

Wednesday 7th September 2022

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 contractor colleagues,

[LPC Annual General Meeting \(AGM\), Wed 28th Sep 2022, 7:15-8:30pm](#)

A reminder that our virtual Somerset Annual General Meeting event is on Wednesday 28th September 7.15-8.30pm.

This is also particularly pertinent as we begin to plan the changes required to meet the expectations of the recent national representation review vote to transform the way we work on your behalf. Our shared challenge for the event is to have at least one colleague (ideally 2 so you can discuss afterwards!) from each of the 102 Somerset pharmacy teams turn up. We promise this will be worth your valuable time!

[Please register in advance for the AGM in Zoom](#) and encourage others from your pharmacy network to attend and join us online too! Please share this link with your teams - we look forward to seeing at least one person from every pharmacy there!

National services provided by community pharmacies within the Somerset LPC area in 2021/22

Thank you to all our contractors and their brilliant teams for your continued hard work and perseverance to support the public, patients, other health professionals and each other. Please find attached an infographic of the National services provided by community pharmacies within the Somerset LPC area in 2021/22. This is a massive achievement - Congratulations and thank-you to you and all your teams! Please print and display in your pharmacies!

We would like you to read and absorb the whole content of this bulletin, **in particular we draw your attention to:**

- **[GP-CPCS update, actions and top tips](#)**
- **[Dental factsheets for pharmacy teams](#)**
- **[Pharmacy staff: Book your autumn C-19 booster](#)**
- **[Hypromellose 0.3% drops - removal from drug tariff](#)**

Kindest regards.

Community Pharmacy Somerset.

*****IMPORTANT ACTIONS FOR ALL PHARMACIES*****

NHS.net email is used for essential services such as Turning Point, GP-CPCS referrals outside of Somerset and in cases 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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People and workforce development

1. Emergency contraception, safeguarding & child exploitation online training Wed 14th Sep [Last chance to book!]

- This training is required for community pharmacists to deliver Emergency contraceptive (EC) services in Somerset under the Somerset County Council PGD.
- It is for pharmacists new to providing this service or those due for refresher training (minimum every 4 years).
- This programme includes:
 - Levonelle and Ulipristal acetate (ellaONE) PGDs.
 - Sexual health.
 - Safeguarding and child exploitation.
 - Local referral pathways.
- **Next training date (7:00-9:30pm online) Wed 14th September 2022.**
- Email: anne.somersetlpc@gmail.com to book your place with details of the pharmacies in Somerset that you work in and your GPhC number.



2. Health Education England (HEE) Foundation Training Year E-portfolio orientation workshops [Information]

- Health Education England will be hosting further E-Portfolio orientation workshops for trainee pharmacists, designated supervisors and educational leads.
- The sessions will provide an overview of the Foundation Training Year e-portfolio functionality, latest developments and a Q&A session.
- These sessions are being offered across England. There is no sign-up process; to join please click the link in the table below.
- Find out more at the [HEE Trainee Pharmacist Foundation Year webpage](#).

Date	Time	Audience	Microsoft Teams meeting links
08-Sep-22	7-8pm	Trainees	Click here to join the meeting
13-Sep-22	7-8pm	Supervisors and educational leads	Click here to join the meeting
21-Sep-22	1-2pm	Trainees	Click here to join the meeting
29-Sep-22	1-2pm	Supervisors and educational leads	Click here to join the meeting

3. 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):
 - [Reversing pre-diabetes](#)
 - [Human needs](#)



4. CPPE face to face optimising inhaler technique workshop, Taunton/Bridgwater, Wed 11th January 2023 [Book now]

- Finally, after almost 3 years, face to face CPPE workshops are returning.
- An [Optimising inhaler technique: improving outcomes workshop](#) is scheduled on **Wednesday 11th January 2023, 19:30-21:30 at The Canalside Conference Centre, Bridgwater.**
- Please book now as places are limited to 26 pharmacists, pharmacy technicians or trainee pharmacists. [Booking link](#).
- Look forward to seeing you there!



5. 'Meaningful Engagement in Asthma Care' Getting the most from your Asthma Consultations online workshop [Book now]

- You are invited to register for a 'Meaningful Engagement in Asthma Care' Getting the most from your Asthma Consultations online workshop.
- Speaker: Beverley Bostock RGN, MSc, MA, QN, Advanced Nurse Practitioner and Nurse Educator.
- Dates and times:
 - Wed 14th September 2022, 7.00pm - 8.15pm.
 - Wed 28th September 2022, 12.15pm - 1.30pm.
 - Wed 26th October 2022, 7.00pm - 8.15pm.
- To register for your preferred date please email: Lydia-rochberry@orionnshi.co.uk

- This workshop is organised and sponsored by Orion Pharma (UK) Ltd - they have not had any input into the educational content. Orion Pharma will give a short promotional presentation at the start of the event.
- See attached for further information.

Customers

1. Dental factsheets for pharmacy teams [Information]

- The Health Education England (HEE) teams across London and the South East have collaborated to produce a [series of dental factsheets specifically for community pharmacy teams](#).
- These are intended to be used by patient-facing team members to help them deal with common dental and oral symptoms/conditions and signpost patients where appropriate.
- CPPE has an [Oral health learning gateway](#) which includes links to resources and learning about oral health to help you to support your patients and customers and signpost them to relevant information for them.



