

**Wednesday 29<sup>th</sup> 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.**

**Dear Community Pharmacy Somerset owners and teams,**

Welcome to this edition of the Community Pharmacy Somerset Bulletin.

We wanted to share with you some reflections from our recent Annual General Meeting and Contractor evening and to thank the many colleagues who turned up on the night.

Looking back at the year gone, 2020-21 has seemed like the never-ending year at times, with the ongoing hanging operational, financial, and psychological impacts of covid affecting community pharmacy contractors as businesses and as teams.

The LPC acknowledges the extent of the current financial pressures on our contractors and would like to thank our contractor teams for their resilience in such circumstances. We hope that the recent opportunity to reclaim your legitimate and extensive operational COVID impact costs will provide equitable recompense.

It is important to believe that better days will come; certainly the recent year could not have been much more challenging.

Your LPC has been working relentlessly on your collective behalf to enable better days, faster, and we are actively involved in all aspects of the strategic development of the new system in Somerset. We are included in, influencing it and beginning to have positive impact on the new models of care and ways of working being created for this next phase of health delivery.

This LPC delivered aspect of support is critical to paving a way ahead.

We appreciate the preciousness of your time, but if you can spare just a few minutes, please do look at the brief video from our [Somerset CCG's, Michael Bainbridge](#). We think it captures a positive path ahead for us and should lift your spirits.

The materials from the AGM are also available at the [LPC website](#) for you to access if you wish.

We would also like to congratulate you all on the fantastic work you continue to do, for example:

- In the 4 months since the GP-CPCS service launched in Somerset you have completed 2387 consultations; providing care to patients and relieving pressure on other parts of the NHS.
- The 588 referrals into the DMS from YDH since the launch of the service in July 2021.
- And your absolutely fantastic start to the flu season with 10,862 doses delivered so far - nearly 4000 more than the same period last year! And despite the difficulty and delay in delivery of vaccines.

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

**At the risk of being provocatively optimistic, I believe we are well-placed to move from what is a difficult present to a soon to be more rewarding future position.**

Kindest regards

**Michael**

**CEO @Community Pharmacy Somerset**

In this edition, as well as reading, acting and reflecting on all the content, we would particularly like to draw your attention to:

- [GP-CPCS referrals if the pharmacist is not available](#)
- [Influenza vaccination – you have made a great start!](#)
- [Changes to the C-19 LFD Distribution Service from 4th October 2021](#)
- [PSNC's CPCF and PQS webinars are now available to watch on demand](#)

### ***NHS mail – operation critical!***

- The NHS, Turning Point, LPC and others use your pharmacy's [NHS.NET](#) email address as the preferred method of communicating with your pharmacy; therefore at least one person in your pharmacy must be able to access the [NHS.NET](#) email box **at all times (and do so)**.

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# COVID-19

## 1. Changes to the C-19 LFD Distribution Service from 4th October 2021 [Action]



- Changes have been made to the service from 4<sup>th</sup> October 2021 to increase traceability of test kits and to continue to assist NHS Test and Trace with efforts to identify COVID-positive cases in the community and break the chain of transmission.

The changes to the service specification include:

- A reduction in the number of packs of test kits contractors can supply per transaction from four to two, which brings the service in line with other providers of test kits.
- The introduction of the requirement for citizens to register for a collect code via [gov.uk/get-collect-code](https://gov.uk/get-collect-code) or 119 prior to making a collection from a pharmacy.
- If citizens do not wish to register for a collect code, a supply can still be made as an anonymous collection, but people should be encouraged to use collect codes wherever possible.
- Changes to the information to be captured and reported for each transaction: test kit lot number and quantity supplied.
- A preference for daily entry of data to support NHS Test and Trace to identify areas of COVID-19 testing demand, support traceability and enable stock management, with a minimum requirement to enter data each week.
- Additional guidance on stock control and quality control of test kits, with insight into how NHS Test and Trace will review contractor stockholding.
- A reduction in the minimum recommended age for a person to collect LFD test kits to 16 years.
- A reminder that if you are providing this service you need to display the new NHS Test and Trace marketing materials, where space permits.
- If you choose to not provide the amended service, you should have notified NHS Test and Trace by 23:59 on 26th September 2021.

