SOMERSET LOCAL PHARMACEUTICAL COMMITTEE bulletin

Wednesday 15th September 2021

Community Pharmacy Somerset Bulletin

This briefing is critical reading as it contains important information and actions required to support you, your team and your business.

Register now: "Our Way Ahead: What next for Community Pharmacy in Somerset"

Dear Community Pharmacy Somerset owners and teams,

Your LPC is calling for all 102 pharmacy contractor teams in our county to join together at our Annual General Meeting to explore: **Our Way Ahead: What next for Community Pharmacy in Somerset".** We recognise the workload pressures at this time and we know your time is precious. Please help us to help you all by attending this online event. You will appreciate that we do not make many regular calls for specific support from you. However, this is the moment we make a specific request, and this is a clear call to yourselves from our Chair: James Nicholas, Chief Executive Officer: Michael Lennox, and our LPC committee to join us for this important update evening on Thursday 23rd September at 7pm, for one hour. All colleagues of the pharmacy team are included and most welcome - our goal is **being all together at once**, so we need colleagues from every pharmacy in Somerset, whether Independent or Multiple!

Register in advance here to receive a link to join the meeting. Thank you to those of you who have already committed to be there.

Essential coms: Why NHS mail must be part of your thinking!

- The NHS, Turning Point, LPC and others use your pharmacy's **NHS.NET** email address as the preferred method of communicating with your pharmacy.
- **NHS.NET** is the preferred email address as it is secure; therefore at least one person in your pharmacy must be able to access the **NHS.NET** email box **at all times (and do so)**.
- Please monitor your inbox regularly for vital operational updates. It is imperative that this is checked regularly throughout the day so that important emails are discussed within teams and are actioned in a timely manner.
- All services that are live on Pharmoutcomes use the pharmacy's **NHS.NET** account as a back-up if Pharmoutcomes has an outage.
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COVID-19

1. COVID-19 lateral flow device distribution service [Action]

- As you are aware the community pharmacy COVID-19 lateral flow test distribution service has been extended until 30th September 2021.
- Somerset community pharmacies every week are supporting nearly 6000 members of our communities with easy to access LFT kits.
- In fact, we are doing more than the online ordering system.
- Well done, and please do review and implement the **new service specification.**
- This way we can continue to play a very significant role in the fight against COVID-19, protecting our friends, families and communities.

People and workforce development

1. **Funding available to support pre-registration trainee pharmacy technicians (PTPT) training [Action]**

- Health Education England (HEE) is funding to support the training of pre-registration trainee pharmacy technicians (PTPTs) as part of either a cross-sector integrated programme or single sector training within community pharmacy.
- Across the Somerset system we are looking to work with employers and partners to support their development of PTPTs to address the significant shortfall in the numbers of pharmacy technicians available to meet demand within the county
- We would like to bid for as many trainees as we are able to fully support via this funding, but to do this **we need YOUR help!**
- We already have three PTPTs from the previous funding opportunity in 2020 who are in cross-sector training posts in Somerset and these are progressing very well thanks to the excellent support provided by all the partners involved.
- If you would like to join in expressions of interest in the funding please contact Anne Cole at: **anne.somersetlpc@gmail.com** before 20th September 2021.

2. **CPPE Newly qualified pharmacist programme [Information]**

- This fully-funded, twelve-month programme is for newly qualified pharmacists who completed their pre-registration training in 2021 and are working in independent and small/medium multiple community pharmacies (including locums). Applicants must be on the GPhC register as a pharmacist - provisionally registered pharmacists are **not** eligible to apply.
- The programme is aligned to the Royal Pharmaceutical Society (RPS) ***Post-registration Foundation Curriculum***. The curriculum is underpinned by the RPS ***Foundation Pharmacist Framework***, which was produced from an evidence-based role analysis of the current and future roles (until 2023) of early careers pharmacists, practising in all sectors across the UK.
- The programme is designed to support newly qualified pharmacists to become better equipped to adapt and deliver safe and effective patient care at this pivotal stage of their career.
- The programme takes a blended learning approach and offers a comprehensive mix of online learning activities, workshops, assessment and work-based support. Each pharmacist will be allocated a designated CPPE education supervisor, who will review their progress in practice and provide feedback and support.
- For more information and to check if you are eligible to apply, **click here**. The programme starts on **01 November 2021.**

