



Creating Opportunities to Flourish through Inspirational Leadership

PSNC Campaigning Guidance

PSNC has issued an excellent guide to campaigning for community pharmacy contractors. It reiterates many of the points CPNY has already raised such as the importance of collecting good news stories/writing to MPs etc. but we would urge you all to read this document as it provides lots of useful information and links.

Please print the guide out and display for all staff to see – as a reminder for the petition to be signed and more stories to be sent in – technicians, counter staff and delivery drivers must have lots of stories to share too – please forward these on to us (see super example sent in by Tommy Ling on page 2 – many thanks Tommy!).

To view the guide, click here:

<http://psnc.org.uk/wp-content/uploads/2013/04/Campaigning-guidance-for-contractors.pdf>

To sign the petition, click here:

<https://petition.parliament.uk/petitions/116943>

(Currently at just over 40,000 signatures, government must respond when 100,000 signatures reached)

Action for Contractors

- Read, print and display the 'Campaigning Guidance for Contractors'
- Sign the petition and encourage all staff to do so
- Send your good news stories to laura.smart@cpny.co.uk

New arrangements for Primary Care Support Services

On 1 September 2015, Capita took on responsibility for the delivery of NHS England's primary care support services. The new name for the service is Primary Care Support England (PCSE).

PCSE's priority is to continue delivering the services you receive today, but they will also introduce new arrangements to create national, consistent and easy to use services for all their service users. These new arrangements will be introduced in phases.

Supplies management and the new PCSE portal

PCSE is making changes to the way you order supplies from them, and how these orders are fulfilled and tracked. An online supplies management portal will enable quick and easy supply ordering and tracking for pre-printed forms, Electronic Prescription Service (EPS) tokens and other NHS stationery. These new arrangements include:

- Introducing an online portal which will house the national catalogue of approved items. You will be able to place and track all orders on the portal and see expected delivery dates.
- Using one national courier firm to securely deliver all supplies to every pharmacy.
- Simplifying returns, which you can manage through the portal, and which will be collected and returned by the PCSE national courier firm.

The PCSE portal will replace the current contacts and channels you use for ordering your supplies.

Over time, the portal will also become your main route for accessing additional primary care support services, including EPS payments and Pharmacy Market Entry applications.

PCSE plan for the portal to be available to pharmacies in West Yorkshire from 8th March 2016 and then nationally to all other practices from 29th March 2016.

A letter will be sent to all pharmacies on or about the 22nd February 2016 with a **unique identifier code**, which you can use to register on the portal before the go live date of 28th March 2016. The letter will also include an instruction leaflet on how to register.

Both a copy of the letter and the 'Registering on the PCSE Portal Instruction' leaflet can be found on our website here: <http://cpny.co.uk/resources/primary-care-support-england-pcse-portal-registration-instructions/>

You will need to register your practice on the portal. If your practice hasn't received instructions on how to register on the portal by the end of February, please email PCSE.enquiries@nhs.net

Good News Story: Delivery Driver prevents serious long term effects for stroke victim

Tommy Ling, Regional Pharmacist Manager of Day Lewis pharmacy group has shared one of his many good news stories with CPNY:



(Tommy Ling, left, with delivery driver Alan Smith, right)

"In 2014, our delivery driver saved a woman's life by accurately recognising the signs and symptoms of stroke. Before the incident took place, there had recently been a Stroke campaign on television educating people on the warning signs of stroke which resulted in me and my delivery driver having a lengthy discussion about it. As he was delivering to a care home one day, he noticed that one of his regular delivery patients was not herself. She was exhibiting signs of stroke, so he immediately rang 999 and swiftly alerted the carers for assistance. As the paramedics arrived they told my delivery driver that the lady was indeed suffering from stroke and thanks to his swift action, the lady did not suffer from any long term permanent physical damage. After a few weeks, our delivery driver revisited the lady who had recovered well and fortunately returned to her usual self. And for his heroic action, our delivery driver won an unsung hero award presented by Kirit Patel MBE."

