

Summer Newsletter 2017

Dear Contractors,

Thank you for your continued Support over the last few months.

I would encourage you over the next few months to ensure you financially plan for the recently announced Category M changes that have been announced in August. This is very important and we are working hard to ensure we can support you in any way we can both locally and nationally.

Please complete your HLP champion Training if not already done so and finally a reminder of the upcoming Flu season and November QPS deadline. More details on Flu Training is below as well as links to free resources in PH section 11.

County PH are holding brief intervention training for Pharmacists and Staff that can be used as evidence for your HLP Portfolio (an accredited training programme) and the HLP knowledge to action event on October 3rd will help you to prepare for the November QPS claim.

I would encourage you to engage with NMS, MUR, Flu and SCR and maximise EPS nominations where possible.

We will be sending a "Stay well in winter" PH campaign pack in October but encourage you to look at section 10 for PH campaigns to engage with over the next few months . We will also be getting some support from local PH teams.

Other exciting developments include the opportunity to engage with DMU to gain student support to perform audits and also to support PH promotion in your Pharmacy. Please express your interest via survey monkey if you want this support- more details are in the newsletter.

We have our AGM on 18th September at Holiday Inn Express with attendance from the GPhC so you are aware of developments with Inspections, Professional Standards and it

We also have had some positive engagement with local STP (Sustainability and Transformation Plan) Leads in LLR to support integration of CP into local NHS plans. There will be an STP engagement event for Community Pharmacy in late November and will be our opportunity to gain support for further commissioning and service development and would encourage you all to attend to ensure we have the chance as a profession to provide our views and shape the future direction of CP in the local NHS.

I hope to see you all very soon and thanks once again for all your support

Best Wishes

Luvjit Kandula

Chief Officer LLRLPC

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1. Leicester City Survey for Community Pharmacies

The LPC have consulted with the CCG on these developments and currently Patient Engagement and GP consultation is also taking place. The outputs of the consultation will then be collated and shared with the LPC and will determine the actions to improve repeat ordering processes including a response from the LPC on behalf of contractors and CCA representatives

City are keen to ensure we listen to all stakeholders in terms for future developments regarding repeat ordering and medicines wastage.

Our consultations have involved practices and patients and we are now in a position to consult our colleagues in community pharmacy.

Please find the links below

- Direct survey link: <https://www.surveymonkey.co.uk/r/32CM27Z>
- Accessible link from our CCG website: <https://www.leicestercityccg.nhs.uk/health-in-your-hands/tell-us-your-views/current-consultations-and-surveys/survey-community-pharmacists-repeat-prescription-ordering-service/>

Wide scale engagement from City pharmacies would be fantastic, to ensure everybody has an opportunity to comment and their views are taken into consideration as we work on our future plans. The links are for CITY pharmacies only.

Action: please can all City Pharmacies complete this survey to ensure your views are taken into consideration as Leicester City CCG develop their plans

West Leicestershire CCG Deadline for Repeat Ordering Process Improvement was 31st August - the LPC have requested details on the Plans and have also asked for more time to allow responses and we are awaiting a response

2. Proposed collaboration between Leicester School of Pharmacy at De Montfort University and Leicestershire and Rutland LPC.

Over several years, Leicester School of Pharmacy has been working in partnership with local community pharmacists on our community pharmacy placement programme. Approximately 25 community pharmacies are currently involved in hosting our first and second year students on half day placements. We are now looking to engage further with both the LPC and more local community pharmacies to enhance the good relationship that already exists and try to further benefit our local patients.

Action : Please complete the Survey Monkey Link :

<https://www.surveymonkey.co.uk/r/NSJPWP8>

For more information contact : nlakhani@dmu.ac.uk or aaboo@dmu.ac.uk

We are proposing further collaboration in 3 areas:

- Audit
- Health Promotion
- Adopt a Student

Audit

We propose that final year pharmacy undergraduate students spend approximately 15 hours during November conducting an audit in local pharmacies. Students will be working in groups and will be provided with the necessary paperwork ,in conjunction with the LPC, to complete the audits. We have discussed topics for this audit, which include an audit on acute kidney injury (AKI), NSAID use and gastroprotection, or an audit on overuse of asthma treatment, however would also be willing to consider other areas which you may feel are relevant to local practice currently. The audits are designed to allow final year undergraduate students to carry out research in a real life environment but also to benefit both the local community pharmacies and patients. The overuse of asthma is a very topical example as the BTS guidelines have changed recently so is applicable clinically but is also part of the Quality Payments scheme so is applicable to all community pharmacies. We would envisage that this audit would potentially make it easier to identify those patients that fit the criteria for referral, making it easier for the pharmacists to either refer or review these patients. The hope is that by involving a large number of pharmacies in the audits we can use the information to create a larger piece of work, showing collaboration between the School of Pharmacy, the LPC and local pharmacies, that can be published.

