam@cpcw.org.uk T: 07795 123165</p> <p>LPC Website: www.cpcw.org.uk</p>
NHSE (C&M)	Cheshire CCG
<p>Sharps Return E: customerservice@sharpsmart.co.uk T: 01388 810310</p> <p>General NHSE (C&M) E: england.cmpharmacy@nhs.net</p> <p>To inform NHSE (C&M) of an incident other than a CD incident E: england.cww-pharmacyincidents.nhs.net</p> <p>To report a controlled drugs incident E: england.cmcd@nhs.net</p>	<p>Think Pharmacy Palliative Care - Susan Nixon E: susan.nixon5@nhs.net T: 07774 332715</p>

PERSONAL INFORMATION

Full Name: (as it appears on your GPhC registration):	
GPhC Registration No:	
Contact email address:	
Contact Tel No:	
For services involving a PGD you must demonstrate compliance with the competency levels specified in the NICE Competency Framework for Health Professionals using Patient Group Directions:  competency- framework-for-	Yes/No

If you are a locum and want to use this as a working document for several branches, with a copy for each:

Pharmacy Name:	
Pharmacy Address:	

GENERAL THINGS FOR LOCUMS TO CONSIDER

Essential and Advanced Services

- You should have a working smartcard with a 5F locum access profile
- You should have completed the Summary Care Record (SCR) Access Training module and CPPE DoC
- You should have completed your MUR accreditation and completed the CPPE DoC
- You should have completed your eRD learning and self-declaration

Quality Payments

- You should have become a Dementia Friend
- You should have completed the CPPE learning module on Risk Management
- You should have completed the CPPE learning module on Oral Health

Desirable

- You should have a DBS certificate and have signed up for the annual update service
- You should have completed the CPPE learning module on Safeguarding
- You should have completed the CPPE learning module on Advanced Consultation Skills for Pharmacy Professionals

LOCALLY COMMISSIONED SERVICES

BHF BLOOD PRESSURE INNOVATION SCHEME

Pharmacies will undertake blood pressure screening, recording them on PharmOutcomes.

Full service details: <https://www.cpcw.org.uk/services/nhsengland/bhf/>

Available from all pharmacies?	No
PGD?	No
Training?	Attend NHSE (C&M) organised training event Yes/No Date:
Recording and Claiming	PharmOutcomes (www.pharmoutcomes.org.uk)
Specific Pharmacy Instructions?	Pharmacies should have sufficient indemnity insurance to provide this service. Yes/No
Additional Notes:	

EMERGENCY HORMONAL CONTRACEPTION SERVICE

To enable any suitable patients to be prescribed free Emergency Hormonal Contraception under a Patient Group Direction (PGD) in community pharmacies in Cheshire West & Chester.

Full service details: <https://www.cpcw.org.uk/services/cwc/cwc-ph/cwc-ehc/>

Available from all pharmacies?	The majority but not all pharmacies.
Service Specification – Public Health EHC Service Specification	Read the service specification and read and signed the SOP Yes/No
PGD?	Yes <ul style="list-style-type: none">Levonorgestrel (signed and dated – Yes/No)Ullipristal (signed and dated – Yes/No)
Required Training	CPPE Declaration of Competence for Emergency Contraception Yes/No Date:
Recommended Training	<ul style="list-style-type: none">Consultation SkillsPGDs
Specific Pharmacy Instructions?	In accordance with the Service Specification a log of training and competency levels should be retained in the pharmacy for inspection purposes by Cheshire West & Chester Council on request. Yes/No
Additional Notes:	

FLU IMMUNISATION FOR COUNCIL EMPLOYEES

To provide and administer seasonal influenza vaccinations to eligible Employees of Cheshire West and Chester Borough Council and for Employees of other entities as approved by the Authorised Officer on production of a 'flu voucher' and staff ID card or letter provided by employer.

Full service details: <https://www.cpcw.org.uk/services/cwc/cwc-ph/cwc-flu/>

Available from all pharmacies?	No
Service Specification – Seasonal Flu Vaccination Service	Read the service specification and read and signed the SOP Yes/No
PGD?	Yes (signed and dated – Yes/No)
Required Training	<ul style="list-style-type: none"> Completed relevant training in the provision and administration of the vaccine or participated in update training in the provision and administration of the vaccine within the last 12 months Completed training with regard to the recognition and initial treatment of anaphylaxis and CPR or participated in update training with regard to the recognition and initial treatment of anaphylaxis and CPR within the last 12 months <p>Yes/No Date:</p>
Required Reading	<p>You should read the following chapters in the Greenbook:</p> <ul style="list-style-type: none"> Chapter 5 - Immunisation by nurses and other health professionals https://www.gov.uk/government/publications/immunisation-by-nurses-and-other-health-professionals-the-green-book-chapter-5 Chapter 8 - Vaccine safety and adverse effects following immunisation https://www.gov.uk/government/publications/vaccine-safety-and-adverse-events-following-immunisation-the-green-book-chapter-8 Chapter 19 – Influenza https://www.gov.uk/government/publications/influenza-the-green-book-chapter-19 <p>Please note that the links to the above documents have been provided for convenience, however may be updated during the season</p>
Specific Pharmacy Instructions?	Pharmacists involved in the delivery of this service should be offered immunisation for Hepatitis B by their employer.
Additional Notes:	

NEEDLE EXCHANGE SERVICE

Pharmacies will provide access to sterile needles and syringes, and sharps containers for return of used equipment.

