

Essex LPC



June 2021 Newsletter



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Deadlines Approaching..... There are several requirements that will need to be completed in the next few weeks, here's a gentle reminder of what is required. Please try and submit these early if possible, unfortunately systems do have a tendency to crash on deadline day!

Pharmacy Quality Scheme (PQS)

It was mentioned in our last newsletter, but you only have until the end of June to collate the evidence and complete any outstanding elements that you have declared as having met as part of the domains for the Pharmacy Quality Scheme. Please do not miss this deadline of the 30th June 2021.

Data Security Protection (DSP) Toolkit 2020/21

You must complete a Data Security & Protection toolkit between September 2020 and the end of June 2021, following last year's deadline extension, however we recommend this is completed as soon as possible. Next year the deadline will return to end of March.



Contract Matters

Essential Services

Community Pharmacy Assurance Framework (CPAF)

Many of the recent changes to the pharmacy regulations make it much easier for NHSE&I to identify pharmacies who are not complying with their terms of service, and to issue remedial or breach notices. In many cases the specific action that you are required to complete may not have changed, but the requirements about recording or communication may have done.

In previous years we have advised you that completion of the CPAF was not mandatory but we have always recommended that you should complete it.

This has now changed with the most recent amendments to the pharmacy regulations so that if NHSE&I request an electronic return you must comply with this.



The 2021/22 Community Pharmacy Assurance Framework (CPAF) screening questionnaire will be available for completion from Monday 28th June 2021 until Friday 24th July 2021.

The questionnaire has 10 active questions on how contractors are meeting their contractual obligations. After the completion window closes and responses have been reviewed, NHSE&I will then select a small number of pharmacies to complete the full CPAF questionnaire and/or receive a monitoring visit.

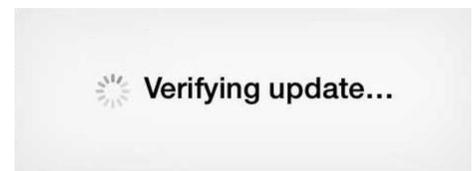
The screening questionnaire will be run by the NHS Business Services Authority (NHSBSA) who will send further information to contractors about the process via NHSmail.

Quarterly update of NHS website and DoS profiles

Please make sure you verify and if needed update the information held on your NHS website profile and the Directory of Services (DoS) profile at least once each quarter of the financial year.

If you haven't already verified or updated your profiles this quarter (April – June) please can you do so. Even if no changes have been made, you will still need to **VERIFY** the details on both the NHS website and DoS.

NHSE&I also like to check any comments or complaints on a pharmacy's NHS website, particularly if they have received a patient complaint or are planning a contract monitoring visit: This is not just to look at what complaints and comments have been made, but also how the pharmacy has responded to them. Finally, please don't get carried away when you are updating or verifying the services section! We did a random check of five pharmacies late last month and found several claiming to provide NHS services that are not actually commissioned in Essex 😊



NHS Mail Accounts

A gentle reminder to everyone about accessing NHS premises shared mailbox, this is the e-mail in this format pharmacy.ODScode@nhs.net. **Under the new NHS Terms of Service, contractors must ensure their staff have access to, and are able to send and receive NHSmail from the pharmacy shared NHSmail mailbox. To**

meet this requirement, contractors must ensure that at least two members of staff at the pharmacy premises have live personal NHSmail accounts that are linked to the shared mailbox.

If you are having difficulties with NHSmail account, contact pharmacyadmin@nhs.net , who will support you through the process

Please check your NHSmail account frequently, important details are sent via this means, including drug alerts and CPCS referrals. Do not rely on 1 team member to access the account either.

Advanced Services

GP Community Pharmacist Consultation Service (GP-CPCS)

The extended deadline for claiming the £300 engagement fee is 30th June 2021. A big thank you to the 90% of pharmacies in Essex for attending my training webinar and for the kind words that many have been passing on. To the remaining 10%, I would encourage you to email us to get a link for the training webinar.

I am also making progress in getting GP practices signed up. The percentage of practices that are trained (stage 3) or are booked in to be trained (stage 2) in doing the CPCS referrals is shown in the table below;

Practice Parent CCG	% at Stage 2 or Stage 3
NHS North East Essex CCG	100.0
NHS West Essex CCG	96.8
NHS Mid Essex CCG	38.5
NHS Thurrock CCG	17.9
NHS Southend CCG	15.4
NHS Castle Point and Rochford CCG	14.3
NHS Basildon and Brentwood CCG	8.3

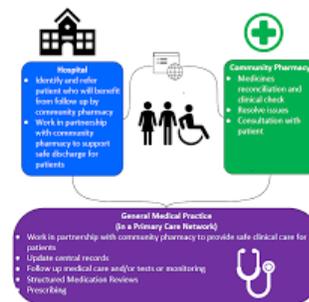
If you would like further details about GP CPCS please contact Mo@CPEsx.org.uk

Pharmacy Collect

If you are participating in the NHS community pharmacy COVID-19 lateral flow device distribution service (“Pharmacy Collect”) please ensure data is entered into the NHSBSA’s Manage Your Service (MYS) portal by the **close of business on the pharmacy’s last trading day of the week. The risks of not doing so are the very**

local risk of not being paid, blocks being placed on future orders and possibly set-up fee being clawed back, to the more general reputational damage if pharmacy is not seen to be delivering.

We have contacted pharmacies with zero returns to identify whether this was a reflection of zero activity or a misunderstanding of the reporting requirements.



Locally commissioned services

Assisted Lateral Flow Test Service

43 pharmacies in the Essex County Council area have been commissioned to assist members of the public with the lateral flow test service.

