

Community Pharmacy Humber

Newsletter

Apr-Jun 2019

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September 2019 Public Health Campaign: Antimicrobial Resistance

The next mandated campaign for community pharmacy is Antimicrobial Resistance.

The campaign runs throughout September 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/>



Virtual Outcomes courses will be advertised in the Weekly Digest

Are you making the most out of Virtual Outcomes

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

Resources available at: <https://communitypharmacyhumber.org/resources-a-z/q-z/virtual-outcomes/>

Recent Courses:

Safeguarding
Stroke
Children's Oral Health
GPhC How to conduct a peer review & a reflective account

Upcoming 2019 Courses:

Dementia (July)
Antimicrobial Resistance (August)
Sepsis (September)
Visit our VO page on the link above for more upcoming courses

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.



Know Your Blood Pressure

Following the training held in March 2019 the Hull & East Riding pharmacy blood pressure testing service launched on 1st April 2019. A 'Know Your Blood Pressure' media campaign aimed at the public was presented across Radio Humberside and BBC Look North. All participating pharmacies received a promotional pack including posters, shelf strips and leaflets for use in their pharmacies.

The success of the initiative depends on the public being aware of the service. We need all pharmacies to promote and encourage clients to seek out a BP test, which also includes

an AF (Atrial fibrillation) screen.

The LPC are passionate about the BP testing service and want to see it do well. It is the first service to be commissioned on the back of the success of HLP; activity is being closely monitored by the CCGs and British Heart Foundation to determine whether the community pharmacy model is effective. It paves the way for pharmacy to be recognised as a major contributor to screening and further integrates community pharmacy into the primary care team.

We believe that the projected 3 tests a week per pharmacy are achievable if pharmacies are proactive in signposting and advertising the service.

Don't lose the pace with this valuable service, keep getting the message out there and proactively create demand.

Remember you don't need to be a provider of the service to promote it - you can sign post to a pharmacy via: www.knowyourbloodpressure.co.uk



To date 423 BP tests have been completed. Based on our target of 3 tests per pharmacy per week, we should have completed 1311 tests.

We need all pharmacies to help promote this valuable service and demonstrate the additional value of Community pharmacy

High blood pressure kills one in six

Don't be a statistic.
Get a free test at your pharmacy.
Before it's too late.

For more information visit knowyourbloodpressure.co.uk



**Work together
Promote
Pharmacy
Save Lives!**

Remember to record ALL results on PharmOutcomes

On checking the recent PO data for this service, it seems when patients are either taking away a home test kit or being referred to a GP, the follow up sections of PO are not always being completed.

It's really important that you log the full patient journey as advised in your training and the resources you have been provided with.

Part 1 Registration and first intervention - Please complete the required blood pressure test and add the results into part 1 of the PO platform. The results will trigger whether a home kit or a referral to a GP is required.

Part 2 Follow-up consultation for patients who are given a home test kit - If you provide a patient with a home test kit or they have one of their own, please remember to book an appointment with them for a weeks time and then record the average result from the log book into part 2 of the PO platform regardless of whether the BP is normal or raised.

Part 3 Post referral follow-up - If a referral straight to a GP is triggered from the results entered into either part 1 or part 2 of the POs platform (which could be due to an irregular pulse or raised blood pressure) please ensure you follow up with the patient after their GP appointment and record the results into part 3 of the PO platform.

Community Pharmacy Humber Awards 2019

We are now accepting nominations for this years Community Pharmacy Humber Awards; therefore if you are proud of your team or an individual then go ahead and nominate them for an award!

Entry is free and any member of the pharmacy team can submit a nomination.

With this newsletter you will have received an awards flyer along with some nomination forms; however ideally we would appreciate if you could submit your nominations online via the link below:
<http://communitypharmacyhumber.org/events/community-pharmacy-humber-awards/>

Please submit all nomination by Saturday 7th September 2019 - Nominations will be scored based on the information provided.

Shortlisted contractors will receive an invitation to the awards celebration evening which is to be held on Friday 8th November 2019 at The Village Hotel, Hull.

This years award categories are:

Engagement with Services Award

Pharmacist of the Year Award

HLP of the Year Award

Pharmacy of the Year Award

Unsung Hero/Outstanding
Person Award

Two categories are also open to nominations from the general public and other health organisations. See below:

AWARDS

ARE YOU PROUD OF YOUR PHARMACY?

NOMINATE YOUR TEAM OR AN INDIVIDUAL FOR A

**2019
COMMUNITY
PHARMACY HUMBER
AWARD**

CELEBRATION EVENING TO BE HELD ON FRIDAY 8 NOVEMBER 2019

VENUE The Village Hotel, Hessle, Hull
TIME 7pm until 11pm
DEADLINE Submit all nominations by 7 September 2019

**Deadline 7th
September 2019**

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

So if you're proud of your pharmacy, nominate them today!