Health Promotion

We propose that third year undergraduate students would spend a day at a community pharmacy engaged in health promotion activities under the supervision of the pharmacist or relevant pharmacy staff. We propose that this occurs during the academic calendar, between October and March. One of the areas that has been discussed in relation to this is 'Influenza Vaccination'. The flu season fits conveniently around the university timetable and is also an important health promotion area for most community pharmacies. We would propose that students would be assigned to a local pharmacy and be involved with promoting the influenza vaccination programme under the supervision of a member of staff, either in the pharmacy itself or away from the pharmacy if appropriate. An area of interest highlighted by Public Health England is the uptake of the vaccination in certain high risk populations, and there may be scope for the students to assist in targeting these patients. We hope that this would be a valuable exercise for the students and also decrease the burden for local contractors, as well as contribute towards the health promotion aspect of being a healthy living pharmacy. Again, if there are other areas of health promotion that you feel would be more beneficial to yourselves, the students or the patients these can be discussed.

Adopt a future pharmacist

Whilst with both the audit and health promotion we would be looking to start this academic year (2017/18) if there is sufficient interest, our adopt a future pharmacist scheme is currently in its planning stage and so we would like to gauge interest and opinions with a view to starting this in September 2018. We propose that local community pharmacies 'adopt a future pharmacist' for their four years of undergraduate study. This would be an opportunity for students to gain experience in a local community pharmacy throughout their time at university, building relationships with staff and patients. It would also be an opportunity for local pharmacies to help develop these students into pharmacists of the future that they may employ one day. The aims, outcomes and logistics of this initiative would need to be agreed with stakeholder involvement but we firmly believe that this initiative would be good for the students and local pharmacies.

Kind Regards

Luvjit Kandula – Chief Officer Leicestershire LPC

Ahmed Aboo – Senior Lecturer in Pharmacy Practice, Leicester School of Pharmacy

Dr Neena Lakhani PhD; MRPharmS Senior Lecturer / IPE Lead for MPharm

3.Important : Leicester HLP training Event - 3rd October – Peepul Centre starting at 6.30 pm (to support your implementation)

Speaker

Lynette Roberts, BSc

Pharmacy Training Manager

Venue Location

The Peepul Enterprise, Orchardson Ave, Leicester LE4 6DP

Course Date

October 3rd 2017

Course Agenda

Hot buffet opens 6:30pm

Booking details attached in the Flyer – we will look to set up a 2nd event if the demand requires it

fax the form to 01299 271216 or email it to perrigo@trainingregistration.co.uk.
Alternatively, you can call them on 0800 133 7141

Please note the Health champion must be working in the branch in a patient facing role and must meet the equivalent of one full time member of staff otherwise you will not meet the HLP criteria. If there are staff changes ; please ensure new Pharmacists complete a leadership course and new team members complete the HLP champion training and certificates are retained as evidence of compliance.

4.HLP Accreditation in preparation for the November quality Payment

Actions for Contractors

1. One important element of meeting HLP criteria is the **completion of MECC** training (“ Making every Contact Count Training) for all Pharmacists and team members .
2. This is a short online e-learning course provided by Health Education England that helps develop teams to make every contact with the patient count in terms of appropriate signposting, brief interventions, advice and support for Healthy lifestyles, prevention of illhealth and wellbeing. This has now been made accessible to all LLR community pharmacies and teams.

A briefing on “MECC and how to register for the course” can be found at the link in the bottom of this page.

It is very important that the instructions are followed exactly as the briefing as each request will be authorised by a central administration team as only patient facing pharmacy teams are permitted to have access.