3. **Foundation training year for trainee pharmacists [Action]**

- The new Foundation raining Year e-portfolio has already been rolled out to over 86% of trainees since its launch in August.
- **Trainees who were not recruited via Oriel** will have received an email from the GPhC, on behalf of Health Education England (HEE), inviting them to complete an HEE survey. This email

is titled 'HEE Foundation Training Year Programme' and asks that you complete the survey as soon as you can, or you can **access it here.**

- **If you are a designated supervisor** for a trainee, please complete the **Designated Supervisor Survey** as soon as you are able to. This is to enable you to access to the e-portfolio.
- Please note: It will take 2-4 weeks to process the information and set up access to the e-portfolio. You will receive an email from **traineepharmacist@hee.nhs.uk** informing you when your log-in details will be sent.
- Wherever you are in your journey to registration, **HEE signposts to a range of resources to support your learning and development**. As well as clinical-focused resources, you will find a wide range of packages to help you learn, and to develop the skills and attributes needed to work as a pharmacist and support your health and wellbeing.
- Please sign up for regular IETP updates from HEE by completing this **short survey** and visit the **HEE Trainee Pharmacist Foundation Year website** for the latest news and FAQs.

4. CPPE online workshops - new programme for Autumn-Winter 2021-22 [Register now!]

- A new programme of CPPE online workshops for Autumn-Winter is now available for booking. See attached CPPE South West Newsletter Autumn/Winter 2021 & event flyer.
- Online workshop topics include: *(Click on title for further information, available dates and times and booking links)*:

• **Hypertension**	• **Depression**
• **Asthma**	• **Chronic obstructive pulmonary disease**
• **Deprescribing**	• **Falls prevention**
• **Consultation skills: introducing a person centred approach**	• **Antimicrobial stewardship: focus on optimising antimicrobial prescribing**
• **Neurology and dementia in primary care**	• **Supporting patients living with dementia**
• **Medicines optimisation in care homes essential skills**	• **The Mental Capacity Act 2005 and covert administration of medicines**

A new CPPE learning campaign *Seeing you better: Culturally competent person-centred care*, launches on Monday 13 September.

- This four-week learning campaign will help you to actively seek knowledge about the experiences of people from different cultures to your own. You will learn the importance of sensitively asking questions instead of making assumptions about a person's beliefs, values, needs and concerns.
- The campaign will also help to support your work towards the 2021/22 Pharmacy Quality Scheme (PQS) - Addressing unwarranted variation in care.

5. Somerset Emotional Wellbeing (SEW) Colleague Resilience Hub emotional wellbeing podcasts [Information]

- A series of **Mental and emotional wellbeing support podcasts** has been provided by Dr Andrew Tresidder & Dr Peter Bagshaw from NHS Somerset CCG to support everyone working in healthcare during this time.
- New episode(s):
  - **World Suicide Prevention Day 2021**
  - **Getting Older (for people who don't want to talk about it)**

Operations

1. NHS.NET email [Action]

- Please note that the NHS, Turning Point, LPC and others use your pharmacy's **NHS.NET** email address as the preferred method of communicating with your pharmacy.
- **NHS.NET** is the preferred email address as it is secure; therefore at least one person in your pharmacy must be able to access the **NHS.NET** email box **at all times.**
- **Please monitor your inbox regularly for vital operational updates. It is imperative that this is checked regularly throughout the day so that important emails are discussed within teams and are actioned in a timely manner.**
- Please remember all services that are live on Pharmoutcomes use the pharmacy's **NHS.NET** account as a back-up if Pharmoutcomes has an outage. The **NHS.NET** email account will then receive all the information for services as per business continuity plans so the needs of patients can still be met.
- Users of your **NHS.NET** email address include:
    - NHS England (NHS GP-CPCS Service, bulletins and alerts).
    - Turning Point (Changes in dosage or key information needed for patient care)
    - Somerset CCG.
    - NHS 111 (Out of hours referrals for minor illness/urgent meds service)
    - NHS Hospital Trusts (NHS Discharge service).
    - GP surgeries.
    - Other health professionals.
    - Somerset Council (All services) will use NHS.NET to communicate with your pharmacy.
    - Somerset LPC and others.

