

Wednesday 2nd November 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,

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

- **PQS Aspiration Payment: ***Deadline to claim 4th November 2022*****
- **PQS Respiratory Domain: ***Criteria started on 10th October 2022*****
- **Complete the mandatory workforce survey by 30th November 2022**
- **NHS Advanced flu service: ***Incorrect flu vaccines administered*****
- **Health Education England (HEE) Pharmacy Clinical Fellow surveys to complete**
- **MedSafetyWeek 7-13th November: Every Yellow Card helps to improve patient safety**
- **World Antimicrobial Awareness Week, 18 - 24th November 2022**
- **Safe & Warm Somerset – helping patients stay warm this winter**
- **Open Mental Health | Somerset's Mental Health Alliance**

Kindest regards. Community Pharmacy Somerset.

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*****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.

Pharmacy Quality Scheme (PQS) 2022-23

1. **PQS Aspiration Payment: ***Deadline to claim 4th November 2022*** [Action]**



- **You have 2 days left to claim your Aspiration payment for the PQS 2022-23. The deadline for claiming this payment is 11.59pm on 4th November 2022.**
- Contractors wishing to claim for an Aspiration payment should review the [PQS 2022-23 requirements](#) and decide which domains they want to work towards meeting by the end of 31st March 2023.
- This should be declared on the NHS Business Services Authority (NHSBSA) [Manage Your Service \(MYS\) portal](#) by the deadline.
- Please note, the Aspiration payment is optional; if contractors do not want to claim it, it will not impact on the contractor's ability to claim a PQS payment during the declaration period.
- If you claim for an Aspiration payment within the above time period it will be paid on 1st December 2022.



2. PQS Respiratory Domain: ***Criteria started on 10th October 2022*** [Action]

**ACTION
REQUIRED**

- The following criteria included in the [PQS Respiratory Domain](#) require contractors to start working towards them from Monday 10th October 2022 and continue with this until the day of PQS 2022-23 declaration (between 9am on 6th February 2023 and 11.59pm on 3rd March 2023):
 - Inhaler waste management;
 - Use of a spacer in patients aged 5-15 years; and
 - Personalised asthma action plans.
- Most pharmacy teams will be very familiar with these requirements, as they have been included in previous schemes.



Pharmaceutical Services
Negotiating Committee

PSNC's [PQS hub page](#) continues to be updated as additional information, resources and FAQs to support the PQS 2022-23 are published.



CPPE The CPPE logo consists of the letters 'CPPE' in a blue serif font, followed by three circular icons: a hand holding a heart, a family silhouette, and a person with a heart.

- To help you meet the Respiratory domain of the PQS 2022-23 a face-to-face [CPPE Optimising inhaler technique: improving outcomes workshop](#) is available to book now.
- This workshop is for pharmacists, pharmacy technicians and foundation trainee pharmacists at The Canalside Conference Centre (M5, near Junction 24) on Wed 11th January 2023.
- Please book now as places are strictly limited to 26 pharmacists, pharmacy technicians or trainee pharmacists. [Booking link](#) (login required).

Autumn COVID-19 booster and flu vaccine programme

1. NHS advanced flu service: ***Incorrect flu vaccines administered***[Urgent actions]

**ACTION
REQUIRED**

Incorrect flu vaccine administered to patients aged over 65 years:

- The LPC has been contacted by NHS Pharmacy South West and Somerset Integrated Care Board (ICB) about incorrect administration of flu vaccinations. The details of 747, either incorrectly administered flu vaccinations ahead of eligible cohort, or recorded incorrectly in PharmOutcomes, have been sent out from the LPC to your NHS.net email addresses
- **The NHS South West Pharmacy Team** has reviewed data from community pharmacies in the South West and identified 1,362 patients over 65 years who have been vaccinated with Quadrivalent Influenza Vaccine, egg grown (QIVe). **This is not a recommended vaccine for this age group.**
- **For clarification for patients over 65 years**, Adjuvanted Quadrivalent Influenza Vaccine (aTIV) and

Cell- based Quadrivalent Influenza Vaccine (QIVc) are the only recommended AND reimbursable vaccines for this age group; **aTIV is the vaccine of choice, with QIVc as the suitable alternative if aTIV is not available.**