ENTRY CRITERIA:

- Open to all NHS Community Pharmacies in the Humber region
- Entry is Free
- Nominate via the online or paper forms
- Nomination can be made by any member of the pharmacy team
- Two categories are also open for external nominations (see below)

AWARD CATEGORIES:

- Unsung Hero/Outstanding Person Award
- Engagement with Services Award
- Pharmacist of the Year Award
- HLP of the Year Award
- Pharmacy of the Year Award

These two categories are also open to nominations from the general public and other health organisations.

Printable handouts are available from our awards page.

Nominations will be scored based on the information provided

If shortlisted, contractors will receive an invitation to the awards celebration evening, which is to be held on Friday 8th November 2019 at The Village Hotel, Hessle.

NEXT STEPS:

Go to: <https://communitypharmacyhumber.org/events/community-pharmacy-humber-awards/> and complete an online form. Fill in one form per team/person in each of your chosen categories.

SUBMIT ALL NOMINATIONS BY 7 SEPTEMBER 2019

As part of their contract, GPs should offer eRD for all patients for whom it is clinically appropriate.

Repeat Dispensing is an Essential Service and is part of the NHS Community Pharmacy Contractual Framework.

The Service Specification states:-

- Pharmacies must ensure appropriate advice about the benefits of Repeat Dispensing is given to any patient with a long term stable condition requiring regular medication.
- Pharmacists should undertake "appropriate training" e.g. CPPE Repeat Dispensing.
- Contractors are responsible for ensuring pharmacists are competent to provide the repeat dispensing service.
- Securely store any repeatable prescription (if issued as green RD)
- Dispense in accordance with the directions, maintain records and inform the prescriber of any clinically significant issues
- Ask the 4 questions below every time you dispense:
 1. Are there any items on your repeat prescription that you don't need this month?
 2. Have you seen any health professional (GP, nurse or hospital doctor) since your last repeat was supplied?
 3. Have you recently started taking any new medicines - either on prescription or that you have bought over the counter?
 4. Have you been having any problems with your medication or experiencing side effects?

Please review the processes in your pharmacy to ensure you are meeting the specification.

A joint co-ordination with community pharmacy and GP Practices is vital to help maximise uptake through joint promotion of the benefits of this service for patients and the NHS. This is a great opportunity to work together with your surgery and improve relationships.

There are many resources available that can be used for training the pharmacist and team on eRD:-

<https://www.cppe.ac.uk/services/repeat-dispensing>

<https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/prescribing-and-dispensing/electronic/electronic>

<https://digital.nhs.uk/services/electronic-prescription-service/electronic-repeat-dispensing-for-dispensers>

If your pharmacy only dispenses a small percentage of items by eRD it can be difficult to embed the processes. If you have any issues you may need to contact your systems suppliers direct for user information and support.

Claiming for Local Services

Following a review of some of our services it has come to light that several claims are being submitted months after the provision date.

Please remind all staff that services should be claimed for by the 5th of the month following the provision date.

There are a large number of claim showing on the PharmOutcomes platform which have not been paid and following an audit the majority

of these claims have been added to the platform outside of the 'grace period' for the service and cannot be paid.

Other claims which are outstanding are due to the pharmacy picking an incorrect GP practice outside of our CCG/local authority area which has a similar name.

Greater care needs to be taken to pick the correct GP of the patient. For those services which involve a referral

notification to the practice selecting an incorrect GP practice will result in a breach of GDPR as the notification contains patient identifiable information.

Please review your SOPs to ensure your pharmacy is following the correct procedures.

Some changes have been made to the way payments for Enhanced Services are described on your FP34, visit our payments page for more info:
<https://communitypharmacyhumber.org/resources-a-z/i-p/payments-fp34/>

PharmOutcomes®

As you may be aware from our previous communications, GP practices in England have been organising themselves into Primary Care Networks (PCNs), covering communities of between 30,000 and 50,000 patients. In our LPC area twenty PCNs have been finalised by the CCG's and all GP practices have been included. The LPC has been involved in many discussions with NHS England, CCG's and the Local Medical Committee leading up to the creation of the PCNs and we will ensure that Community Pharmacy continues to be involved in their development. We have mapped all our Pharmacy Contractors to their primary PCN based on geography and prescription flows and we will be sharing this information with you through our weekly digest.

