



COMMUNITY PHARMACY WALES *Newsletter*



Issue 14 Spring 2007

POINTS OF INTEREST

FAQs Free Prescriptions

CPW New Regional Committees

7-day Scripts/MDS Updates

Contractor Events

Enhanced Service Negotiations

FREE PRESCRIPTION LAUNCH



Peter Haydn Jones CEO CPW attended the Ministerial Launch of Free Prescriptions in Wales. The launch was held in the Minister's Constituency in Neath and also attended by The Chief Medical Officer, and The Royal Pharmaceutical Society.





COMMUNITY PHARMACY WALES

CEO INTRODUCTION

Welcome to the Spring Edition of the CPW Newsletter.

I put pen to paper as we end one Financial Year and embark on the new one with two important pieces of legislation which will both impact on and provide opportunities for Community Pharmacy in Wales. On 1st April we see the introduction of Free Prescriptions in Wales and on 2nd April the legislation that bans smoking in enclosed public spaces. With both of these changes the CPW team have been involved with the Welsh Assembly Government to ensure that the introduction was achieved with minimum impact on contractors and patients within pharmacy. We have seen a gradual increase in the number of Local Health Boards commissioning smoking cessation services from community pharmacies and we continue to work with the Government and all political parties in Wales for the commissioning of minor ailment schemes by the Local Health Boards.

At this time we are also fast approaching the Assembly Elections on 3rd May and the CPW team have continued to work with all the political parties such that they understand the role of Community Pharmacy and appreciate the value added of the current network of community pharmacies across the length and breadth of Wales. We will view the outcome of the elections with great interest and will work with the new Government when elected. We will also await with interest to see how the Government of Wales Act 2006 will be used to take forward legislation in Wales and whether any 'Orders in Council' will be laid within the arena of Health. The introduction of the new legislative process in an unknown quantity at this stage but it is one that we will watch closely in the next few months.

Nearer to the coal face this Newsletter contains updates on some of the key issues that are impacting on community pharmacy in Wales. We continue to look at more efficient ways of providing contractors with critical information over and above the updating of information on our web page (www.cpwales.org.uk) and as such have introduced a process for the issuing of 'CPW Factsheet' which will be sequentially numbered and issued whenever a critical issue needs to be circulated to contractors in Wales. To date we have issued 1 in February and will issue further factsheets as required. I am aware that you have all received the revised PSNC Contract Workbook 2007-2008 which I commend to you. The team here at CPW is currently working through the final published document and will provide an Addendum for contractors in Wales which will highlight any differences if any in Wales.

On reflection 2006/07 has proved a very challenging year for you all delivering the benefits of the Pharmacy Contract and I have no doubt that 2007/08 will prove equally challenging – not only because of the increasing pressure on you all to deliver the contracted services but also because of the political changes that we will see post May with a new Government in Wales and the LHBs continuing to be under heavy financial pressure to deliver. We need to remain flexible and reactive to the demands of the commissioners and we at CPW both centrally and in the Regions will continue to work long and hard in your interests to develop community pharmacy services across Wales. However, this also requires local engagement with the LHBs as well as feedback and communication with the Regional Committees. They are your representatives and I implore you to work with them to deliver services locally. Full details of your Regional Committee are available on the CPW web page www.cpwales.org.uk

Please do not hesitate to contact any of the CPW Executive or Cardiff Office if you have any issues or matters you wish to raise about community pharmacy in Wales.

Abolition of Prescription Charges in Wales

Each contractor should now have received the card for display detailing prescription charge for Wales. If you have not received one and would like one please ring CPW Cardiff Office. The prescription charge signs for England have been distributed to pharmacies in England, but are available on the website to download and print if you require one for reference.

Some responses to FAQs from contractors on the changes are below:

SORTING & SUBMISSION OF PRESCRIPTION FORMS IN WALES

Prescription forms should be sorted for submission to HSW as stated in the current version of the WP34c.

This form can be downloaded from the HSW website <http://www.hsw.wales.nhs.uk/> (go to prescriber services).

