

Community Phar+macy Humber

Newsletter

Jan-Mar 2019

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Your next mandated Public Health Campaign is: Children's Oral Health

The next mandated campaign for community pharmacy is Children's Oral Health.

The campaign runs from mid May to mid June 2019.

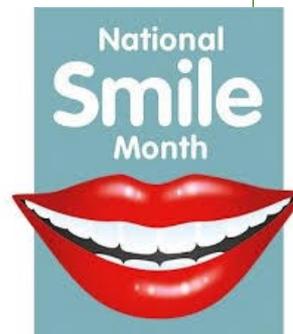
You can find out more information on the following:

- Campaign Calendar
- Links to PHE resources
- Links to CPPE resources

By visiting our website:

<https://psnc.org.uk/community-pharmacy-humber/resources-a-z/i-p/public-and-local-health-campaigns/>

NHS
England



Virtual Outcomes courses will be advertised in the Weekly Digest

New Online Training Platform Launched called Virtual Outcomes

As part of our ongoing programme of training, Community Pharmacy Humber has invested in an online training solution for all pharmacies. The courses are designed to support NHS Public Health Campaigns, Healthy Living Pharmacy Champions and the whole pharmacy team to ensure the best outcomes for patients and include a variety of training modules.

Features & Benefits of the Online Training:

- Access is **FREE** to all contractors
- Each course takes 15-25 minutes to complete
- Certificate of completion – to go in Healthy Living Pharmacy and/or GPhC file as evidence of continued staff training
- Links to websites for resources to support campaigns are on the website and easy to access hints and tips on how to set up HLP Health Zones
- New staff will be able to access ALL the courses available
- Training also available on Quality Points and FMD as well as Healthy Living modules

Contractors have been sent a welcome pack in the post which includes: a letter to pharmacies, easy login user guide and a poster, all which are available from our website on the following link: <https://communitypharmacyhumber.org/resources-a-z/q-z/virtual-outcomes/>

This is a really exciting new platform and provides a plethora of information and training opportunities and as such we urge you and all your staff to take advantage of the online training package.

Logging in is easy:

Just visit the VO website on the following link: <https://www.virtualoutcomes.co.uk/> and login with your ODS/F code.



"A very enthusiastic reception of Virtual Outcomes by my team who all have just completed training for Cervical Cancer"

"It's easy to use and 17 mins isn't too long either - I like the HLP ideas at the end too as it gives signposting information that may not be known"

Following the expressions of interest received from Hull & ERY HLPs in December 2018, Hull & ERY CCG shortlisted pharmacies based on the selection criteria provided.

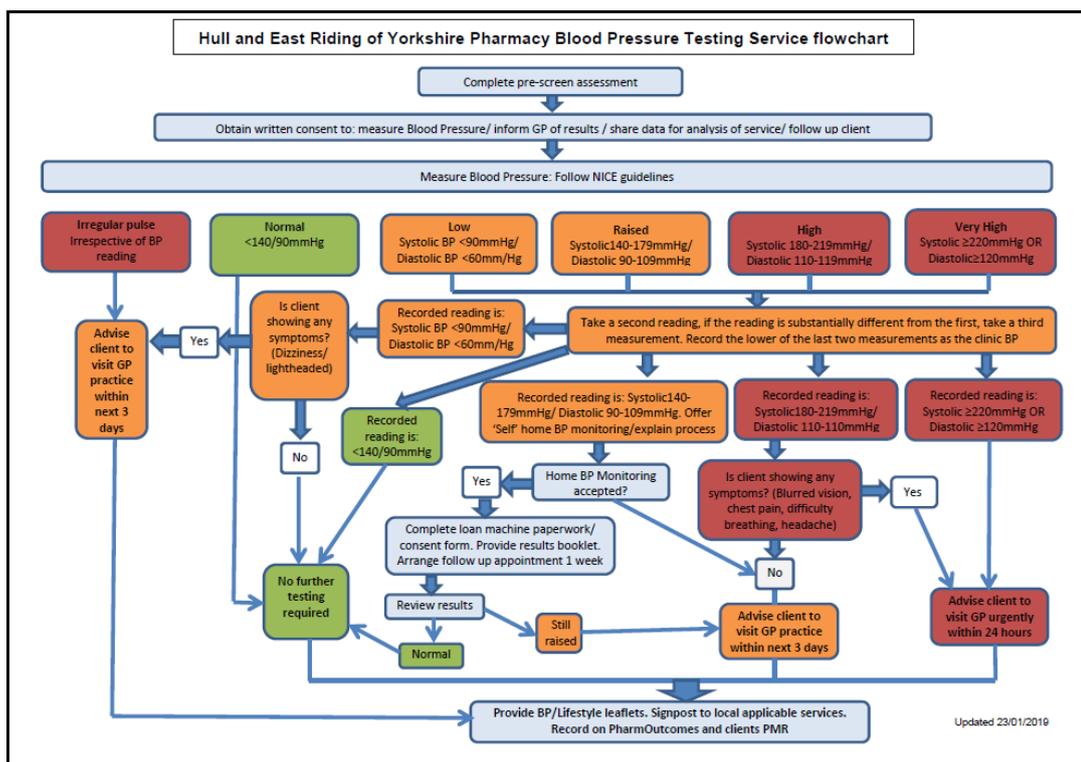
The selected pharmacies were notified and invited to book onto one of two training sessions on 19th or 25th March 2019.

