



GMLPC

Supporting Community Pharmacy
in Greater Manchester

Contractor Development: Supporting Contract Compliance and Improving Your Bottom Line

Dipesh Raghvani, Clinical Lead

Fin Mc Caul, Workforce Development Lead

Greater Manchester Local Pharmaceutical Committee (GMLPC)

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Useful information for GMLPC

- Pharmacy details
- Contact numbers
- Email address
- Commissioned services provided
- Why is this information important

How we communicate with you



- Weekly newsletter
- Direct locality emails
- Individual pharmacy emails
- Website includes Committee meeting minutes
- Regular contractor briefing
- Read what we send – missed opportunities/ deadlines

Recent hot topics

- GDPR
- Quality Payments
- MUR / NMS reporting changes
- Category M
- Stock shortages
- RP Regs vs NHS Terms of Service

The NHS Pharmacy Contract

Three components:

- Essential Services
- Advanced Services
- Enhanced Services

Clinical governance underpins the work we do

GMLPC has a contract guide and annual calendar of key deadlines within your packs



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Essential Services

1) Dispensing

- Anti-fraud measures – ensure SOP has incorporation of new Terms of Service. Where people are claiming exemption, they need to be advised before supply that NHS checks are routinely undertaken. **(Note: These posters for patients are available via [NHS BSA.](#))**
- Prescription Direction – there is [material on GMLPC website](#)
- Use the [GMLPC stock shortages tool](#) for informing us – include MAS items (<https://www.surveymonkey.com/r/pharmacystockissues>)

Claiming free prescriptions?



If you claim free NHS prescriptions that you're not entitled to, you could be facing a **penalty charge of up to £100** – as well as the original prescription charge(s). An additional charge of up to £50 may apply if you do not pay within the required timescale.



If you're not sure whether you qualify, please pay for your prescription and ask for an NHS receipt – you may be able to claim a refund later. Even if you don't currently qualify, help could be available.



If you're sure that the NHS covers the cost of your prescriptions, please **show proof of your entitlement** to the pharmacy or practice staff before signing the patient declaration.

Please see the 'Claiming free prescriptions?' booklet or visit www.nhs.uk/healthcosts for more information.



NHS
Business Services Authority

2) Repeat Dispensing

- Good for weekly patients - allows better resourcing
- Training and factsheets available widely
- Done a briefing newsletter on eRD
- Encourage eRD and actively work with GP practices.
- Send referrals for patients
- For support contact GMLPC

3) Disposal of unwanted medicines



- Returned solid medicines/ampoules, liquids and aerosols must be separated
- All patient identifiable details must be removed from medicines prior to being placed in DOOP bins. If the label cannot be removed then the details can be obliterated using a permanent black marker pen
- Waste produced by Nursing Homes/GP Practices is not covered under the service specification

3) Disposal of Controlled Drugs

Patient-returned CDs:

- These should be denatured in the presence of another member of staff, preferably a pharmacist or pharmacy technician if available.

Date-expired pharmacy stock:

- It is a legal requirement under the 2001 regulations for pharmacy contractors to have stocks of obsolete, expired and unwanted Schedule 1 and 2 CDs destroyed in the presence of an authorised witness.
- Multiples may be able to obtain authorisation from NHS England's Lead Controlled Drugs Accountable Officer (CDAO), for specified persons to be the authorised witness to be present to confirm the destruction of CDs within the pharmacy business. The authority is not available to persons who would normally handle CDs in the course of their employment; but could be for example, regional managers.

4) Promotion of Healthy Lifestyles



- 6 campaigns agreed across GM for the year
- GM Healthcare Academy providing training support – for all team members
- GM Health & Social Care Partnership supporting with resources
- **Vital to record on PharmOutcomes** – potential for commissioned services if we show what pharmacies can do

5) Signposting

- Need to keep anonymous records of signposting
- The [Pharmacy Handbook](#) is available on GMLPC website – updated regularly

6) Support for self-care

- It is mandatory to have an SOP or Medicines Sales Protocol in place

Clinical governance



- Information Governance (IG) Toolkit deadline: 31st March 2019
- Mandatory requirement to attain IG Level 2
- Note: Practice leaflet requirements changed July 2018 and PSNC has a template on their website

Clinical audit



- Need to undertake one clinical audit within the pharmacy by 31st March each year
- NHS England may also stipulate another audit
- If unsure, contact enquiries@gmlpc.org.uk or 0161 228 6163