- Whilst QIVe does offer a level of protection, it does not promote as strong an immune response as aTIV or QIVc for this age group. Those aged 65 years and over who are vaccinated with QIVe are at higher risk of contracting flu, and of having complications from flu.
- (Note also that although Quadrivalent Influenza Vaccine (QIVr) is another a recommended vaccine for this age group, it is not a reimbursable vaccine for the 2022/23 flu season, and therefore we would not expect patients to be vaccinated with this type of vaccine under the NHS flu immunisation programme).
- **The UK Health Security Agency (UKHSA)** will be monitoring any flu outbreaks, and part of the process includes confirmation of vaccine type given to patients in the outbreak. (To note - whilst the recombinant

****Urgent actions required****

- Check that all patients have been (and are) given the correct vaccine to their cohorts.
- The UKHSA has advised that any patient aged 65 years and over who has been vaccinated with QIVe should be contacted and offered the option of revaccination with either aTIV or QIVc.
- The 2022/23 [National Influenza Immunisation Programme letter](#) sets out the required flu vaccines for the different cohorts. **Ensure you are fully informed about the requirements.**

Incorrect or incomplete data recorded:

- It is a requirement of the service specification to ensure that you have the correct records for all patients and the data provided through the claims process is correct. Incorrect claims will be followed up by the NHS and contractors will be required to update their claims.

****Urgent actions required****

- Re-check that all patients have been (and are) given the correct vaccine to their cohorts.
- Ensure patients are in an eligible group for free flu vaccination before proceeding to administer under the NHS advanced service. You will not be paid if you proceed with these.
- If flu vaccinations have been incorrectly recorded in PharmOutcomes, please re-enter the patients again in PharmOutcomes and allocate them to the correct risk group, so the record is correct and you receive payment.

Where can I get help?

If you have any further questions on Advanced Flu Service and the above information, please do not hesitate to contact yvonne.somersetlpc@gmail.com the NHS South West Pharmacy Team at: england.pharmacysouthwest@nhs.net

2. Winter Vaccinations 'Boost Your Immunity' Campaign [Action]



- Please continue to encourage those eligible to receive an autumn COVID booster and flu vaccination to get vaccinated as soon as possible - **Remember to Make Every Contact Count.**
- [A Winter Vaccinations 'Boost Your Immunity' Campaign Toolkit and Pharmacy Pack](#) are available to download.



- Ensuring paid and unpaid carers and personal assistants know they are eligible for COVID-19 and flu jabs and how to get them is vital as we go into autumn.
- A carers communications toolkit to share with your staff and partners is available [on Future NHS](#), with accessible and translated resources at [GOV.uk](#) and the [Campaign Resource Centre](#).

Operations

1. FreeStyle Libre Sensor to be deleted from Part IX of the January 2023 Drug Tariff [Information]

- The original Freestyle Libre is being discontinued in the UK by 31st December 2022 and will be removed from tariff in January 2023.
- Any prescriptions submitted for payment after submission of contractors December bundle (submitted by 5th January 2023) will not be passed for payment and will be returned as disallowed.
- Alternative options for patients and prescribers are: Freestyle Libre 2 or one of the new real time sensors:
 - GlucoRX aidex
 - Dexcom one
 - Glucomen day
- [Find out more here.](#)

2. Serious shortage protocols (SSPs) for twelve HRT medicines further extended [Information]

- The Department of Health and Social Care (DHSC) has extended the Serious Shortage Protocols (SSPs) for twelve HRT SSPs that were due to expire 28th October 2022.
- [Further details are available at the PSNC website.](#)

3. Unplanned temporary closures for reasons beyond a contractor's control [Actions]



- Current workforce pressures are occasionally leading to unplanned temporary closures that are beyond contractors' control.
- In these circumstances, if contractors follow appropriate procedures to mitigate the effects of the closure on patients, the public, the NHS, and other community pharmacy contractors, they should avoid breaching their terms of service.
- The procedures, as well as closing the premises and restricting entry/access, include notifying NHS England as soon as practical, updating the pharmacy's Directory of Service (DoS) and NHS website information, trying to reopen the pharmacy, and making alternative arrangements for the provision of NHS pharmacy services.
- Please ensure that your team are aware of the process that they **MUST** follow if your pharmacy has to close for any reason.
- As of the 1 November 2022 the new Unplanned Closure Policy for the South West will take effect.
- In the event of an unplanned closure, all contractors should immediately complete and send the [unplanned closure form \(attached\)](#) to england.pharmacysouthwest@nhs.net
- The [attached resilience guide](#) for contractors provides a checklist to support with actions required should you need to undertake an unplanned closure.
- [Learn more about how to mitigate the impact of unplanned closures here.](#)

