

**Newsletter spring 2018**

Dear contractors

Welcome to the Spring newsletter for the LLRLPC

New information regarding the upcoming quality payments has been sent to you via email – if you require this information please email me at [chiefofficer@leics-lpc.co.uk](mailto:chiefofficer@leics-lpc.co.uk)

**P2 has a table of important reminders and deadlines !**

The LPC elections have now taken place and the new board will meet for the first time in May 2017.

The LPC Board list is as follows for the next years from April 2018.

I would like to take this opportunity to thank Sue Hind, Neena Lakhani and Mohammed Ibrahim for their outstanding contribution and long standing service to the LLRLPC contractors. We hope to continue working with them.

I would like to congratulate the new LPC board and look forward to working with them and contractors over the next 4 years.

Satyan Kotecha – Belgrave Pharmacy

Jane Lumb – Masons Chemist

Pallavi Dawda – Masons Chemist

Altaf Vaiya – Alpharm Chemist

Adam Thomas – Morningside Pharmacy

Mohammed Satar – Well Pharmacy

Shezad Alimahomed – Boots

Rabiyah Suleman – Boots

Harmanpreet Kler – Boots

Chetan Parmar – Lloyds Chemist

Mohammed Bharuchi - Moins Chemist

Hasmukh Vyas -Fortnams Chemist

Irfan Muhammed Motala- Vision Pharmacy

We are aware of many issues facing our contractors and working to raise them to local and national teams for resolution and continue to provide advice and support wherever required.

### **LLR Contractor Event 21<sup>st</sup> March 2018**

The slides and information are now available on the LLRLPC website :

<http://psnc.org.uk/leicestershire-and-rutland-lpc/our-news/llrlpc-march-21st-event-post-event-resources/>

### **next LLRLPC Event : Save the date**

The next event beyond HLP event will take place on Tuesday 15<sup>th</sup> may 2018 – from 6pm. This will be to ensure you are meeting the HLP requirements and supporting the quality payments.

### **LPC Meeting Dates 2018**

Monday January 22<sup>nd</sup> 2018

Monday March 19<sup>th</sup> 2018

Monday May 21<sup>st</sup> 2018

Tuesday July 3<sup>rd</sup> 2018

Monday 24<sup>th</sup> September 2018

Tuesday 27<sup>th</sup> November 2018

### **LPC Meeting Dates 2019**

Monday 21<sup>st</sup> January 2019

If you wish to attend any LPC meetings please contact Luvjit and email [chiefofficer@leics-lpc.co.uk](mailto:chiefofficer@leics-lpc.co.uk)

