

Wednesday 10th June 2020

Community Pharmacy Somerset Bulletin

This briefing is critical reading as it contains local information to support you in your business.

This bulletin focuses on the local Somerset system-based factors, decisions and support available, that will impact on your operations.

Please **read, review and reflect** on what you can usefully get from the info and **connect with us** if you have any questions or need any further information.

We have set up a new [Wellbeing and self-care web page](#) to signpost you and your team to resources intended to help you to maintain your health and wellbeing during this time. This will be updated as new information and resources become available.

We are here for you!

People

1. COVID-19 testing for pharmacy staff [Please use the Somerset based service first-line]

- Somerset LPC are concerned that our pharmacy teams are not taking full advantage of the Somerset Health system offer to test pharmacy healthcare personnel rapidly and locally.
- Please ensure that your teams, including those who are currently self-isolating due to suspected symptoms of COVID-19, are fully briefed about this great support negotiated by your LPC. This is a key part of your duty of care for your teams; please follow the advice on our website to get any affected individuals in your teams tested and to keep them available for work.

[Somerset COVID-19 testing procedures for staff.](#)

- At present the logistically easier choice is through the Somerset Health and Care system micro-testing sites set up across four locations in Somerset (Taunton, Shepton Mallet, Yeovil and Bridgwater). Community pharmacy staff are included in frontline worker support.
- There are South West based national units, the nearest ones being [Taunton racecourse](#), [Exeter \(Honiton Rd, Park and Ride, junction 29, M5\)](#) and [Bristol Airport \(Silver Zone car park\)](#) should the local test service not have availability. [Click here](#) for information about eligibility and how to access testing at a **National Test Centre**.
- Please notify the SW NHSE-I Primary Care Team if you have any issues with service delivery during this time - email: england.pharmacysouthwest@nhs.net

2. Emotional Wellbeing Survey [Please complete and cascade to your teams]

- The Somerset Pastoral Care for Frontline Staff Cell has created an emotional wellbeing survey to help us to establish a baseline level for the emotional wellbeing of our Somerset workforce. A new survey will be sent out fortnightly.
- All findings and analysis will be shared with all providers and organisations across the county;

this is a completely open and transparent process that we are coordinating and we welcome your feedback.

- Please complete the survey [here](#) and cascade to your teams.

3. COVID-19 operational pressures on independent pharmacies survey [Please complete by 12th June]

- PSNC is collecting data on an ongoing basis to understand the impact that the COVID-19 pandemic is having on pharmacies in England. As part of this, they have asked contractors running independent pharmacies to fill out a 'Temperature Check' survey looking at the various pressures on their pharmacy in May 2020.
- Head Offices of larger groups have been contacted separately to collect data via AIM and CCA. Please do not fill out this survey if you are part of a larger group.
- If you run an independent pharmacy, the LPC would encourage you to fill out the survey [by clicking here](#). The survey is open until Friday 12th June.
- Data will be aggregated to help understand the pressures independent pharmacies are facing, and individual responses will not be shared.

4. Pharmacy in a post-COVID-9 world [Interesting reading]

Nick Kaye, NPA vice chair has written an article in Pharmacy Magazine; [NPA View: What changes do we want to stay?](#) In the article Nick highlights some issues for pharmacy and the wider health system that we need to consider in the post-crisis world.

5. Iceland priority delivery for NHS staff [For information for you and your teams]

- Iceland is offering NHS staff (including community pharmacy staff) regular access to dedicated on-line weekly shopping slots. These are every Friday from 9am to 11am, for deliveries the following Monday.
- How to use the offer:
 - Send an email to: somccg.humanresources@nhs.net for the attention of Alison Brown.
 - You will then be provided with a passphrase that you will need to register for an account with Iceland.
 - You will need to register for an account on [Iceland's website](#).
 - Once your account is set up, there will be an option of entering your 'personal passphrase' in the 'My Account' area.

