



LPC Newsletter

Issue Number 138 - October 2011

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A View from the Chair...

The New Medicines Service and Targeted MURs are the hot topics on the pharmacy agenda at the moment – and so they were at LPC. Given the increasing volume of prescriptions and the falling returns due to Category M etc. it is sometimes hard enough just keeping pace with the 'old medicines service'. But be that as it may, received wisdom is that, if we get this one wrong, it is unlikely that pharmacy will be considered for national service developments in the future; indeed it is rumoured that if NMS doesn't work, MURs may well be scrapped too. And you can bet your boots that dispensing fees won't be raised to maintain the equilibrium! So this is important. There is little doubt that for most of us this has crept up almost unawares, despite it being talked about for some time. And as far as I am aware our medical and nursing colleagues knew nothing of it (echoes of the MUR service perhaps)? However, despite the unpreparedness and seeming haste, we urge all community pharmacists to get behind this initiative. The LPC will give you all the support we can - and Ruth has prepared an information sheet for GPs so they should at least know about it by October 1st - but in the meantime all we can advise is that you do the CPPE pack, attend local training meetings and ensure you can record your activity via Pharmabase.

Steve

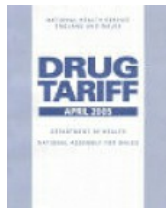
NHS Choices Self-editable Profiles and Patient Feedback

The deadline for registration in this initial phase for bulk updating by NHS Choices has passed, however it is not too late to register - if you haven't yet done so, a contact email address to be registered for this service should be sent to **webteam@southstaffshis.nhs.uk**

at the South Staffordshire Health Informatics Service who will provide this service on behalf of the South Staffs PCT. Please note that all **CCA and AIMp companies** will also have to register each pharmacy individually with their contracted PCT; we still recommend employees of these companies speaking to your line manager before contacting the HIS web team to register.

I have received an email from the HIS confirming that all applications received by them up to the end of September have been submitted and accepted by NHS Choices; the process of registration should be completed this week.

A full briefing on self-editable profiles and patient feedback about pharmacies can be found in the NHS Choices section of the PSNC website - click on **<http://tinyurl.com/3kn9hbx>**. Information was also provided in the August edition of *Community Pharmacy News*. If after reading the guidance you want any further help or information email Peter Prokopa peter.southstaffslpc@gmail.com or call him on 07870 214487.



ARE YOU AHEAD OF THE GAME? If you are, you already know that the best way to hear about all updates from PSNC is to sign up for PSNC email alerts; just visit their website page... http://www.psnc.org.uk/email_signup.php Just complete the details and you'll then start receiving the alerts in your inbox...alternatively, if you use Twitter, you can follow PSNC (@PSNCNews)

Details of CIP error package announced

The details of CIP error package to cover the period April 2009 to March 2011 inclusive have now been finalised and will be published in the October 2011 edition of the Drug Tariff in Part XIVB. They will also be published on NHSBSA website in due course. Outline details have been included in the September edition of Community Pharmacy News. The package includes an initial payment to contractors (subject to eligibility criteria) in recognition of the level of pricing errors and the inconvenience caused. It also provides the opportunity for contractors to request rechecks if they feel their payments in the period 1 April 2009 to 31 March 2011 have been significantly affected. Contractors have until 31 December 2011 to submit these requests for rechecks and details of how to do this, together with the request form, are available at the NHSBSA website by following this link: <http://tinyurl.com/43vbrfc> where you can also find a Question & Answer document. Contractors need to consider whether they are going to request rechecks and need to study carefully the details regarding the implications of doing so. PSNC would encourage contractors who decide to request checks to submit their request forms as soon as possible and not to wait until the deadline approaches.

Dispensing Emla 5% cream with dressings

The requirements for prescriptions ordering the packs of Emla 5% cream with occlusive dressings have changed recently.

The term 'pre-medication pack' is no longer recognised by NHS Prescription Services. To keep in line with dm+d descriptions (which prescribers should be doing) prescriptions should be written as either:

**Emla 5% cream 25g + 12 dressings OR
Emla 5% cream 5g + 2 dressings**

However, if a prescription is written just requesting "Emla 5% cream", pharmacy contractors can still be reimbursed for dispensing any of the available pack sizes (including the dressings packs), as long as they endorse the prescription accordingly (using the descriptions given above).

Don't forget - more news, events and links are always available on the LPC website:

www.southstaffslpc.co.uk

Apidra Supply Issues - update 26/9/11

Sanofi issued a letter to healthcare professionals on September 9th about the interruption of supply of Apidra Optiset and Solostar pens and Klikstar cartridges. The letter explains the stock position and that new supplies of Apidra Solostar and Klikstar will not be available until December 2011. It is unlikely that the Optiset product will be available again as it is due for withdrawal at the end of the year.