## Important Reminders !

Key issue	Links to information	Deadline
GDPR compliance	<a href="http://psnc.org.uk/contract-it/pharmacy-it/information-governance/the-general-data-protection-regulation-gdpr/">http://psnc.org.uk/contract-it/pharmacy-it/information-governance/the-general-data-protection-regulation-gdpr/</a>	25 <sup>th</sup> may 2018
Quarterly Submissions of MUR/NMS	<a href="https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use">https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use</a>	10 days before the end of the quarter <b>Please note breach notices are being served ! please access the online form or follow instructions as per the BSA site</b>
Quality Payment Deadline – please ensure you start working towards the quality payment requirements	<a href="http://psnc.org.uk/services-commissioning/essential-services/quality-payments/">http://psnc.org.uk/services-commissioning/essential-services/quality-payments/</a>	Quality Payment can be claimed for the review point on <b>Friday 29th June 2018</b> .
Quality Payment Declaration period and claims via NHSBSA	<a href="https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/community-0#jumplink2">https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/community-0#jumplink2</a>	This is not available yet but will be available on this link during the declaration period. The declaration period, during which a payment can be claimed, will be between <b>Monday 11th June at 09:00am and Friday 13th July 2018 at 11:59pm</b> .
NHS choices update! <b>You must now also update your bank holidays</b>	<a href="http://psnc.org.uk/services-commissioning/essential-services/quality-payments-nhs-choices-entry/">http://psnc.org.uk/services-commissioning/essential-services/quality-payments-nhs-choices-entry/</a>	Contractors are required to edit or validate <b>three</b> sections of their NHS Choices profile to meet the gateway criterion <b>between 00:00 on 9th April 2018 and 11.59pm on 29th June 2018</b> . The three sections are:  i) their opening hours, including Bank Holidays for 2018/19; ii) the facilities the pharmacy provides; and iii) the services the pharmacy provides.
Practice leaflet update	<a href="http://psnc.org.uk/our-news/updated-pharmacy-practice-leaflet-requirements-published/">http://psnc.org.uk/our-news/updated-pharmacy-practice-leaflet-requirements-published/</a>	31 <sup>st</sup> July 2018 – template available at the link
Meeting HLP Requirements	Please ensure you are meeting the criteria for HLP and keeping ongoing evidence of training and other requirements including a health promotion zone <a href="http://psnc.org.uk/services-commissioning/locally-commissioned-services/healthy-living-pharmacies/">http://psnc.org.uk/services-commissioning/locally-commissioned-services/healthy-living-pharmacies/</a>	Ongoing
Signing up to NUMSAS and ensuring all staff and locums are briefed	<a href="http://psnc.org.uk/services-commissioning/urgent-medicine-supply-service/">http://psnc.org.uk/services-commissioning/urgent-medicine-supply-service/</a>  toolkit for staff <a href="https://www.england.nhs.uk/wp-content/uploads/2017/06/numsas-toolkit-pharmacy-staff-v2.pdf">https://www.england.nhs.uk/wp-content/uploads/2017/06/numsas-toolkit-pharmacy-staff-v2.pdf</a>	Ongoing – new staff NUMSAS toolkit and information available on the PSNC website now available

We will continue to keep you updated on developments

Key topics – services update (separate IIR services summary attached and NHS choices **please include bank holidays in your updates**)

1. NHS Choices QPS update - choices **please include bank holidays in your updates**
2. Services Update
3. LPC satisfaction Survey
4. Post verification of payment MUR and NMS **please action !**
5. Patient Safety
6. Pharmacy integration fund – opportunities for funded postgraduate Pharmacy training and common FAQ's from contractors kindly developed by Tim Harrison at DMU

### **QPS - NHS choices Update**

Contractors are required to edit or validate **three** sections of their NHS Choices profile to meet the gateway criterion **between 00:00 on 9th April 2018 and 11.59pm on 29th June 2018**. The three sections are:

- **their opening hours, including Bank Holidays for 2018/19;**
- **the facilities the pharmacy provides; and**
- **the services the pharmacy provides.**

All three sections will need to have been edited or validated for the contractor to meet the NHS Choices gateway criterion, which is a requirement, to be eligible to then claim for a Quality Payment based on the quality criteria they meet. Even if all three sections are correct, contractors will still need to log into their profile and validate this information during the above time period.

A User Guide for managing NHS Choices profiles to support the Quality Payments Scheme is available on the [NHS Choices website](#).

The Bank Holidays during 2018/19 which occur during or after the period that contractors must edit and/or validate their NHS Choices entry are:

Monday 7 May 2018	Early May Bank Holiday
Monday 28 May 2018	Spring Bank Holiday
Monday 27 August 2018	Summer Bank Holiday
Tuesday 25 December 2018	Christmas Day
Wednesday 26 December 2018	Boxing Day
Tuesday 1 January 2019	New Year's Day

**Where Bank Holiday opening hours have not been added, NHS Choices will default to normal opening hours. Failure to add Bank Holiday opening hours to the pharmacy profile will result in non-compliance with the gateway criteria.**

Once a contractor has updated the three sections of their NHS Choices profile, they are advised to visit the patient facing page of their NHS Choices profile. By doing this, an additional check can be carried out to ensure the information and the dates listed on the page (which show when the sections were last updated) have changed to the date when the contractor edited and/or validated their profile. If possible, taking a screen shot of the three sections once they have been edited and/or validated would also be useful, so this information can be retained as evidence of having met the gateway criterion.

