

**Wednesday 30th 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:

- [Dexcom ONE glucose sensor - obtaining supplies](#)
- [Community pharmacy contractual framework \(CPCF\) national clinical audit 2022/23: Valproate audit](#)
- [Supporting our NHS workforce through menopause: guidance for line managers and colleagues](#)
- [PQS assessment framework now available](#)
- [CPPE Optimising inhaler technique: improving outcomes face to face workshop, Bridgwater 11 January 2023 to meet the Respiratory domain of the PQS 2022-23](#)
- [University of Bath final year pharmacy students research study on reducing medicines waste - please help.](#)

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 assessment framework now available [Information]**
  - Community pharmacy contractors can now access the assessment framework for the 2022/23 Pharmacy Quality Scheme (PQS) on [PharmOutcomes](#).
  - This is available free of charge to all contractors and allows them and their teams to track their progress with achieving the gateway and quality criteria/domains of the PQS.
  - Once a contractor has logged into PharmOutcomes, the framework can be accessed by clicking on 'Assessments' and then the framework is listed under the title 'Pharmacy Quality Scheme (PQS) 2022/23'.
  - If a contractor has not used PharmOutcomes before, log in details can be obtained by sending a message to the [PharmOutcomes helpdesk](#). Contractors will need to provide details of the pharmacy, contact information and an email address to issue the login details to.



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.**

2. **CPPE resources and learning record tracker to support you with the PQS 2022-23 [Information]**



### Pharmacy Quality Scheme

Home

Risk management and safeguarding

Respiratory

Healthy living support

Prevention

- CPPE has provided [Pharmacy Quality Scheme webpages](#) to support you to meet the training requirements of the scheme.
- The pages include information on each of the PQS domains that have quality criteria requiring completion of learning/assessment. These are:
  - [Risk management and safeguarding](#)
  - [Respiratory](#)
  - [Healthy living support](#)
  - [Prevention](#)

- The page for each domain includes information on the learning and assessments developed or hosted by CPPE and/or links to required learning from other providers, as relevant.
- Please have a look through the pages so that you can familiarise yourself with requirements and signpost community pharmacy colleagues to the pages.
- One of the key differences in this year's PQS compared to previous years is the inclusion of 'validity periods' for learning. This means that staff **may be required to repeat training and e-assessments that they have completed previously**, depending on the stated validity period and when they last completed the training and e-assessments.
- CPPE has included a **really useful tracker** on the [PQS home page](#) to help you to easily identify which learning and e-assessments you need to complete to meet the requirements of the PQS 2022-23. You need to be logged in to the CPPE website to see the tracker. The tracker works for GPhC registered pharmacy professionals and non-registrants with a [non-GPhC registrant account](#).
- Note that the tracker is for CPPE learning/assessments included in the PQS 2022-23, but does include the new [Domestic abuse awareness \(Safe Spaces training\) e-learning](#), developed by Hestia and hosted on the CPPE website. This e-learning is a quality criterion requirement in the [Risk management and safeguarding PQS domain](#).

Programme	Validity period	Status	Options
Risk management guide	Registered pharmacy professionals need to have completed this learning by the end of 31/03/2023	You last accessed this programme on 18/03/2012	<a href="#">Access your learning record</a>
Risk management e-assessment	Registered pharmacy professionals need to have passed this assessment by the end of 31/03/2023	You have not completed this step	<a href="#">Access the assessment</a>
Early recognition of sepsis e-learning	Registered pharmacy professionals need to have completed this learning between 01/04/2021 and 31/03/2023	You have only completed 4 of 6 case studies in this step 18/11/2019  Remember to refresh your learning in line with the PQS validity period	<a href="#">Access the learning programme</a>
Sepsis e-assessment	Registered pharmacy professionals need to have passed this assessment between 01/04/2021 and 31/03/2023	You have not completed this step	<a href="#">Access the assessment</a>
Inhaler technique for health professionals: getting it right e-learning	Pharmacists need to have completed this learning between 01/04/2019 and 31/03/2023  Note: You may complete either the CPPE Inhaler technique for health professionals: getting it right e-learning programme or attend a CPPE Optimising Inhaler technique: improving outcomes workshop.	You last accessed this programme on 11/02/2020	<a href="#">Access your learning record</a>
Inhaler technique for health professionals e-assessment	Pharmacists need to have passed this assessment between 15/04/2020 and 31/03/2023	You completed this step on 20/10/2022	<a href="#">Access your certificate</a>
Domestic abuse awareness (Safe Spaces training) e-learning	Patient-facing pharmacy staff that provide advice on medicines or healthcare need to have completed this learning by the end of 31/03/2023	You have not completed this step	<a href="#">Access the learning programme</a>
Weight management for adults: understanding the management of obesity e-learning	Registered pharmacy professionals need to have completed this learning between 01/04/2019 and 31/03/2023	You last accessed this programme on 11/12/2020	<a href="#">Access your learning record</a>
Weight management for adults: understanding the management of obesity e-assessment	Registered pharmacy professionals need to have passed this assessment between 01/04/2019 and 31/03/2023	You have not completed this step	<a href="#">Access the assessment</a>

Please note that this tracker is only a guide – click on the buttons at the top of this page to learn more about the steps you need to take to work towards meeting the training requirements for the quality criteria in the different domains. Please refer to the NHS England PQS guidance below to determine the learning requirements specific to your circumstances and role.

### 3. CPPE Optimising inhaler technique: improving outcomes face to face workshop 11 January 2023 to meet the Respiratory domain of the PQS 2022-23 – [Book now!]



- 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).