Hospitals and GP surgeries are being informed and there is still limited stock at wholesalers, at some pharmacies and in patients' homes. If a prescription is presented for Apidra and there is no stock available, pharmacies should in the first instance contact Sanofi as the following options are available:

- To confirm whether Apidra is available for order: **Sanofi Customer Services - 0800 854 430**, (9am - 5:15pm Monday-Thursday, 9am - 4pm Friday).
- For any other enquiry, including to request access to Apidra for an individual patient for whom no alternative exists: **Sanofi Medical Information - 01483 505 515**.
- In addition, individual patient enquiries can be directed to the **Sanofi Insulin Support Line - 0845 606 6887** (open 24 hours/day, 7 days/week).
- Pharmacies can also contact their local Sanofi diabetes account manager for further information and support.

Leaflets to help patients understand the situation will be available from Sanofi in the next few days. If you would like to receive a supply of leaflets, please contact your Sanofi diabetes account manager or Sanofi Medical Information, as above.

More from



Quit Kits 2012

The Department of Health is inviting pharmacies across England to distribute Quit Kits to smokers in a nationwide campaign running from January to March next year. These kits will contain some practical tools and advice which are designed to help people quit smoking. PSNC is supporting this campaign and has briefed LPCs so that they can discuss with their PCTs the possibility of including the Quit Kits in their local health promotion campaigns available through the community pharmacy contractual framework.

The 2012 campaign is designed to build on the success of this year's Quit Kit campaign in which more than 3,700 pharmacies across England took part and patients who received the kits had a 70% success rate.

Order lines are open from 3rd October and all contractors who decide to participate in the campaign can order their Quit Kits by calling 0800 678 3173. Any pharmacy interested in supplying these kits and requiring further information can do so by contacting smokefree@dh.gsi.gov.uk.

Reporting Supply Problems to PSNC

We hear from our LPC members and other contractors that supply problems, including issues with manufacturer quotas, are continuing to make life very difficult for both contractors and their patients. Last year PSNC circulated a simple report form which could be used to record all instances of problems arising from the inability to obtain stock direct from wholesalers, and the impact this had on patients. We would encourage every contractor to complete one of these forms, including every incident and if possible how this impacted you and your patients. You can find a copy of the form in both PDF and Office Document format at:

<http://southstaffslpc.co.uk/Forms/View-category>

PharmaBase

Following the announcement on 23rd September that the Secretary of State Directions in relation to the legal standing of the New Medicines Service and other contractual framework changes, PSNC have confirmed that access to the NMS Module in PharmaBase was opened up on Friday 30th September, in preparation for the service commencing on 1st October.

As we have mentioned at all of our recent NMS workshops, if you cannot find or have forgotten your PharmaBase login details then contact the PharmaBase helpdesk:

01675 436572 (Mon-Fri, 9am-5pm)

MUR DATA CAPTURE FROM 1ST OCTOBER 2011

On Friday 23rd September the Department of Health published the Secretary of State Directions which provide the legal basis for the New Medicine Service and the changes to the Medicines Use Review (MUR) service.

Alongside the Directions, the Department also published a number of documents that are approved by the Secretary of State and are listed in the Directions. One of these documents is the spreadsheet which must be used by contractors to provide their PCT with a quarterly report on MURs provided (where the PCT has requested the report).

PSNC and NHS Employers also published a document describing the MUR data capture requirements. These documents are available from the MUR section of the PSNC website:

<http://www.psn.org.uk/pages/mur.html>

Need more information on the New Medicine Service? Click on
www.psn.org.uk/nms

Revised Requirements on Patient Consent

From 1st October the requirements on gaining patients' consent to take part in NHS Advanced Services have changed - as with the New Medicine Service, WRITTEN consent is also required from patients for Medicine Use Reviews (whether from the target groups or not) before you undertake the service.

Appropriate forms as PDF or customisable Word documents can be found on the PSNC Website
www.psn.org.uk/nms

Service Development Report - Dr Ruth Goldstein

We have a huge amount going on in our world of pharmacy at the moment, first of all there is the launch of the New Medicine Service and Targeted MURs from October 1st and then we are hoping to launch our Healthy Living Pharmacy Initiative on January 1st. We recognise that both of these involve additional work, but as an LPC we are very committed to both initiative and would like to encourage as many of you as possible to be involved in both.