At the training contractors will receive a copy of the flow chart below to use within their pharmacy.

Contracts will be issued to the selected pharmacies by NHS England on behalf of the CCGs ready for 1st April 2019 launch.

Please ensure you return a

signed copy of the contract to the named person prior to the start date in order to be accredited on the PharmOutcomes platform.



Don't forget to attend your training - If you need to cancel please let the LPC know

Tuesday 19th March 2019
 Mercure Hull
 Grange Park Hotel
 Willerby
 HU10 6EB
 6:30pm Registration & Buffet until 9pm

Monday 25th March 2019
 Tickton Grange Hotel
 Tickton
 Beverley
 HU17 9SH
 6:30pm Registration & Buffet until 9pm

Community Pharmacy Humber will be holding the 2019 Awards Ceremony on Friday 8th November 2019

The Community Pharmacy Humber awards recognises hard-working and dedicated teams and individuals who go above and beyond to support their customers, patients, pharmacies and communities.

- Open to all NHS Community Pharmacies
- Entry is Free
- Award winners will receive the recognition, a trophy and a certificate

Nominations will open soon so watch this space...

PODIS Relunched 1st Feb 2019

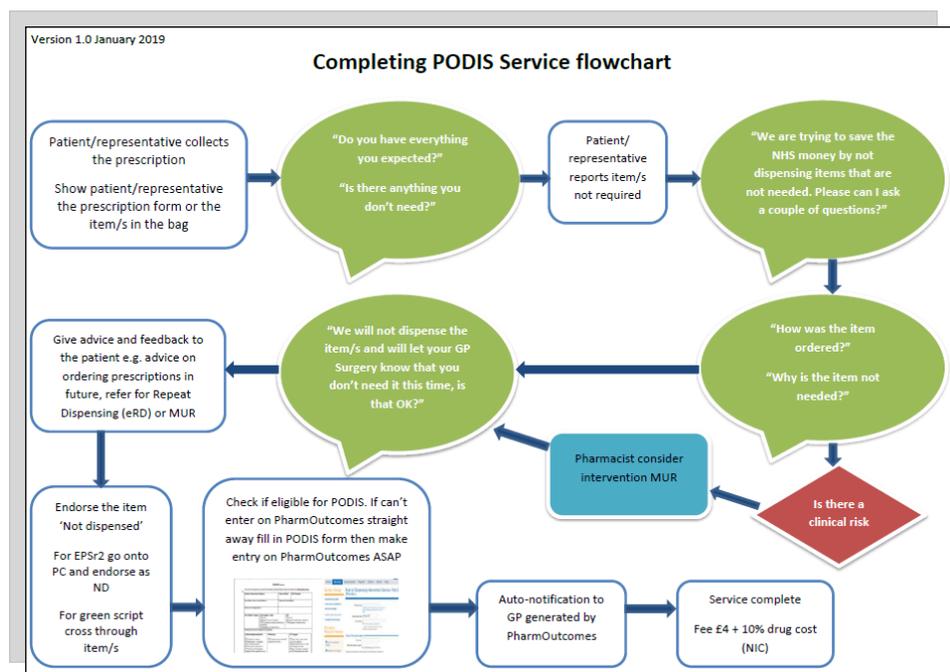
We hope you have all read the recent communication in issue 5/19 of the Weekly Digest around the relaunch of the PODIS service. The article detailed some of the improvements we have made to the service after listening to comments received from pharmacies. A PODIS Service flowchart has been produced to assist staff with how the service works and to use for training all staff members. We have also produced PODIS pads which will be distributed to all accredited pharmacies to help support collection of information. The pads have been designed for use when an intervention is not going to be entered onto PharmOutcomes immediately. The pad is reflective of the order of questions on the new PharmOutcomes platform to ensure all data required is collected.



Examples of these documents are available below and in the following digest: <https://mailchi.mp/85a19a3dc8d8/weekly-information-digest-issue-5?e=84ff9bedd> – please read them carefully and display in your pharmacy for all to read and use. These resources can also be found on PharmOutcomes and our website.