6. 'Somerset Community of Pharmacy' [Optional support for the whole pharmacy team]

Your LPC are running regular informal Zoom drop in sessions for you and your whole team. We would like to hear from you and how you are getting on with any aspects of your practice or business, COVID-19 related or not. Please do come along for a chat with Michael and Yvonne and colleagues from the community of pharmacy in Somerset - you don't have to stay for the whole hour. Bring a question or problem and we'll work together to share a solution, or just come along and listen/chat to others who understand the work environment you are in for an empathetic ear. The sessions are held on Mondays 1:00-2:00pm.

How to join:

- Zoom link: <https://us02web.zoom.us/j/84809183476>
- Password: 921788 (Same login details each week).
- The next meeting is on Monday 15th June.

Operations

1. Chlamydia Screening Service [Please read updated information]

- Please read the updated information about the chlamydia screening service on the [LPC chlamydia screening web page](#). This includes; how the service runs now, possible symptoms, recommended treatment, recommended process for follow up and how to order testing kits.
- Please familiarise yourself with the updated information
- Contact details and to order kits and promotional materials:
 - email: somersetcs@sompar.nhs.uk
 - Tel: 0300 3230036

2. NHS email [Immediate action required]

- Over the weekend you may have received an email from NHS Digital stating that they have identified an issue with how you access your NHSmail account, which might make it more vulnerable to an external security threat that has been observed. During the COVID-19 pandemic we have seen reports of increased phishing attacks in the health and care sector and it is essential that you take this action to ensure continued security for your mailbox. This is a legitimate email and the following steps must be taken if you have not done so already:
- Change your password as a matter of urgency, to ensure that security is maintained.
- To change your password go to: [NHSmail web portal](#)
 - Sign in using the 'Login' button in the top right
 - Choose 'Profile' from the top left of your screen
 - Click on the 'Change Password' button on the right.
- When your password is changed on the nhs.net portal, you will be prompted to re-sign into your email account in Outlook and on other devices such as mobiles or tablets. You may also need to enter your new password into Microsoft Teams.
- If you have any problems please contact the SCW IT Service desk via [TOPDesk](#) or tel: 0300 101 0080.

3. Temporary changes to electronic Repeat Dispensing (eRD) consent model to encourage uptake [Action]

- Patient consent requirements for eRD have been temporarily suspended to encourage wider use of the system during the COVID-19 pandemic.
- [NHSE-I have written to community pharmacies and GP practices](#) to explain the changes to the consent model for eRD and to highlight this opportunity for eRD to be further utilised to benefit more patients.
- These changes are due to remain in place until 30th June 2020, at which point they will be reviewed.

4. EPS 4 roll out [For information]

- EPS 4 is the next phase of the electronic prescription service where patients who have NOT nominated a pharmacy of choice are given a barcode, via email or text, to present at a pharmacy of their choice.
- Fifteen GP practices in Somerset are live with EPS 4 and the remaining will be going live over summer.
- When you enter the barcode provided you will be able to download the patient's prescription.
- If you come across these patients...you may want to ask if they would like to nominate your

pharmacy for all future prescriptions.

- The surgeries have said, "We are encouraging all pts to nominate a pharmacy prior to prescription issue to avoid needing to issue a barcode (they are not printing them for patients during COVID-19). If there is no pharmacy nomination and a prescription is issued following a remote consultation, the patient may have their barcode sent by text or email, depending on patient's IT access and prescriber awareness to do this. We have been advised that the prescription may be found with the use of the patient's NHS number, but this is not as quick a process."
- Find out more about EPS4 at the [NHS Digital EPS 4 web page](#).
- Please contact yvonne.somersetlpc@gmail.com if you have any questions.

5. EPS – Controlled drugs [For information]

- Devon Doctors will be switching on EPS for controlled drugs in the next two weeks for pharmacies.
- Nothing has changed around regulations, just pharmacies to be aware.
- Please contact yvonne.somersetlpc@gmail.com if you have any questions.