If you are going to get involved in the New Medicine Service *please please please* record your data on the **PharmaBase** system (any questions about the system please ask Peter Prokopa or call the **PharmaBase Helpdesk on 01675 436572**). If the system is used as intended then there should be huge amounts of data available in the future for people like me to take to commissioners to convince them to buy services from pharmacists, so it really is an investment in your future. And don't forget as contractors you are funding this through your levy payments to the LPC, so it makes sense to use it!

Just a quick "ps" on claiming for services - please can you make sure that you are regularly claiming for service fees for the EHC, Minor ailment, pivotel payments, palliative care box scheme and any other enhanced services you carry out. We need accurate up to date activity data so we can base future developments for new services.

Training update:

Please don't forget to register for any of our training sessions. We have now completed the training around the new Medicine Service and targeted MURs but we still have the session on Drug misuse and also drugs and alcohol implications in road safety. Both of these evenings will be equally and maybe even more valuable to technicians and counter staff in your pharmacies, so please encourage as many people from your pharmacy team to attend as possible. As usual booking is through the "Doodle" on-line system, but if you can't access this then you can:

- email your booking to peter.southstaffslpc@gmail.com or
- call Peter on 01785 715460 or
- text the name and venue of the workshop plus your name and pharmacy to 07870 214487

Support for Substance Misuse Clients

This workshop is being run by Addaction and will provide pharmacists and particularly support staff with further information and guidance on helping these clients with not only direct support in relation to their substance misuse problems but also consequential healthcare issues.

These workshops will start at 7.30pm with food available from 7.00pm on the following dates:

- Thursday 6th October - Wiggin Centre, Robert Peel Hospital, Tamworth
- Tuesday 11th October - PCT Office, Edwin House, Centrum 100, Burton
- Wednesday 12th October - Jubilee Centre Classroom, Rodbaston Campus, Penkridge

Doodle link - <http://doodle.com/dvdrke59p5i28tfe>

Medicines, Alcohol and Road Safety

There has been some publicity recently in the news about driving whilst taking prescribed or OTC medicines, and Staffordshire County Council are keen to highlight this issue to the public through pharmacies. This workshop will help pharmacists and support staff to deliver appropriate messages to patients and the Council will be providing free posters & leaflets. In addition, there will also be a discussion on alcohol and driving. **This workshop supports work ongoing to implement Healthy Living Pharmacies - if you have registered to move your pharmacy towards being an HLP then it will be particularly useful.**

The workshops start at 7.30pm with food available from 7.00pm...

- Wednesday 9th November - Jubilee Centre Classroom, Rodbaston Campus, Penkridge
- Thursday 10th November - Wiggin Centre, Robert Peel Hospital, Tamworth
- Tuesday 22nd November - PCT Office, Edwin House, Centrum 100, Burton

Doodle link - <http://www.doodle.com/ne8dsimurkf6frf5>

Please - if you reserve a place at one of these sessions and find you are not able to attend let us know either by phone, text or email so that catering can be adjusted or a place offered to another person if necessary.

More Service Development News - Dr Ruth Goldstein

Emergency supplies

Please can I remind people that if you are providing a patient with an emergency supply of their regular medication you can only do so for a maximum of 28 days. We have recently had an issue with a pharmacist providing 3 months supply to a patients and then asking the GP for a prescription to cover the emergency supply. This is not good practice; an emergency supply should be made when appropriate however up to a maximum of 28 days as per current legislation and NOT one equal to the patient's usual prescription quantity if greater than 28 days.

Joint Pharmacy/GP Workshops

We also have some training dates organised for joint GP- pharmacy meetings in the BLT area of the patch (we are hoping other areas will want this soon as well.

The dates for these evenings are 13th October and 15th November.

All pharmacies in the BLT area should have received an invitation from Genine Riley, if you haven't had one please contact Genine, via email at genine.riley@southstaffspct.nhs.uk.

Safeguarding issues

Earlier in the summer some of our pharmacy colleagues from neighbouring areas were reporting an increase in the number of older Asian men requesting EHC on behalf of younger looking girls, who were sometimes, but not always present in the pharmacy. If you have such requests please consider the safeguarding issues that were discussed at training earlier this year. You must be able to assure yourself that there are no issues surrounding the relationship between the man and women which may indicate that the woman is at risk, this includes age difference. Please don't be afraid to raise any issues you encounter with the PCTs safeguarding team, it is better to check out a situation than leave it and find out later that there were issues which should have been raised.

Just to remind you, For a general discussion the please contact the PCT offices on 01889 571405 but if you need to contact someone as you are more certain there is a safeguarding issue please contact First Response First response 0800 1313126.

