

Wednesday 21st 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 online Somerset Annual General Meeting event is on Wednesday 28th September 7.15-8.30pm. This is a very important event 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.

We would like to see at least one colleague, and ideally two, from each of the 102 Somerset community pharmacies. We promise this will be worth your valuable time and a chance to meet colleagues you may not have had chance to meet before!

[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 invitation with your teams - we look forward to seeing at least one person from every pharmacy there!

Patient satisfaction and workforce surveys

From 1st October 2022 it will be a Terms of Service requirement to complete the annual Health Education England (HEE) community pharmacy workforce survey. This will help provide a full picture of the community pharmacy workforce to DHSC and NHS England, including identifying the number of vacancies and regions where these are particularly hard to fill.

In recognition of the workload pressures on pharmacies, the requirement to undertake an annual patient satisfaction survey will be removed from the Terms of Service from 1st October 2022. [Find out more here](#)

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

- **[Reporting suspected child exploitation concerns.](#)**
- **[Reminder to claim for CPCS activity.](#)**
- **[Flu vaccination: Updated PGD published.](#)**
- **[Mandatory completion of workforce survey and Removal of the requirement to undertake a patient satisfaction survey.](#)**
- **[CPPE face to face optimising inhaler technique workshop, Taunton/Bridgwater, Wed 11th January 2023.](#)**
- **[Safe prescribing in pregnancy and lactation - update webinar 6th Sep – recording link.](#)**
- **[Pharmacist Support: mental health and wellbeing support for you and all your team.](#)**

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. **Safe prescribing in pregnancy and lactation webinar 6th Sep – recording link [Information]**
 - On 6th September, Sam Morris from the Medicines Management Team, Somerset ICS ran an excellent, [Safe prescribing in pregnancy and lactation webinar](#). For anyone who missed it please take the time to listen to the recording and please promote to your team and other colleagues including locums and relief staff.
 - [Here is a link to the recording](#) (there is a short registration page before accessing the recording so we can gauge uptake).
 - The links that Sam mentions can be found at: [Medicines in pregnancy, children and lactation - NHS Somerset](#) including the link to the infant feeding page, which holds the CMPA guides (including equivalent specialist formulae), and contact details for the Health Visiting teams.
 - Thank you to Sam for an excellent educational event.

2. Pharmacist Support: mental health and wellbeing support for you and all your team [Information]

#ACTNOW



- The Pharmacist Support [ACTNow wellbeing campaign](#) for pharmacists is kicking off on World Pharmacists' Day this Sunday.
- This year, the four-week campaign focuses on breaking the silence of mental health and wellbeing, transforming workplace culture, developing the pharmacy team, and prioritising individual wellbeing.
- Whether you are a pharmacist, pharmacy manager or employer, sign up to [ACTNow](#) to access free mental health and wellbeing support **for you and the whole pharmacy team**.
- You can also share details of the ACTNow campaign with your team and networks to ensure they get the help they need to manage their mental health and wellbeing in the pharmacy.

3. 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
29-Sep-22	1-2pm	Supervisors and educational leads	Click here to join the meeting

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. CPPE online workshops Oct-Dec 2022 [Book now]



- CPPE online workshops with spaces available are shown in the table below.
- These workshops are for all pharmacists, pharmacy technicians or trainee pharmacists.

CPPE online workshops - click on title for further information and booking links (dates with places still available shown – other dates already full!).

<u>NHS Community Pharmacist Consultation</u> <u>Service: essential skills</u> All events now full!	<u>Opioid deprescribing in chronic pain</u> Nov 29th. Dec 14th.
<u>Type 2 Diabetes: supporting people better</u> Sep 29th. Oct 11th, 19th. Nov 2nd, 17th, 22nd. Dec 13th.	<u>Health inequalities: focus on vaccine hesitancy</u> Sep 27th, 29th. Oct 11th, 18th, 19th. Nov 1st, 8th, 10th, 24th. Dec 6th.
<u>COPD</u> Oct 4th. Nov 16th. Dec 8th.	<u>Hypertension</u> Oct 17th. Nov 7th, 9th, 22nd, 28th. Dec 5th.
<u>The Mental Capacity Act 2005 and covert administration of medicines</u> Sep 22nd. Oct 20th. Dec 7th.	<u>Medicines optimisation in care homes essential skills</u> Nov 28th.
<u>Falls prevention</u> Oct 6th, 11th. Nov 17th.	

Customers

1. Reporting suspected child exploitation concerns [Action]



- If you have any concerns about safeguarding or child exploitation concerns for a vulnerable child and would like some help please contact the [Somerset Safeguarding Children Partnership](#) (scroll down to find the phone numbers and links). **Please don't stay silent.**
- Child exploitation concerns should also be reported via the [Child Exploitation Police Reporting Form](#).
- If you consider that anyone (including a child) is at immediate risk of harm you should do all you can to keep them in the pharmacy and call 999 or 101.

