



# Community Pharmacy Somerset Bulletin

14<sup>th</sup> March 2024

Welcome to the latest Community Pharmacy Somerset bulletin; championing pharmacy and supporting your teams. This bulletin is circulated during the first week of each month, highlighting key issues and opportunities for you to support patients and the public of Somerset.

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

Please remind your whole team, including relief staff and all locums, to check your NHS.NET email regularly throughout every day your pharmacy is open and action the messages and referrals.

### In this edition:

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## Patient Safety – Valporate

Dear Pharmacists and Pharmacy dispensary Teams,

Please take the time to read the latest guidance on the Valporate dispensing guidelines.

### MHRA issues new materials for valproate safety measures

The Medicines and Healthcare products Regulatory Agency (MHRA) has released new safety and educational material to support the implementation of regulatory measures for products containing valproate.

These measures aim to reduce known risks, such as harm to babies during pregnancy and impaired fertility in males. The materials include updated guides, acknowledgment forms, patient cards, posters and warning stickers.

Pharmacy owners are encouraged to put in place a plan to implement the first phase of new

regulatory measures, which came into force on 31st January 2024.

[Find out more](#)

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## Safeguarding

Please see the link below, the first edition of The Safeguard Newsletter for 2024!

This is a newsletter produced by the Safeguarding team at NHS Somerset.

In this edition you will find the following:

- Safeguarding training opportunities for 2024,
- Updates including Domestic Abuse notifications to Primary Care, Pressure Ulcers and Working together to Safeguard Children 2023,
- Standard Operating Procedure for responding to Domestic Abuse,



- The latest Learning Bulletin from the Somerset Safeguarding Children's Partnership (SSCP),
- Learning from recently published Domestic Homicide Reviews (DHRs)

And much more...

[Click here to see  
the newsletter](#)

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## Reminder – Month End Claims

End of Month \*Hints\*

Dear Pharmacy Teams,

Please share this with all team members in your pharmacy. Attached is a useful guide for your teams on what to claim for at the end of each month. Please print this out for reference to assist you in maximising your monthly revenue.

[Month End Claim  
Guide](#)





Dear Pharmacy Teams,

Please share this article with all team members. The NHS App is being promoted to educate patients on what the NHS App can do for them. Specific elements within the NHS App, which may be of interest to Pharmacy colleagues are listed below.

### **What can patients do in the NHS App?**

The key features in the NHS App are as follows:-

- Order and view prescriptions
- Get health advice using the health A-Z on the NHS website and log a call with NHS 111 online.
- Find local NHS services.
- Register with a GP.
- View GP health record securely, including documents, consultations and test results.
- View medicines information.
- Manage a hospital or clinic appointment with a specialist if referred by a GP through the NHS e-Referral Service (e-RS).
- Linked profiles (proxy access) - enables a patient to link their own account to that of someone they care for, in order to request repeat prescriptions etc on their behalf.



[NHS App toolkit can be found By Clicking here](#)

**NHS APP Toolkit**

## PharmAlarm

Dear Pharmacy Teams,

If your organisation has authorised you to have a PharmAlarm sent to you, you should receive the equipment shortly. Attached below is how to install the PharmAlarm and guidelines on how to use this piece equipment so you never miss a referral coming through to your computer system.

If you have any problems using the App, please contact  
[Kathy.allen@emishealth.co.uk](mailto:Kathy.allen@emishealth.co.uk)

PharmAlarm  
installation  
Guide

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## Pharmacy First Activity

Dear Pharmacy Team,

What an amazing start to the Pharmacy First Service, The whole NHS Somerset system thank you for all your hard work in getting ready to launch the service and for the wonderful service you deliver to the patients of Somerset.

Since the Launch of the Pharmacy First Service, GPs in Somerset have referred over 3000 patients into Community Pharmacies and from those 495 patients were eligible for the clinical pathway protocols.

Below is a graph which breaks down the outcomes of those referrals:

2500 patients had received care from the community pharmacist –Well done Everyone

500 patients were rejected and sent back to the GP Surgery, Most of these referrals being sent back were due to patients being uncontactable, however, some were actually completed in community pharmacy and could have been claimed for but were rejected in error. **Click below Learnings sheet for more details.**



NHS Somerset are working closely with Community Pharmacy Somerset to ensure the service grows and we will work together to take learnings from where the service could be improved and shared across the system.

Feedback –Don't forget to email [Yvonne.somersetlpc@gmail.com](mailto:Yvonne.somersetlpc@gmail.com) for any feedback you wish to share.

Learnings Sheet

## Activity Indicators

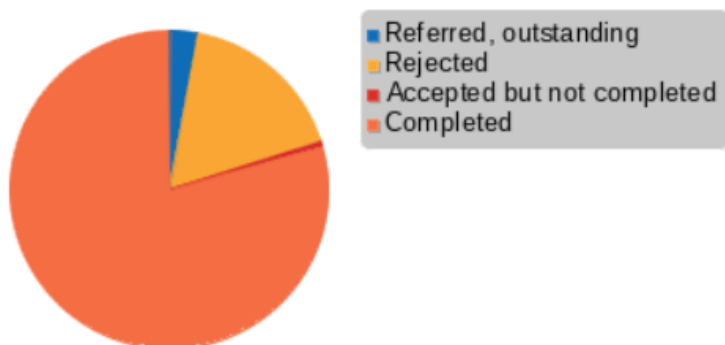
Active Providers in your area = 52

Number of Provisions or Personal Interactions = 3258 since the launch on 1st February

## Referral Outcomes



|                            |      |
|----------------------------|------|
| Referred, outstanding      | 96   |
| Rejected                   | 553  |
| Accepted but not completed | 18   |
| Completed                  | 2591 |





## Emergency Contraception, Safeguarding & Child Exploitation Online Training 8<sup>th</sup> May 2024 – BOOK NOW!

This training is required for community pharmacists to deliver Emergency contraceptive (EC) services in Somerset under the Somerset Council PGD.

It is for pharmacists new to providing this service or those due for refresher training (minimum every 4 years).

This programme includes:

- Levonelle and Ulipristal acetate (ellaONE) PGDs.
- Safeguarding and child exploitation.
- Sexual health.
- Local referral pathways.

Emergency contraception,  
safeguarding & child  
exploitation online training  
8th May 2024 – Booking link

Next training date (7:00–8:45pm online) Wed 8th May 2024.

**Book your place now.**

If you have any questions please email: [anne.somersetlpc@gmail.com](mailto:anne.somersetlpc@gmail.com)

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### Useful information

Visit the NHSE South West Community Pharmacy page for information about:

- NHS Smart Card Renewal
- Community Pharmacy Complaints
- Interpretation and Translation Services
- And much more!

NHSE South West  
Community  
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NHSE South West  
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Information page



## Contact us:

Website: <https://somerset.communitypharmacy.org.uk>

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Please get in touch via the contact details above if you want to subscribe or unsubscribe from this mailing list.

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