

Wednesday 3rd November 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. Thank you to everyone working in community pharmacies in Somerset for your continued collective support for patients, public and the wider health team. Your fabulous achievements include:

- GP referrals to the NHS Community Pharmacist Consultation Service (GP-CPCS) activity in Somerset continues to grow magnificently with over 1083 referrals during October 2021. We have our next stage of switch-ons and ramp ups in the pipeline with a goal to hit 2000 referrals in December. That would see us likely to be doing 10% of the Nation's activity, in 1% of its footprint! Making the magic happen together, one step at a time!
- There have been 714 referrals into the NHS Discharge Medicines Service (DMS) from YDH since the launch of the service in July 2021!
- At the same time as the magnificent effort with GP-CPCS and DMS, Somerset pharmacies have delivered an amazing 38,962 flu jabs since 1st September! This is absolutely fantastic and we would like to thank all of the fabulous pharmacy teams across the county for your efforts in achieving this. And if you want even more please see our article [How to access additional flu vaccine stocks](#) within this bulletin.
- We also wanted to share that your LPC is in really positive and ongoing dialogue with our Somerset system colleagues. We are very fortunate to have such a supportive local system that wants to enable our success. At the PCN PQS events over the next 2 weeks we will give you a sense of the exciting steps being taken for 2022.
- Lastly, we wanted to share some stats around the delivery of NMS across Somerset.
 - Over 80% of contractors do NMS regularly in Somerset vs 70% nationally, thank you!
 - Somerset does 15% more NMS per contractor than the national average.
 - Some contractors are caring for patients with NMS support dozens of times per month.
 - Have you worked out your NMS ramp-up plan yet?
 - Would you value some support from the LPC in working out how to bake into your practice? More on this in coming months.....

NHS.net email is used for several essential services such as Turning Point, GP-CPCS referrals outside of Somerset and in case of Pharmoutcomes outage. Please continue to remind your whole team including relief staff and all locums to check your NHS.NET email regularly throughout each day your pharmacy is open and action the messages.

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COVID-19

1. [COVID-19 boosters for staff - book now! \[Action\]](#)



- Frontline health and social care workers, which includes eligible Pharmacy staff, can now book their COVID-19 booster 6 months after their second dose was administered via the [National Booking Service \(NBS\)](#).

People and workforce development

1. [Somerset Sexual Health Basics / C-Card virtual training 2021 \[Information\]](#)

- Somerset Public Health Sexual Health team are running Basics & C-Card condensed virtual training events in November and December.
- The aim is to promote and improve positive, holistic sexual health and wellbeing and reduce health inequalities in Somerset.
- Please see attached for further information about the course.
- **Course dates and times (online):**
 - Mon 8th November 10.30am - 2.30pm (with 30 min break) [Click for booking form](#)
 - Tue 7th December 10.30am - 2.30pm (with 30 min break) [Click for booking form](#)
- If you have any questions please contact Sue Habgood, Tel: 01823 357247, email: publichealthtraining@somerset.gov.uk

2. Foundation Training Year for Trainee Pharmacists [Information]

- Please sign up for regular Initial Education and Training of Pharmacists updates from Health Education England (HEE) by completing this [short survey](#) and visit the [HEE Trainee Pharmacist Foundation Year website](#) for the latest news and FAQs including how to access the [HEE Trainee Pharmacist Foundation Year e-portfolio](#).
- Drop in sessions are running to support trainees and their supervisors in using the e-portfolio. There is no need to register - just click on the link to join the meeting and ask any questions that you have:

Date	Time	Focus	Teams Joining Link
Tue 09 Nov-21	1 - 2pm	Designated Supervisors	Click here to join the meeting
Wed 10 Nov-21	7 - 8pm	Designated Supervisors	Click here to join the meeting
Thu 11 Nov-21	1 - 2pm	Trainee	Click here to join the meeting

- Further drop-in session dates and times will be announced soon.