This forms part of the engagement criteria of HLP level 1 accreditation “*Staff proactively offer advice to their customers/patients and make relevant brief health advice or interventions. They are aware that people may need additional support for behavioural change*” to first complete the training and subsequently record evidence of brief interventions , signposting, support and healthy lifestyle advice provided)

3. I would encourage you to print and download the LLR HLP Self assessment compliance level 1 document (see link below). This has been developed locally with links to resources, briefings and support signposting information and other tools which are relevant for LLRLPC contractors to have an idea of what you are aiming for and what resources are now available to help you. The appendix contains the HLP action plan template and I suggest you start by planning your actions between now and the QPS claim deadline for November. This guidance include links to Public health profiles, JSNA links, PNA links, signposting documentation and links, national campaigns list, health promotion zone guidance and much more supporting information.
4. You will need to keep an HLP evidence portfolio/folder in your Pharmacy to show that you have met the criteria and should be available for inspection at any time.
5. I also attach a list of annual national awareness campaigns collated from the NHS confederation so you can plan and choose what you wish to engage with and will be

useful for you in the future as I appreciate there is a lot of information so I would advise you to ensure you follow NHSE 6 public health campaigns and

6. The PSNC evidence portfolio workbook and the summary 27 checklist should then be worked through in order to achieve the HLP level 1 assessment of compliance

<http://psnc.org.uk/wp-content/uploads/2013/08/HLP-Level-1-Evidence-Portfolio-Workbook-v2-PDF.pdf>

<http://psnc.org.uk/wp-content/uploads/2013/08/HLP-Level-1-checklist.pdf>

Once a contractor has met all the requirements for HLP Level 1, they should use the self-assessment tool available on the [RSPH website](#) to make notes on how they meet each criterion which will be submitted to RSPH for accreditation.

We will be providing more support but would advise you start the above early as the ethos of a healthy living pharmacy is to eventually lead community pharmacy to become a centre for Health, wellbeing and preventing ill health and building this into daily practice will be key to our future

7. Pharmoutcomes is available to be used to help you track your progress
8. I hope that you all have started to set up health promotion zones that you can take pictures of and use as evidence
9. **I have set up a page with links and resources to the above at;**

<http://psnc.org.uk/leicestershire-and-rutland-lpc/hlp-guidance-and-resources/>

including a template for a data collection form for your interventions made to keep as evidence. Please note this should be an ongoing activity with a recommendation for at least one health promotion zone day every quarter with an assigned day to promote it to the public. By the time you claim for your quality payment you should have evidence for at least 2 health promotion zone activities likely more if you started earlier.

5. Stop Smoking County Brief Intervention Training

This training is open to all pharmacy staff not just pharmacists and will be a certified course.

This can contribute towards the pharmacies HLP evidence for claims submitted in November.

Quit Ready stop smoking service is offering a **free** 2 hour session on brief opportunistic advice on smoking cessation training. This training is ideal for all staff (in particular staff dealing with members of the public) in increasing the confidence of raising the question of smoking, providing very brief advice and referring service users to the stop smoking service. Some of the information covered will be behaviour change, e-cigarettes, understanding a smoker and service offer, different types of pharmacotherapy and techniques. This is a 2 hour session and will be a certified course. We are offering the following dates and times:

15th Sep (Fri), Guthlaxton Room, County Hall- 2pm- 4pm

26th Sep (Tues), Framland Room, County Hall- 10am-12pm

11th Oct (Wed), Guthlaxton Room, County Hall- 2pm-4pm

26th Oct (Thurs), Framland, County Hall- 10am-12pm

If you are interested in booking on please contact the Devun Mason on 0116 305 6357 or email quitready@leics.gov.uk

Stoptober update- Please encourage all pharmacists to register on the PHE Campaign resource centre to download all Stoptober resources. The link is as follows <https://campaignresources.phe.gov.uk/resources/campaigns/6-stoptober/overview> It only takes a few minutes to register and when the resources are available for ordering you will get a notification via email. All resources can be pre-ordered on the 1st September.

Zaheera Chatra

Stop Smoking Service Manager

Leicestershire County Council

County Hall

Leicester Road

Glenfield

LE3 8RA Tel No: 0116 305 3590 Mobile no: 07775 822 001 Email: zaheera.chatra@leics.gov.uk

6. NHSE CD Update – Contractor Note

CD incidents are on the increase whereby the learning/contributing factor is that the pharmacist self-checked a CD. Risk should be mitigated by leaving a 5-10 mins break, doing another Rx in between before the final check

Other themes are:

- * Mixing up of Methadone sugared with S/F when dispensing.
- * Selecting the wrong patients Methadone. Sometimes patients ID is not checked e.g. DOB

7. AGM LLRLPC – Save the date – 18th September 2017

Save the date – AGM for LLRLPC – 18TH September 2017 – Holiday Inn Express Filbert Way Raw Dykes Road LE27FL – 7PM onwards

The GPhC Head of Professional Standards will be coming to update LLR on Inspection and Professional Standards and other matters – More details to Follow

8. NHS mail Update

The national teams are working through the backlog, queries and applications and your queries have been escalated.