6. Varenicline (Champix®) two week starter packs currently unavailable, but four week starter packs are available [Action]

- Further to the bulletin entry last week, we have been notified that four week starter packs of Champix® are currently available, while the two week starter packs remain unavailable.
- Therefore a split four week started pack is an option for patients; retaining the following two week's supply for the patient for their next supply.
- Please use your discretion and knowledge to help clients seeking to stop smoking maintain the level of support they are expecting.
- Please provide a PIL for the starter pack which can be downloaded and printed out.
- Clearly mark the remaining "splits" with the client's details so you can dispense these packs the next time the client presents for their supply.
- Please contact yvonne.somersetlpc@gmail.com if you have any questions.

7. Varenicline (Champix®) PgD online training [Book your place now]

- This training is for pharmacists who deliver the Varenicline PgD community pharmacy service in Somerset who are due an update or those who are planning to start delivering the service.
- We know that outcomes from COVID-19 are worse for those people who smoke so this is a way that you could help. Delivering smoking cessation support adds to your business offer and footfall, as well as income, patient care, satisfaction, loyalty and helping people to improve their health and lifestyle.
- **Last quarter our top performing Pharmacy earned £448.82 in Champix® service provision. ...This could be you!!!**
- The quit clubs have waiting lists of clients waiting to be referred into a pharmacy in their area of choice so there is a real need to train more pharmacists to deliver the service, so please sign up!
- If you are a locum pharmacist this training is also for you if you work in any pharmacies providing or planning to provide the service.

Training dates (all 7:00-9:30pm online):

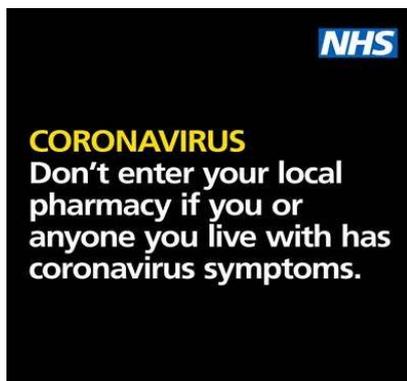
- Tue 16 June 2020 – final few places available – **BOOK NOW!**

- Thu 24 September 2020
- Wed 18 November 2020
- Please email: anne.somersetlpc@gmail.com to book your place.

Customers

1. Updated social media resources

- The [LPC social media resources web page](#) has been updated with new resources. We will be using these in our social media posts – please retweet and share.
- Please use as part of your responsible social media and promotional activity.
- This is another great example of how Somerset as a system is working with community pharmacy to help us to support patient care.



Finance

1. Pandemic delivery service [ACTION - claim by 5th of each month]

- Please remember to claim for your Pandemic Delivery Service via the [Manage Your Service \(MYS\) portal](#) 'Home Delivery Advanced Service' link.
- There is a facility within MYS that enables a submission to contain claims for more than one month.
- This is a temporary service whilst the COVID-19 pandemic lasts; therefore it is even more important that you submit your claims on time. The deadline for claims is the 5th of each month while the service is commissioned.
- **80 percent of our pharmacies have not claimed for this service.**
- **Please double check you are claiming for all services you are providing.**

LPC contact details and useful resources

LPC contact details:

- CEO: Michael Lennox. Tel: 07798 861866. Email: michael.somersetlpc@gmail.com
- Engagement Officer: Yvonne Lamb: Tel: 07932 952497. Email: yvonne.somersetlpc@gmail.com
- Administration Officer: Mary Pennington. Tel: 077142 14811. Email: somersetlpc@gmail.com

If you wish to contact any other LPC Member, visit our website at: [LPC members and officers.](#)

Useful resources:

- NPA: www.npa.co.uk/coronavirus-updates/
- PSNC: [COVID-19](#)
- [NHS \(COVID-19\) Community Pharmacy Standard Operating Procedure](#) and [Contact details for Community Pharmacy SOP](#)
- [Somerset LPC website](#) - updated on a daily basis.



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