4. Specialist Pharmacy Service (SPS) - Primary care medicines advice service [Information]

- The SPS primary care medicines advice service is aimed at those working in primary care, including community pharmacy staff, GP practice staff and care home colleagues.
- The service is available via tel: 0300 770 8564 and email: asksps.nhs@sps.direct
- [More details of the service can be found here.](#)

Finance

1. Complete the mandatory workforce survey by 30th November 2022 [Action]



- **The 2022 Community Pharmacy Workforce Survey, managed by Health Education England (HEE) is now open and must be completed by 30th November 2022.**
- This new requirement recognises the priority the NHS places on the community pharmacy workforce, and the importance of collecting consistent, accurate data on the size and shape of the workforce.
- This emerging data set helps to raise the visibility of community pharmacy as a vital part of integrated care systems. The survey will inform future investment in education and training and effective workforce planning across all sectors of pharmacy, both nationally and in integrated care boards.
- In some cases, e.g. Company Chemists' Association member companies and other larger multiple pharmacy groups, head offices will complete the survey centrally. If you are not sure whether the survey will be completed centrally, please ask your head office for guidance.
- [Find out more about the survey.](#)

Professional development and wellbeing

1. NHS Reserve campaign [Information]

- This campaign aims to help Integrated Care Boards to recruit a contingent workforce that can respond to emergency or surge demand in the NHS.
- A NHS Reservist is someone who can help the NHS during peak times and emergencies.
- They may be former healthcare professionals or have limited healthcare experience.
- NHS reservists will be part of a paid, flexible and reliable workforce who will be given thorough training relevant to their role.
- They will be employed under a specific contract which commits them to supporting the system for a number of days per year or under particular circumstances.
- [Find out more here.](#)



2. HEE - Pharmacy technicians and their managers in community pharmacy survey [Action]



- Lindsay Steel, HEE Pharmacy (South) Clinical Fellow, is working on an important project to explore any barriers and enablers associated with the education, training, and professional development

of pharmacy technicians in community pharmacy.

- If you are a pharmacy manager or pharmacy technician working in community pharmacy please complete the relevant survey, it will take 15-20 minutes to complete and the deadline is Fri 11th November 2022:
 - [Pharmacy technicians working in community pharmacy.](#)
 - [Community pharmacy managers.](#)
- See [attached flyer](#) for further information.

3. HEE - Challenges to a truly inclusive pre-registration pharmacy training programme? Trainee survey [Action]

Participants needed for a HEE South study
Survey and focus group/interviews in October/November 2022
What are the challenges to a truly inclusive 'pre-registration' pharmacy training programme?



- Farzana Mohammed, HEE Pharmacy (South) Clinical Fellow, is working on another important project that aims to explore: **'What are the challenges to a truly inclusive 'pre-registration' pharmacy training programme?'** (Pre-registration includes trainee pharmacists and pre-registration pharmacy technicians (PTPTs).
- Farzana is exploring the lived experiences of non-white foundation trainee pharmacists or PTPTs; positive and negative experiences, including: Inclusion, representation, discrimination or racism, microaggressions and raising concerns if witnessed or experienced in the workplace.
- **Who can participate?** The study is for those who:
 - Identify their ethnicity as Black or minority ethnic (Asian, Other ethnicity e.g. Arab, mixed raced), and
 - Were (or are) a foundation trainee pharmacist (2021 or 2022 cohorts) or pre-registration trainee pharmacy technician (PTPT) (2020 onwards), in any sector of practice in the South West, Thames Valley or Wessex.
- If you are eligible [please complete the survey](#). Wed 30th November 2022, it will take 15-20 minutes to complete.
- The deadline to complete the surveys is.
- See [attached flyer](#) for further information.

4. HEE - Designated Prescribing Practitioner (DPP) capacity surveys for existing IPs/NMPs and their leads [Action]



- It is a requirement that while training as an independent prescriber (IP), trainees are supervised by a Designated Prescribing Practitioner (DPP).
- Thomas Wareing, HEE Pharmacy (South) Clinical Fellow is investigating multi-professional supervision capacity for pharmacist independent prescriber (IP) trainees.
- Tom is investigating:
 - How many DPPs there are currently by geography, sector and profession?
 - The number of IPs/Non-medical prescribers (NMPs) in these areas with potential to become future DPPs.