Autumn COVID-19 booster and flu vaccine programme

1. Pharmacy staff: Book your autumn C-19 booster [Action]



- NHS England has announced that from Wednesday 7th September 2022, around 7 million people (including those aged 75 and over, people who are immunosuppressed, and health and care workers) will be able to book an appointment for their COVID-19 booster vaccinations online or by calling 119.
- Health and care workers, including pharmacy staff, can book their COVID-19 booster vaccinations through the [National Booking Service](#). Eligible staff are encouraged to book an appointment for a booster dose as soon as possible, provided it has been at least three months since their last dose of the vaccine.
- [Find out more at the PSNC website](#).

Operations

1. Hypromellose 0.3% drops - removal from drug tariff [Action]



- Following removal of generic Hypromellose eye drops from Cat C in the drug tariff, prescriptions are now being priced against the branded medical device supplied on dispensing.
- To control costs, NHS Somerset ICB is recommending that prescriptions are switched to one of the three most cost effective brands listed below.

- Practices have been advised to select more than one of these brands and inform their local pharmacies of their preferred brands so stock is obtained before prescribing:
 - AcuLose Hypromellose 0.3% (10ml bottle) 71p
 - AproMel 0.3% (10ml bottle) 69p
 - Lumecare Tear Drops 0.3% eye drops 80p
- Please contact your surgeries to discuss the local choices if you have not heard from them yet.

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



- The DMS reduces avoidable patient harm and readmissions caused by medicines by supporting medicines reconciliation for patients discharged from hospital.

Standard Report for: Hospital Discharge Referral - ITK from 2022-08-01 to 2022-08-31

Activity Indicators

Active Providers in your area = 1

Number of Provisions or Personal Interactions = 155

Referral Outcomes

Referral status	Number
Referred, outstanding	30
Rejected	8
Accepted but not completed	15
Completed	102

Please action and complete all DMS referrals Accordingly

- **Please check PharmOutcomes for outstanding and not completed referrals and action immediately!**
- Continue to monitor PharmOutcomes for requests whether from YDH or out of county hospitals.
- Please brief your teams about the service and the importance of checking regularly for referrals coming through and action them.
- Please email any questions to: yvonne.somerset@gmail.com

Have you completed your DMS DoC?

- Community pharmacists and pharmacy technicians are reminded that they must complete the Discharge Medicines Service (DMS) Declaration of Competence (DoC) before starting to provide the service.
- [Find out how to complete the DMS DoC here.](#)

3. Pharmacy Pressures: A video message from PSNC's CEO [Information]

- PSNC Chief Executive Janet Morrison has [recorded a video message](#) addressing concerns raised by contractors about the ongoing combination of pressures facing community pharmacies.
- Janet reassures contractors that PSNC has provided a compelling portfolio of evidence on the impact that pressures are having on the sector, and requested urgent additional funding. She and her team remain in regular contact with Government officials to share their ongoing concerns and are working to raise this at the highest level.

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

1. GP-CPCS update, actions and top tips [Action]



- We received a brilliant 1103 referrals to the GP-CPCS during August.
- With all this good work you have done please do not forget to claim for your GP-CPCS activity via your MYS portal at the end of each month.
- Here are some stats to entice you to keep going and see what a positive difference you have made to patients in Somerset. And some required actions to do even better!

August 2022 GP-CPCS outcomes– actions still required...

Standard Report for: GP CPCS - Referral from 2022-08-01 to 2022-08-31

Report date: 2022-09-06

Report period: Aug 2022 (provision date 01-Aug-2022 - 31-Aug-2022)

Filtered by Status NOT IN (PendingCancelled, NotClaimable, NotClaimed, ClaimedInError, Exempt, Excluded)
Only provisions relevant to: GP CPCS Somerset LPC

Activity Indicators

Active Providers in your area = 56
Number of Provisions or Personal Interactions = 1103

Referral Outcomes

Referral status	Number
Referred, outstanding	54
Accepted but not completed	7
Completed	833
Dropped / Cancelled	209

Please clear the old referrals off ASAP.

Attention teams!

- There are 54 outstanding GP-CPCS referrals.
- Dropped/cancelled referrals remain high – this should be a very low number. You are missing out on income and opportunities to support patients and GPs.
- You will see from the attached infographic that there were 555 unclaimed GP-CPCS referrals in 2021-22! You have missed out on income for work

completed!

- Please read on....

Immediate action required...



Urgent required actions:



Referral, outstanding	Action these accordingly – URGENTLY!
Accepted but not complete	Action these accordingly – URGENTLY!
Completed	Please make sure you claim for ALL activity completed!
Dropped/Cancelled	Dropped referrals: Should these all have been dropped? Review and action differently. We find a lot of dropped referrals are patient uncontactable – use ‘uncontactable’ as the outcome. Dropped = Zero Income for your pharmacy.

If you have any questions or need any help or advice about GP-CPCS please email either yvonne.somersetlpc@gmail.com or michael.somersetlpc@gmail.com

Please see attached GP-CPCS Top Tips poster – please display in your pharmacy and brief all your teams, including locums, relief and temporary staff.

Contact details

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