2. NHS Smartcards [Action]

- It is a requirement that all members of your pharmacy teams have a working NHS Smartcard to access the Summary Care Record (SCR) and other services.
- Please ensure ALL team members have their OWN smartcard when working in your store and are not sharing smartcards. This includes locum and relief staff.
- Below are the details for the central NHS Smartcard team who will be able to assist you in:
    - Getting new Smartcards for your staff
    - Renewing smartcards that are due to Expire
    - Disabling Smartcards for members of staff no longer working in your pharmacy
    - If you work across multiple sites to let the smartcard team know so you have locum access to enable you to do this effectively.
- Contact details for Smartcard queries or changes:
    - **NHS South, Central and West CSU**
    - Email: **scwcsu.smartcards@nhs.net**
    - Tel: 0300 561 0429.

3. **Daily dose containers for Turning point clients [Information]**
   - A reminder around the fees you can claim for dispensing items that require or are requested by prescriber for items using daily dose containers especially this will likely be patients accessing either supervised or take-home supplies of Physeptone® as an example.
   - Doses of methadone should be dispensed in daily dose containers. The use of daily dose containers is safer for the client and the importance of this has recently been highlighted by the coroner following an overdose death.
   - Pharmacies get paid a packaged dose fee for each bottle including when methadone is prescribed on an FP10 (green) prescription. Turning Point is only able to prescribe on an FP10MDA (blue) prescription if there are multiple pick-ups or supervised consumption.
   - **PSNC state**: An additional **"Packaged Dose" fee of 55p can be claimed per additional bottle of oral liquid methadone supplied**. The number of additional packaged doses claimed must be clearly endorsed on the prescription as payment of this fee will be based on the endorsement given only. **The required endorsement is PD and the number of additional packaged doses supplied, e.g. PD 8. The number of additional packaged doses supplied is equal to the total number of days' supply given minus the number of patient interactions.**

4. **New Medicines Service (NMS) - draft updated Service Specification and Directions published [Information]**
   - From 1 September 2021, pharmacy teams are supporting more patients who are starting to take new medicines. The new therapeutic areas are: Acute coronary syndrome (ACS), Atrial fibrillation (AF), Coronary heart disease, Epilepsy, Glaucoma, Gout, Heart failure, Hypercholesterolaemia, Long term risks of venous thromboembolism/embolism, Osteoporosis, Parkinson's Disease, Stroke / transient ischemic attack, Urinary incontinence and retention.
   - **NHSE-I have published an updated draft version of the New Medicine Service (NMS) service specification** to reflect the expansion of the service, which was one of the agreed outcomes from negotiations for **Year 3 of the Community Pharmacy Contractual Framework.**
   - This service specification is currently working its way through the NHSE-I publication approval process, and the final version will be published in due course.

5. **NHS Discharge Medicines Service (DMS) [Action]**

   - There have been over 400 referrals into the DMS from YDH since the launch of the service in July 2021 (July 87, August 198 and September 115).
   - YDH are working closely with the LPC and the Pinnacle team to improve the service when issues arise.
   - If you have anything to raise with YDH they have asked that you liaise with the LPC (contact Yvonne – see below), especially for discharge notifications that are not completed properly, so they can improve the service within their own team.
   - We also are working with the hospital team in Taunton and Somerset Foundation Trust to go live this coming quarter.
   - Please brief your teams as per previous LPC bulletins and to continue to check regularly for referrals coming through and action them.
   - Please email any queries/concerns can be emailed to: **yvonne.somerset@gmail.com**