Full service details: <https://www.cpcw.org.uk/services/cwc/cwc-ph/cwc-nx/>

Available from all pharmacies?	No
Service Specification – Pharmacy Based Needle Exchange	Read the service specification and read and signed the SOP Yes/No
PGD?	No
Required Training	CPPE Declaration of Competence Yes/No Date:
Recommended Training	<ul style="list-style-type: none">• Needle Exchange Programme• Safeguarding Children and Vulnerable Adults
Additional Notes:	

PHARMACY FIRST MINOR AILMENTS SERVICE

The Pharmacy First Minor Ailments Service is primarily designed as a “walk in” service so that patients can present without a referral or appointment. However, the service providers will work with the commissioners and others to enable appropriate referrals from General Practice and other providers, particularly urgent care and out of hour’s services.

Full service details: <https://www.cpcw.org.uk/services/cheshire-east/ce-ccg/mas20/>

Available from all pharmacies?	No
Service Specification – Pharmacy First Minor Ailments Service	Read the service specification and read and signed the SOP Yes/No
PGD?	Yes (signed and dated – Yes/No)
Required Training	CPPE Declaration of Competence Yes/No Date:
Recommended Training	<ul style="list-style-type: none">• Think Pharmacy Minor Ailments Service
Additional Notes:	

SHARPS WASTE COLLECTION SERVICE

To maintain a sharps waste collection service through the community pharmacy network to enable patients to dispose of prescribed sharps safely.

Full service details: <https://www.cpcw.org.uk/services/nhsengland/sharps-return/>

Available from all pharmacies?	Yes
Service Specification – Sharps Waste Collection Service	Read the service specification and read and signed the SOP Yes/No
PGD?	No
Required Training	There are no mandatory training requirements for locum or relief managers for this service. However, in accordance with the service specification, pharmacists (including locums) involved in the provision of the service should have relevant knowledge to provide this service.
Specific Pharmacy Instructions?	The Standard Operating Procedure/protocol must be available to NHSE (C&M)
Additional Notes:	

SUPERVISED ADMINISTRATION SCHEME

This service will require the pharmacist to supervise the consumption of prescribed medicines at the point of dispensing in the pharmacy, ensuring that the dose has been administered to the patient.

Full service details: <https://www.cpcw.org.uk/services/cwc/cwc-ph/cwc-sc/>

Available from all pharmacies?	No
Service Specification – Supervised Consumption	Read the service specification and read and signed the SOP Yes/No
PGD?	No
Required Training	CPPE Declaration of Competence Yes/No Date:
Recommended Training	<ul style="list-style-type: none">• Supervised Administration of Prescribed Medication• Substance Use and Misuse• Safeguarding Children and Vulnerable Adults• Consultation Skills
Additional Notes:	

THINK PHARMACY PALLIATIVE DRUGS SERVICE

Selected pharmacies will hold the stock of an agreed range of drugs used in palliative care. The Service provider must order and continuously hold the range and quantity of stock specified for the total number of hours the pharmacy is open, including bank holiday and rotas and during any periods of locum cover.

Full service details: <https://www.cpcw.org.uk/services/cheshire-east/ce-ccg/urgent-palliative-care-medicines-service/>

Available from all pharmacies?	No
Service Specification – Think Pharmacy Urgent Palliative Care Medicine Service	Read the service specification and read and signed the SOP Yes/No
PGD?	No
Required Training	There are no mandatory training requirements for locum or relief managers for this service. However, in accordance with the service specification pharmacists (including locums) involved in the provision of the service should have relevant knowledge to provide this service.
Additional Notes:	

NATIONALLY COMMISSIONED SERVICES

APPLIANCE USE REVIEW (AUR)

AURs can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home.

Full service details: <https://psnc.org.uk/services-commissioning/advanced-services/aur/>

Available from all pharmacies?	No
Service Specification – Appliance Use Reviews	Read the service specification and read and signed the SOP Yes/No
PGD?	No
Required Training	Full details of the registration and training process can be accessed on the PSNC website http://psnc.org.uk/services-commissioning/advanced-services/aur/
Additional Notes:	

COMMUNITY PHARMACIST CONSULTATION SERVICE (CPCS)

The service connects patients who have a minor illness or need an urgent supply of a medicine with a community pharmacy.