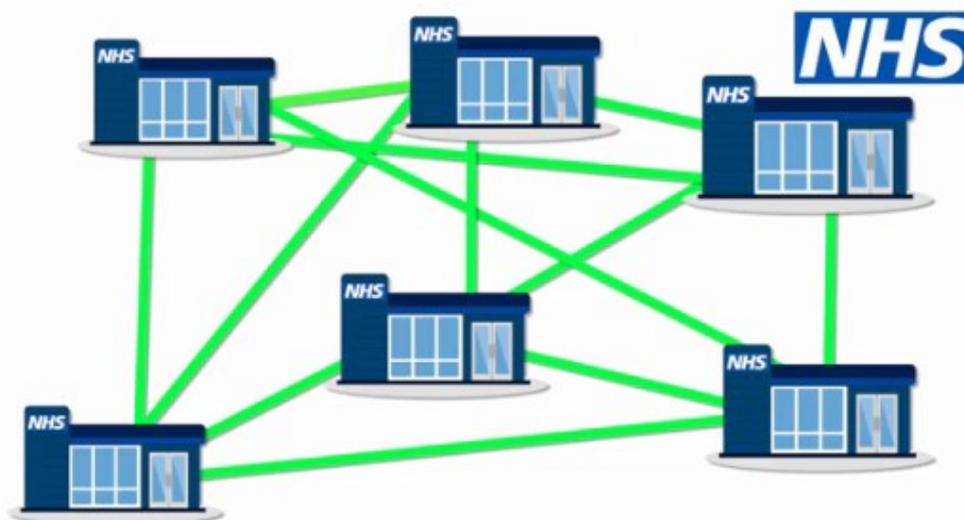
PCNs are not just about GP services; they will include and provide services from a wide range of healthcare professionals such as Physiotherapists, community based Paramedics, Social Prescribing link workers and of course Pharmacists and Pharmacy Technicians. Initially each PCN will be recruiting a Primary Care Network Clinical Pharmacist but all pharmacists and pharmacy technicians will be part of the multi -professional team within the PCN.

Primary Care Networks are central to the delivery of the NHS Long Term Plan and they will have a Primary Care Network contract to deliver seven service specifications which are currently under development. There will be vital role for community pharmacy in the delivery of these service specifications and we will share more details of this when the service specifications are published.

NHS England recognises the value of community pharmacy in the delivery of elements of urgent care to help increase the capacity within GP practices and the prevention of disease through the promotion of healthy lifestyles; however it also recognised that Community Pharmacy has the ability to deliver more clinical care to patients and the LPC hopes that this will be reflected in our new pharmacy contract that is currently being developed and the PCN network contract.

We will be holding a session on PCNs at our Annual General Meeting on the 4th of September 2019 and we hope to see a representative from all our pharmacies at that meeting. In the meantime we will keep you informed of developments as they arise. Primary Care Networks are vital to the future of Community Pharmacy and the LPC will do all we can to ensure that our contractors play a full and valuable role in their future but we will not succeed without your commitment and involvement. Each PCN will effectively have a "Pharmacy Care Network" associated with it and the LPC will need a member of the pharmacy team from each Pharmacy Care Network to represent it in dialogue with the PCN. The LPC will provide support, coaching and development to these individuals. If you would be interested in fulfilling this vital role on behalf of the pharmacies in your PCN we would love to hear from you. Please feel free to contact us via email at: humber.lpc@nhs.net for more details if you are interested in supporting your fellow contractors in this way.

For more information on Primary Care Networks and to watch a short animation please visit PSNC at: <https://psnc.org.uk/the-healthcare-landscape/primary-care-networks-pcns/>



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>

Please Note: The data will be publicised; therefore it is imperative that contractors submit their data on time, please keep a copy of your confirmation email as proof of submission. NHS England will be sending letters to those pharmacies who have not submitted their quarterly returns.

Please complete the 2019/20 Community Pharmacy Assurance Framework (CPAF) screening questionnaire by **Sunday 30th June 2019**.

The process asks **all** NHS community pharmacy contractors to complete a short screening questionnaire consisting of 10 active questions which should be answered; NHS England will then select a small number of pharmacies for a monitoring visit and/or to complete the full CPAF questionnaire. Learn more about the process at: ow.ly/93R950uga9s

Reminder to those booked onto our local face to face practical flu training event

Thursday 4th July 2019

The Village Hotel, Henry Boot Way, Priory Way, Hessle HU4 7DY

Refreshments will be available from 6.00pm

Event will start promptly at 6:30pm until 10.00pm.

Please Note: you are required to pay the invoice and complete the online training prior to attending the event. If you find you are unable to attend this event, please let the LPC know.

*NHS England has determined that pharmacists providing the Flu Vaccination Service need to attend face-to-face training for both injection technique and basic life support training at least **every three years**.*

Community Pharmacy Humber

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[@PharmacyHumber](https://www.facebook.com/PharmacyHumber)



NEXT LPC COMMITTEE MEETING

Wednesday 03.07.19 at Cottingham Parks, Golf Club, Cottingham.
Time: 9:30 AM

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/>



Want to receive the Weekly Digest on another email address?

Sign up via our homepage at: www.communitypharmacyhumber.org

Remember the digest is also posted to our Facebook and Twitter pages—follow us and read the digest at your leisure.