PODIS Form		
This form is for you to record information until you have chance to input onto PharmOutcomes.		
Patient Name and Address	Date of Birth	NHS Number
Prescriber Name and Address	Date on Prescription	
Item/s not dispensed		
Prescription Type	Green paper script <input type="checkbox"/> Acute <input type="checkbox"/> Repeat (walk in repeat) <input type="checkbox"/> PCS (patient ordered pharmacy collected) <input type="checkbox"/> Managed (by pharmacy)	EPS <input type="checkbox"/> Acute <input type="checkbox"/> Repeat (ordered by patient) <input type="checkbox"/> Managed (by pharmacy)
Reason item not required by patient:-		
Patient/representative	Pharmacy	GP Surgery
<input type="checkbox"/> Ordered in error <input type="checkbox"/> Medication changed since script issued <input type="checkbox"/> Has plenty at home* <i>*If Pharmacy Managed Repeat where patient ticks repeat form in advance e.g. at time of previous script collection, then not eligible for PODIS if have plenty at home when come to collect</i>	<input type="checkbox"/> Ordered item on behalf of patient in error	<input type="checkbox"/> Sent item in error that was not ordered <input type="checkbox"/> Duplicated item in error <input type="checkbox"/> Wrong item sent <input type="checkbox"/> Item has been stopped by GP/hospital/prescriber but script still issued.
Action Taken		<input type="checkbox"/> Feedback given <input type="checkbox"/> MUR completed
Signpost to Repeat Dispensing	Suitable for repeat dispensing*	
<input type="checkbox"/> Yes <input type="checkbox"/> Not appropriate	<ul style="list-style-type: none"> People on stable, long-term repeat medicines e.g. levothyroxine, stable hypertension, diabetes or asthma Not suitable for patients with acute, newly diagnosed or unstable conditions or Schedule 2 and 3 controlled drugs 	
Remember to ND the item (cross through item on green script or ND on EPS screen)		
Not eligible for PODIS		
<ul style="list-style-type: none"> Scripts which would not have been submitted to NHSBSA e.g. when clearing out uncollected prescriptions, items not dispensed due to supply issues or clinical issues, items for care home residents, duplicated scripts for monitored dosage patients Pharmacy Managed Repeats when patient has ordered so far in advance that they no longer require the medication e.g. if patient ticks repeat when collects previous prescription. Repeat dispensing/eRD 		
Version 1.0 Jan 2019		

Since the PODIS relaunch in February, we've had 18 new pharmacies start providing the service and claiming for their interactions on PharmOutcomes.



New PODIS Animation Coming Soon! Community Pharmacy Humber has commissioned a new animation to explain the service. The animation will be made available shortly via the PODIS page for your area from the following link: <https://communitypharmacyhumber.org/services-by->






Community Pharmacy Humber (Humber LPC)

This initiative assists in ensuring that each patient receives the right medicine, at the right dosage at the right time

Tel: 01482 335824

Email: humber.lpc@nhs.net

Website: www.communitypharmacyhumber.org

The government in England launched a new long-term plan for the NHS in January this year. It is a substantial and ambitious document which has significant implications for community pharmacists.

The plan commits to new investment in primary care of £4.5 billion which will be distributed through new “primary care networks” to fund community multidisciplinary teams. These multidisciplinary teams will include pharmacists along with GPs and physiotherapists and many other allied healthcare professionals. Each Primary Care Network will be funded to significantly expand the number of clinical pharmacists working in GP practices.

There is little direct mention of the role of community pharmacy within the plan, but it signals an

overhaul of the remuneration of pharmacy contractors and an increasing involvement in urgent care, prevention of disease and screening for conditions such as blood pressure and atrial fibrillation.

It is encouraging that the work we have done as an LPC with our Healthy Living Pharmacies and securing a Hypertension screening service in our HLPs in Hull and the East Riding of Yorkshire puts us ahead of the game regarding these potential developments. Primary Care Networks will become increasingly important organisations. The development of Primary Care Networks in our LPC area is in its infancy but the LPC is committed to ensure that community pharmacy is embedded within these organisations as they develop.

We will keep contractors informed about this important

development over the coming months.

For further information on Primary Care Networks please see the PSNC website:-

<https://psnc.org.uk/the-healthcare-landscape/primary-care-networks-pcns/>



Certificates of Conformity

You may recall that back in 2016, the area team stated that pharmacies were no longer required to send copies of their certificates of conformity to the area team, as long as these were retained on file within the pharmacy.

Following a national request from NHSE, these must now be submitted once again please to your local area team on either a monthly or quarterly basis.

Please remove all patient identifiable information and then scan and email to england.pharmacyreturns@nhs.net

Or POST to:
Primary Care
NHS England Yorkshire and Humber
Unit 3
Alpha Court
Monks Cross
York
YO32 9WN

For more information on unlicensed specials and imports please visit PSNC on the following link:

<https://psnc.org.uk/dispensing-supply/dispensing-a-prescription/unlicensed-specials-and-imports/>

Transfer of Care Pharmacy Referral

Background

Transfer of Care Pharmacy Referral allows patients to be referred from hospital to their Community Pharmacy.