Any inaccuracies between a contractor's NHS Choices profile and their contractual opening hours, facilities and the services provided is the responsibility of the contractor. **As this is a gateway criterion, an inaccurate NHS Choices profile may then jeopardise the entire payment claimed for under the Quality Payments Scheme.**

### **Services provided at the pharmacy**

Contractors must update or validate their list of services which is displayed in the 'services' section of their NHS Choices profile.

Services are classified into the following three sections:

<b>Pharmacy services</b>	Advanced Services and other services which are useful for patients to know about.  Essential Services will be included on profiles in due course and these will be auto-populated onto each pharmacy profile.
<b>Pharmacy (NHS) services</b>	Services commissioned by local authorities or Clinical Commissioning Groups.
<b>Pharmacy (Non-NHS) services</b>	Patient-funded services (private services)

**Contractors who plan to declare to the NHS BSA that they are offering either Medicines Use Reviews or the New Medicine Service or both services under the Advanced Services gateway criterion must also ensure that the service is visible on their NHS Choices profile.**

### **Registering for profile editing rights or requesting a lost password**

Contractors that do not have editing rights to their profile, will need to email the NHS Choices service desk ([nhschoicesservicedesk@nhs.net](mailto:nhschoicesservicedesk@nhs.net)). It is preferable for this email request to come from the pharmacy's premises shared NHSmail account, as use of other email accounts may lead to a delay in editing rights being granted, while the validity of the request for editing rights is confirmed. To apply for editing rights, contractors should supply the below information, ideally by copying and pasting the table below into an email and completing the required information.

The code 'QPSAPPLICATION' should be added to the subject line of the email; failure to add the code to the subject line may result in a processing delay and increase the risk of a failure to achieve this gateway criterion.

### **Services Update**

We request that all contractors maximise the opportunities we have in terms of advanced services such as MUR's Flu and NMS and hope you will continue to engage with initiatives such as

- i) SCR record access – access to this will enable further investment and access to more information. In January we have had over 8000 views of SCR which needs improvement. We encourage you to access SCR for NUMSAS, flu vaccination and other opportunities where possible.
- ii) Using NHSmail – ensure that the shared mailbox and individual emails are working correctly. This is required for the quality payment and also ensure you use NHS mail as there are initiatives that may require NHS mail in the future
- iii) Ensuring you are engaging with HLP and maintaining your RSPH level 1 registration by maintaining your evidence portfolio. It is vital that you train health champions and leaders if you have staff leaving to ensure you are meeting the criteria to support health prevention and wellbeing of the local population and also in preparation for future developments on the QPS.

### **LPC satisfaction Survey 2018**

We have developed our annual survey to monitor how well we are doing as an LPC to support your needs

This year we have also included questions for you to raise issues that may be having an impact on your practice so this is a great opportunity for us to gain the insight and work on your behalf to improve matter

Please complete this survey to ensure we have your feedback and understand how to improve

Link to the survey

<https://www.surveymonkey.co.uk/r/VQW6PDJ>

### **NHSBSA to start post payment verification (PPV) of MUR and NMS**

**Breaches of notice are being served! please ensure that you submit these 10 days before April, June, September and December.**

From mid-January 2018, the NHS Business Services Authority (NHS BSA) will start undertaking post-payment verification (PPV) of payments to community pharmacy contractors for provision of the New Medicine Service (NMS). This will involve requesting evidence from a sample of contractors to support payment claims they have submitted for NMS over a specified three-month period.

This work will follow a similar process to that implemented for the PPV of Medicines Use Review (MUR) payment claims, which commenced in October 2017.

Pharmacy contractors must submit their MUR and NMS quarterly information to the NHSBSA within 10 working days from the last day of the quarter the data refers to (last day of June, September, December and March).

## **Submitting your quarterly MUR/NMS data**

There are two ways to submit your quarterly MUR and NMS data to the NHSBSA:

- i) The Online Forms
- ii) The Electronic Reporting Templates

You will only need to submit your data via one of the above methods.

Please note a separate submission is required for both MUR and NMS activity if both have been undertaken during the reporting quarter.