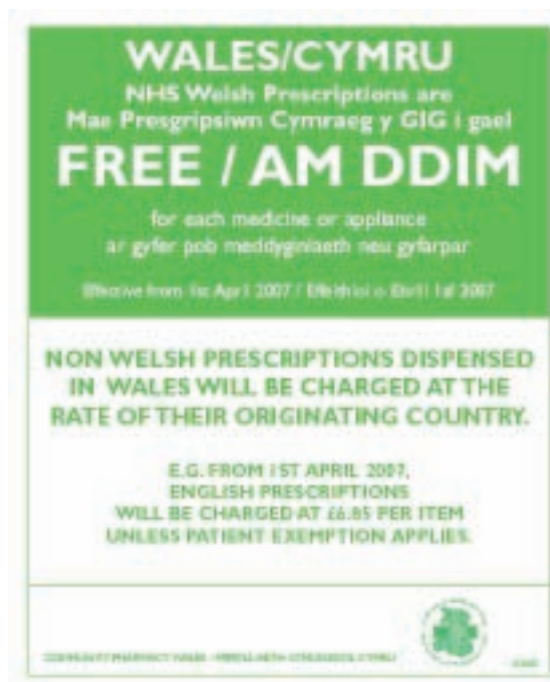
A revised WP34c is expected to be issued for the submission of April 07 prescription forms. This will also include any revised guidance. It will be distributed by BSC and also available on the HSW website to download.

Pricing is based on the dispensing date for month the prescription was dispensed, therefore if a script was dispensed in March, but not submitted with the March account, but the April account, then £3 will be deducted as the pharmacist should have received the £3 from the patient. However, if the prescription is dated March by the GP but not dispensed until April, there will be no monies deducted.

WAG CONFIRMATION OF PATIENT SIGNATURE ON WP10 SERIES FORMS

Patients presenting a Welsh prescription form (WP10 series) at a pharmacy in Wales will no longer have to sign the reverse of the form from APRIL 1, 2007 to prove exemption from charge; but the existing rules will continue to apply to patients submitting English prescription forms (FP10 series).

Next time there is a re-print of the form the back will be re-designed to take account of these changes.



Enhanced Service fees for contractors

As we move to a new financial year CPW would advise you that LHBs Directors of Finance have still not agreed an increase in fees for enhanced services. Negotiation is continuing for an increase in the fees to contractors for the Enhanced Services.

For the benefit of ALL contractors we would wish to remind you that under sections 88 and 2003 (9)(10) of the NHS (Wales) 2006 local negotiation on existing services, or in the development of NEW services, the LHB should recognise the negotiation through the appointed LRC (Local Representative Committee). In Wales the Welsh Assembly Government has accepted Community Pharmacy Wales as being the representative LRC for pharmacy contractors in Wales. The CPW Constitution clearly shows that CPW is fully representative of the body of pharmacy contractors in Wales and it is recognised by WAG in the same way that they recognise the Local Medical, Dental and Optical Committees (LMC, LDC & LOC).



COMMUNITY PHARMACY WALES

IM&T

CPW are working with the IM&T Project Team to identify those contractors who have not met the 31st March deadline and have yet to commit to connectivity with a supplier. CPW will be working with contractors concerned to identify any issues of concern so that the requirements of the drug tariff are met for IM&T connectivity.

CPW New Regional Committees

The Regional Committees are now elected and the members are detailed below. Following their first meetings contractors will be notified of role appointment for Chair/ViceChairs and you will also be issued with contact lists for liaison members and contact details for all CPW.

Mid & West Wales Regional Committee (effective 1st April 2007)

Member	Organisation/Pharmacy
Phil Parry	Independent
Richard Evans	Independent
Jon David	Independent
John Llewelyn	Independent
Sarah Bailey	Independent
Gwyn Morris	Independent
Christopher James	Independent
Steve Ridd	CCA / Lloyds
Sam Jenkins	CCA / Lloyds
Peter John Jones	CCA / Boots
Huw Evans	CCA / Boots
Ailsa Jones	CCA / Co-op
Mark Owen	CCA / Tesco

North Wales Regional Committee (effective 1st April 2007)

Member	Organisation/Pharmacy
Tim Williams	Independent
Shan Jones	Independent
Tony Neville	Independent
Sohaël Rajput	Independent
William Llyr Hughes	Independent
Ian Cowan	CCA / Rowlands
Carwyn Jones	CCA / Rowlands
Phil Mulholland	CCA / Boots
Stephanie Woodcraft	CCA / Lloyds
Gwyn Peris Jones	CCA / Tesco
Christine Wyn-Jones	CCA / Alliance

South & East Wales Regional Committee (effective 1st April 2007)