Key things you need to do

- MUR / NMS Reporting Deadlines
- IG Toolkit
- CPAF Screening (Community Pharmacy Assurance Framework)
- CPPQ published by 31st March (Community Pharmacy Patient Questionnaire)
- Annual Complaints declaration
- Quality Payment deadlines (if continued)
- GDPR compliance
- Responding to surveys/ consultations
- Checking locality and training information
- Ensure services claimed for on time



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Advanced Services

NMS



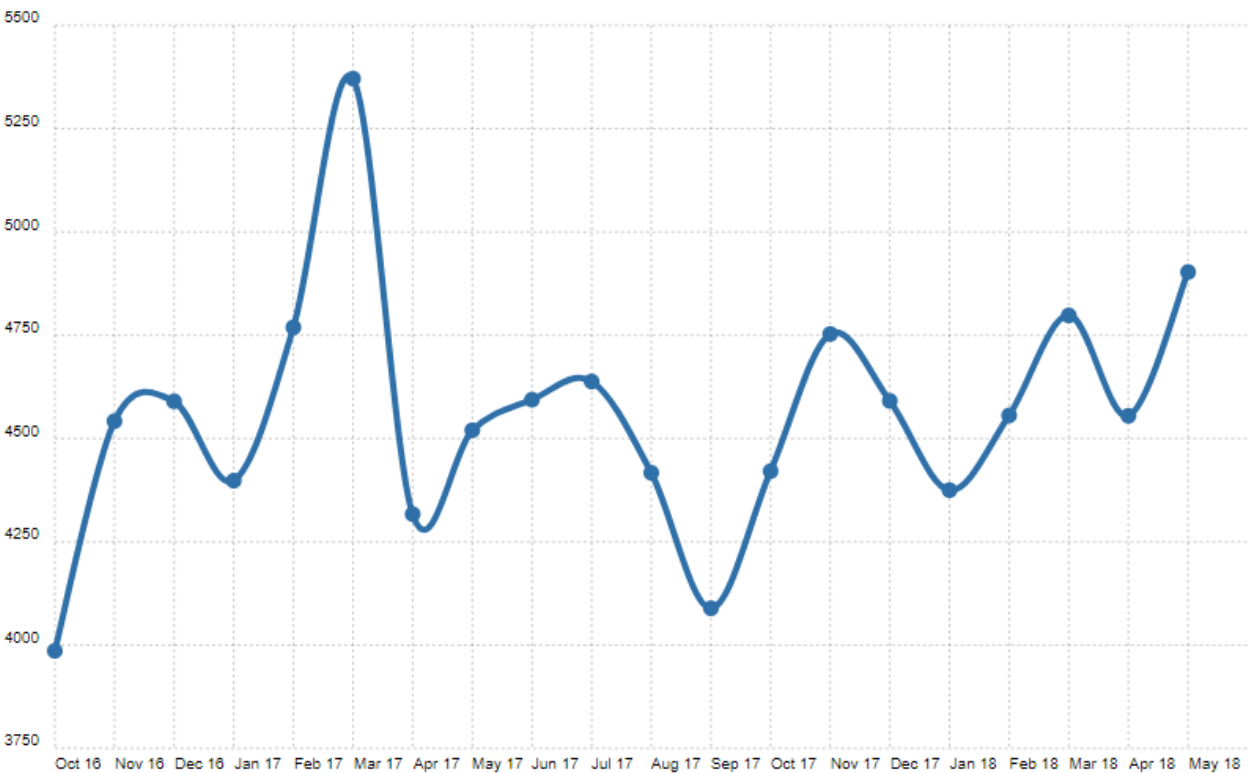
- Huge opportunity across GM
- Workshop session
- Easy to integrate into daily practice / workflow
- Encourage team to take lead – have NMS groups visible
- Minimum £20 payment per complete NMS
- Opportunities for NMS – inhaler switches

NMS

Greater Manchester Local Pharmaceutical Committee (GM LPC)

Select Area:

Overall Performance



Average 3m 6m 12m

Items	4,544,816 +0.95%
Forms	2,211,409
MURs	15,796
NMS	4,752
EPS Items	69%

Medicines Use Review (MUR)

- 400 max per pharmacy
- 70% targeted
- Poster of groups up in dispensary
- Team to flag up eligible patients and recruit
- Document clear communication in MURs to show value
- £28 per MUR = £11,200 (based on 400 completed)

