

Newsletter

North Yorkshire Local Pharmaceutical Committee

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General news and information

IMPORTANT NOTICE

As this Newsletter is only published bi-monthly, any urgent information and messages are sent out by e-mail. I would recommend you sign up to the LPC database to receive all news and information as it happens, giving either work or personal email addresses. I can confirm this database is not shared with any other organisations. The LPC is regularly asked to forward information on from Commissioners also, so it is important that the LPC database covers every pharmacy.

EPS UPDATE & UPCOMING EVENTS

Included with this Newsletter, but posted separately, is the business continuity plan produced by the commissioning support unit (CSU)

Tokens – these will not be sent automatically to areas going live as first suggested so contractors need to order as soon as they get a go live date.



EPS r2 Event details

There will be an EPS r2 event for the York/Selby area on January 23rd at the Parsonage Hotel in Escrick (see flyer) and one in Scarborough, date to be finalised. There may also be a further York event later in the year when more practices give notice to go live. As we are limited with the number of events we can fund, I would suggest you attend either the York events or the Scarborough event as we are not currently planning any events in further localities.

Latest go live dates;

CCG area	Practice	Proposed go live date
VoY	Priory Medical Group, York	19/2/14
HaRD	Dr Moss & Partners Harrogate	20/2/14
VoY	Posterngate Sugery, Selby	13/5/14
VoY	Clifton House, York	18/2/14
HaRD	Leeds road Practice, Harrogate	5/3/14
VoY	Scott Road Medical Group, Selby	4/3/14

PRE-REGISTRATION EVENT.

The LPC are looking at hosting a half day event for pre-registration trainee pharmacists to cover the NHS landscape, regulatory issues, opportunities for representation, the work of the LPC and the LPC levy. This will be a half day event in March if there is enough demand.

Please email Hazel to register your interest.

ESSENTIAL SKILLS EVENTS



There are 3 upcoming events hosted by in2health focussing on a review of essential topics required for pharmacy staff to support their customers in preventing and managing illness and disease. Including, how to measure blood pressure and accurately interpret results; how to deliver brief Interventions and support healthy lifestyles; and, how to optimise medication adherence and understanding.

The focus is on practical skills and tools to help implement best practice in 'real world' settings. In2Health is an independent not-for-profit social enterprise facilitating delivery of peer-to-peer training within the NHS in the prevention and management of cardiovascular disease.

Dates are ;

4 February 2014 - St Catherine's Hospice, Scarborough

5 February 2014 - York Racecourse Centre, York

6 February 2014 - Ashville College, Harrogate

Flyers are included with this newsletter and details of how to book your place.

LPN

Mike Rymer has been appointed as Chair of the Pharmacy LPN for North Yorkshire and the Humber.

Both NYLPC and Humber LPC will be working closely with Mike to further develop the LPN and agree ways of working.

There will shortly be a request for expressions of interest to become a clinical member of the LPN – full details to follow, along with details of a stakeholder event to develop the pharmacy vision locally.

AUDIT

The results of the community pharmacy multidisciplinary audit that was set by NY&Y PCT in February 2013 on managed repeats have finally been analysed and shared with the LPC and the area team.

In general, despite there being 29 non-responders, the audit showed that the majority of pharmacies had robust processes.

The intention of the audit was that pharmacies can use it for self reflection on how to improve their systems, such as keeping an audit trail.

Results showed that the majority of pharmacies operated a repeat service with a SOP in place, only 6 pharmacies didn't operate a service at all, and of the 108 who replied that they did, only 3 didn't have a SOP in place.



It is envisaged practices will make more use of repeat dispensing when we go to EPS as it will be much easier to use than the current repeat dispensing system, with practices having the ability to recall batches if a patient's medications change.

The service specification for this requires pharmacies to be asking patients do they need each item before dispensing or handing out medication and this should be also adopted with repeat management systems.

A full copy of the audit analysis report is available on request from Hazel.

