

Wednesday 5th October 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,

Last week we held our very successful AGM - thank you to all of those who gave up your time to attend, listen, ask and network. Please find the AGM report from our CEO Michael Lennox attached along with the slides from the meeting.

If you don't know who your PCN lead is, please ask Yvonne - email: yvonne.somersetlpc@gmail.com
Your PCN lead will be able to help you to navigate the system and add you into the WhatsApp group for your PCN - and please pass this on to your colleagues.



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

- **Aripiprazole shortages [Action]**
- **Contractor Announcement: CPCS arrangements for 2022/23 and 2023/24 agreed**
- **Making a start on the new Pharmacy Quality Scheme 2022/23**
- **Correct flu vaccine reminder**
- **Turning Point New Provider - Injecting Equipment**
- **PenCycle - Insulin Pen recycle scheme**
- **NRT Letter of recommendation (LOR) voucher service [New name – same service]**
- **CPCS – contacting other clinicians and referring patients**
- **Health Education England (HEE) Newly Qualified Pharmacist Pathway for 2022/2023.**

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.

IN THIS BULLETIN:

People and workforce development:

- Health Education England (HEE) Newly Qualified Pharmacist Pathway for 2022/2023 [Action]
- CPPE Safeguarding children, young people and adults e-learning [Information]
- RPS Workforce Wellbeing Survey [Action]
- CPPE update [Information]
- Somerset Emotional Wellbeing (SEW) [Information]

Customers:

- Somerset Recovery College - Support for patients and support for you [Action]
- Somerset Pharmaceutical Needs Assessment 2022-25 [Information]

Autumn COVID-19 booster and flu vaccine programme:

- Flu vaccination: Making Every Contact Count [Action]
- Correct flu vaccine reminder [Action]

Operations:

- Aripiprazole shortages [Action]
- Turning Point New Provider - Injecting Equipment [Action]
- PenCycle - Insulin Pen recycle scheme [Action]
- NRT Letter of recommendation (LOR) voucher service [New name – same service]
- Discharge Medicines Service [Action]

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

- CPCS – contacting other clinicians and referring patients [Action]
- GP-CPCS update, actions and ****NEW**** essential top tips [Action]

Finance:

- “Looming pharmacy collapse is a national emergency”, says NPA-commissioned report [Information]
- Contractor Announcement: CPCF arrangements for 2022/23 and 2023/24 agreed [Information]
- Making a start on the new Pharmacy Quality Scheme 2022/23 [Action]
- Mandatory completion of workforce survey [Information]
- Removal of the requirement to undertake a patient satisfaction survey [Information]
- User research opportunity with NHS Digital [Information]

People and workforce development

1. Health Education England (HEE) Newly Qualified Pharmacist Pathway for 2022/2023 [Action]



- The Newly Qualified Pharmacist pathway aims to support newly qualified pharmacists (NQPs) and help them to develop the skills and competence they need to **prepare for an independent prescribing course**. There are four core elements of the pathway:
 - **Access to the RPS e-Portfolio:** You do not need to be a member of the RPS to access this or join the NQPP.
 - **Curriculum:** [RPS Post-registration foundation pharmacist curriculum](#).
 - **Learning resources:**
 - **Supervision:** all pharmacists on the pathway have access to supervision either through their employer or [via CPPE](#).
- Further information about eligibility, timelines, funding and registration (open now) can be found on the [Newly Qualified Pharmacist pathway](#) webpage and the [Briefing for employers and key stakeholders](#).

2. CPPE Safeguarding children, young people and adults e-learning [Information]



- The [CPPE Safeguarding children, young people and adults: level 2 case studies for pharmacy professionals e-learning programme](#) has now launched.
- This programme complements the [HEE elearning for healthcare \(elfh\) Safeguarding e-learning programmes and e-assessments](#) providing the pharmacy context via a series of case studies.
- Completion of the CPPE programme is not sufficient on its own to meet the core Level 2 safeguarding training requirements. Pharmacy professionals must also complete the elearning for healthcare (elfh) Level 1 & 2 learning and assessments (or equivalent). You can access the elfh safeguarding programmes here:
 - [Safeguarding adults Level 1](#)
 - [Safeguarding adults Level 2](#)
 - [Safeguarding children Level 1](#)
 - [Safeguarding children Level 2](#)