Flu vaccination

1. Directions for the 2021/22 Flu Vaccination Service 2021/22 issued [Action]

- Community pharmacy contractors meeting the requirements for the provision of the **Community Pharmacy Seasonal Influenza Vaccination Advanced Service** can now begin providing this service, following confirmation of the signing of amendments to the Secretary of State Directions from the Department of Health and Social Care (DHSC).
- A National Protocol has also been confirmed to support the flu vaccination programme for 2021/22. This national protocol will enable you to better use the skill mix within your pharmacy when delivering flu vaccinations.
- You should read the **Service specification and Patient Group Direction** / **National Protocol** (as appropriate) before providing the service.
- Additional detailed advice on what you need to have in place before providing the service is also available in the **PSNC Briefing 023/21: Guidance on the 2021/22 Seasonal Influenza Vaccination Advanced Service**.

GP referrals to the NHS Community Pharmacist Consultation Service (GP-CPCS)

1. GP-CPCS top tips [Action]

- There have been over 2000 GP-CPCS referrals since the launch of the service in June 2021 (June 165, July 720, August 732 and so far in September 397)
- This is something the whole Somerset health system is very proud of. Please take a moment to reflect the amazing work you are all doing and thank you for everything you are doing to help patients and support the wider NHS via this service.
- Two PCNs are still to go live, but despite this, the numbers of referrals being sent to pharmacies in Somerset is at a consistent level which is helping with the challenges in workforce and workload across the system.
- To help you patients to get the best care from the service it is important you read and action the "Top tips" below:

GP-CPCS Top Tips

- Please brief your team about the service and show them how the referral will come into your pharmacy.
- Ask all team members to access the videos and resources for this service (see below).
- Check Pharmoutcomes and NHS.NET regularly throughout the day for referrals and any previous ones that have not been actioned and act accordingly.
- When a referral comes through please click ***'Accept'*** to let the system know you are aware of referral and have it in your pharmacy.
- Once you pharmacy has accepted the referral you **MUST** make contact with the patient within **4 working hours** to discuss the next step for you and the patient; either a telephone or a face to face consultation.
- If you have had clear communication with a patient, but you could not resolve their issue and you have had to signpost them back to GP or other healthcare setting then please do not

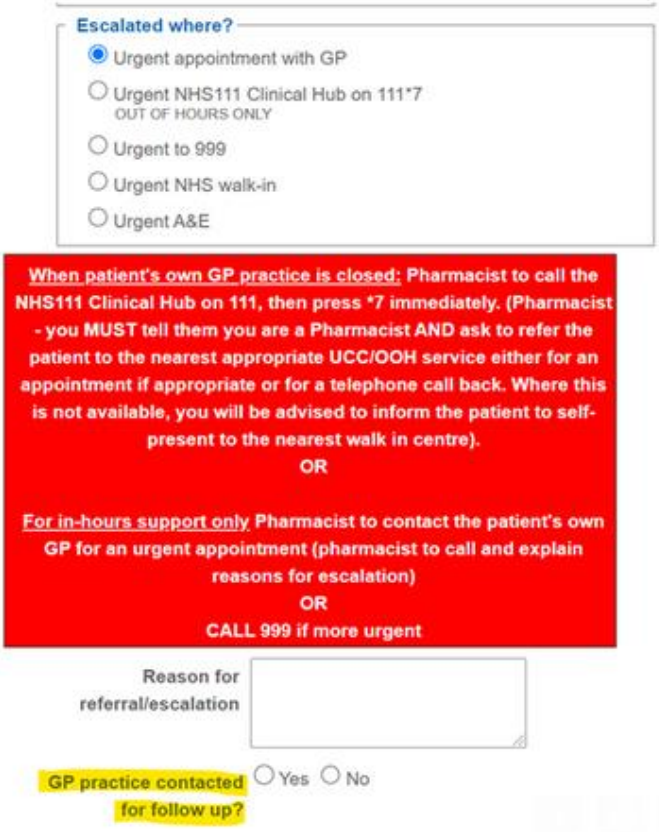
"DROP" (*Unable to complete*) the referral because you **<u>WILL NOT</u>** be paid. There are too many cases being dropped that shouldn't be and your losing £14 per referral in revenue! You should ***Complete and save*** the referral and select the appropriate outcome – and save. - **<u>This is the only way you will receive payment.</u>**