For the submission of quarterly data for a single, or a small number of pharmacies, we highly recommend that you use the Online Forms. The Online Forms only permit the submission of data for a single pharmacy at a time.

If the submission is to be made for multiple pharmacies we recommend using the Electronic Reporting Template where data for multiple accounts can be added to a single template.

NB: If you are contacted by your NHS England Local Team regarding non-submission of your MUR and NMS data, but you have received an email submission receipt from our systems, there may have been a technical issue with the uploading of your data. In this instance please contact [nhsbsa.nmsmur@nhs.net](mailto:nhsbsa.nmsmur@nhs.net) for further advice.

### **Online forms**

You can use the online forms to enter your information. The forms can be accessed via the links below:

<https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use>

*What will this mean for contractors?*

Each month, NHS BSA will request evidence from a sample of contractors to support the payment claims they have submitted for MUR and / or NMS over a specified three-month period.

The evidence requested will be the signed patient consent forms for the services that correspond to the payment claims made. Contractors will be asked to submit the requested forms with their next monthly prescription bundle.

The process has been designed to be as easy as possible for contractors to provide the evidence; however, if there are any difficulties, NHS BSA will be on hand to provide assistance to the contractor.

The NHS BSA will review the submitted forms against the payment claims received for the period and will share their findings with the contractor. If there appears to be missing evidence, the NHS BSA will discuss this with the contractor and they will be asked if they can provide alternative evidence that the service was provided.

Once the NHS BSA's findings are agreed with the contractor, information will be shared with the relevant local NHS England team. Where necessary, the local team will contact the contractor to discuss the findings. The consent forms submitted by contractors will be returned to them once the NHS BSA has finished reviewing them.

[Further information on the process](#)

*What do contractors need to do now?*

**Contractors may want to review how they currently file signed patient consent forms; if for example, forms are filed alphabetically, by patient surname, a change to filing the forms in chronological order may be worth considering, making retrieval of forms for any specified time period easier, should the pharmacy be selected for participation in this work.**

**If a contractor is selected by NHS BSA to take part in this work, they will receive a letter which includes full instructions on how to submit the MUR and/or NMS consent forms to NHS BSA; only contractors that are contacted by NHS BSA need to submit their MUR or NMS consent forms.**



## PSNC GDPR and changes for pharmacy update

Community pharmacy contractors should be aware that the General Data Protection Regulation (GDPR) is approaching

### **all organisations must comply with the GDPR by 25 May 2018.**

Background information on the GDPR is available on [PSNC's website](#) and detailed information is available from the websites for the [Information Commissioner's office](#) and [NHS Digital's Information Governance Alliance \(IGA\)](#).

### GDPR guidance documents

The following series of guidance documents has been created by the cross-sector Community Pharmacy GDPR Working Party to assist community pharmacy contractors in working towards General Data Protection Regulation (GDPR) compliance.

### **PSNC Guidance Documents**

**[Link:http://psnc.org.uk/contract-it/pharmacy-it/information-governance/the-general-data-protection-regulation-gdpr/](http://psnc.org.uk/contract-it/pharmacy-it/information-governance/the-general-data-protection-regulation-gdpr/)**

1. Guidance for Community Pharmacy (Part 1): this should help contractors to understand the GDPR requirements, and it sets out the steps they will need to take to comply.

2. Guidance for Community Pharmacy (short version) (Part 2): this has been made available to assist with staff training.

3. Workbook for Community Pharmacy (Part 3): this contains a set of editable templates that contractors can use to show that they are meeting all the GDPR requirements. **– use the workbook in word to ensure you are compliant as a working guide and complete as a record of compliance and keep in a safe place in your pharmacies with other policies and SOP's**

4. FAQs for Community Pharmacy (Part 4): this provides simple answers to key questions on the GDPR.

GDPR compliance webinar link : now available

**<http://psnc.org.uk/psncs-work/our-events/register-your-interest-in-our-webinar/>**

### **The changes for community pharmacies will include:**

\* **The need to demonstrate compliance with data protection principles and take other proactive steps for compliance including certain record keeping.**

\* **The need for a Fair Processing Notice to explain to data subjects how you process their data – what many are calling a Privacy Notice.**

\* **The need to ensure you have appropriate agreements with those who process personal data for you or those whose personal data you process.**

Most community pharmacy processing of personal data will be lawful under the category of necessary for the performance of 'a task carried out in the public interest' or 'a contract' or 'compliance with a legal obligation' (i.e. not the category of consent) and, because data concerning health is a special category of data, its processing must also be necessary for an additional specified reason, generally for 'the provision of health or social care or treatment or the management of health or social care systems and services'.

