

# Community Pharmacy Somerset Bulletin

April 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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## Pharmacy First Activity

Dear Pharmacy Team,

We continue to deliver an amazing Pharmacy First Service to patients, The whole of the NHS Somerset system 'thank you' for all your hard work and recognise the challenges that Pharmacies faced in March with the Two Way Authenticator App having to be installed at very short notice and the days where Pharmoutcomes had outages, Despite this disruption, Pharmacists continued to deliver a professional service to the patients of Somerset.

Since the Launch of the Pharmacy First Service, GPs in Somerset have referred over 5000 patients into Community Pharmacies and from those 600 patients were eligible for the clinical pathway protocols.

Over 4000 patients had received care from the community pharmacist -Well done Everyone  
891 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 Learnings sheet for more details.

[Learnings Sheet](#)

134 patients were waiting for a consult -Please refer to learning sheet for advice.

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.

Don't forget to share your feedback with Yvonne at [Yvonne.somersetipc@gmail.com](mailto:Yvonne.somersetipc@gmail.com)

Below is a graph which breaks down the outcome of referrals:



### Referral Outcomes

| Referral status            | Number |
|----------------------------|--------|
| Referred, outstanding      | 134    |
| Rejected                   | 891    |
| Accepted but not completed | 31     |
| Completed                  | 4036   |

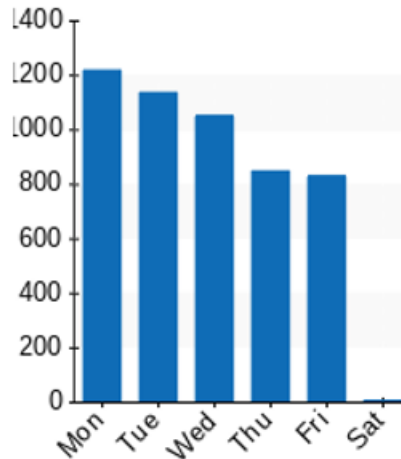


- Referred, outstanding
- Rejected
- Accepted but not completed
- Completed

### Days of Attendance

| Day of the Week | Number of People |
|-----------------|------------------|
| Mon             | 1219 (23.9%)     |
| Tue             | 1137 (22.3%)     |
| Wed             | 1053 (20.7%)     |
| Thu             | 849 (16.7%)      |
| Fri             | 832 (16.3%)      |

| Day of the Week | Number of People |
|-----------------|------------------|
| Sat             | 2 (0%)           |



### Uptake Profile Through Life of Service

| Month Commencing | Number of People |
|------------------|------------------|
| Jan 2024         | 117              |
| Feb 2024         | 2294             |
| Mar 2024         | 2433             |
| Apr 2024         | 248              |

## HUC-111 Provider Information

Community pharmacy Somerset and the ICB team have been working closely with HUC to improve the amount of referrals coming from our 111 provider.

We have attached the Newsletter from HUC which contains important contact details for the 111 provider.

If you have any concerns or would wish Community Pharmacy Somerset to raise and rectify issues on your behalf then please email [Yvonne.somersetlpc@gmail.com](mailto:Yvonne.somersetlpc@gmail.com)

[HUC 111  
Newsletter](#)



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](#)

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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](#)

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## 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.

[Booking your place now](#)

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

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[Month End Claim  
Guide](#)

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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!

[NHS Somerset  
Medicines  
Management](#)

[NHSE South West  
Community  
Pharmacy Bulletin  
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## 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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