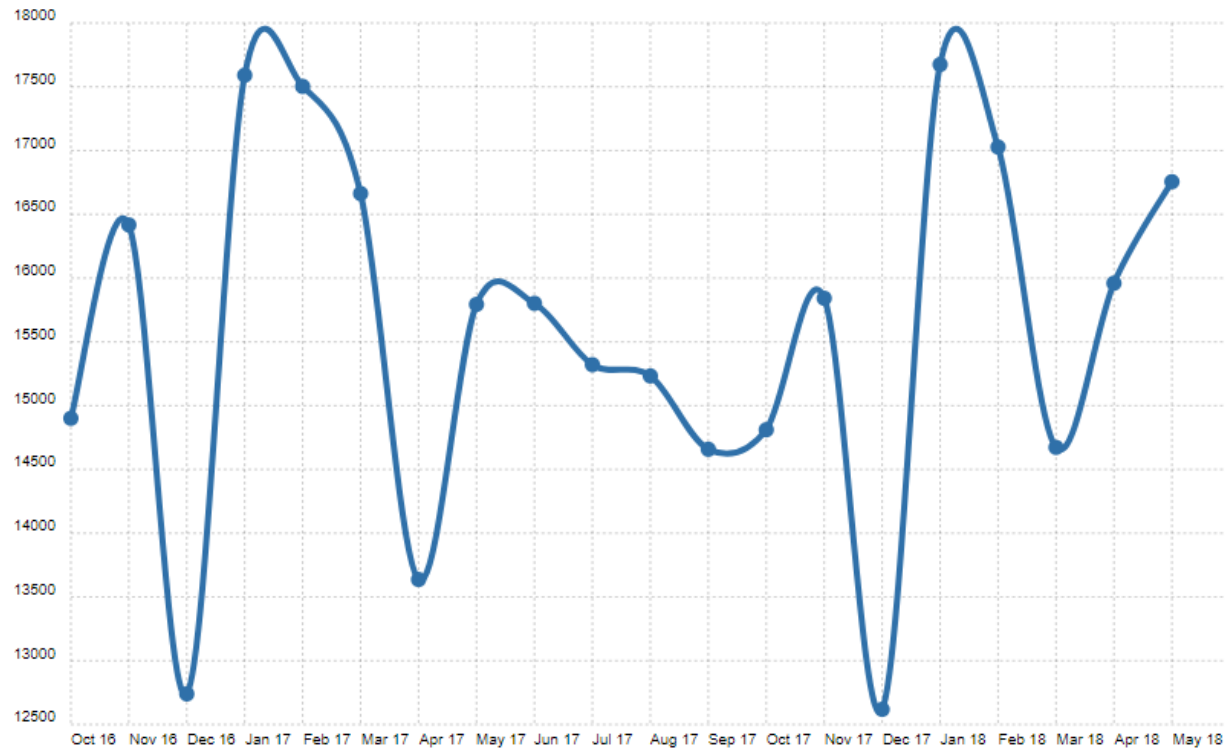
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Select Area:

Select

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NUMSAS



- NHS Urgent Medicines Supply Advanced Service Pilot
- Extended to 31st March 2019 ([NHS BSA website](#))
- Need to deliver at all times pharmacy is open



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Hints and Tips

FP34 Analysis



- Analyse this monthly
- Monitor monthly prescription figures
- Check services are being paid for properly
- Check the number of switches (Rx charge per item switched)
- Endorsement checks to reduce re-sub

Business Development

- SWOT analysis (Strengths, Weaknesses, Opportunities, Threats)
- Better use of team including HLP
- Support and encourage services and delivery
- Services going forward will be vital
- Regular communication

Summary

- Core contract compliance is key, as it can affect other services
- Note key deadlines and utilise GMLPC resources
- Develop your team
- Check which services locums / reliefs can provide and support with
- Understand your business and check payments
- Ensure you are delivering well with services
- Check online for resources including GMLPC website
- Read LPC communications for updates

If you need support, do contact us...

Contact us



We are also at the end of an email or phone, so please do not hesitate to contact us with any queries you may have on the details below:

Greater Manchester LPC – Support Team

- enquiries@gmlpc.org.uk
- 0161 228 6163

Dipesh Raghwani – Clinical Lead

- dipesh.raghwani@gmlpc.org.uk

GMLPC Website: <http://psnc.org.uk/greater-manchester-lpc>



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Thank you for listening

Any questions?