3. RPS Workforce Wellbeing Survey [Action]



- The Royal Pharmaceutical Society (RPS) is running its fourth annual Workforce Wellbeing survey in partnership with Pharmacist Support.
- This year, the survey is focussed on exploring some of the obstacles preventing workforce wellbeing measures being implemented in practice.
The survey is open to pharmacists in all settings, including students, and you do not need to be a member of RPS to take part.
- The deadline to complete the survey is **14th October 2022 (it will take less than 5 minutes)**.
[Please complete the survey here.](#)

4. CPPE update [Information]



- Please find attached the latest CPPE newsletter and events flyer.
- Also attached is a poster for you to display in your pharmacy. This has QR codes linking to hot topics and current CPPE events available for booking.
- The QR codes will continue to work as information is updated and further CPPE events are announced, so please continue to display the poster.

5. 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):

- [Singing for health](#)
- [Long Covid](#)
- [Podcasting for health](#)



Customers

1. Somerset Recovery College - Support for patients and support for you [Action]



- Please share with your patients and colleagues.
- [Online Medication Sessions run by Somerset Recovery College](#) are provided free to anyone in Somerset to discuss and learn about medication and related topics in a friendly, open forum facilitated by two tutors; an expert by experience and a pharmacist.
- Somerset Recovery College is open to all (including you and your teams) offering free courses from art and poetry to gardening, yoga, resilience training and walking groups – explore the website for further information: [Somerset Recovery College – A college providing courses to improve mental health for people in Somerset.](#)

2. Somerset Pharmaceutical Needs Assessment 2022-25 [Information]

- The [Somerset Pharmaceutical Needs Assessment for 2022-25](#) has been published.
- This PNA is valid until the end of September 2025, unless there are significant, relevant changes in the period.

Autumn COVID-19 booster and flu vaccine programme

1. Flu vaccination: Making Every Contact Count (MECC) [Action]



- The Autumn/Winter COVID-19 vaccination programme provides an opportunity to engage the public on key clinical areas that contribute to reducing health inequalities, in line with the [Core20PLUS5 approach](#).
- To support implementation of MECC interventions a list of nine MECC interventions have been developed that vaccination sites may wish to deliver where they align with local population needs. A suite of resources is available on the [FutureNHS MECC page](#).
- Whilst we appreciate that the flu appointment itself will have been scheduled for the prime purpose of the delivering the flu jab itself, and that operationally time will unlikely be available to actually conduct a secondary service, there are potential opportunities to support patient care further care by flagging other potential interventions that patients could benefit from.
- A brief discussion with patients about other pharmacy services could be of benefit and that smoking cessation and blood pressure case finding checks could be the two to focus on.

2. Correct flu vaccine reminder [Action]



- Contractors are reminded that they must ensure the correct flu vaccines are being used for each patient cohort within the NHS flu vaccination service.
- There have been cases in England of the 65 years + cohort receiving QIVe (egg-based Quadrivalent Influenza Vaccine). This is not in line with JCVI advice, the 2022/23 National Influenza Immunisation Programme letter or contract requirements.
- Please email ICARS at: england.swicars@nhs.net or the Community Pharmacy Commissioning team for further advice or [find out more here](#).
- Advice for health professionals in the event of a patient inadvertently been given a flu vaccine that is not the one recommended for their age group [is available here](#). (This is in addition to your own organisation and pharmacy incident reporting procedures.

Operations

1. Aripiprazole shortages [Action]



- Supplies of generic aripiprazole remain in short supply, causing patients and the system much concern and additional workload at the moment, including, we appreciate, our community pharmacy teams.
- Several consultant psychiatrists working in community mental health teams have contacted Somerset Foundation Trust's, Mental Health Services Medicines Management Team in recent weeks to ask them to facilitate supplies due to patients being unable to access aripiprazole from community pharmacies.
- We would like to remind you of the importance of continuity of supply for this particularly

vulnerable group of patients and risk of symptomatic deterioration if aripiprazole is stopped.