Full service details: <https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/>

Available from all pharmacies?	YES
Service Specification – NHS Community Pharmacist Consultation Service	Read the service specification and read and signed the SOP Yes/No
PGD?	No
Required Training	Full details of the registration and training process can be accessed on the PSNC website https://psnc.org.uk/services-commissioning/advanced-services/community-pharmacist-consultation-service/
Additional Notes:	

MEDICINES USE REVIEW (MUR)

The Medicines Use Review (MUR) and Prescription Intervention Service consists of accredited pharmacists undertaking structured adherence-centred reviews with patients on multiple medicines, particularly those receiving medicines for long-term conditions. National target groups have been agreed in order to guide the selection of patients to whom the service will be offered.

Full service details: <https://psnc.org.uk/services-commissioning/advanced-services/murs/>

Available from all pharmacies?	Yes
Service Specification – Medicines Use Review	Read the service specification and read and signed the SOP Yes/No
PGD?	No
Required Training	<ul style="list-style-type: none">To provide this service you must have been accredited by a Higher Education Institution (HEI) to provide the service (by successfully completing an assessment, based on the nationally agreed competency framework).A copy of the certificate must be sent to the NHSE (C&M) and a copy retained in the pharmacy before any MURs are carried out.
Additional Notes:	

NEW MEDICINE SERVICE (NMS)

The NMS service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is initially focused on particular patient groups and conditions.

Full service details: <https://psnc.org.uk/services-commissioning/advanced-services/nms/>

Available from all pharmacies?	Yes
Service Specification – New Medicines Service	Read the service specification and read and signed the SOP Yes/No
PGD?	No
Required Training	<ul style="list-style-type: none">Pharmacists must have the necessary skills and knowledge and are required to sign the NMS self-assessment form to declare this.You must complete the NMS self- assessment and a copy of the self-assessment must be kept in the pharmacy for monitoring purposes. (CPPE provide a range of workshops and e-learning materials which may support you to complete the self-assessment).
Additional Notes:	

NHS FLU VACCINATION SERVICE

A service whereby community pharmacies offer a seasonal influenza (flu) vaccination service for patients in at-risk groups.

Full service details: <https://psnc.org.uk/services-commissioning/advanced-services/flu-vaccination-service/>

Available from all pharmacies?	No
Service Specification – NHS Flu Vaccination Service	Read the service specification and read and signed the SOP Yes/No
PGD?	Yes (signed and dated – Yes/No)
Required Training	<ul style="list-style-type: none">• You must be accredited and trained to provide this service• In accordance with the Service Specification a copy of the DOC should be completed and retained in the pharmacy for inspection purposes. This should be completed annually to ensure that any changes to the specification are understood.• Further details can be accessed on the PSNC website: http://psnc.org.uk/services-commissioning/advanced-services/flu-vaccination-service/flu-vaccination-training/
Specific Pharmacy Instructions?	In accordance with the Service Specification a copy of the Signed PGDs should be retained in the pharmacy for inspection purposes
Additional Notes:	

DECLARATIONS

Pharmacist:	Print Name: Signature: Date:
Pharmacy Manager or person verifying competencies	Print Name: Signature: Date:

PHARMACY SERVICE CHECKLIST FOR PHARMACISTS – CHESHIRE WEST & CHESTER

To be completed by Pharmacy Manager

This document is to support you and your locums/relief managers to have the correct accreditation for the pharmacy services you provide.

Please indicate on the table below, by placing a tick in the final column, the services that your pharmacy provides.

Pharmacy Services		Commissioner	Provide?
Locally Commissioned Services	BHF Blood Pressure Innovation Scheme	NHS England (C&M*) (NHSE (C&M))	
	Emergency Hormonal Contraception (EHC)	Cheshire West & Chester Council	
	Flu Immunisation Service for Council Employees	Cheshire West & Chester Council	
	Needle Exchange	WDP	
	Pharmacy First Minor Ailments Service	Cheshire CCG	
	Sharps Return Service	NHS England (C&M)	
	Supervised Administration	WDP	
	Think Pharmacy Palliative Care	Cheshire CCG	
Nationally Commissioned Services	Appliance Use Review (AUR)	NHS England	
	Community Pharmacist Consultation Service (CPCS)	NHS England	
	Medicine Use Reviews (MURs)	NHS England	
	New Medicine Service (NMS)	NHS England	
	NHS Influenza Vaccination	NHS England	

If you are providing the above service(s) please ensure you read the following and have copies of ALL required documentation available in accordance with the service specification(s). Service specifications should be available within the pharmacy, however these are available on the LPC website for services commissioned locally and on PSNC for nationally commissioned services (as detailed in this document).

If you do not have the required accreditations/CPPE Declarations of Competencies/signed PGDs, you should signpost to the nearest pharmacy which can provide this service eg for PGD services such as Emergency Contraception.

Notifiable Incidents: You (or your pharmacy Head Office if part of a multiple group) must inform the commissioner of any notifiable incidents. Contact details are listed on page 8 of this document.

The previous pages provide details of the requirements of each service specification, you should complete the relevant parts and **provide copies of your CPPE DOC/signed PGDs** where required.

Copies must be retained within the pharmacy for inspection purposes.