Healthy Living Pharmacies

Finally, for those of you who have signed up to the Healthy Living Pharmacy initiative, please remember to fill in your forms about what training you want for your staff. The face to face days for Health Trainer Champion training are 13th and 14th October or 8th and 9th December. Please let Janet Nowikowski at the PCT know which dates you prefer or if you want us to obtain distance learning training for your staff members. Janet's email is: Janet.Nowikowski@southstaffspct.nhs.uk.

We are also planning on running some leadership training for pharmacists involved in the Healthy Living Pharmacies in November, as soon as dates and venues are confirmed I will let you know.

As usual, if you need any help on a service-related issue, please don't hesitate to contact me, preferably by email at goldsteinruth@aol.com, but if it is urgent telephone me on 07976 216326. *Ruth*

CPPE News from your local CPPE Tutor, Gillian Hall

Confidence in consultation skills – a new and exciting full day workshop for Pharmacists

Good communication skills are vital to an effective consultation and will play an even more important role for community pharmacists with the introduction of the new medicine service.

The next time you speak with a patient about their medicines, ask yourself:

Are you confident that you communicate clearly and effectively with patients and deliver high quality, patient-centred consultations? How do you know you are getting it right?

CPPE developed our new **Confidence in consultation skills** workshop with the aim of equipping you with the knowledge, skills and confidence to make your consultations effective for both you and the patient.

By attending the workshop you will learn about: the different consultation skills models you can apply to your consultations; how to make sure you really listen to the patient and put them at the centre of the consultation and how to address barriers within the consultation. You will also get the opportunity to put your learning into practice with colleagues in a relaxed and supportive environment, by giving constructive feedback on consultation videos and taking part in role play sessions.

The workshop runs over a full day and is being run at strategic locations around England; venues are chosen for their links to motorways etc for ease of access – check the CPPE website to find a suitable venue for you to attend then simply book online.

And for registered technicians - an evening workshop on consultation skills. event will run next spring or early summer – it should be great to help your registered technicians build confidence in their consultation skills.

CPPE is still free – so what are tokens?

We have recently introduced a token system and it seems to be causing a little confusion so I thought I would take a little time here to explain.

CPPE is still free for all pharmacists and registered pharmacy technicians who live or practice in England. Every year we will add tokens to your account and you simply “spend” the free tokens and keep using CPPE like you always have. You do not have to buy tokens.

The token system was developed so that overseas pharmacists can access the training we offer. Overseas pharmacists simply purchase tokens and then can book via the website. So, for example, if you go off to live abroad for a while you can now purchase our distance learning packs to fill in your evenings!

Future Dates for events I am running:

12th October 2011 – Focal Point - Lichfield Cathedral Visitor Centre– Rheumatoid Arthritis

15th November 2011 –Village Hotel, Walsall, confidence in consultation skills for pharmacists

16th November –R2R Workshop - Lichfield– Medicines Optimisation

1st February 2021 – Public Health Workshop - Lichfield - Weight Management

Please don't hesitate to get in touch if you have any questions:

Gill Hall, mobile 07931 590899, email gillian.hall@cppe.ac.uk

CPPE guide on targeting MURs

Community pharmacy teams can prepare themselves for changes in the Medicines Use Review (MUR) service with a new guide from the Centre for Pharmacy Postgraduate Education (CPPE): *Targeting your MURs more effectively*.

From 1 October 2011, half of the MURs undertaken in pharmacies must be with patients from national target groups. CPPE's new downloadable guide helps learners to explore ways of targeting those patients who will benefit most from MURs, identify key medicines usage issues and improve the quality of the MURs they undertake. The guide also lists key national resources and refers to real life cases where MURs have been targeted effectively.

“With changes to how pharmacy teams deliver MURs imminent, time is now of the essence for them to equip themselves with the knowledge required,” said **Professor Christopher Cutts**, director of CPPE.

“With our *Targeting your MURs more effectively* guide, we hope to streamline this learning process so that they can be ready to meet the new service targets as soon as possible.”

This guide follows the publication of another CPPE guide, *MUR accreditation*, which gives background on the service for those looking to become providers, as well as advice on how they can become accredited. All CPPE guides can be downloaded at www.cppe.ac.uk/guides.

South Staffordshire PCT News...

PCT Contract Monitoring: Pre-Visit Questionnaires

These were posted out to pharmacies some time ago, and the deadline for their return was 21st September. Whilst many have been received, some are still outstanding so if you haven't completed and returned yours, please do so as soon as possible to avoid being hassled by the Primary Care team!

If you can't find yours then please contact your Primary Care Manager at Springfields Health & Wellbeing Centre, Rugeley Tel 01889 578594.