COMMUNITY PHARMACY CALL TO ACTION: WE NEED YOUR HELP!



Pharmacy teams may have read recently about a 'Call to Action' on community pharmacy launched this month by NHS England.

NHS England is the national commissioner of community pharmacy services and it is currently working on a strategy which will set out how it wants all primary care services to work in the future. Through the pharmacy Call to Action NHS England is seeking views and ideas on how community pharmacy services should be developed in the future as

part of that strategy.

The Call to Action is extremely important because it is our chance to have a say in our future by telling our national commissioner how we believe our services should develop. Patients, GPs and other organisations will also be giving ideas to NHS England, so it's crucial that we make our voice heard and that we show the benefits that pharmacies can and could deliver for the NHS.

The LPC will be working on its response to the Call to Action in a number of ways, including answering the questions set out by NHS England within it and talking to the local NHS England Area Team about how we think pharmacy services should be developed locally.

But we really need your help. To support our response we need to hear examples of how innovative or high quality community pharmacy services have made a real difference to your patients; or of where pharmacies have worked well with other local healthcare providers to support the care they offer. And if you have ideas on how pharmacy services in our area could be improved to better help patients, we want to hear about those too.

The LPC will also be sending some of your examples on to PSNC so that they too can use them to support their national response to the Call to Action.

You can send your thoughts, ideas and examples to the LPC (hazeldmarsden@msn.com), or better still look out for information about events we and the local Area Team will be running in the New Year and come along to talk to us. It will be really important for us to ensure that pharmacy's views are heard at these events, and your support will be a vital part of that.

Quote from Liz Colling, LPC Chair:

"The NHS England Call to Action probably sounds like just another consultation that most pharmacies don't really need to think about; but that couldn't be further from the truth. This time, the future of community pharmacy really is at stake.

It's no secret that the NHS has serious financial problems at the moment, and if we don't tell our national commissioner and our local Area Teams how much we have to offer and what benefits our services can offer the NHS and patients in the future, we risk having services scaled back, rather than developed.

Of course the LPC and national organisations will be working very hard to do this on your behalf, but we need all the help we can get on this – the more examples of great practice we have and the more people we have talking about those, the better chance we have of making sure NHS England hears us loudly and clearly and comes up with a primary care strategy that has community pharmacies at its heart."

Quote from PSNC Chief Executive, Sue Sharpe:

"The launch of NHS England's Call to Action on community pharmacy represents an important milestone for the sector in the reformed NHS. It gives us our biggest opportunity yet to shape pharmacy's future, both by making our own views heard and by finding out more about what users and commissioners of our services think, and it is vital that we take it.

PSNC will be responding to the Call to Action to continue to make the case for the greater role we know pharmacies can play in improving patients' health and making the NHS sustainable, but it will also be important for pharmacy to be heard at a local level. We have provided guidance and support for LPCs to help them to do that and in the New Year we will be hosting a number of local engagement events to seek their views and help them with their local responses and actions.

LPCs and PSNC also need help from pharmacies on this important piece of work though. PSNC set out its vision for community pharmacy this year describing how services could be developed across medicines optimisation, public health, self care and supporting independent living, and we need your examples of successful services to support that vision. You can share your thoughts and examples through your LPC or Regional Representative, and of course by talking directly to your local Area Team."

NORTH YORKSHIRE LOCAL ASSISTANCE FUND

The North Yorkshire Local Assistance Fund provides support for vulnerable adults to move into or remain in the community, and for families under exceptional pressure to stay together. I have suggested that NYCC provide leaflets or posters for display in pharmacies to make patients aware of this fund. Details are on; www.northyorks.gov.uk/nylaf

Contractual and NHS information

COMPLAINTS

Patients with complaints about a pharmacy, which cannot be resolved in house, should be given the following details.

Complaining to NHS England:

By post to: NHS England, PO Box 16738, Redditch, B97 9PT

By email to: england.contactus@nhs.net

Please state: '**For the attention of the complaints manager**' in the subject line.

By telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Patients will need to provide as much information as possible to allow NHS England to investigate their complaint, including some or all of the following:

name and a valid email or home address for reply;

a clear description of the complaint;

any relevant correspondence

Where the complainant has provided an email address, NHS England will send an automatic acknowledgement on the same day the complaint is recorded.

The complaint will be investigated and the complainant will receive the findings of that investigation along with an appropriate apology and to understand if any learning or changes will take place as a result of the findings of the investigation.

PROCEDURE TO FOLLOW FOR UNPLANNED TEMPORARY SUSPENSION OF SERVICES

Jeanette Dove Tel 0113 8251907

Fax 01904 670645

England.PrimaryCare@nhs.net

NHS England Area Team North Yorkshire & Humber
Unit 3 Alpha Court, Monks Cross, York, YO32 9WN

CONTRACT APPLICATIONS, DECISIONS AND CHANGES

Pending applications

Selby, application for premises approval for dispensing at Beech Tree Surgery, 68 Doncaster Road by Dr Williams & partners.

York, application for a no significant change relocation of Monkbar Pharmacy from 3 Goodramgate to 31-33 Monkgate.

Application decisions

Stokesley, new application from Expertcare Ltd offering to secure identified improvements or better access between the vicinity of North Road and High Street, Stokesley refused by NHS England

Harrogate, application from YOP Ltd, 37-38 Hammerain House, Beech Ave, Harrogate HG2 8ER – distance selling premises refused by NHS England.

Other Changes

York, pharmacy closure, Community Pharmacies (UK) Ltd, t/a Gale Farm Pharmacy, 109-119 Front St Acomb will cease trading on 31/10/13

York, relocation of Lloyds pharmacy 28 York Rd Acomb to Gale Farm Surgery, 109-119 Front St, Acomb and trade as Gale Farm Pharmacy from 1/11/13

LPC WEBSITE

The new look LPC Website is still being developed – apologies for the delay in getting this finalised. Newsletters, agendas, news items, minutes and local resources will be published on the LPC website which can be accessed via the psnc.org.uk website (open access, no password required).

Suggestions for what you might like to find on the website will be gratefully received.

FUTURE LPC MEETINGS;

January 23rd 2014, afternoon meeting followed by an evening EPS event (see flyer) at the Parsonage Escrick, York. Open section of the LPC meeting from 4pm, buffet at 6.15pm, event 7pm.

To enable more contractors to attend LPC meetings, January and July meetings will now be rotated around North Yorkshire and include an evening session for contractors.

2014 dates;

March 20th (Boroughbridge)

May 22nd (Boroughbridge)

July 17th (venue TBC)

September 18th (Boroughbridge)

November 20th 2014 (Boroughbridge)

Any pharmacist can attend any LPC meeting as an observer, contact the Chief Officer for details.

A bi-monthly Newsletter will be sent out to update you on important issues and full copies of the minutes of LPC meetings (non-confidential matters only) are available on request from the Chief Officer or via the LPC website. The Chief Officer also has a database of contractors who receive information items and Newsletters electronically; anyone wishing to be added to this list, please e-mail Hazel on hazeldmarsden@msn.com

For employee pharmacists and locums, please give your home email address if you prefer, or cannot easily access emails with attachments at work.

Any queries regarding the LPC or community pharmacy issues should be made to the Chief Officer preferably by email.

Feedback on the work of the LPC always welcome.

SUMMARY OF ACTIONS FROM THIS NEWSLETTER

<i>LPC database</i>	<i>Register email address with Hazel</i>	
<i>EPS release 2</i>	<i>Register for the EPS event if in York/Selby area</i>	
<i>Pre-registration trainees</i>	<i>Register interest in attending an event</i>	
<i>In2Health essential Skills events</i>	<i>Register your place</i>	
<i>Call to action</i>	<i>Examples of good practice and innovation needed</i>	