


07th September 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...

	September 2017	October 2017	November 2017	December 2017
NHSE – What's coming up & Contractual Deadlines calendar.		CPAF Verification visits for selected pharmacies commence... (pharmacies will have been prior notified if applicable).	Quality Payments review POINT 2 DUE 24TH NOVEMBER 2017... NHS BSA website will be open for declarations from Monday 13th November 2017 closing on Friday 8th December 2017 See the NHS England Quality Payments Guidance in full HERE	3 rd Public Health Campaign of the 2017-18: 'Stay Well this Winter' continues...

Week1	Deadline now CLOSED (04.09.17) for all requests to change supplementary hours for the Christmas & New Year period 2017-18		Full CPAF Questionnaire OPEN NOW for selected pharmacies (pharmacies will have been prior notified if applicable).	
Week2				
Week3			Quality Payments review POINT 2 DUE 24TH NOVEMBER 2017	 <p>Christmas and New Year</p> <p>2017: Monday 25.12. 17- Christmas day BH Tuesday 26.12.17 - Boxing Day BH</p> <p>2018: Monday 01.01.18 – New Year Day BH</p>
Week4	<p>2nd Quarter 17-18 MUR & NMS returns due end September via the NHSBSA online form.</p> <p>(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).</p>		<p>3rd Public Health Campaign of the 2017-18 year due to commence...'Stay Well this Winter'...</p>	<p>3rd Quarter 17-18 MUR & NMS returns due end December via the NHSBSA online form.</p> <p>(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).</p>

In this week's bulletin...

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>>>Keep an eye out next week.....2016-17 Public Health Campaign Special Bulletin Evaluation Round-up



→ [New Pharmacy Seasonal Influenza Vaccination Advanced Service 17/18 Published...](#)

The new Pharmacy Seasonal Influenza Vaccination Advanced Service documents for the 17/18 flu season have now been published and are available [HERE](#). (PSNC have also released a News Alert regarding the documents which can be viewed online: [Click here to view an online version](#))

For any contractors who have not already registered to provide the service, the registrations portal on the NHSBSA website is open in readiness for contractors to register to provide the service.

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 and North Somerset pharmacies: PNA consultation](#)

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).

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.

There is now a period of consultation until 27 November. You can respond to the consultations using the survey on the webpages above.

→ **All Pharmacies - Reminder of policy and obligation to notify NHS England re. unplanned closures...**

Thank you to all those pharmacies who have correctly notified NHS England of any unplanned closures.

However, there has been a recent increase in the number of opening hours lost due to unplanned closures which is concerning. Please note that we expect pharmacies to make every effort to re-open as soon as possible. In the case of absent pharmacists we expect a replacement to be found within 4 hours.

It is a contractual requirement for any unplanned pharmacy closures to be reported to the NHS England pharmacy team as soon as possible. If we find out about a closure that has not been reported then a breach notice, with financial penalty, will automatically be issued. Closures should be reported using the form available on our webpage [HERE](#) (and attached to this bulletin). We may subsequently request additional information about the reasons for closure and contractors are expected to provide this as soon as possible.

→ **All Pharmacies: Reminder of policy & obligation to notify NHS England re. Changes to Company Directors or Superintendent Pharmacists...**

We wish to remind contractors that NHS England must be notified of changes to company directors or superintendent pharmacists, and Fitness to Practise information must be provided, **within 30 days**.

The forms for doing so are available at www.england.nhs.uk/commissioning/primary-care/pharmacy/app-forms/ (chapter 4, annex 1).

The form should be sent to pcse.marketentry@nhs.net for processing (please copy to england.pharmacysouthwest@nhs.net).

Failure to notify us is a breach of contract and may result in formal contractual action being taken.

→ **DEADLINE: CRUK SunSmart & Skin Safe Evaluation on PharmOutcomes...**

Just a polite reminder to all contractors that the deadline for evaluations to be completed on PharmOutcomes for the [CRUK SunSmart & Skin Safe](#) Campaign is the 11th September 2017.

CORNWALL Pharmacies ONLY: Due to a technical glitch resulting in a delay in the evaluation being available for Cornwall Pharmacies to complete the questionnaire on PharmOutcomes, the evaluation will be available to all Cornwall pharmacies for an additional week, from the 12.09.17- 18.09.17 where after it will become read only.

→ **Why not start thinking about End of Year (EoY) 2017-18 Now???**

We would like to 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, i.e.;

- decide the 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?

We have already received the first in-house audit return for 2017/18 from a contractor in our area (The audit focused on patient satisfaction of the MUR service) and as an example we have summarised the results for your reference, as follows:

- The pharmacist explained the service to me thoroughly average was 97%
- I found the explanation of my medication very helpful average was 96%
- The pharmacist gave me the opportunity to ask questions average was 97%
- I felt the service was delivered confidentially average was 98%
- Overall I found the service to be helpful average was 97%
- I would recommend the service to a friend average was 97%

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

→ **CORNWALL Pharmacies: Update on Providing Substance Misuse Pharmacy Services...**

It is a requirement of the SLA in Cornwall for the Needle Exchange, Supervised Consumption and Alcohol IBA services that a Pharmacist or member of the Pharmacy Team attends an annual training/update evening.

The events are being held on:

Thursday 21st September at Lanhydrock Hotel & Golf Club, Lostwithiel Road, Bodmin, PL30 5AQ

Thursday 12th October at Tricky's Hotel, Tolgus Mount, Redruth, TR15 3TA

Please see the attached flyer for the full details of this years events. These events we will also highlight the up-coming Pharmacy Home Alcohol Detox Service.

→ **DEVON LPC: Training Schedule September & October 2017...**

The LPC has arranged for local seasonal flu vaccination and basic life support training, as well as support events for the Healthy Living Pharmacy accreditation process including HLP leadership and Health Champion training.

Still some sessions left in September and October 2017 - Updated training schedule attached (word doc.). All events are also listed on Devon LPC's website [HERE](#) with booking details.

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.

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