

03rd November 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...

	November 2017	December 2017	January 2018
NHSE – What's coming up & Contractual Deadlines calendar.	<p>Quality Payments review POINT 2 DUE 24TH NOVEMBER 2017...</p> <p>NHS BSA website will be open for declarations from Monday 13th November 2017 closing on Friday 8th December 2017</p> <p>See the NHS England Quality Payments Guidance in full HERE</p>	<p>'Stay Well this Winter' continues... 3rd Quarter 17-18 MUR & NMS returns due end December</p>	<p>CPAF monitoring vis selected pharmacies co (pharmacies will have be notified if applicab</p>
Week1	<p>Full CPAF Questionnaire OPEN NOW for selected pharmacies (pharmacies will have been prior notified if applicable).</p>		<p>3rd Quarter 17-18 MU returns due NOW via th online form.</p> <p>(Pharmacy contractors must comp and NMS electronic online report the NHSBSA website within 10 wor the last day of the quarter the data day of June, September, Decembe</p>
Week2			<p>'Stay Well this Winter' CLOSSES on PharmOu 12.01.2018</p>



Week3	Quality Payments review POINT 2 DUE 24TH NOVEMBER 2017	Christmas & New Year 2017-18... 2017: Monday 25.12. 17- Christmas day BH Tuesday 26.12.17 - Boxing Day BH 2018: Monday 01.01.18 – New Year Day BH
Week4	'Stay Well this Winter' continues... (23.10.2017-29.12.2018)	3 rd Quarter 17-18 MUR & NMS returns due end December via the NHSBSA online form . (Pharmacy contractors must complete the MUR and NMS electronic online reporting form via the NHSBSA website within 10 working days from the last day of the quarter the data refers to (last day of June, September, December and March). 'Stay Well this Winter' Finishes... (29.12.2018) Evaluation available to complete on PharmOutcomes 29.12.2017- 12.01.2018

In this week's bulletin...

- [Stay Well This Winter \(SWTW\) 2017-18 Resource Packs...HERE](#)
- [Pharmacy Quality Payments – Guidance for Nov 2017 Declaration...HERE](#)
 - DSPs – there is a specific point of note for your reference within this item!
 - UPDATED INFO specifically re: 'Completion of the *patient safety report quality criterion*'...
- [All PHARMACIES: New System to Report Controlled Drug \(CD\) Errors...HERE](#)
- [End of Year \(EoY\) 2017-18 - Template Available now on PharmOutcomes... HERE](#)
- [CORNWALL Pharmacies Only: Patients collecting Regular Medication – Does the Patient Require ALL the Items??...HERE](#)
- [NORTH, EAST & WEST DEVON Pharmacies: NUMSAS Test Email- Action Required ...HERE](#)
- [BRISTOL, SOUTH GLOUCESTERSHIRE, NORTH SOMERSET AND SOMERSET Pharmacies: PNA consultation...HERE](#)
- [Pharmacy Seasonal Influenza Vaccination Advanced Service 17/18 ...HERE](#)
- [Link of the Week...HERE](#)
PSNC Pharmacy Commissioning update (27.10.2017): PSNC responds to NHS consultation on restricting prescribing of certain medicines...



- [Stay Well This Winter \(SWTW\) 2017-18 Resource Packs...](#)
We are pleased to advise that all SWTW 2017-18 pharmacy packs should now have been delivered to all pharmacies in the South (South West).

As you all know (both community pharmacies and all DSP's), the **'Stay Well This Winter' (SWTW)** will now run from Monday 23rd October through to Friday 29th December 2017 inclusively.

If you have still not received your SWTW you will need to email the PHE Partnerships team [HERE](#) ASAP stating 'SWTW campaign resources NOT received' in the subject bar and providing your pharmacy name, F-code, pharmacy address and postcode, cc'ing in the England pharmacy mailbox (england.pharmacysouthwest@nhs.net).

A PDF copy of the special bulletin, sent 03.10.2017, is attached for reference along with a couple other select resources.