Since April 2016, Hull and East Yorkshire NHS Trust have been referring patients to their Community pharmacy who may benefit from a Medicines Use Review or New Medicines Service. However, this was just from the Cardiology ward at Castle Hill and therefore the level of referrals and completions was relatively low.

Community Pharmacy Humber has secured funding from Yorkshire & Humber Academic Health Science Network (YHAHSN) to expand the project, working in partnership with Hull University Teaching Hospitals NHS Trust.

There is huge potential for Community Pharmacists to improve patient safety at the point of discharge from hospital.

The aims of the project are:-

- Increase patient's awareness and knowledge of their medication
- Improve communication between healthcare professionals
- Increase in medicines reconciliation in the community
- Increase in post-discharge Medicine Use Reviews and New Medicine Service* Consultations
- Reduce post discharge medication errors
- Reduce Medicines Wastage
- Reduce hospital readmissions

**Please note that NMS can be provided when receiving a referral by a HealthCare professional at the hospital where the new medication has been prescribed (don't need to wait for a GP prescription to be presented).*

Future Plans

- Current roll out to Respiratory Ward and Discharge Lounge.
- Future expansion to more wards within HEY.
- Potential of expanding to other hospitals in the area.
- Investigating attaching the Discharge letter to the referral on PharmOutcomes.

What does your Pharmacy Need to Do?

- Check PharmOutcomes daily for referrals.
- If you wish you can set up an e-mail notification that a referral has been sent. Go into 'My Account' on homepage on PharmOutcomes then 'update my organisation details'.
- Accept any referrals, contact patient within 3 days and ask them to visit pharmacy.
- Complete referral on PharmOutcomes and claim for any service provided e.g. MUR in usual way.

For more information including a feedback form, a brief presentation about the service, a video introducing the service, PharmOutcomes demonstration and FAQ's please visit our website on the following link:

<https://communitypharmacyhumber.org/services-by-area/advanced-services/mur-nms-hospital-discharge-referral-service/>

Don't forget to submit your completed Medicines Use Review (MUR) and/or New Medicine Service (NMS) data to the NHS Business Services Authority (NHS BSA) within 10 working days from the last day of March 2019.

The data will be publicised; therefore it is imperative that contractors submit their data on time. NHS England will be sending letters to those pharmacies who have not submitted their quarterly returns.

NHS England will be enforcing the regulations with effect from financial year 2019/20. Please ensure your pharmacy has put processes in place to ensure the information is submitted as required.

Please Note:

The LPC recommends that pharmacies keep/print a copy of the confirmation email you receive when you submit your quarterly data to the NHS BSA, as evidence of submission.

The quarters:

Please remember to submit your MUR/NMS information within 10 working days from the last day of March, June, September, December. Visit NHS BSA: <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use>

Summary of actions to be completed by 31 March 2019

PSNC has put together a quick reference guide identifying the actions to be completed by 31 March 2019 (Section A). The briefing also includes details of ongoing clinical governance requirements (Section B): ow.ly/xGjb30nGp4r



Topic	Requirements	By when?
Data Security and Protection (formerly IG) Toolkit	To complete and submit an annual Data Security and Protection (DSP) Toolkit.	31 March 2019
Community Pharmacy Patient Questionnaire (CPPQ)	To conduct an annual CPPQ and publish the results.	31 March 2019
Clinical audit	To conduct two audits each year: one on a topic of your choice* and one determined nationally by NHS England (the focus of the national audit for 2018/19 was the provision of advice to people with diabetes on the importance of receiving a seasonal annual influenza vaccination). *Please note, the non-steroidal anti-inflammatory drug (NSAID) audit for the Quality Payments Scheme cannot be used as the pharmacy own audit.	Pharmacy own audit deadline: 31 March 2019 National audit deadline: Midnight on 30 December 2018

A fourth clinical governance requirement, whilst not due by 31 March, should be completed shortly afterwards and as such it is best to begin work towards achieving this alongside the requirements listed above.

Complaints report	To prepare an annual report each year and send a copy to the local NHS England team.	As soon as practicable after 31 March 2019
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Community Pharmacy Humber

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NEXT LPC COMMITTEE MEETING

Wednesday 01.05.19 at Cottingham Parks, Golf Club, Cottingham. Time: TBC

All contractors and interested parties are welcome to join the open and strategy session of LPC meetings.

Please see our website for details:

<http://communitypharmacyhumber.org/lpc-meetings-and-events-2/>

We're on the Web!

<http://communitypharmacyhumber.org>

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www.communitypharmacyhumber.org

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