- If the patient needs to be referred to another care setting like GP/A&E then please click ***'Signposting'*** and select the appropriate option.
- (Dropped should be used for patients you cannot contact or duplicate referrals).
- If you are referring the patient back to their GP urgently or non-urgently - **call the escalation number for the practice**, arrange an appointment for them and note on Pharmoutcomes **GP contacted for appointment.** This informs the system that the patient has had an end-to-end process and the onus is then back on the practice to assist the patient. Please include brief and clear details about why you have referred a patient back – this ensures the patient receives the care they need and saves everyone's time.
- If you need any help with any aspects of GPCPCS please contact either Yvonne or Michael.

Thank you for your continued professionalism and care shown, you are exemplars!

2. GP-CPCS functionality in Pharmoutcomes [Information]

- We are working as a whole system to improve the GP-CPCS functionality on Pharmoutcomes.
- As we are receiving data and reflecting on what you are inputting through the Pharmoutcomes platform, we noticed that there were some key conditions missing from the options such as UTI and hayfever. We approached Pharmoutcomes for these conditions to be added to the list. As such, there will be no need for you to use the "Other" box as an option to record these conditions.
- The other improvement we have been asked to review was the escalation process and "Escalation to GP for Urgent appointment" has been added (see screenshot below) and shortly "Non Urgent appointment" to reflect the SLA.



Customers

1. **Respiratory syncytial virus (RSV) possible surge this Autumn [Action]**

- As you will be aware, we are expecting a surge of wheezy children this Autumn with suspected RSV (bronchiolitis).
- In order to ensure that these children are managed consistently, Somerset CCG has have developed a system wide pathway for managing wheezy children, including guidance on when to refer onwards.
- The CCG is aware that many children will be attending community pharmacies to access support for minor illnesses and thought it would be helpful if all pharmacists have access to this pathway (see attached escalation pathways). Although pharmacists may not have access to paediatric oxygen saturation meters, the CCG hopes the pathway will help to inform your decision making.

Finance

1. **Community Pharmacy Contractual Framework 5-year deal: Year 3 (2021-22) new contract service opportunities [Information]**
   - Your LPC are working with the Somerset system and PCN Leadership to map out how we can collectively get the best from the new contract service opportunities that exist. These include:
     - **The Pharmacy Quality Scheme (PQS) 2021/22**
     - **New Medicine Service 21/22**
     - **The Pharmacy Access Scheme (PhAS)**
   - Making sure that the Somerset 13 PCNs, 64 practices and 102 pharmacies work together to get GP-CPCS and an expanded NMS right, and to land the Hypertension Case Finding seamlessly, is a critical task.
   - Gone are the days when we knuckle down in our own pharmacies and deliver on our own for our own customers. Collaboration and getting stuff done together in the new way of working.
   - Your LPC will be working relentlessly in the background and with our 13 PCN community pharmacy leads in October to enable them to support, so we get the new opportunities right in the PCNs.
   - PSNC's CPCF Year Three webinar for community pharmacy contractors is now **available to watch on-demand.**

2. **Pharmacy Quality Scheme (PQS) guidance published [Action]**

- NHSE-I has published **guidance on the 2021/22 Pharmacy Quality Scheme (PQS).** The guidance document provides information on how community pharmacies can meet the gateway criteria and domain requirements.

PQS 2021-22 training requirements:

- **CPPE has a webpage** linking to the relevant learning programmes for PQS 2021-22.
- Also see the ***PSNC Briefing 025/21: Pharmacy Quality Scheme – Summary of the training requirements for the 2021/22 Scheme.***

3. **Hypertension Case-Finding: equipment and training [Information]**
   - To help you prepare to provide the new Hypertension case-finding advanced service going live from **1st October 2021**, information about the equipment and training requirements needed to provide this service has now been published on the **PSNC website**.

Contact details and useful resources

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: 07142 14811. Email: **somersetlpc@gmail.com**

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