**For further information visit the [PSNC website](#).**

## 2. Vaccination buddies [Information]

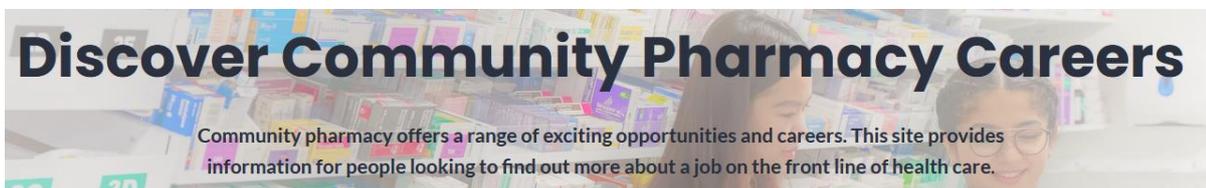
- Vaccination buddies are still here to help people to make informed decisions about their COVID-19 vaccination.
- In Somerset, the majority of adults have now had both their COVID-19 jabs, but some people don't feel comfortable with taking the vaccination. Have you encountered people who have questions and concerns about the COVID-19 vaccine that you haven't had the time or knowledge to answer? Or maybe you have some questions yourself? We can help!
- Our team of Vaccination buddy volunteers can offer 1-2-1 advice over the phone to anybody in Somerset who is worried about having the vaccine, or maybe their second jab.
- Vaccination buddies come from all walks of life and can speak a range of languages including Dutch, Portuguese, German, Polish, Italian and French. They have undergone full training from Public Health at Somerset County Council. They cannot however, offer medical advice.
- You can request a phone call with a Vaccination buddy [via this form](#). (Referral forms also available in [Polish](#) and [Portuguese](#).)
- **Please print and share the attached posters in English, Portuguese and Polish.**

# People and workforce development

## 1. *Thinking Pitstops* training [Book now!]

- We all need help and skills to cope with the pressure of work and the continuing impact of COVID-19. *Thinking Pitstops* will help you feel better, think more effectively.
- Enrol now for funded, online training in one of the most useful brief methods that NHS workers can use to look after themselves and each other.
- *Thinking Pitstops* was created at the start of the pandemic as a quick, practical and supportive intervention to help NHS workers think more clearly under pressure. *Thinking Pitstops* training will show you how to pause your day to Think under Pressure for yourself and how to help a colleague do likewise.
- Using it on your own takes only 8 minutes and facilitating a colleague only 12, so this is a very practical way of decompressing from stress even in the busiest of days.
- This is what people working in healthcare are saying about *Thinking Pitstops*:
  - *An opportunity to listen to yourself and untangle thoughts and emotions.*
  - *A mental re-charge*
  - *An amazing opportunity to download and decompress*
  - *Being on the receiving end of a Thinking Pitstop allowed my mind to perform on a different level!*
  - *Sounds good! We can't afford the time to do this – but actually, we can't afford not to – so we will!*
  - *One of the most powerful tools I have ever learnt. Elegant yet simple, it empowers us to slow our thinking and achieve effective change almost effortlessly.*
- See attached for further details.
- Dates for the next Rookie training to be able to deliver a *Thinking Pitstop* to a colleague:
  - Thu 21<sup>st</sup> Oct, 09:30-13:30, or
  - Wed 3<sup>rd</sup> Nov 09:30-13:30, or
  - Tues 16<sup>th</sup> Nov 09:30-13:30
- Email [Heidi.moule1@nhs.net](mailto:Heidi.moule1@nhs.net) to book your place.

