

Wednesday 15th December 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.

Season's Greetings to everyone!



*Thank you for your dedication and hard work
this year!*

Dear Community Pharmacy Somerset owners and teams,

As we enter the final days of 2021, I wanted to say a big thank you to you and everyone in your pharmacy teams who have worked tirelessly through another extremely busy and challenging year. To have achieved what you have achieved, during the ongoing pandemic, is amazing. In a busy year I wanted to highlight a couple of your significant achievements: The number of patients you have protected through 'flu vaccinations is incredible and is a massive increase on what was a busy 2020 season. This ongoing effort will significantly help with reducing winter pressures on our local healthcare system. Supported by a big effort from your LPC to co-ordinate and train through the summer and autumn, GP CPCS is growing month by month and on average you are helping patients get care from the right provider at a rate over 8 times the national average! To do this through not just the pandemic, but challenges with staff availability and locum shortages requires a dedication to patient care that is outstanding. The coming weeks show no sign of settling down, with the challenges of a new variant, the drive to 'get boosted now', and the normal winter pressures we have to face. I know you will rise to this challenge as you have done every time. As we head into the brief Christmas break I hope you all manage to get some rest and enjoy time with those dearest to you, and do take a moment to reflect on the massive impact you have had through the year.

Your LPC is here for you, as you are for your customers/patients.

James Nicholas

Chair, Somerset LPC.

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. IMPORTANT Order Codes for Lateral Flow [Information]

- UKHSA has confirmed there are no national supply issues, but occasional local wholesaler outages may occur, with LFD test kits at Alliance Healthcare (the sole distributor of the NHS Test and Trace/Pharmacy Collect kits).
- The brand of kits supplied changes on a fairly regular basis, subject to the availability of stock at the UKHSA and it may therefore appear that no stock is available on the Alliance Healthcare stock system, but orders placed for any of the following products should auto-direct to the LFD brand that is in stock and the order will be placed.
 - Alliance Healthcare – Product: DHSC INNOVA COVID-19 test kits PIP: 8943037
 - Alliance Healthcare – Product: DHSC FLOWFLEX COV test kits PIP: 8033680
 - Alliance Healthcare – Product: DHSC ORIENT GENE test kits PIP: 8943995 **(The latest addition to the stock list and the best code for contractors to use at this time)**
- Contractors can continue to order one carton per day from Alliance Healthcare.

2. Deployment of COVID-19 treatments for highest risk non-hospitalised patients [Information]

- New COVID-19 treatments will be available for use for patients at highest risk in the community from 16 December 2021.
- The four UK nations have announced the policy for providing neutralising monoclonal antibodies (nMABs) or antiviral treatments for the highest risk non-hospitalised patients with COVID-19 which **[can be found here](#)**.
- GPs must not prescribe treatments; practices should refer eligible patients to a COVID-19 Medicine Delivery Unit (CMDU).
- Community pharmacies will not have access to any stocks.

- If a patient in these highest risk cohorts with a positive PCR test contacts the pharmacy then advise them to stay at home and contact their GP for a referral to a CMDU, or to call NHS 111 if out of hours.
- For further information please see attached letter.

People and workforce development

1. 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):
 - **Nature Immersion**



Operations

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



- There have now been 920 referrals into the DMS from YDH since the launch of the service in July 2021 and over 850 from hospitals outside the county!
- Please continue to look out on PharmOutcomes for requests whether from YDH or out of county hospitals.
- Please brief your teams as per previous LPC bulletins and to continue to check regularly for referrals coming through and action them.
- PSNC has developed a 26-minute **Discharge Medicines Service digital guide** for community pharmacy contractors which includes some background to the service, an overview of the service requirements, how referrals are sent to the pharmacy, a summary of the service stages, remuneration, training, record keeping and where contractors can find further information.
- Please email any questions to: yvonne.somerset@gmail.com

Flu vaccination

1. Flu vaccination - you are still amazing! [Action]



- Somerset pharmacies have delivered an amazing 55,243 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.
- Please continue to vaccinate as many people as you can, particularly those people who are in 'at risk groups'
- By continuing to enter all flu vaccinations given in a timely manner on PharmOutcomes, the patient's GP practice receives the flu notification letter for their patients in "real time" which is very helpful for the patient and their surgery – thank you for your efforts in doing this.

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 5310 referrals since the service started in June 2021 and two more practices due to start today.

Month	Number of GP-CPCS referrals
Jun 2021	160
Jul 2021	720
Aug 2021	732
Sep 2021	892
Oct 2021	1083
Nov 2021	1183
Dec 2021 (so far)	545

- The National Pharmacy Association has produced a [myth busting guide](#) to help improve understanding of the service and benefits to practices and patients.
- Somerset System has landed an additional GPCPCS Growth Plan with our General Practice colleagues, and we expect to see the support steps included in that drive a marked uplift over the forthcoming quarter. Please look out for a switch on of even more practices and an uplift landing in your own pharmacy.

GP-CPCS Top Tips

- Check PharmOutcomes and NHS.NET regularly throughout the day for new or outstanding referrals. The LPC has ordered Pharm-Alerts for those contractors who responded with a request for one, and they will be landing in pharmacies in January 2022.
- 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. 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](#).

Contact details and useful resources

Contact details:

- CEO: Michael Lennox. Tel: 07798 861866. Email: michael.somersetlpc@gmail.com
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