- Supplies of Abilify® branded 10mg and liquid aripiprazole remain available (as confirmed by Otsuka).
- The team at YDH have kindly compiled a summary of aripiprazole availability from suppliers to help you to support your patients during this time:

<p><u>AAH (Bristol)</u> 10mg tablets 15mg tablets 1mg/1ml Solution</p>	<p><u>Alliance (Exeter)</u> 10mg tablets 30mg tablets 15mg orodispersible tablets</p>
<p><u>Phoenix (Portsmouth/Birmingham)</u> 15mg orodispersible tablets 5mg tablets 10mg tablets 15mg tablets</p>	<p><u>Mawdsley Brooks (Milton Keynes)</u> 10mg orodispersible tablets 15mg orodispersible tablets 15mg Tablets</p>

- A reminder that it is against your NHS Terms of Service to refuse to dispense a drug on cost grounds. If a generic drug is unavailable at the Drug Tariff price, there are some practical steps that contractors and their teams can take to help manage the situation outlined in the [PSNC Briefing 023/22: How the price concession system operates](#).

The DHSC previously announced (30/09/2022) the following list of price concessions:

Drug	Pack size	Price concession
Aripiprazole 10mg tablets	28	£78.00
Aripiprazole 15mg tablets	28	£45.00
Aripiprazole 1mg/ml oral solution	150	£105.87
Aripiprazole 5mg tablets	28	£37.55

- Contractors should continue to use [PSNC's online reporting form](#) to share details of drugs unavailable at Drug Tariff-listed prices.
- Any questions please contact Yvonne or Michael – [see contact details](#) below - thanks.

2. Turning Point New Provider - Injecting Equipment [Action]



- Turning Point has appointed **Social Enterprise Exchange Supplies** to be their sole provider of injecting equipment starting from Monday 14th November 2022.
- The customer care team at Exchange Supplies will be contacting all of our Needle and Syringe Programme distribution sites in the coming weeks to introduce themselves, let you know who your points of contact will be, give you login details to your webshop account at exchangesupplies.org and ensure that you are all set up, ready and able to order equipment and packs from Monday 14th November.

3. PenCycle - Insulin Pen recycle scheme [Action]



- Alliance Healthcare and Novo Nordisk, working in partnership to introduce PenCycle; the pre-filled pen recycling initiative.
- To find out more and sign up for the scheme please visit the [Pencycle website](#).

4. NRT Letter of recommendation (LOR) voucher service [New name – same service]

- The LOR Service has been renamed as the 'NRT-LOR-Voucher Service' to make it easier for you to locate the service in PharmOutcomes.

5. Discharge Medicines Service [Action]



- The DMS reduces avoidable patient harm and readmissions caused by medicines by supporting medicines reconciliation for patients discharged from hospital.
- Here are the latest sats in Somerset:

Standard Report for: Hospital Discharge Referral - ITK from 2022-09-01 to 2022-09-30

Activity Indicators

Active Providers in your area = 1

Number of Provisions or Personal Interactions = 178

Referral Outcomes

Referral Outcomes

***ACTION* Please clear off and review processes so outstanding referrals are completed.**

Referral status	Number
Not referred	1
Referred, outstanding	48
Accepted but not completed	29
Completed	100

Yvonne Lamb
Engagement Officer
Somerset LPC
Tel 07932 952497

- **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

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

1. CPCS – contacting clinicians and referring patients [Action]



- If you need to speak to a clinician at NHS111 please phone 111 and select option 7.
- If patients are referred elsewhere, in Pharmoutcomes record that the patient has been referred 'signposted' and where to, e.g.
 - GP
 - 111
 - A&E

2. GP-CPCS update, actions and ****NEW**** essential top tips [Action]



- We received 970 referrals to the GP-CPCS during September.
- With all this great 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!