## 2. Community Pharmacy Workforce Development Group (CPWDG) – Careers in Community Pharmacy website launch [Information]



- CPWDG - representing employers from across the community pharmacy sector has launched a new [Careers in community pharmacy website](#).
- CPWDG is made up of three groups; the Company Chemists' Association (CCA), representing large pharmacy chains, the Association of Independent Multiple Pharmacies (AIM), representing smaller pharmacy chains, and the National Pharmacy Association (NPA), representing independent pharmacies.
- Your LPC welcome the launch of this website and we are working with all relevant local and regional agencies to build recruitment and retention, bringing fresh colleagues to the county and South West as part of our workforce development plans for our sector and all of pharmacy in Somerset

### 3. Pharmacy Workforce Development South website [Information]

- Pharmacy Workforce Development South (PWDS) is a leading NHS Pharmacy Education & Training Provider and regional workforce development team.
- PWDS website has launched a new website: [www.pwds.nhs.uk](http://www.pwds.nhs.uk)
- The website provides clear information about what PWDS provide, the networks it belongs to and the partners they work with.

### 4. Foundation Training Year for Trainee Pharmacists [Information]

- Please would any Foundation Trainee Pharmacists or Designated Supervisors based in community pharmacy in Somerset please contact Anne Cole, Health Education England Regional Lead for Pharmacist Foundation Training (South) at: [anne.cole@hee.nhs.uk](mailto:anne.cole@hee.nhs.uk)
- 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.
- HEE Trainee Pharmacist Foundation Year E-portfolio webinars will be run by HEE and the RPS as follows (*save the dates – all 7:00-8:00pm*):

Topic	Trainee pharmacists	Designated Supervisors
Learning Needs Analysis and Personal Development Plan	Tue 12 <sup>th</sup> Oct 2021	Wed 13 <sup>th</sup> Oct 2021
Progress Reports, Dashboard and Messaging	Tue 19 <sup>th</sup> Oct 2021	Wed 20 <sup>th</sup> Oct 2021

- 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.

### 5. 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.
- Online workshop topics include: (*Click on title for further information, available dates and times and booking links*):

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

### A new CPPE learning campaign [Seeing you better: Culturally competent person-centred care](#), launched 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.

## 6. Anticoagulation Stewardship - series of online sponsored meetings [Register now!]

- Pfizer is sponsoring a series of online meetings: *Pulling Pharmacists Together to Deliver Optimal Patient Care* over the next few months specifically aimed at pharmacists. You can attend all of them, or any of them.
  - Session 1 - *Taking the Discharge Medicines Service (DMS) to The Next Level - The Patient Journey Matters* - Thursday 21st October 2021, 19:15 - 20:45.
  - Session 2 - *The New Medicines Service (NMS) – Connecting All the Pharmacy Sectors* - Wednesday 17th November 2021, 19:15 - 20:45.
  - Session 3 - *CVDPREVENT: Understanding the New National Audit - The Pharmacist's Role, Focus & Opportunity* - Wednesday 19th January 2022, 19:15 - 20:45.
  - Session 4 - *Pulling Together and Driving Clinical Excellence in Practice: Implementation Examples* - Wednesday 16th February 2022, 19:15 - 20:45.
- See attached for further details.
- Please email or telephone to: [Gurjit.Dhesi@pfizer.com](mailto:Gurjit.Dhesi@pfizer.com) or Tel: **07770 804831** to book your place at all or some of these meetings.
- *These meetings are sponsored by Pfizer.*

## 7. 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):
  - **Reminiscence Learning**
  - **50th Episode - Looking Back Special**



## Operations

### 1. NHS Discharge Medicines Service (DMS) [Action]



- There have been over 588 referrals into the DMS from YDH since the launch of the service in July 2021.
- 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](mailto:yvonne.somerset@gmail.com)

# Flu vaccination

## 1. Influenza vaccination - you have made a great start! [Action]



- You have made an absolutely fantastic start to the flu season with 10,862 doses delivered so far - nearly 4000 more than the same period last year! And despite the difficulty and delay in delivery of vaccines.
- As we move through the Flu season and as part of your PQS it is important you engage well with your local surgeries and the LPC; your PCN leads will help you to do this.
- In the meantime there are a couple of things you could do to facilitate communication and working together with your local GP Practice(s):
  - Agree a mutual way forward with your local GP Practice(s) around cohorts of people needing vaccines; there is a lot to do and we will do it better working together.
  - Before you offer a flu vaccination to your patients/customers it may be worth checking they have not already got a flu vaccination booked at the surgery already.
  - If they have a flu vaccination booked already, then ideally it is best they maintain that appointment if they can.
  - If through patient preference, the patient, for whatever reason, chooses to have their flu vaccination at your pharmacy, please ask the patient to cancel their appointment with the GP Practice, so the appointment can be given to someone else.
  - Please enter all flu vaccinations given in a timely manner on Pharmoutcomes, so the practice receives the flu notification letter for their patients in “real time”