→ **Pharmacy Quality Payments – Guidance for Nov 2017 Declaration:**

The guidance [HERE](#) takes into account the learning following the April declaration, the validation procedures and the subsequent modifications that have been made to processes for the November declaration. It clarifies the requirements for meeting the gateway and quality criteria, completing the November declaration process and the evidence required to meet the validation procedures.

There is a specific point for DSPs to note in section 5.2.1.

The Community Pharmacy Patient Safety Group and PSNC have published a new resource: **'Completion of the patient safety report quality criterion'**, ahead of the November review date to assist community pharmacy contractors to meet this quality criterion of the Quality Payments Scheme. Find more info [HERE](#)...& PDF copy attached for ease.

→ **All PHARMACIES: New System to Report Controlled Drug (CD) Errors...**

We are very grateful to community pharmacy staff for reporting controlled drugs incidents to us as required by the regulations. Our team work with all healthcare providers that use controlled drugs to share information that will prevent harm and improve quality of care.

Please note that you can now report controlled drugs incidents to the NHS England Controlled Drugs Accountable Officer via our online reporting system www.cdreporting.co.uk. This NHS website is used in other parts of England and is now live for the South West and is now our preferred method to receive controlled drug related incidents. You do need to set up an account before you use it but you can register on the site.

It would be much appreciated if all relevant staff could be made aware of this new reporting system and let them know that they should not hesitate to contact us if they have any concerns about the misuse of controlled drugs, or if there has been an incident involving controlled drugs. We can share the learning with others, or take action as appropriate to prevent further incidents or harm.

We look forward to hearing from you or your colleagues. The team can always be contacted at england.southwestcontrolleddrugs@nhs.net or by telephone for advice, but for incident reports we would be grateful if you could please use www.cdreporting.co.uk.

→ **End of Year (EoY) 2017-18 - Template Available Now on PharmOutcomes!**

We would encourage all contractors to start thinking about this year's (2017-18) end of year contractual requirements and planning ahead to ensure that all are completed on time.

The **EoY template 2017-18** is now available on PharmOutcomes and can be found under the heading 'NHS England Contract Support 2017-18' under the '**Assessments**' **tab on PharmOutcomes**.

Like last year, the EoY template acts as both a tracker for pharmacies (to keep track of progress throughout the year) and also a self-declaration on behalf of the pharmacy which states that the required contractual obligations, such as below, are complete:

- Decide a topic for this year's (2017-18) in-house clinical audit and when you are going to do it.
- Decide when you're going to start handing out patient questionnaires, allowing enough time before the end of year to get the required number of responses and for analysis.
- Identify any work you may need to do to improve your Information Governance (IG) Toolkit score

We would also encourage you not to wait until year end before submitting completed audits or your IGT assessment – why not submit them as soon as they are completed?

If you have any questions re. EoY 2017-18 returns please email the pharmacy mailbox [HERE](#).

→ **CORNWALL Pharmacies Only: Patients collecting Regular Medication – Does the Patient Require ALL the Items??...**

Kernow CCG have reported some issues with patients collecting regular medication: Most community pharmacies have a SOP which will cover the conversation to be had on the hand out of medication. This will involve asking if the patient still requires all the medication in the bag and is an essential task for community pharmacy.

If there is an item patients **do not require and the item is put back into stock , the prescription must be changed to not dispensed** . If the prescription is an EPS prescription , it should also be annotated not dispensed and not claimed as collected.

To submit a claim for a prescription item that has not been collected by the patient is fraud: In the future it may be reported to the NHS counter fraud team.

The EPS tracker enables prescribers and pharmacists and the NHS counter fraud team to see whether EPS prescriptions have been dispensed and claimed for.

→ **North East & West DEVON Pharmacies: NUMSAS Test Email- Action Required...**

To all pharmacies who have registered to provide the NUMSAS service in North, East and West Devon, test emails have been sent to your NUMSAS compliant shared generic store email accounts to ensure they are active and receiving communications correctly in anticipation of commencement of the NUMSAS service (Tbc).

If you have not done so already, please reply immediately via return email. Those who replied and those who did not will be reported back automatically pending further action as/if required.

...Learn more about the process via PSNC [HERE](#).