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

<ul style="list-style-type: none">• Hypertension	<ul style="list-style-type: none">• Depression
<ul style="list-style-type: none">• Asthma	<ul style="list-style-type: none">• Chronic obstructive pulmonary disease
<ul style="list-style-type: none">• Deprescribing	<ul style="list-style-type: none">• Falls prevention
<ul style="list-style-type: none">• Consultation skills: introducing a person centred approach	<ul style="list-style-type: none">• Antimicrobial stewardship: focus on optimising antimicrobial prescribing
<ul style="list-style-type: none">• Neurology and dementia in primary care	<ul style="list-style-type: none">• Supporting patients living with dementia
<ul style="list-style-type: none">• Medicines optimisation in care homes essential skills	<ul style="list-style-type: none">• The Mental Capacity Act 2005 and covert administration of medicines
<p><i>Click on title for further information, available dates and times and booking links.</i></p>	

4. Somerset Emotional Wellbeing (SEW) [Information]

- A series of [Mental and emotional wellbeing support podcasts](#) has been provided by Dr Andrew Tresidder, Pastoral Care Cell Clinical Lead, Somerset CCG & Dr Peter Bagshaw, Somerset CCG to support everyone working in healthcare.
- New episode(s):
 - [Dealing with Stress](#)
 - [Happiness](#)



5. Supporting You Through Winter - South West Leadership Academy

- As we continue to experience a deeply challenging and uncertain environment, and as increasing demands on our time, attention, energy and capacity may become detrimental to health and well-being, the SW Leadership Academy is sharing a number of opportunities with additional resources that have been designed to respond to the pressures of winter.
- [Supporting You Through Winter](#) aims to provide balanced, meaningful support for the multiple demands and ongoing pressures we are facing. These include topics on wellbeing, mindfulness and leadership, along with links to other supportive resources.
- We would appreciate your support in forwarding this information to your teams, so we can support as many colleagues as possible during this time.
- If you have any questions, please contact leadership.sw@leadershipacademy.nhs.uk

Operations

1. Alirocumab (Praluent®) or Evolocumab (Repatha®) - how to order when requested [Action]



- Evolocumab (Repatha) and Alirocumab (Praluent) have been moved from Red to Amber for prescribing to support the development of the Somerset Familial hypercholesterolaemia pathway.
- The number of patients in Somerset currently prescribed these products is low, so you need to be aware of how to order these should you be requested to by one of your GP practices that has agreed to take on the prescribing for a patient.
- Where to order from:
 - **Alirocumab (Praluent®)**
Community pharmacy/dispensing practices will be able to order Praluent in the same way they order any Sanofi product - through AAH or Phoenix.
 - **Evolocumab (Repatha®)**
Community pharmacy/dispensing practices can order via Movianto. Also available through Alliance Healthcare.

2. NHS Discharge Medicines Service (DMS) [Action]



- The Discharge Medicines Service (DMS) became a new Essential service within the Community Pharmacy Contractual Framework (CPCF) on 15th February 2021.
- NHS Trusts refer patients who will benefit from extra guidance around new prescribed medicines for provision of the DMS at their community pharmacy. The service has been identified to be a significant contributor to the safety of patients at transitions of care, by reducing readmissions to hospital.
- Referrals must be handled in a timely manner and may be from outside Somerset for patients returning from an out of area hospital stay.
- So look out on your PharmOutcomes for requests whether from YDH or out of county hospitals!
- There have been 714 referrals into the DMS from YDH since the launch of the service in July 2021.
- We continue to work with the hospital team in Taunton and Somerset Foundation Trust to go live.
- 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 to: yvonne.somerset@gmail.com

Flu vaccination

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



- Somerset pharmacies have delivered an amazing 38,962 flu jabs since 1st September! This is

absolutely fantastic and we would like to thank all of the fabulous pharmacy teams across the county for your efforts in achieving this.