Member	Organisation/Pharmacy
Raj Aggarwal	Independent
Richard Connick	Independent
Sarah Edwards	Independent
Allan Gilbert	Independent
Mark Griffiths	Independent
Paul Mayberry	Independent
John McGrath	Independent
Steve Davies	Sheppards (5% of Region's contracts)
Marc Donovan	CCA / Boots
Bob Lester	CCA / Boots
Lyn Aubrey	CCA / Lloyds
Hugh Bradley	CCA / Co-op
Chris Perrington	CCA / Sainsburys

New CPW Central Board

Following Regional Committees election the CPW Board is to be formed. Mid & West and South East Wales Central nomination for independent contractors to sit on the CPW Board have gone to election and voting forms have been distributed to all independent contractors. No election is required for North Wales members. The election for Central Board will close on Wednesday 18th April 2007.

MDS and 7-day scripts – Update for contractors

Contractors will be aware of the recommendations made by some LMCs to cease issuing 7-day scripts used solely to support the provision of MDS from 1st April 2007. Full CPW guidance on this issue including ‘template letters’ has been previously distributed to contractors and posted on the CPW website.

In addition CPW have been representing contractors on a Task & Finish Group organised by WAG to monitor this change and consider options for a long-term solution to meet the needs of patients and their carers who do not qualify for support under the terms of the DDA. The T&F Group has representatives from WAG, Social Services, CPW, GPC Wales, LHBs, NPHS, RPSGB and Secondary Care.

The following is a report to date.

- The T&F Group proposed an interim solution that would provide the T&F group with sufficient time to put a longer-term solution in place; however WAG were advised by their lawyers that the interim solution was inappropriate and thus has been shelved.
- A series of communications are being issued:
 - o A letter from WAG to Social Services directors alerting them to the changes and the implications of the changes on social services staff.
 - o A patient communication which is intended to be used, if required, by the pharmacist/dispensing GP as a support tool for patient discussions.
 - o An All-Wales prompt chart that can be issued by pharmacists to patients as one possible solution to their support needs.
- The T&F group believe that, as the requirements of DDA and the assessment of patients is not a simple issue, pharmacists and dispensing doctors may require training in handling the patient assessment. WAG has advised that it will liaise with CPW and WCPPE to discuss the provision of appropriate training.

- WAG have indicated that they are interested in looking at a longer-term solution based on a MAR Chart scheme such as the CARMAS Scheme operated in the Cardiff LHB. However, before this can be progressed further, there will need to be a high level agreement between both Health and Social Services as to the acceptability of the scheme and also an agreement over joint funding. Contractors are advised that there are a significant number of obstacles that stand in the way of a national solution, not least the need for all Social Services care staff to be trained, and that a scheme of this nature, if agreed, would take some considerable time to come into effect.

CPW will continue to represent your interests on this matter and keep you updated.

PHARMA Awards – 14th October 2007

CPW is supporting 3 of the PHARMA Awards for 2007. The awards are developed by CCA with RPSGB, CPW, SPGC & AIMp as part of The Pharmacy Show event. The awards cross all sectors of pharmacy to celebrate success and reward outstanding achievement in professional practice.

CPW will be supporting 3 awards this year;

Community Pharmacist of the Year (supported by CPW/AIMp/RPSGB (Community Pharmacist Group) & CCA),

Community Pharmacy Technician of the Year (supported by CPW/SPGC/APTUK/CCA/AIMp)

Local Pharmacy Leader of the Year (supported by CPW/SPGC/CCA/RPSGB).

We look forward to seeing many entrants from Wales. For further details contact:

Catherine.stanley@cpwales.org.uk

Tel: 029 2044 2072





COMMUNITY PHARMACY WALES

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Money which is URs

As a development partner of CPW, **UniChem Professional Services continue their commitment to support CPW** to maximise the opportunities that the Advanced Services contract offers.

We are now organising a series of Post-Accreditation Seminars to help pharmacists achieve their target of 400 MURs for 2007.

The interactive workshops have proved very successful and cover all aspects of MUR delivery, including:

- Identifying the barriers to implementation
- Confidence building
- Communication skills
- Time management
- Working with local surgeries & GPs
- Utilising available resources & marketing MURs to the public.

The course also includes supply of a pharmacy support pack including window posters and appointment cards.

MURs for specific patient groups

CPW is also working with Partners to facilitate sessions for practical reassurance in MURs on specific patient groups. We currently have an opportunity to arrange some sessions specifically on MURs for Diabetics.

