

Winter newsletter 2018

Dear contractors,

To date, this has again been an exceptionally busy year and there are a number of deadlines that need to be met.

We have summarised these in a table on p.3-6 to help you keep track. This tracker includes the quality payment deadlines, FMD and the national audit and links to key information. Please ensure you plan your workload between now and February 15th to ensure you are meeting all the deadlines.

LPC update

We had fantastic engagement for attendance to the recent AF screening training event and COPD clinical update which provided much needed support for planned learning and supporting baseline competency levels to improve quality of Respiratory MUR and NMS and support for the AF screening programme. Thanks to everyone that has engaged and attended our events and LPC meeting this year.

The LPC are currently working on a Stop, think, reorder campaign to support reduced wastage in over-ordering of medicines not needed. We have a key role in encouraging patients to only order what they need to help much needed NHS funds to be used to deliver better quality of care and divert funds to services which are needed.

This month, we met our new PSNC chief executive Simon Dukes who visited Belgrave Pharmacy. We were provided with the opportunity to raise concerns on behalf of contractors that are impacting us such as FMD, out of stock issues, price concessions, supporting sustainability, local commissioning challenges and planning for the future. It was a productive visit and we are assured that the issues we have raised on behalf of contractors will certainly be addressed and are being examined in depth to enable planning and support a sustainable sector.

We also met Rory Palmer (MEP) – Member of European Parliament through a meeting set up with the NPA at Alpharm Chemist. Again, this was an opportunity to raise issues that are affecting community pharmacists on the ground and the risk of escalating issues regarding delays, fluctuations of stock pricing, FMD impact future of Community Pharmacy and Brexit implications.

1.DIMIRS

NHSE are currently working on phased testing and “go live” status for Pharmacies across LLR and the East Midlands.

Please could all contractors ensure they;

- i) Please Check Pharmoutcomes for test emails
- ii) Once live, Please Check Pharmoutcomes regularly for referrals to action
- iii) Please Ensure all the team and relief/locum Pharmacists are left details regarding DIMIR's/supporting documentation and ensure they check referrals on the system. This is very important to ensure the service is a success and referrals are actioned timely and promptly.

2.National clinical audit 2018/19: three weeks left to complete data collection

NHS England published the paperwork for the 2018/19 national community pharmacy clinical audit on 24th October; this must be completed by all pharmacy contractors.

The focus of the audit is the provision of advice to people with diabetes on the importance of them receiving an annual seasonal influenza vaccination. The audit has been timed to take place during the flu vaccination season, so that people with diabetes can be encouraged to be vaccinated and where they have not yet been vaccinated and the pharmacy offers the NHS Flu Vaccination Service, they can be offered a vaccination at the pharmacy.

The audit will generally need to be conducted over a one-week period, selected by the pharmacy contractor, but with data collection completed **by 16th December 2018**. The audit data then needs to be submitted to NHS England's web-based portal by midnight on 30th December 2018.

All supporting information, audit materials and how to submit online are available at;

<https://psnc.org.uk/our-news/national-clinical-audit-2018-19-three-weeks-left-to-complete-data-collection/>

Self care agenda

Community Pharmacies are becoming increasingly important in supporting patients with minor illness, support for self-care and management of long-term conditions both in terms of medicines optimisation and lifestyle advice. The NHSE medicines value programme has resulted in reduced/ no prescribing of low value clinical drugs more details can be found here; <https://www.england.nhs.uk/medicines/items-which-should-not-be-routinely-prescribed/>

This means that Community Pharmacies are likely to see more patients coming for advice, possible purchase of an OTC medicine and support with prevention/ lifestyle advice.

Please ensure you all are undertaking the necessary training and CPD to ensure you are up to date with skills and knowledge to enable you to support patients with self care, advice and appropriate referrals if required.

I have recently set up a self care hub page on the LPC website;

<https://psnc.org.uk/leicestershire-and-rutland-lpc/2112-2/>

which contains a whole host of resources to support Pharmacists and also patient facing leaflets and guides for self- care (which also forms part of the CPAF). These can be downloaded and printed for patients and I will continue to add resources as I locate them to this page.

Key Performance Measures LLR

1. SCR – we **currently have 96 Pharmacies** who have not accessed SCR in the last 2 months. Please could I request that you and your teams engage with accessing SCR which will be crucial to further investment in digital enablers for CP
2. QPS – we have currently 95% engagement with the gateway criteria for the last QPS claim however there has been variable engagement with certain QPS criteria.