## Operations

### 1. Christmas Day 2022: Updating pharmacy opening hours on NHS Profile Manager [Action]



- NHS England has confirmed that all community pharmacy Directory of Service (DoS) and NHS website profiles will automatically be set to show as **closed** on Sunday 25th December 2022 (Christmas Day).
- If your pharmacy will be open on Sunday 25th December, please update NHS Profile Manager in the 'Temporary changes to opening times' section, to indicate the hours that your pharmacy will be open. It is important that your profile information is correct so that NHS staff, patients and the public can access accurate contact information, opening times and services.
- [Find out more here.](#)

### 2. Dexcom ONE glucose sensor - obtaining supplies [Information]

- Dexcom ONE glucose sensors are not available via FP10 prescriptions. Pharmacies can order them via Alliance Healthcare as a free of charge item.
- Further is available via the attachments:
  - [Dexcom ONE pharmacy information](#)
  - [How to order Dexcom ONE sensors](#)

and at: <https://uk.provider.dexcom.com/support/dexcom-one-pharmacy-faq>

or email: [pharmacyuk@dexcom.com](mailto:pharmacyuk@dexcom.com)

## Finance

### 1. Community pharmacy contractual framework (CPCF) national clinical audit 2022/23: Valproate audit [Action]



- PSNC and NHS England have agreed that the 2022/23 national clinical audit will focus on valproate, with the aim of reducing the potential harm by taking valproate during pregnancy.
- **The audit must be completed by all community pharmacy contractors as this is part of their [NHS contractual requirements](#).**
- Contractors can choose the six-week period over which to complete the audit (as long as this is completed by 31st March 2023).
- Further details can be found at the [PSNC website](#) along with the findings from the previous PQS 2019/20 valproate audit.
- Only a quarter of patients on valproate, who do not have appropriate contraception, are being referred by their pharmacist to their GP or a specialist about the issue, an audit carried out by NHS England has found.
- A report on the 2019/2020 Pharmacy Quality Scheme Valproate Audit indicated that the Medicines and Healthcare products Regulatory Agency's (MHRA's) safety requirements for use of valproate in women and girls of childbearing age, and trans men who are biologically able to be pregnant, were "still not being fully met".
- Since 2018, the MHRA has advised that valproate, a treatment for epilepsy and bipolar disorder, must not be used in anyone of childbearing potential, unless a Pregnancy Prevention Plan (PPP) is

in place.

- As part of a Pregnancy Prevention Plan, pharmacists are required to remind patients of the risks of taking sodium valproate in pregnancy and the need for highly effective contraception; ensure patients have been given the patient guide; and remind patients of the need for an annual specialist review.
- [Find out more here.](#)

## Professional development and wellbeing

### 1. Supporting our NHS workforce through menopause: guidance for line managers and colleagues [Information]

- Three in five people believe their menopause symptoms have a negative impact on them at work and nearly one in three said they had been unable to go into work because of their symptoms.
- With over 75% of the NHS workforce being women, it is essential that we create a supportive working environment so that our NHS people can stay and thrive through the menopause.
- NHS England has launched national guidance for line managers and colleagues experiencing menopause [Supporting our NHS people through menopause: guidance for line managers and colleagues](#).
- The guidance can be used alongside existing guidance and policies and includes practical tips and advice for line managers and colleagues.

### 2. University of Bath final year pharmacy students research study on reducing medicines waste - please help [Action]



- You are invited to participate in a research study titled *'What pharmacists in the South West of England are doing to help reduce medicines waste and to ensure the safe and proper disposal of medication and packaging'* by fourth year MPharm students from the University of Bath.
- Around £300m of medicines go to waste in the UK each year, with inappropriate routes of disposal also of huge concern.
- Through our research, we aim to find out what pharmacists are currently doing, and how they can further help to combat these issues.
- The survey should take around 15 minutes to complete, please do participate via the link most appropriate to your role. **The deadline for this survey is the 9th of December 2022:**
  - [Independent Prescriber Survey](#)
  - [Community Pharmacist Survey](#)
- If you have any questions regarding the survey or this research project please email: [twr32@bath.ac.uk](mailto:twr32@bath.ac.uk) or [am399@bath.ac.uk](mailto:am399@bath.ac.uk)
- Thank you, your participation is very much appreciated.

### 3. NHS Specialist Pharmacy Service (SPS) Podcast Series: Pharmacy Technician Coffee Break Conversations [Information]

- Pharmacy technicians are valued and important members of the pharmacy workforce. In these short [podcast episodes](#), pharmacy technicians talk about the variety of roles and opportunities for the profession, and the contribution they make to patient care.
- Topics discussed include leadership, pharmacy technician run clinics and phlebotomy services in primary care, and pharmacy technician support for structured medication reviews.

#### 4. Caring for yourself and others with compassion: e-learning [Information]

- Following a hugely successful pilot, the 'Handling difficult situations - [Caring for yourself and others with compassion e-learning](#) is now available for all patient-facing NHS colleagues, including all patient-facing colleagues working across primary care, either in non-clinical or clinical roles in e-Learning for Healthcare (e-LfH).
- This programme aims to upskill colleagues in how to handle difficult situations with compassion, using appropriate communication techniques and active listening skills, whilst focussing on how to keep yourself well if you feel affected by a situation.
- You can access e-LfH via your CPPE account [here](#). This will take you to e-LfH already logged in and you can then access the Caring for yourself and others with compassion e-learning [here](#).

#### 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):
  - [The Orange Button](#) - discusses the Orange Button scheme; how it will help provide support for people in the community and why it is important for us all to work together to raise awareness around suicide prevention.



## LPC Contact details

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