

**Wednesday 26th April 2023**

## 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 pharmacy colleagues in Somerset,

Welcome to the latest edition of the Somerset LPC bulletin; thank you for everything you continue to do to provide first class services to the population of our beautiful county.

We hope you enjoy this bulletin and find it helpful.

Kindest regards, Community Pharmacy Somerset.

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

***A reminder that NHS.net email is used for services such as Turning Point, some GP-CPCS referrals and during 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.***

# Professional development and wellbeing

## 1. 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):
  - [Learning Disability Liaison – getting it right](#)
  - [7 Skills for the Future](#)



## 2. CPPE online workshops for your CPD [Book now]

- CPPE workshops up until the end of June 2023 are available for booking. New topics include:
  - [Supporting people living with frailty.](#)
  - [Medicines reconciliation in transfer of care.](#)
  - [Familial hypercholesterolaemia.](#)
- [Click here](#) to view all upcoming CPPE workshops.



# Operations

## 1. Somerset Community Pharmacies Early May Bank Holidays 1<sup>st</sup> and 8<sup>th</sup> May 2023 [Action]



- Pharmacies should now have received the final rota for Early May Bank Holidays on 1<sup>st</sup> and 8<sup>th</sup> May 2023 for pharmacies in Somerset.
- Please visit [the Somerset LPC Somerset Community Pharmacies Early May Bank Holidays 2023 page](#) where you will find copies of:
  - [An Early May Bank Holiday hours poster](#) to be completed and clearly displayed in your window.
  - [Opening hours for community pharmacies in Somerset for both of the early May Bank Holidays.](#)
  - [Opening hours for community pharmacies in other parts of the region for both of the early May Bank Holidays.](#)
  - Activity recording forms to be completed and details of how to return to claim payments.

## 2. National Care Records Service (NCRS) to replace Summary Care Records (SCR) portal [Action]



- The Summary Care Record (SCR) portal is scheduled to be replaced by a new 'improved' system called the National Care Records Service (NCRS) from September 2023.
- You are required to switch from the SCR portal to NCRS by 29<sup>th</sup> September 2023 at the latest.
- From now until 29<sup>th</sup> September 2023, both the SCR portal and the NCRS portal will be accessible.
- You can switch and start using NCRS now.
- Find out more about these changes and how to make the switch at the [NHS Digital website](#) and [PSNC website.](#)

### 3. Exploring factors influencing recruitment and retention of pharmacy staff in UK healthcare settings [Action]

**ACTION  
REQUIRED**

- Investigators of the University of Bath are exploring factors that influence the recruitment and retention of pharmacy staff in job roles in UK healthcare settings and estimate how these influence career decisions.
- Findings will be used to: support pharmacy employers to respond to the needs of pharmacy staff when recruiting to and retaining them in roles.
- The study involves participation in an online survey which is expected to take up to 15-minutes to complete. The survey is open until 11pm, Monday 8th May 2023.
- If you are interested, please read the [participant information and complete the survey here](#). Please share with you whole team as this survey is for ALL pharmacy staff.

### 4. Share your views on the Pharmacy Quality Scheme [Action]

**ACTION  
REQUIRED**

- Community pharmacy contractors (including head office staff) and community pharmacists are invited to participate in an interview to share their views on the previous Quality Payments Scheme (QPS) and the Pharmacy Quality Scheme (PQS) between 2017-2021.
- [Find out more here](#).

### 5. Updated HRT medicines list [Action]

**ACTION  
REQUIRED**

- PSNC has updated its [HRT medicines list for pharmacy teams](#). Changes have been made to the list originally issued by PSNC, so please use this latest version.
- The NHSBSA website has the latest [list of HRT medicines covered by the HRT PPC](#).

### 6. NHS Smartcard renewal [Action]

**ACTION  
REQUIRED**

- If you have received automated messages about NHS smartcard renewal, please self-renew as soon as possible.
- Any delay could lead to delays in access to systems and services, due to backlogs of renewals being requested for processing by Registration Authorities.
- [Find out how to self-renew your Smartcard here](#).

### 7. Community Pharmacy Contraception Service [Information]

- Somerset LPC note that NHSE has announced the launch date for Tier 1 of the Pharmacy Contraception Service. This is despite the PSNC warning last month that without additional funding, the roll-out of Year 5 additional services and the Pharmacy Quality Scheme is neither

feasible nor affordable. We appreciate that Community pharmacies are having to work harder and harder for less money and many are at breaking point.

- Clearly this view is not because contractors don't see the benefit of the service. This is a much-anticipated service that could deliver real benefits to patients and community pharmacies are always eager to support public health initiatives. But capacity in the sector is now so stretched that more money is needed to safely resource additional work.
- We support the PSNC's repeated concerns made to national policy makers and politicians and have repeated them locally in our own Somerset system.
- The potential for a properly funded community pharmacy sector to play a greater role in providing clinical solutions and relieving pressures elsewhere in primary care is evident and appreciated in Somerset, but we cannot support further services without further and adequate funding.
- We continue to have local dialogue in Somerset ensuring that our local NHS system colleagues are aware of the situation.
- If any contractors are considering launching the service in Somerset, we would value being made aware and to share understanding as to how it can be made to work within the current contract-impacting circumstances.
- For further information and insight please email Yvonne Lamb at: [yvonne.somersetlpc@gmail.com](mailto:yvonne.somersetlpc@gmail.com)

## Customers

### 1. Interpretation and translation services – make use of the commissioned Language-Empire service [Action]



- Interpretation and translation services are available for Community Pharmacies when treating NHS patients.
- These services are commissioned and paid for by NHS England.
- To access the services commissioned across the region [please follow the link here](#).
- If you have mislaid your access details for Language-Empire which were previously sent to all pharmacies please email NHSE South West pharmacy team at: [England.pharmacysouthwest@nhs.net](mailto:England.pharmacysouthwest@nhs.net) to ask for them to be re-sent.

## LPC Contact details

### Contact details:

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



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