3. Please ensure you complete all 3 sections of your NHS choices and complete it correctly.

LLR performance QPS (Claimed June 2018)

QPS criteria	% achievement LLR
Gateway	96%
Safeguarding	91%
Asthma audit	88%
CPPQ	90%
Dementia	96%
Dos	93%
Patient safety	92%
HLP	81%

Community Pharmacy 2018 Deadline Tracker – December 2018

If you are part of a pharmacy group or multiple, please liaise with your company managers/head office

Subject	Requirement	Deadline	Action and links	Tick when completed
NHS England Community Pharmacy National Audit 2018/19	Contractual – risk of breach notice if not complete	Complete over a one-week period before December 16 th . Data entry by 30 th December 2018	More information on how to conduct this Flu vaccination for people with diabetes audit can be found on the PSNC Website . Once you have collected the data, please visit the online portal to submit your data. Please note that the portal will close at midnight on 30 December 2018 – please ensure you have submitted your data before this date to ensure you are compliant with your contractual Terms of Service. Training for staff available on VirtualOutcomes .	
Quality Payment Scheme	Pharmacy Income	Review Point 15 th February 2019	The PSNC Quality Payments webinar is now available on demand and guides you through the updated gateway and quality criteria. A summary of the information can be found here . Access full information on the PSNC website . The Quality Payment NSAID Audit is now available to download for contractors. We recommend using PharmOutcomes	
Quality Payments DOS Profile Viewer	Pharmacy Income	DOS Updater now open	You are required to update or review the information on your DOS profile. The updater is now open and with full information on the PSNC website . We recommend that this is done now, so errors can be identified and rectified ahead of the review point.	
Quality Payments NHS UK	Pharmacy Income	Updater opens December 3 rd 2018	You are required to edit or validate three sections of their NHS website (NHS.UK). Full details are on the PSNC website .	

			We recommend that this is done when the updater opens on December 3rd so errors can be identified and rectified ahead of the review point.	
Essential Staff Training to support Quality Payments	Workforce Development Pharmacy Income	Review Point 15 th February 2019	<ul style="list-style-type: none"> 80% of all registered pharmacy professionals have completed the CPPE Risk management training. 80% of staff that provide healthcare advice to the public have completed the CPPE children's oral health training assessment. <p>Access learning materials and assessments on the CPPE website.</p>	
Quality Payments – HLP	Workforce Development Pharmacy Income	Review Point 15 th February 2019	Check when your HLP accreditation expires and that you have staff in place with the correct qualifications. Check the LPC Quality Payments Briefing for more information.	
Falsified Medicines Directive (FMD)	Pharmacy Business Legal Compliance	7 th February 2019	<p>Read the PSNC briefing, available on the PSNC website and log on to watch the PSNC FMD Webinar.</p> <p>Access further information on the FMD Source Website.</p>	
Quarterly Reports	Contractual – risk of breach notice if not complete	14 th January 2019	Pharmacy contractors must submit their MUR and NMS quarterly information to the NHSBSA within 10 working days from the last day of the quarter.	
Virtual Outcomes	Workforce training	Ongoing	A new module will be released in early December. Access your training here .	
Display Christmas opening times	Contractual – risk of breach notice if not complete Good Practice	Over the Christmas Period.	<p>You are required to notify your patients of the nearest pharmacies open to your pharmacy on the Bank holiday dates if you are closed.</p> <p>Bank holiday opening times should be updated on your NHS.UK (was NHS Choices) profile.</p> <p>Details of pharmacies, open over the Bank Holidays, will be made available before Christmas.</p>	
Log into your Pharmacy Premises	Essential for Quality Payment gateway criteria	Frequently	For the next Quality Payment review point every pharmacy must be able to send and receive NHSmail from their premises NHS	

shared NHS mailbox			Shared mailbox account, which must have at least TWO live linked accounts. Further information is available on the PSNC website .	
NHS Pharmacy Flu Service	Pharmacy Income	Monthly	Claim payment monthly, either via the paper claim form or the webform provided by the NHSBSA (but not both). Further details on how to claim can be found on the PSNC website .	
CPAF Full Screening	Contractual – risk of breach notice if not complete	2 nd December 2018	A small number of contractors have now been selected to complete a full CPAF assessment. If you have been chosen you will have received a link and further instructions on how to access the full CPAF questionnaire by the NHSBSA at the end of October 2018.	
Local Services	Pharmacy income	Check service spec.	Please ensure service provisions are uploaded onto PharmOutcomes at the time of the provision. Different services have different cut off dates, failure to report by the cut off date will result in delayed/non-payment.	
Register for Funded ACT Training	Workforce training/business continuity	Apply now to secure your place	To develop pharmacy technicians and upskill your staff, see the information on the CPPE Website .	