It is important that you raise any issues through the following mechanisms and ensure you have an incident number noted for future escalation ;

[NHSmal website](#) NHSmal national helpdesk: 0333 200 1133

pharmacyadmin@nhs.net (emails go directly to the national NHSmal team managing pharmacy accounts)

3. If you want to deliver NUMSAS and apply for a shared nhs mail please complete this form.

<https://nhs-digital.citizenspace.com/digital-medicines/nhsmail-central/>

9. EHC training – Important updates and changes to national guidelines

The next CPPE training for EHC is on 7th September 2017 in Leicester. Please check CPPE events provided by CPPE locally over the next couple of months including EHC in neighboring areas and would encourage you to attend as the guidelines have changed.

<http://psnc.org.uk/leicestershire-and-rutland-lpc/cppe-events-2017/>

We would encourage all pharmacists to attend training to ensure they are practicing in line with the new national guidelines from the FSRH

The full document can be downloaded here;

<http://www.fsrh.org/documents/fsrh-publishes-updated-emergency-contraception-guideline/>

Brief summary of changes

-Copper IUDS remain first line for EC but in Pharmacy oral EC's should be given to women who have had unprotected sex and don't want to conceive if they fall within the usual criteria.

-Uliprisal is the first choice for women who have had unprotected sex in five days prior to ovulation, more than 3 days previously or who are overweight. It can be considered first line

-Levonorgestrel is preferred if the woman wants to start hormonal contraception promptly is at risk of pregnancy because of missed pills or is on an enzyme inducing medication. Levonorgestrel is only effective until day 11 depending on the women's cycle. If a woman is over 70kg and has a BMI of more than 26 they will need two tablets (which is not licenced OTC) and will need referral to a GP or a clinic. Please check the PGD to ensure it allows you supply 2 tablets otherwise you will need to refer the patient.

- in all cases counselling should be provided in relation to ongoing contraception and STI's

10. Flu training

LLR contract Pharmacists providing the Flu Vaccination Service need to attend face-to-face training for both injection technique and basic life support training every two years.

Contractors have delivered flu successfully last year and I encourage you to start preparing for the flu season coming up in September.

There are a number of flu training providers who can provide flu training, online refresher and private pgds; here are some examples

Please note this list is not exhaustive and the LPC do not endorse any provider – we have collated the information for your reference and consideration.

Flu training provider	Location	Website link/attachment
ECG training	Various	http://ecgtraining.co.uk/product/vaccination-practical-skills_for-flu-and-travel-vaccines/
De Montfort university	10 th September	See attachment
Buttercups	Nottingham/various	See attachment https://www.buttercupstraining.co.uk/courses/full-flu-vaccination-training
RX advisor	LLR	6 th august 2017 http://www.flujabtraining.co.uk/
Avicenna	LLR 10 th august	See attachment https://www.avicenna.org/flu/

The annual flu letter for 2017-18 is in the link below; more information will be shared when available via the PSNC for 2017-18 season.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/600880/annual_flu_letter_2017to2018.pdf

All information relating to flu vaccination can be found here;

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

11. Public Health Campaigns Update September – December 2017 : LLR contractors

As we will be working on these campaigns in LLR – I would encourage you to support the below as these are relevant to PH locally, Flu Vaccination, NHS and LLRSTP plans

Public Health Campaign	Notes
Stoptober (October 2017)	Action : Download materials Link: https://campaignresources.phe.gov.uk/resources/campaigns/6-stoptober/over
Stay Well in Winter	LLRLPC will be working with PHE to send contractors toolkits and packs to all contractors early October which will support flu vaccination and stay well in winter campaign till December 2017
Antimicrobial Resistance	We will be working with UHL and CCG's to promote antimicrobial resistance in LLR and more information will be provided in due course Action: I would encourage you all to sign up as antibiotic guardians and keep as evidence in your HLP portfolio – for all staff and Pharmacists – it takes a couple of minutes ! http://antibioticguardian.com/
Flu Vaccination Promotion	http://www.pfizer Vaccines.co.uk/hcp-home/resources/clinic-support-materials/flu-clinic-support-materials can be ordered via Freephone number http://psnc.org.uk/wp-content/uploads/2016/08/Flu-vaccination-service-poster-from-CPN.pdf