If you process personal data by consent (e.g. for direct marketing), the consent you have from data subjects must be GDPR compliant and you must have a record of that consent (before 25 May 2018 for existing data subjects).

The most problematic issue for community pharmacy is the Data Protection Officer (DPO). The GDPR and associated legislation set out who must appoint a DPO and the role of the DPO; broadly he or she advises one or more organisations on data protection issues. It may be that all pharmacy contractors will have to appoint a DPO, or, it may be that only those that process data concerning health on a 'large-scale' will have to appoint a DPO. (There is no clear definition of large-scale.) PSNC is working with other pharmacy and primary care organisations to try to limit the number of contractors who must appoint a DPO and, if this is unsuccessful, to ensure the guidance on DPOs is applied pragmatically to community pharmacy.

### **Patient Safety Update**

The LLRLPC website now has a page dedicated to patient safety : <http://psnc.org.uk/leicestershire-and-rutland-lpc/our-news/patient-safety/>

There are also links to the national community pharmacy medicines safety group.

NPA link : <https://www.npa.co.uk/services-and-support/practical-support/medication-safety-officer/>

Click on the above link where you will find reports, toolkits, SOP's and template forms to support patient safety and incident management – these include the following;

Measurement and Administration of liquid medicines

Supplying Opioid medicines

Supply paraffin based skin products

Supplying oral anti-cancer medicines

Supplying anticoagulant therapy

Supplying oral methotrexate

Dealing with an incident

I request that all teams access these key resources or implement and action your internal company SOP's and protocols to support Patient Safety Initiatives

### **Pharmacy Integration Fund – Postgraduate funded Pharmacy courses**

De Montfort University Leicester (DMU) is proud to announce that it will partner with the NHS to deliver innovative training to help qualified post-registration community pharmacists make the most of their clinical skills.

Training is being offered at postgraduate level through the new Pharmacy Integration Fund (PhIF) announced on Thursday 25 January by NHS England.

The fund has been set up by NHS England to enable pharmacist and pharmacy technician integration in primary care as part of new multi-disciplinary healthcare teams, making the most of their clinical skills, particularly for the benefit of people with long-term conditions.

It aims to better integrate pharmacy professionals into wider primary care by allowing pharmacists and pharmacy technicians to spend more time delivering clinical and public health services to the benefit of patients and the public.

Pharmacists can choose from a range of modules at different credit levels dependent on their development needs or interests, with a maximum 60 credits per learner per year.

At the end of the module, pharmacists will have enhanced skills and experience of best practice which they are expected to take back into their practices to strengthen and diversify the pharmacy workforce.

Those completing the training can choose to study single modules, or complete a formal qualification at postgraduate certificate (60 credits), postgraduate diploma or master's level (both self-funded after the first 60 credits).

**The PhIF funded modules will be delivered by DMU**, leading on a collaboration with Keele University, Manchester University and Bath University, who are collaborating with Exeter medical School. Students can choose to study their modules at one or more of these institutions. However, if they wish to complete a formal qualification, they should always check whether credits from other universities are accepted by the awarding institution through recognition of prior learning processes.

For more information about the options available, the funding on offer, eligibility criteria and how to apply, please visit: [dmu.ac.uk/post-reg-pharmacy-funding](https://dmu.ac.uk/post-reg-pharmacy-funding) . Or alternatively contact me directly on [tharrison@dmu.ac.uk](mailto:tharrison@dmu.ac.uk) or 0116 250 6470.