- The views of current IPs/NMPs in these areas on taking on the DPP role.
- If you are eligible please complete the relevant survey by Fri 2nd December 2022:
 - [Survey 1 - for NMP LEADS / those with organisational oversight of NMPs](#)
 - [Survey 2 - for NMPs themselves:](#)



Please help our Health Education England Clinical fellows with their important projects by completing these surveys (if you are eligible) and share across your teams and networks.

5. 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
Tue 8-Nov-22	1-2pm	Designated Supervisors and Educational Leads	Click here to join the meeting
Wed 16-Nov-22	1-2pm	Trainee pharmacists	Click here to join the meeting
Wed 24-Nov-22	1-2pm	Designated Supervisors and Educational Leads	Click here to join the meeting

6. 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):
 - [Human Factors](#)
 - [Stronger 4 Longer](#)



7. Emotional and wellbeing self-assessment tool for NHS staff [Information]

- [A free and confidential emotional and wellbeing self-assessment tool](#) has been developed for NHS staff to monitor their mental health, providing access to tailored support and information on the range of offers that are available to help identify which option is the right one for you.
- The self-assessment tool takes 10-15 minutes to complete and will offer you with relevant information based on your answers with an option to link directly to a Staff Mental Health and Wellbeing Hub in your local area with clinicians offering support and advice for health and social care staff.

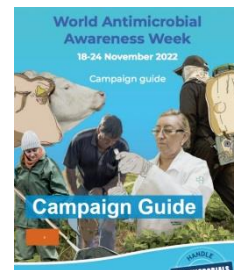
Customers and campaigns

1. MedSafetyWeek 7-13th November: Every Yellow Card helps to improve patient safety [Action]



- The seventh annual [#MedSafetyWeek](#) social media campaign will take place 7-13th November 2022.
- This year's focus is the importance of reporting suspected adverse reactions to medicines, vaccines, medical devices or other healthcare products to the [Yellow Card scheme](#).
- Healthcare professionals are asked to support the campaign and talk to their patients and colleagues about side effects and how they can report suspected problems to the Yellow Card scheme. [Find out more here](#).

2. World Antimicrobial Awareness Week, 18 - 24th November 2022 [Action]



- World Antimicrobial Awareness Week (WAAW) is a global campaign that is celebrated annually to improve awareness and understanding of AMR and encourage best practices among the public, stakeholders and policymakers.
- This year, the theme of WAAW is "Preventing Antimicrobial Resistance Together." We call on all sectors to encourage the prudent use of antimicrobials and to strengthen preventive measures addressing AMR, working together collaboratively through a One Health approach. [Further information including a campaign guide and resources can be found here](#).

3. Safe & Warm Somerset – helping patients stay warm this winter [Action]



- We know many people will avoid turning their heating on this winter because they are worried about the cost. But living in a cold home is bad for physical and mental health.
- Cold homes are particularly risky for vulnerable people, such as older people and young children, those with reduced mobility and anyone with respiratory or cardiovascular conditions.
- Many people don't know where to turn to for support with their energy bills or keeping warm.
- Public Health Somerset is supporting Safe & Warm Somerset to increase our visibility to those who need our help the most, people that pharmacists and medical providers see every day.
- Safe & Warm Somerset provides free expert advice and support to help people stay warm at home and afford their energy bills.
- *****Please help your patients stay warm this winter by telling them about the support available*****
- We're asking local pharmacies and medical professionals to [signpost our service to patients](#).

- You can also make a referral on someone's behalf (with their permission). [Fill in this referral form](#) and someone from our team will be in contact.
- You can also [download a free poster](#) to display in your pharmacies and see [attached for further information](#).

4. Open Mental Health | Somerset's Mental Health Alliance [Action]



- Adults living in Somerset and experiencing difficulties with their mental health can receive support from Open Mental Health 24 hours a day, 7 days a week.
- The team at Mindline Somerset are available any time of day, any day of the week:
 - Tel: 01823 276892 or freephone 0800 138 1692
 - Mindline Live Web Chat is available 8pm-11pm daily
 - Or email support@openmentalhealth.org.uk
- Open Mental Health is an alliance of local voluntary organisations, the NHS and social care, Somerset County Council and individuals with lived experience of mental health who are working together to improve the way people in Somerset receive the right support with their mental health when they need it.



*****Please signpost your patients to mental health support that is available if they, or someone they know, needs it*****

- For further details, visit the [Open Mental Health website](#).

LPC 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
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