Branded Generics Update

Committee member, Richard Harrison, attended York CCG's 'prescribing' meeting on 26th January 2016 to present a case against further switches to branded generics by York CCG. Presentations in support of switching to branded generics were given by lead pharmacists from Humber CSU and York CCG, as well as by a senior representative of Phoenix Healthcare.

Richard was able to counter these presentations by explaining to the 40 GP prescribing leads present, that switching to branded generics reduces nationally agreed funding for local community pharmacies and this would affect not just services offered, but the viability of the local community pharmacy network. One example used was the current switching to Sirdupla, which is targeted to strip £220,000 from York CCG pharmacies, whilst actually increasing NHS costs.

The 40 prescribing leads will meet again on 25th February to vote on whether to continue with the CCG's proposed switches, or to discontinue this damaging process. Richard has gained the support of the local LMC and will continue to lobby the prescribing leads to highlight the consequences of a 'yes' vote. CPNY was particularly disappointed with Phoenix Healthcare's attempts to influence the prescribing leads to both continue and expand branded generic switching, and suggest that contractors discuss how branded generic switching is damaging their business with your local Phoenix/Numark rep.

If you have any queries or comments on branded generics switching, you can email Richard at: richard@haxbygrouppharmacy.co.uk

EPS 2 Masterclass Training Events for Harrogate, York, Northallerton, Scarborough and Skipton

Training venues and dates for EPS 2 have now been finalised in the above locations. To book your place/s, please register via HSCIC's website:

<http://systems.hscic.gov.uk/eps/dispensing/pharmatraining>

These are FREE for all pharmacy staff and we encourage you to attend!!

Please also note that it has been agreed that you can book on courses in other areas, so if there is a venue/date in the Humber or South Yorkshire areas, for example, that suit you better, please feel free to book on to these. If you look under the software system you need training on you will see a list of all the different venues, so this is easy to do.

If you have any issues with booking on any of the available dates, please let us know by emailing: laura.smart@cpny.co.uk or email HSCIC direct at epstraining@hscic.gov.uk

Action for Contractors

- Book your place/s on EPS 2 training events

Gill Treharne – retires after 20 years as Committee Member



Gill Treharne has resigned from her role as a CPNY Committee member following her retirement from the pharmacy business. Gill has been a Committee member for approximately 20 years!

During her time on the Committee, she has always been an active member, happy to be involved in the Committee's deliberations.

She has been a good role model to any new members and always prepared to help. In particular, her quiet but solid determination will be missed by the Committee.

We wish Gill and Huw a long and happy retirement!

Independent Contractor Vacancy Committee Member Election



Following the resignation of Gill Treharne from the CPNY Committee, we are seeking applications from independent contractors to fill this role. If you are interested in becoming a new Committee member, please see

<http://cpny.co.uk/about-us/key-documents/> for the 'Guide for Prospective LPC Members' and to download an application form. These need to be submitted to CPNY by 12 noon on Friday 4th March 2016. The Committee will then vote to elect the new member.

Action for Contractors

- Independent Contractors only – consider whether you would be interested in becoming a CPNY Committee member, and if so, complete the application form by 4th March 2016!

CPPE Consultation Skills Resources for Pharmacy Support Staff

Look out for the new consultation skills resources for pharmacy support staff

New community pharmacy support staff consultation skills cards will start to arrive in community pharmacies w/c 8th February 2016. The new thelearningpharmacy.com floor will be launched around 10th February to coincide with the deliveries. Here is a list of what is available:

- **A set of cards:** One copy will be sent to each of the 11,800 community pharmacies in England with a letter and a guide to how the cards can be used by individual team members on their own or as a tool to help facilitate a team training session.
- **Distribution** will start on **8th February** and continue until the end of February. If pharmacies haven't received the cards by the end of February they should contact info@cppe.ac.uk
- www.thelearningpharmacy.com A new floor, Consultation skills has been developed for thelearningpharmacy.com. The short interactive challenges on the floor complement the activities on the cards.