→ **Pharmacy Seasonal Influenza Vaccination Advanced Service 17/18...**

The new Pharmacy Seasonal Influenza Vaccination Advanced Service documents for the 17/18 flu season have now been published and are available [HERE](#).

For any contractors who have not already registered to provide the service, the registrations portal on the NHSBSA website is open for contractors to register to provide the service [HERE](#).

Some key points to remember are:

- Pharmacists providing the service must demonstrate that they have the necessary knowledge and skills by completing the Declaration of Competence (DoC)
- Prior to provision of the service, the pharmacy contractor must sign up to service through the NHSBSA website. This must be done annually so even if you registered last year you must make sure that you register again this year. The registrations portal on the NHSBSA website is now open.
- If the notification to the NHSBSA is not received prior to payment claims being submitted, they will not be able to be processed or paid as the requirement to notify the NHSBSA set out in the Directions will have been breached.
- The pharmacy contractor is required to make arrangements for the removal and safe disposal of any clinical waste related to the provision of this service
- If a long-stay care home or long-stay residential facility asks a pharmacy to vaccinate a resident/patient away from the pharmacy premises, the pharmacy contractor must follow the protocols set out in Annex C of the Service Specification. The form in Annex C must be emailed to us at england.pharmacysouthwest@nhs.net for approval before the vaccination is administered.

- We would remind pharmacies that no off site vaccinations can be undertaken without first gaining permission from the pharmacy team
- The pharmacy contractor must ensure that a notification of the vaccination is sent to the patient's GP practice on the same day the vaccine is administered or on the following working day
- The pharmacy contractor should seek to ensure that the service is available throughout the pharmacy's contracted opening hours
- We would also like to remind pharmacy contractors to ask patients receiving the service to fill in the online patient questionnaire, as this feedback is vital in gauging patient satisfaction with the service. This patient feedback website has also been made active (more info on PSNC website [HERE](#)) to allow contractors to familiarise themselves with the format prior to the service going live on Friday.
- Contractors will also be required to record all activity on PharmOutcomes: A template is now available on PharmOutcomes under the 'services' tab.

→ **Bristol, South Gloucestershire, North Somerset and Somerset Pharmacies: PNA consultation**

The PNAs identify whether there are any gaps in pharmacy coverage. Once finalised, they will be used by NHS England to inform decisions on applications for new pharmacies and also as a useful source of information for the commissioning of other services that could be delivered by community pharmacies and other providers.

The draft 2018 Pharmaceutical Needs Assessments (PNAs) for Bristol, North Somerset and South Gloucestershire have been published at consultations.southglos.gov.uk/consult.ti/PNA2018 (Bristol's is also accessible via www.bristol.gov.uk/pna). There is now a period of consultation until 27 November.

The draft 2018 PNA for Somerset has been published at www.somersetintelligence.org.uk/pna.html. Consultation runs until 19 November.

You can respond to the consultations using the surveys linked from the webpages above.

→ **Link of the week...**

PSNC Pharmacy Commissioning update (27.10.2017): PSNC responds to NHS consultation on restricting prescribing of certain medicines...[Click here to view an online version](#)

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 [mailbox](#).

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 [mailbox](#) and we will add them to our distribution list.

Team Member	Address	Telephone
Janet Newport	NHS England - South (South West)	01138248777
Michele Toy	Peninsula House	01138249612
Julie Hancock	Kingsmill Road	01138248842
Kath Hughes	Tamar View Industrial Estate	01138248784
FAX:	Saltash PL12 6LE	01752 841696
David Ward	NHS England - South (South West)	01935 381978
Sarah Lillington	Wynford House	01275 547119
	Lufton Way	
	Yeovil	
	Somerset BA22 8HR	

Please see our [website](#) "NHS England South (South West) Community pharmacy" for more information and any blank templates, forms and documents. For reference

available documents are, Contact Details; Cornwall pharmacies opening hours directory; Devon pharmacies opening hours directories; Forms for requesting changes to Core or Supplementary hours; Blank unplanned closure form; links to the Pharmaceutical Needs Assessments (PNAs); links to LPCs; MUR guidance, MUR/NMS blank templates; Significant Incident reporting form; Serious Difficulty application form; and log for 100 hour pharmacies.