This service is a local add-on to the nationally-commissioned “Pharmacy Collect” service and is intended to address health inequalities, to ensure that patients who need assistance to self-test can still access lateral flow testing, and to allow the council to stand down the rapid testing centres.



The patient is expected to conduct the swabbing themselves, with assistance and guidance from pharmacy staff, the pharmacy staff are not expected to swab patients. The patient then leaves the test kit in the pharmacy, and the pharmacy contacts them with the result (this could be a return visit, phone, text etc. depending on the patient’s circumstances). The responsibility to report the result rests with the patient, not the pharmacy staff.

More recently, 9 more pharmacies within the Southend area have also been commissioned to deliver the Assisted Lateral Flow Test Service.

Essex LPC Annual Report 2020/21 – Your experiences



Last year was a unique (hopefully anyway) and an unpredictable year, not knowing what challenges would need facing nor what changes to working practices would be needed until the last minute. With this in mind, I am really keen to hear stories from you so that I can include in the Essex LPC annual report, they may include successes, struggles or experiences

you and your team encountered. Please e-mail the details to Angela@EssexCPEsx.org.uk

Discharge Medicines Service

As you will know the NHS Discharge Medicines Service is a fairly new essential service for community pharmacy contractors, introduced on 15th February 2021. It would be useful if you let us know how you are managing this service by contacting Frank@CPEsx.org.uk, please include comments on how you think this service is being used and any suggestions of help or support required.

Flu Vaccination Service – Face to Face Training

We hope to be providing face to face training in late July, however this has not been completely finalised and of course is subject to covid restrictions: we hope to be able to confirm this as far as possible in late June.



Meanwhile there are several other providers who do offer approved refresher training, if you decide you want a bit more certainty at this time.

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

Elections

Work is gradually underway to decide upon and steer the implementation of recommendations made as part of the Independent Review of Pharmacy Support and Representation (“The Wright Review”), further details can be found at <https://pharmacy-review.org/>

It is possible that the implementation will lead to changes in LPC committee sizes and structures across the country, and to the elected representatives to PSNC: In order to avoid unnecessary duplication of elections PSNC are therefore proposing to postpone their elections for their independent contractor Regional Representatives for one year and will now take place in time for April 2023.

As we follow the PSNC four-yearly election cycle Essex LPC will also be giving consideration to postponing our elections until 2023 at our meeting on June 30th: If this is agreed by the committee it will be put to contractors at the conference and AGM on 15th September. Meanwhile, the following remain your representatives:

Name	Locality	Contact Number	E-mail Address
Bina Patel (Chair)	South East	01702 347676 07813 921993	BPatel.pharmacist@hotmail.com
Simon Moul (Vice Chair)	North East	01206 843130 07704 412515	simon.moul@daylewisplc.co.uk
Penny Skellern (GSOC chair)	Mid	01621 743078 07766 711666	penny@skelhive.co.uk

Chirag Patel	Mid	01621 850559 07983 361414	Chiragpatel006@hotmail.com
James Chaplin	North East	07408 859683	James.Chaplin@mckesson.eu
Moksha Popat	South West	07943 193055	Moksha.popat@well.co.uk
Jon Lake	South East	07887 451255	Jon.lake@boots.co.uk
Sanjay Patel		07557 744733	Sanjay.p.patel@boots.co.uk
Rajiv Sharma	South West	01268 544948 07845 970612	raj.sharma444444@gmail.com
Babatunde Sokoya	West	020 8502 9997 07970 137492	gtsokoya@aol.com

Stop Smoking Service – 1237 QUILTS

What an incredible year for pharmacies with Covid-19 in mind, but you have still adapted and altered your ways of working and have achieved 1237 total number of quits from 1919 sign ups giving a brilliant 64% quit rate. Well done to all the stop smoking pharmacy providers. Amazing achievement.



Look out for some mini meetings, to be posted on WhatsApp and the Pharmoutcomes home page. There will be three specific themes:- Supporting New Advisors - Using Pharmoutcomes - Increasing quit rates and lowering DNAs.

You can request to join the WhatsApp group with Lisa to help you keep on top of current information.

Sexual Health Service

We have recently been reviewing the pharmacies that have signed up to provide the sexual health service. The service covers emergency hormonal contraception and eC-card condom supply, it is expected that these services are available for all of the pharmacy's opening hours, as your details are included on the Essex Sexual Health Service "intelligence centre" for signposting clients.

The training requirements for the PGD services are those that enable you to complete the CPPE Declaration of Competency for emergency hormonal contraception services, and the community pharmacy contractual framework terms of services requirement to have completed L2 safeguarding training within two years.

Over the coming weeks we will be contacting all the pharmacies that have "signed up" to ensure you still have systems in place and trained team members to provide the service.

Essex LPC Conference and AGM

Hold the date: **Wednesday 15th September 2021**

This year's Essex LPC Conference and AGM to be held at Ivy Hill Hotel, Margareting (dependent on Covid-19 restrictions allowing of course), we will also arrange for the event to be on zoom.

More details will follow soon

LPC CONTACT DETAILS



Office contact phone number: 01245 460079

General queries can be e-mailed to office@cpesx.org.uk or essex.lpc@nhs.net

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angela@cpesx.org.uk mobile number 07566 798980

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frank@cpesx.org.uk mobile number 07566 798979

Mo Raje (GP CPCS Implementation Lead)
mo@cpesx.org.uk mobile number 07566 798976

Lisa Lovell (Stop Smoking consultant)
growinglifestyles@gmail.com



Our website can be found at: <https://essexlpc.org.uk/>

The information provided to contractors cannot be construed as legal advice.