2. Stoptober 2022 resources available now [Action]



- The annual stop smoking campaign Stoptober has launched.
- Stoptober is a great opportunity to encourage smokers to make a quit attempt and help them sustain it throughout October and beyond.
- Stoptober is built on evidence that if a smoker can quit for 28 days, they are five times more likely to quit for good.
- A range of resources are now available at the [Campaign Resource Centre](#), including various printed A3 posters as well as downloadable resources for use on social media, websites and digital screens. A campaign toolkit including key messages, statistics, social media posts and long/short copy is also available.

Autumn COVID-19 booster and flu vaccine programme

1. Flu vaccination: Updated PGD published [Information]

- NHS England has approved an updated patient group direction (PGD) for use by community pharmacy contractors during the current flu vaccination season.
- [The updated PGD \(version 11\) is now available to download here.](#)

Operations

1. Mandatory completion of workforce survey [Information]

- Workforce challenges are currently adversely impacting most sectors of the UK economy, but they are being particularly acutely felt within community pharmacy with serious consequences for pharmacy contractors.
- Regulations have been laid in Parliament which will make completion of the annual HEE community pharmacy survey a mandatory requirement for contractors as part of their Terms of Service from 1st October 2022.
- This change has been agreed to ensure we all have high quality workforce data to tackle the widespread staffing challenges the sector currently faces.

2. Removal of the requirement to undertake a patient satisfaction survey [Information]

- In recognition of the workload associated with completing the annual workforce survey, the requirement to undertake an annual patient satisfaction survey will be removed from the Terms of Service from 1st October 2022. This means that contractual requirement will no longer apply to contractors in 2022-23 and going forward.
- The changes apply from 1st October, but effectively this means contractors can now cease any patient satisfaction survey work, if they have already commenced it, or shelve their plans to undertake a survey later in the year.

[Full details on the proposed changes are available here.](#)

Your LPC will keep you fully informed about the proposed changes so look out for further information about the requirements for 2022-23 in your LPC bulletin.

NHS Community Pharmacist Consultation Service (GP-CPCS and CPCS)

1. Reminder to claim for CPCS activity [Action]



Attention teams!

- There are many 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.
- In Somerset there were 555 unclaimed GP-CPCS referrals in 2021-22! You have missed out on income for work completed!
- 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.
- Please read on and action!

From PHARMACYSOUTHWEST, NHS England (NHS ENGLAND):

We are aware that you are providing a range of services with regard to CPCS, however when reviewing activity data we are concerned that you may not be claiming appropriately via MYS.

Therefore, this is a reminder to ensure you have the correct processes and procedures in place to claim accordingly for all CPCS activity undertaken. To support with this please find detailed below the payment mechanism associated with this service:

- **Consultation fee** - £14 will be paid for each completed referral (urgent medicines supply or low acuity/minor illness).
- **For urgent medicines supply** - a referral is completed when the pharmacist has a consultation with the patient (remotely or face-to-face) and confirms no supply is required, the patient is given advice, the patient purchases the required product, an emergency supply is made, the patient is referred on to another healthcare provider, an EPS prescription is downloaded and dispensed, or an item is not available and the patient is referred to a second pharmacy
- **For low acuity/minor illness** - a referral is completed when the pharmacist has a consultation with the patient (remotely or face-to-face) and the patient is given self-care advice, the patient purchases an OTC item, the patient is referred to a minor ailments scheme locally (where one exists), is referred to an appropriate prescriber, or the pharmacist makes the decision that the presenting condition is not minor in nature and the patient is referred in to higher acuity services
- **No Consultation fee can be claimed** - where the pharmacist cannot make any contact with the referred patient.
- **Claims for payment for this service** - will automatically be added to the MYS portal using the API between the CPCS IT system and the NHSBSA. Contractors then need to submit the claims within the MYS portal, as part of the normal month end claims process.
- **NHSBSA** - will make appropriate payments claimed by the pharmacy contractor in the same payment month as other payments for NHS Pharmaceutical Services and the payments will be separately itemised on the FP34 Schedule of Payments.
- **The cost of medicines or appliances supplied under the CPCS urgent medicines provision** - will be reimbursed using the basic price specified in Drug Tariff Part II Clause 8 – Basic Price. No other elements of the Drug Tariff in relation to reimbursement of medicines or appliances apply to this service. An allowance at the applicable VAT rate will be paid to cover the VAT incurred when purchasing the supplied medicine or appliance.

Immediate GP-CPCS and CPCS actions required...

**ACTION
REQUIRED**

**ACTION
REQUIRED**

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 or 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.

Finance

2. Discount Deduction: PSNC launches impact calculator tool [Information]

- Following the announcement of a new discount deduction system, PSNC has developed a web tool to help community pharmacy contractors estimate the impact on their payments.
- The calculator requires contractors to input information about their individual pharmacy dispensing mix (i.e. split of reimbursement by appliances, brands and generics) to provide an estimate for the level of impact the new discount deduction system will have.
- [Learn more, and download PSNC's new Discount Deduction impact calculator tool here.](#)

Contact details

Contact details:

- CEO: Michael Lennox. Tel: 07798 861866. Email: michael.somersetlpc@gmail.com
- Engagement Officer: Yvonne Lamb.
Tel: 07932 952497. Email: yvonne.somersetlpc@gmail.com
- Administration Office. Email: somersetlpc@gmail.com



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