Standard Report for: GP CPCS - Referral from 2022-09-01 to 2022-09-30

Report date: 2022-10-03

Report period: Sep 2022 (provision date 01-Sep-2022 - 30-Sep-2022)

Activity Indicators

Active Providers in your area = 52
Number of Provisions or Personal Interactions = 970

Referral Outcomes *ACTION* Please clear off and review processes so outstanding referrals are better *See gpcpcs top tips*

Referral status	Number
Referred, outstanding	75
Accepted but not completed	16
Completed	715
Dropped / Cancelled	164

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.**
- **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!**

Immediate GP-CPCS and CPCS actions 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 a new GP-CPCS Essential Top Tips poster and a new Essential Actions for Temporary Pharmacy Closures poster – please display these in your pharmacy and brief all your teams, including locums, relief and temporary staff (and remove the previous version) - Thanks.

Finance

- 1. “Looming pharmacy collapse is a national emergency”, says NPA-commissioned report [Information]**
 - An [NPA-commissioned report by Professor Taylor, University College London \(UCL\) and the London School of Economics \(LSE\)](#) warns of the threat of thousands of community pharmacy closures, describing the sector’s financial position as an emergency. The impact of rising inflation is compounding years of static funding to create the likelihood of several thousand pharmacy closures, without action to protect the network of pharmacies in England.
 - An ‘over-the-cliff’ drop in pharmacy numbers would disrupt NHS medicines supply and damage prospects for extended clinical services in the community setting.”
 - A network-wide collapse would also increase health inequalities and slow the provision of enhanced clinical care in community pharmacies, the report predicts.
 - Professor Taylor stated: “After almost a decade of cuts and flat-rate fee funding with no allowance for increasing costs, there is a serious crisis in England. It will precipitate thousands of pharmacy closures unless action is taken. This represents an existential threat to NHS community pharmacy in England.
- 2. Contractor Announcement: CPCF arrangements for 2022/23 and 2023/24 agreed [Information]**
 - PSNC, the Department of Health and Social Care (DHSC) and NHS England have agreed the arrangements for the Community Pharmacy Contractual Framework (CPCF) in 2022/23 and 2023/24.
 - Although the agreement is in line with the five-year CPCF deal, it includes an extension of the Transitional Payment to recognise ongoing pressures and a one-off £100 million excess margin write-off for contractors. This means that Drug Tariff prices will be relatively higher in the New Year, allowing the sector to keep £100m that would otherwise have been paid back to Government.

- PSNC's clear view was that these monies will be critical for contractors as we head into a very challenging winter period. Rejecting this deal would have meant losing the £100m, which was not an option given the precarious financial position that so many contractors are now in.
- The agreement includes new services and the expansion of existing services that pharmacy teams will be able to offer to patients and local communities; a new contraception management service, take referrals from Urgent and Emergency Care centres, and expanding the New Medicines Service to include anti-depressants. The existing blood pressure check and smoking cessation services will be reviewed to allow delivery by pharmacy technicians.
- Also included in the deal is the pharmacy quality scheme, which incentivises pharmacy teams in the effective management of respiratory disease, antimicrobial stewardship, and referrals to weight management services. New criteria will be aimed at supporting those suffering domestic abuse, Level 3 safeguarding skills, improved access to medicines to support palliative and end of life care and training on early cancer diagnosis.
- [Read PSNC's full article here.](#)

3. Making a start on the new Pharmacy Quality Scheme 2022/23 [Action]



- The 2022/23 scheme will officially begin on **10th October 2022** and contractors will be able to claim an Aspiration payment if they wish to, later this year. [Read the Year 4 and Year 5 CPCF summary briefing here.](#)
- Where capacity allows contractors to get going with the PQS, we suggest they tackle the New Medicine Service gateway criterion and the training requirements first. [Find out more about making a start on the 2022/23 PQS here.](#)

4. 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.

5. 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.

6. User research opportunity with NHS Digital [Information]

- NHS Digital would like to test new service designs for NHS Profile Manager with pharmacy contractors who use it to update their pharmacy information.
- The sessions will last 45 minutes and take place via Microsoft Teams throughout the week beginning Monday 10th October 2022. The session will be interactive, so you will need access to Microsoft Teams and a browser on a PC or laptop device.
If you are interested in taking part, [please register your availability here](#).
- **Video tutorials** - NHS Digital has published video tutorials to help pharmacy teams to use the NHS Profile Manager: [watch the video tutorials](#).

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



[@SomersetLPC](#)



[@SomersetLPC](#)