*Have a very successful flu season everyone*

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

### 1. GP-CPCS top tips [Action]



- There have been over 2387 GP-CPCS referrals since the launch of the service in June 2021 and we are growing the number of practices and the number of patients being helped. Our goal is to move to 1000 a month, then before the financial year ends towards 4000 a month. Together we are making GPCPCS a key service success.

#### GP-CPCS Top Tips

- Check Pharmoutcomes and NHS.NET regularly throughout the day for new or outstanding referrals. We are looking to obtain Pharm-Alerts for all contractors who wish to use in their practice, so please look out for a separate coms soon, asking you to request one and to pledge to use it to help your delivery.
- When you received referral please click '**Accept**' it.
- Once you have accepted it, you **MUST** contact the patient within 4 working hours.
- If you have had clear communication with a patient, but could not resolve their issue, please do not click '*Unable to complete*' or '*Drop*' the referral because you **WILL NOT** 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.

- 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 the patient and note on Pharmoutcomes your reasons for referring the patient back to their practice.

#### **GP-CPCS referrals if the pharmacist is not available**

- If your pharmacy team receives a referral from a surgery when your pharmacist is not available then they should do the following:
  - Let the GP practice(s) know the consultation will be delayed.
  - Send a message on your local PCN WhatsApp group to let them know the pharmacist isn't available. *Members of your team can join their local WhatsApp group to receive key messages from the LPC and buddy pharmacies.*
  - Contact patients who have been referred and inform them that there will be a slight delay in their consultation and give them an expected time.
  - Ask the patient if they happy to wait for pharmacist. If they are not happy to wait, your pharmacy team should contact the surgery to let them know that they are referring the patient back to the surgery.

If you need any help with any aspects of GPCPCS please contact either Yvonne or Michael ([see contact details](#)).

## Customers

### 1. Somerset-Wide Integrated Sexual Health Service (SWISH) resources - how to order [Information]

- Did you know there are fantastic resources available for pharmacies available from SWISH including:



- **EHC Pharmacy Card** - this card is designed for pharmacies issuing Emergency Contraception. The card should be given to the service user for their reference of what they have taken and promotes regular contraception.
- **EHC Pharmacy Poster** - for use in pharmacies who have a contract to deliver free Emergency Contraception to help to promote the service.
- **Double Sided Window Sticker (limited stock available)** - for pharmacies who have a contract to provide free Emergency Contraception.
- **SWISH Services Card** - promotes the SWISH website and phone number.
- To order go to: <https://swishservices.co.uk/promotional/> Login or register and click 'Promo materials' on the right hand side.

## 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.
- 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 and PQS webinars are now available to watch on demand:

- [CPCF Year Three webinar for community pharmacy contractors](#)
- [PQS 2021/22 webinar now on-demand](#)

### 2. Pharmacy Quality Scheme (PQS) guidance [Information]

- 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 Service webinar [Information]

- PSNC, in collaboration with NHSE-I), will be holding a webinar about the new Hypertension Case-Finding Service on **Thu 7th October at 7.30pm**. [Register for the webinar here](#).
- The webinar will cover how the service will operate, outline the requirements that contractors must meet before offering the service, and highlight the guidance and resources available to support them.
- 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](mailto:michael.somersetlpc@gmail.com)
- Engagement Officer: Yvonne Lamb. Tel: 07932 952497. Email: [yvonne.somersetlpc@gmail.com](mailto:yvonne.somersetlpc@gmail.com)
- Administration Officer: Mary Pennington. Tel: 077142 14811. Email: [somersetlpc@gmail.com](mailto:somersetlpc@gmail.com)



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