

## News and updates from your LPCs and partners

Surrey, East Sussex, West Sussex  
Every two weeks | Issue 19 | 7 November 2019

We issue our e-newsletter every two weeks to NHS community pharmacy contractors in Surrey and Sussex to highlight key developments and need-to-knows. We also recognise that community pharmacy is more than just the person who opens this email, so urge all pharmacy team members to sign up to receive our news and updates – please ask other members of your team to [complete this short form](#) to be added to our mailing list.

This week we start with CPCS, PQS and SSPs. After that content is laid out by category, **not** most important first, so be sure to go all the way to the end so you don't miss anything.

### Community Pharmacy Consultation Service (CPCS)

- Almost three quarters of community pharmacies across Sussex and Surrey have signed up to deliver the new Community Pharmacist Consultation Service (CPCS), which launched last week (29 October). Under the CPCS, an NHS 111 advisor will refer a patient to a participating pharmacy via PharmOutcomes – which pharmacies must check at regular intervals – and advise them to call the pharmacy, so a pharmacist can assess their need for an urgent medicine supply. Pharmacies across England will receive £14 for each consultation resulting from each referral from NHS.
  - If your pharmacy has yet to sign-up, please note that you need to register by 1 December 2019 to receive the £900 Transitional payment. [PSNC has developed a checklist to help you get ready to provide CPCS.](#)
- Training for those of you who feel you need a bit of a refresh or more confidence around delivering CPCS, we have negotiated local training with CPPE on *CPCS and clinical assessment skills* for **Sunday 1st December 2019, Holiday Inn, Gatwick. Book at the [CPPE website](#) using booking ref 49655**

### Pharmacy Quality Scheme 2019/20 (PQS)

PQS started on 1 October 2019, with participating contractors declaring their performance against the quality domains during the declaration window 3 - 28 February 2020.

- **Have you checked the SCR report to see if you've met the summary care record quality criterion?** NHS Digital publishes a weekly spreadsheet of SCR viewing figures for community pharmacy and contractors can also access a data visualisation tool to view their SCR viewing figures on a graph on a week-by-week basis. [View the weekly spreadsheet and data visualisation tool](#), which is updated every week on a Thursday.
  - NOTE: access will not show immediately on the weekly spreadsheet as it shows the previous week's data (from Monday-Sunday).
  - Contractors are advised to confirm that any SCR access on or after 1st October 2019 have been recorded in the weekly spreadsheet of SCR viewing figures and keep a screenshot of this for validation purposes.  
[Read PSNCs article about this](#)
- PSNC has worked with the Community Pharmacy Patient Safety Group to produce [Pharmacy Quality Scheme – Completing the risk review](#), which provides you with information on what you need to do to meet the risk review quality criterion as well as worked examples of the risk review templates.
  - Further information on this quality criterion is available in the NHS England and NHS Improvement (NHSE&I)

Pharmacy Quality Scheme (PQS) **guidance** (pages 24-25) and risk review templates, which you can choose to use, are also available in Annex 2 and 3 in this guidance.

[Read PSNCs article about this](#)

### Serious Shortage Protocol

- **SSP02 Fluoxetine 30mg capsules and SSP03 Fluoxetine 40mg capsules have been extended.** The expiry dates may be brought forward or extended, and the content may be amended throughout this period. Pharmacists should ensure they are using the current version of an SSP before supplying an alternative product. (SSP01 for Fluoxetine 10mg capsules was withdrawn from 23.55pm Friday 25 October 2019). More information: [current versions of SSPs](#) and [PSNC news article](#)
- Please continue to use this [PSNC patient information](#) to help you explain about any medicines shortages to your patients. The [version by RPS](#) is also helpful

### Community Pharmacy Contractual Framework (CPCF)

- [This PSNC briefing provides a checklist of important dates for the CPCF](#) which relate to services including the Community Pharmacist Consultation Service; Flu Vaccination Service; Medicines Use Reviews; New Medicine Service; Pharmacy Quality Scheme and contractual public health campaigns, as well as dates when relevant news stories have been published which highlight resources for these services/campaigns.
  - NOTE: the briefing is a 'live' document and will be updated as and when announcements and dates are confirmed. Read [PSNC article about the briefing](#).

### Primary Care Networks (PCNs)

- We have had a great response to our PCN special edition e-newsletters and want to thank all of you who have taken the time to email or talk to us about them. We really appreciate your feedback. Here they are again if you missed them, with reduction in quality due to saving as pdf ([issue 1](#) | [issue 2](#))
  - NOTE recognising that a number of colleagues were excluded from our Webinars for prospective PCN pharmacy leads due to technical difficulties beyond our control, we have extended the **first milestone deadline for this month's PCN task to midnight on Sunday 11 November**, And thanks to colleagues who have already submitted their interest in being lead community pharmacist for their PCN. [Here is a link to a recording of our webinar on Monday 4 November](#).
- This four-minute animation from Pharmacy Complete explains more about the future of pharmacy, with some examples of community pharmacy's role in PCNs – please share with your teams. [Watch the animation](#)

### News from NHS England Public health CCGs and other partners

- From last week (1 November 2019), some community pharmacies in Surrey & Sussex will be invited to complete the **full Community Pharmacy Assurance Framework (CPAF) questionnaire**, as part of the CPAF process for this year. **The full CPAF questionnaire will be available until Sunday 1 December 2019**, for the selected pharmacies to complete.