Subject to sufficient numbers expressing interest CPW will arrange either of the events above for your locality. If you have suggestion for input for another session please let us know. The events already held have lasted approximately 2 hours and by contractor preference have been held in the evenings.

If you are interested in attending any MUR event please give your interest and contact details to Catherine.stanley@cpwales.org.uk
Telephone 029 2044 2072

CPW will continue to offer to facilitate any seminar/workshop that would help contractors in the provision of Advanced Services.

**REMEMBER THE OPPORTUNITY IS THERE—
DON'T LET IT SLIP THROUGH YOUR FINGERS!**

Testing the 'new' MUR form

PSNC has published the latest version of the 'new' MUR form which will replace the current official form in due course.

The form has been sent to a group of pharmacists who have previously indicated that they would be willing to test the new form during actual MURs.

Other pharmacists are welcome to assist with testing the form, which is available at www.psn.org.uk/advanced in Microsoft Word and PDF formats.

If you wish to try the new form please note that the contractor has an obligation to provide the patient and GP with a copy of the official form – consequently they should not be using the draft form for this purpose.

Feedback on the form, both positive and negative, along with any suggestions on how the form may be further refined should be sent to alastair.buxton@psnc.org.uk by **Monday 30th April 2007**.

MUR Claims

CPW are aware that some areas contractors have experienced administration problems with their MUR forms. If you have experience of this please contact Catherine.stanley@cpwales.org.uk
Telephone 029 2044 2072

OFT Launches Market Study into UK Medicines Distribution

The PSNC news web page gives a full brief on the OFT market study into the distribution of medicines in the UK.

This decision follows recent and proposed distribution changes by leading UK medicine suppliers. Until recently all medicines were distributed through a number of competing wholesalers but in March 2007 Pfizer Limited began selling prescription drugs solely through one wholesaler, Unichem. Other suppliers are also considering introducing significant changes to their own distribution arrangements.

The study will consider the likely impact of such changes on competition, the NHS and patients and will report back by the end of the year.

The decision to undertake a market study reflects the importance of ensuring that the distribution of medicines involving pharmacists, hospitals and dispensing doctors, is timely, efficiently delivered and cost effective for patients. The NHS spends more than £10 billion per year on the purchase of prescription medicines. UK pharmacies currently provide more than 800 million prescriptions per year.

At the end of the market study, the OFT will have a better understanding of the impact of the changes that are taking place and whether further action is required.

Contract Workbook

PSNC has distributed their updated version of the Contract Workbook to all contractors. The workbook is valid for England and Wales and any differences specific to Wales will be advised to Welsh contractors this month in a Welsh Addendum from CPW.

Practice Leaflet Requirements Published (England ONLY)

PSNC and the Department of Health have today published the requirements for the contents of practice leaflets for ENGLAND – an element of the clinical governance framework in the pharmacy contract.

Patient Satisfaction Survey – The Community Pharmacy Patient Questionnaire (CPPQ) (ENGLAND only)

The Department of Health and PSNC have now agreed for ENGLAND the requirements to fulfill paragraph 26 (2) (a) (iii) of Schedule 1 to the National Health Service (Pharmaceutical Services) Regulations 2005 - the requirement to conduct an annual community pharmacy patient questionnaire (formerly referred to as the Patient Satisfaction Questionnaire).

The questionnaire will allow patients to provide valuable feedback to community pharmacies on the services they provide. The requirement applies from the contractual year 2007/08.

Details are also available on-line visit www.psn.org.uk/cg (follow the link to the CPPQ page near the top of the page).

CPW wish to confirm to contractors in Wales that the Patient Questionnaire format/Practice leaflet requirement has been agreed in England between PSNC and the Department of Health. Wales are yet to have confirmation from WAG that they are content with the format for Wales as well as guidance regarding the bi-lingual version.

CPW are already aware that some LHBs are writing to contractors about the Patient Questionnaire. CPW will continue to request an early decision from WAG so that contractors can plan for the questionnaires to be completed by 31 March 2008.





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FEEDBACK

Please do not hesitate to contact the Cardiff Office with your enquiries

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INFORMATION

Wales' specific issues regularly updated on the CPW website. www.cpwales.org.uk
PSNC website: www.psnc.org.uk

CPW Partners



Pharmacists: don't forget by reading this you may be performing CPD. Why not make a record in your RPSGB CPD plan & record file or online www.uptodate.org.uk



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