Key messages:

- The cards are to be used by individuals or as a training tool in a pharmacy.
- They provide flexible learning and each card has a separate topic.
- There are various activities including videos to observe and critique.
- A smartphone or mobile device with a QR reader app will help access all the videos or the PDF can be downloaded of the cards and links clicked on.
- The cards are intended to be used away from the dispensary or shop floor.
- Please read the guide that accompanies the cards as this gives more information.

EPS Survey – Share Your Views

PricewaterhouseCoopers (PwC) are conducting an independent assessment of the costs, systems and usage of the Electronic Prescription Service (EPS) in community pharmacies. This work is being undertaken on behalf of HSCIC, along with PSNC, NHS England and NHS Employers.



All pharmacy staff can now take part in this work by completing PwC's online EPS survey at tinyurl.com/hycp4ag by **Friday 19th February 2016**; it will take around 10 minutes to complete. PwC would like input from all community pharmacy team members, therefore multiple members of staff at each pharmacy can complete the survey if they wish. Staff at multiple head offices may also complete the survey in relation to specific pharmacies.

Why is this work important for pharmacy teams?

This work is vital to ensure that any additional costs associated with the use of EPS can be assessed and then considered in future funding negotiations. PSNC therefore encourages pharmacy team members to complete the survey and make sure their experience of using EPS is heard. The survey is part of a larger piece of work that was agreed with NHS England as part of the 2015/16 community pharmacy contractual framework funding settlement; find out more at: psnc.org.uk/our-news/eps-costing-study-commences

Action for Contractors

- Complete the EPS survey

Claiming for NMS

Please note that due to the high number of failed third interventions, PSNC has negotiated an amendment to the original service.

Contractors may now claim after the second intervention if they have been unable to contact the patient for the third and final conversation. Please see link on our website for the updated Pharmaceutical Services Directions:

<http://cpny.co.uk/resources/pharmaceutical-services-advanced-and-enhanced-directions-2013/>

(You will find details of the changes on page 13, para. 2)

Future CPNY Meeting Dates

Any contractor that wishes to attend any meeting is invited to do so. If you do wish to attend one of the meetings, arrange this by contacting either your assigned buddy from the Committee or Laura Smart (Engagement Officer) at laura.smart@cpny.co.uk. We can then amend any agenda to address any issues you feel should be raised at the time.

Time	Day	Date	Venue
12pm	Thursday	17 th March 2016	Kings Head Hotel, Richmond
12pm	Thursday	19 th May 2016	Rendezvous Hotel, Skipton
12pm	Thursday	14 th July 2016 (AGM)	Innovation Centre, York
12pm	Thursday	15 th September 2016	Talbot Hotel, Malton
12pm	Thursday	17 th November 2016	Rudding Park, Harrogate

Actions for Contractors	Complete (tick)
Read, print and display the 'Campaigning Guidance for Contractors'	
Sign the petition and encourage all staff to do the same	
Send your good news stories to laura.smart@cpny.co.uk	
Book your place/s on EPS 2 training events	
Independent contractors only – complete application form if you wish to be considered for the role of Committee member by 12 noon, Friday 4th March 2016	
Complete the EPS survey by Friday 19th February 2016	

Contractor Communication

CPNY urges all contractors to keep up to date with all the latest news by following us on Twitter at [@CPNY_News](https://twitter.com/CPNY_News) https://twitter.com/CPNY_News and checking our regularly updated website frequently <http://cpny.co.uk/>.



Keeping Us Informed

We endeavour to keep our database up to date with your names/email addresses so that all important information and opportunities reach all of our contractors. We would therefore be grateful if you could let us know if you move to another pharmacy and/or new members of staff join you who would benefit from being on our mailing list and receiving our weekly email updates. Thank you!

Key Contact Details

- Jack Davies (CPNY Chief Executive Officer) jack.davies@cpny.co.uk
- Laura Smart (CPNY Engagement Officer) laura.smart@cpny.co.uk