Pharmacies may be selected for the full CPAF questionnaire if, for example, they did not complete a screening questionnaire or if there are concerns about the pharmacy relating to patient safety. Some pharmacies may also be selected to validate their screening questionnaire answers.
- [LIVI](#) (see a doctor by video) is active across parts of Surrey & Sussex with plans to expand. Your LPCs want to hear your experiences of working with LIVI, to help ensure smooth and compliant processes. If you have LIVI in your area please do get in touch with positive and negative dispensing stories. Email us at [lpc@communitypharmacyss.co.uk](mailto:lpc@communitypharmacyss.co.uk)

- On Saturday 19 October a [ministerial announcement](#) signalled EPS phase 4 National Rollout. However Sussex and Surrey, won't have any sites before January 2020 because our fast follower sites are using *Emis* and the current roll-out only applies to GP practices using *SystemOne*. The LPCs understand that work is underway to make sure we have some SystemOne sites for the next wave in January. [Read more](#), with section for dispensers along with CCG and GP resources.

## Surrey

- Diabetes is the theme of the **inaugural East Surrey Pharmacy Networking** event in Horley, RH6 8RG on Tuesday 19 November from 6.30 to 9.00pm, **with inputs and local updates from a prescribing support dietitian, the CCGs pharmacy team and a GP partner.** [Read more](#) and [book here](#)
- Also on 19 November, in Woking, the topic is '**Collaboration: why it's important**'. This interactive session has been arranged for the evening when community pharmacy can attend and is an opportunity for you to share the challenges and issues you face in your role when working across the local pharmacy system, as well as start to establish common ground and break down barriers. The bottom-line is improving the patient and (your!) experience of pharmacy. It's free. [Here is an outline of the session](#) and [Register here](#) before midnight on 12 November.
- Colleagues in Surrey Heartlands are creating, what we think, will be the first-ever **Pharmacy Directory** for Surrey to help connect the different strands of our profession and help networking and integration. Your LPC urges you to join. [Read more](#)
- Here is 2019's edition of [Microbial Matters](#) produced by Surrey Medicines Management Antimicrobial Stewardship Group. Please share as widely as possible as it is relevant to everyone!
- Here is [October 2019's edition of Medicines Management Matters](#) newsletter, and [Medicines Safety Alerts Checklist for Aug & Sept 2019](#).
- A new report from Healthwatch Surrey has been published to highlight what it's like to be a carer, the advantages and disadvantages of registering as a carer and the benefits of being part of a #carers community. [Read more](#) and refresh skills with [CPPE learning resources \(carers\)](#). This year [Carers Rights Day](#) is on Thursday 21 November.

## East Sussex

- DON'T FORGET about [ESCCs on-line survey for contractors about the East Sussex Pharmaceutical Needs Assessment for 2020](#). Your LPC members urge you to respond, telling the council about the services you provide and sharing your views on the shape and direction of future community pharmacy provision within East Sussex. The questionnaire is available until Saturday 30 November and you may find it useful to have a copy of the [LPCs Essential Guide to Services in East Sussex](#) as reference when you complete the survey.
- Here is the [newsletter for the Health Overview and Scrutiny Committee](#) (HOSC)
- The Minor Injuries Unit (MIU) at Lewes Victoria Hospital is to undergo major improvement works to upgrade it to an Urgent Treatment Centre (UTC) as part of ongoing efforts to support the local healthcare system, and free up emergency care for those who need it most. The improvement work started on 6 November and is expected to be completed by April 2020. [Read more](#)
- Printed copies of a [COPD booklet](#) and [Cold Weather and Your Lungs leaflet](#) are available from the Joint Commissioning Team at East Sussex County Council. Email [sarah.crouch@eastsussex.gov.uk](mailto:sarah.crouch@eastsussex.gov.uk) to tell her how many you would like her to post out to your pharmacy.

## West Sussex

- [October 2019's edition](#) of Keeping Tabs, newsletter from Coastal West Sussex CCG, is now available. Articles this month include: Updated NICE guidelines for the management of COPD; Medicines Managers training – November 2019; Locality Prescribing Meeting dates – December 2019; Case study - The importance of recording hospital/specialist prescribed medication on a patient's PMR; Hormone Replacement Therapy, Montelukast (Singulair): reminder of the risk of neuropsychiatric reactions
- Last month (see issue 18) we indicated that we expected to have information for you about public health's contracting mechanisms for locally commissioned services for April 2020/21 and beyond. This is not yet available to us. More on this soon.
- Here is your [regular newsletter from your public health commissioners](#), with details on how to order additional materials for [Alcohol Awareness Week](#) 11-17 November. These will help you maximise interactions with your Alcohol Advice and Brief Intervention Service locally

## Help us Help You (HUHY)

### Mandatory campaign

- All community pharmacies should have received materials for *Help us Help You*. The campaign is scheduled to run throughout November and for the first two weeks of December. Please would all contractors collate information from Monday 11 November to Sunday 8 December, to help them with submit their evaluation at the end of the campaign.
  - If you haven't received your resources box by 15 November you should contact the [PHE resource centre via their generic email address](#), however PHE ask that you check your premises to make sure it hasn't been previously accepted by a colleague before you get in touch. Any **enquiry emails received before the 15<sup>th</sup> November** will not replied to.

## And finally ... On Wednesday 6 November .....

- PharmOutcomes tweeted that over 1 million flu vaccinations have been given from community pharmacy this year already.
- Sinead Mooney, Surrey County Council Cabinet Member for Adult Social Care and Health, led by example and urged people to get a flu jab to protect against the virus this winter. [Watch the video.](#)



### ***How is your flu campaign coming along?***

## Support | Develop | Promote | Deliver

### Look out for:

- Issue 19 of *News and Headlines* due 7 November
- View [news archive](#)

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