- 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.
 - 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

2. How to access additional flu vaccine stocks [Information]

- In order to achieve even higher vaccine uptake rates compared to last year, the Department of Health and Social Care (DHSC) has secured an additional supply of flu vaccines, as a temporary measure for this year only.
- The DHSC guidance advises contractors to assess whether there is a need for further flu vaccine by assessing current uptake rates in eligible cohorts and calculating any additional vaccines required. If contractors would like to order more stock, they should contact their regular wholesaler to access additional stock - contractors will pay for the flu vaccines in the usual way.
- Further information on how to access the DHSC stock is on the [PSNC website](#).

3. Community pharmacy staff eligible for a free flu vaccination [Action]



- NHSE-I have announced that frontline staff employed by primary care contractors, including community pharmacy, are now eligible for a free flu vaccination.
- Read more about this [here](#).

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

1. GP-CPCS top tips [Action]



- GP-CPCS activity in Somerset continues to grow magnificently with over 1083 referrals during October 2021. We have our next stage of switch-ons and ramp ups in the pipeline with a goal to hit 2000 referrals in December. That would see us likely to be doing 10% of the Nation's activity, in 1% of its footprint! Making the magic happen together, one step at a time!

Month	Number of GP-CPCS referrals
Jun 2021	160
Jul 2021	720
Aug 2021	732
Sep 2021	892
Oct 2021	1083
Nov 2021 (<i>so far!</i>)	127

The National Pharmacy Association has also produced a [myth busting guide](#) to help improve understanding of the service and benefits to practices and patients.

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.
- 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 '**Complete and save**' the referral and select the appropriate outcome – and save. If you click '*Unable to complete*' or '*Drop*' you **WILL NOT** be paid. (**Dropped** should be used for patients you cannot contact or duplicate referrals).
- If the patient needs to be referred to another care setting like GP/A&E then please click **Signposting** and select the appropriate option.
- If you are referring the patient back to their GP urgently or non-urgently, call the escalation number for the practice, arrange their appointment and note on PharmOutcomes your reasons for referring the patient back to their practice to smooth the patient handover.

GP-CPCS referrals if the pharmacist is not available

- 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.*
- 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.
 - 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.
 - 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 GP-CPCS please contact either Yvonne or Michael ([see contact details](#)).

Finance

1. PCN Zone PQS briefing meeting November 2021 [Action – Register now!]



- To help you to achieve and claim your PQS points your LPC and PCN Lead will be hosting a one hour meeting for you on the following dates (all 7:30-8:30pm - please join the waiting room at 7:20pm):
 - 3rd November for West Somerset, Taunton Central, Taunton Tone, Taunton Deane West
 - 4th November for North Sedgemoor and Bridgwater
 - 10th November for West Mendip, Mendip, Yeovil and Click
 - 11th November for South Somerset East, South Somerset West and Frome.
- The meeting will cover everything you need to do in order to claim your PQS Points for PCN working and for flu.
- Please ensure at least ONE person per pharmacy attends your dedicated meeting session to claim your PQS points.
- Your PCN lead has been in touch to personally invite you, and provide you with the link for joining the virtual meeting.
- If you have any problems joining the meeting on the day of the event please message or phone Yvonne Lamb on 07932 952497.

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 - resources [Information]

- Information and resources about this new service which launched on 1st October 2021 can be found at the [PSNC website](#).

4. Resources for Mandated Winter Vaccines Health Campaign 2021 [Information]

- Community pharmacies will be receiving promotional materials to support the Winter vaccines campaign which launched on TV and other media in October, and which will run until December.
- The campaign promotes the adult flu vaccination and the COVID-19 booster.
- Pharmacies will receive printed resources from the Department of Health and Social Care and the Cabinet Office from 8 November 2021.
- The resource packs will include display materials, a briefing sheet, and FAQ to support community pharmacy teams' conversations with patients. [Social media and digital resources for these campaigns are also available](#).
- Please brief your staff and display the posters as soon as you receive them.

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: 077142 14811. Email: somersetlpc@gmail.com



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