Remember that PharmaBase includes an electronic version of the Contract Workbook and is an ideal format in which you can show the PCT how you meet the requirements of the Community Pharmacy Contractual Framework.

If you cannot find your PharmaBase login call their helpdesk on **01675 436572** (Mon-Fri, 9am-5pm)

Empty Liquid Controlled Drug Containers

There has been some confusion about how to dispose of containers from liquid Controlled Drugs; having liaised with the GPhC inspectorate (and following DoH and MEP Guidance) the correct method is as follows:

- The container should first be emptied as far as possible (within the dispensing process);
- Any excess liquid should then be denatured;
- The container should then be placed into the appropriate waste container for incineration

For appropriate guidance on the destruction of CDs, including denaturing, please see Medicines Ethics & Practice, 35th edition, pages 60-63.

Andy Riley

Accountable Officer for Controlled Drugs

Staffordshire Cluster of PCTs

Information Governance

I have heard today from Julie Mitchell, the PCT's Information Governance Lead for Pharmacy. She has decided to hang up her IG boots and is leaving the PCT to take a well earned break. I'm sure you will join me in thanking her for all of her work in ensuring that Community Pharmacies in South Staffordshire managed to achieve a fabulous result in their IG declarations, and wish her well for the future.

Peter

LPC Contacts

The LPC welcomed a new member to the Committee this month - Gillian Hall, who as a Boots employee represents CCA and also works as local CPPE Tutor (see previous page!). Gill is standing in for Jenny Palfreyman during her maternity leave. We wish Jenny well and look forward to working with her again in the future.

LPC Members and Officers details are below. Please don't hesitate to contact us if you need help - for non-urgent queries, please use **email** whenever possible. Thanks!

		Representing	Telephone	e-mail
Chairman	Steve Bullock	IND	01543 432456	spgn.bullock@btinternet.com
Vice Chairman	Martin Wilson	CCA	07834 090648	mwilsonpharmacist@yahoo.co.uk
Chief Operations Officer	Peter Prokopa LPC Office		07870 214487 01785 715460	peter.southstaffslpc@gmail.com
Service Development Officer	Ruth Goldstein		07976 216326	goldsteinruth@aol.com
Treasurer	Phil Galt	CCA	01782 638009	pgalt@cornwells.co.uk
Members	Andrew Morrison	IND	01785 850057	eccleshallpharmacy@btconnect.com
	Narinder Chahal	IND	01543 676302	narinderkchahal@googlemail.com
	Richard Dean	AIM	01283 535255	richard.dean@deanandsmedley.com
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	Andrew Magrath	IND	01827 288032	pharmacy@magrath.lccnet.co.uk
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	Gary Evans	CCA	07786 661648	gary.evans@lloydspharmacy.co.uk
	Julia Scrivens	CCA	01889 582061	j.scrivens@ntlworld.com
	David Atthey	CCA	01785 245736	davidatthey@hotmail.com
	Hardeep Dhillon	CCA	01543 469817	hardydhillon@talktalk.net

STOP PRESS!!!

Staffordshire Carers and Purple Pages - Free advertising of your pharmacy!

Staffordshire carers is a www site that has been launched by Staffordshire County Council and it being very heavily promoted to the general public and all health and social care providers and the voluntary sector. The idea of the site is that it is the one place people go to get information about any services that they may need.

They organisers of the site have approached me asking if all community pharmacies would be prepared to enter their details on to the www site. You can put just your basic details such as opening times and address or you can add links to your own pharmacy pages, post your newsletters or promotional material for patients onto the site etc....and its all FREE

I have tried to enter some details onto it...and it is fool proof, as I demonstrated as I managed to do it...all you need to do is...

Click on: <http://www.staffordshirecares.info/HealthStayingWell/Healthandstayingwell.aspx>

Click on: Health and staying healthy button (2nd from lhs of page)

Click on: Search Purple pages (RHS of screen)

Click on 'choose from' and select Health advice and service

Click on : go

Click on: provider services

Click on: sign up for free

go through registration process

Once registered you will be sent a confirmatory email with your user name and password, use this to log on again and then follow the on screen directions to set up a site to advertise your pharmacy on.

It really is a 'no brainer' as far as I can see.....so far the site has been up and running for a few months and the hits on purple pages are: 8,187 visits, 84,620 page views....that's a lot for something hat is still very new.

A few pharmacies have already put their details on....and I know that the pharmacies in North Staffordshire are also putting their details on, so please don't get left out....

If you have any questions about this or need help, then just email me and I will see if I can help....

Ruth Goldstein goldsteinruth@aol.com



Your lifestyle, your choice, your care

