

SPRING 2009
GWANWYN 2009

COMMUNITY PHARMACY WALES NEWS

NEWYDDION FFERYLLIAETH GYMUNEDOL CYMRU

*“The Face and Voice of
Community Pharmacies in Wales”*

- **STOP PRESS** • For a daily update from WAG and NPHS on Swine influenza visit: www.nphs.wales.nhs.uk •

Points of interest:

- CPW vision
- 26th December 2009
- Endorsing
- Financial updates
- Carers Project (South East launch)
- North Wales contact



Introduction from the CEO

Dear Contractor,

Welcome to this latest edition of the CPW Newsletter, which I hope you will find of interest.

A community pharmacy action plan for Wales

In the last newsletter I reported that we had submitted a community pharmacy action plan to the Health Minister that highlighted how, through the use of enhanced services, community pharmacy can make a real difference to the NHS in Wales.

Within the plan, *medicines support* services demonstrate how community pharmacy can reduce medication waste, reduce adverse drug reactions (and through this reduce hospital admissions) and educate patients about their medicines. *Public health* services demonstrate how community pharmacy, through its accessibility and location in the community, can make an important contribution to improving the health of

the people in Wales. Services described included stop smoking, weight management, sexual health and vascular risk assessment. The *chronic conditions* section of the plan highlights a range of services that utilise the expertise of community pharmacy to identify and support patients living with chronic conditions such as diabetes, respiratory disease and arthritis.

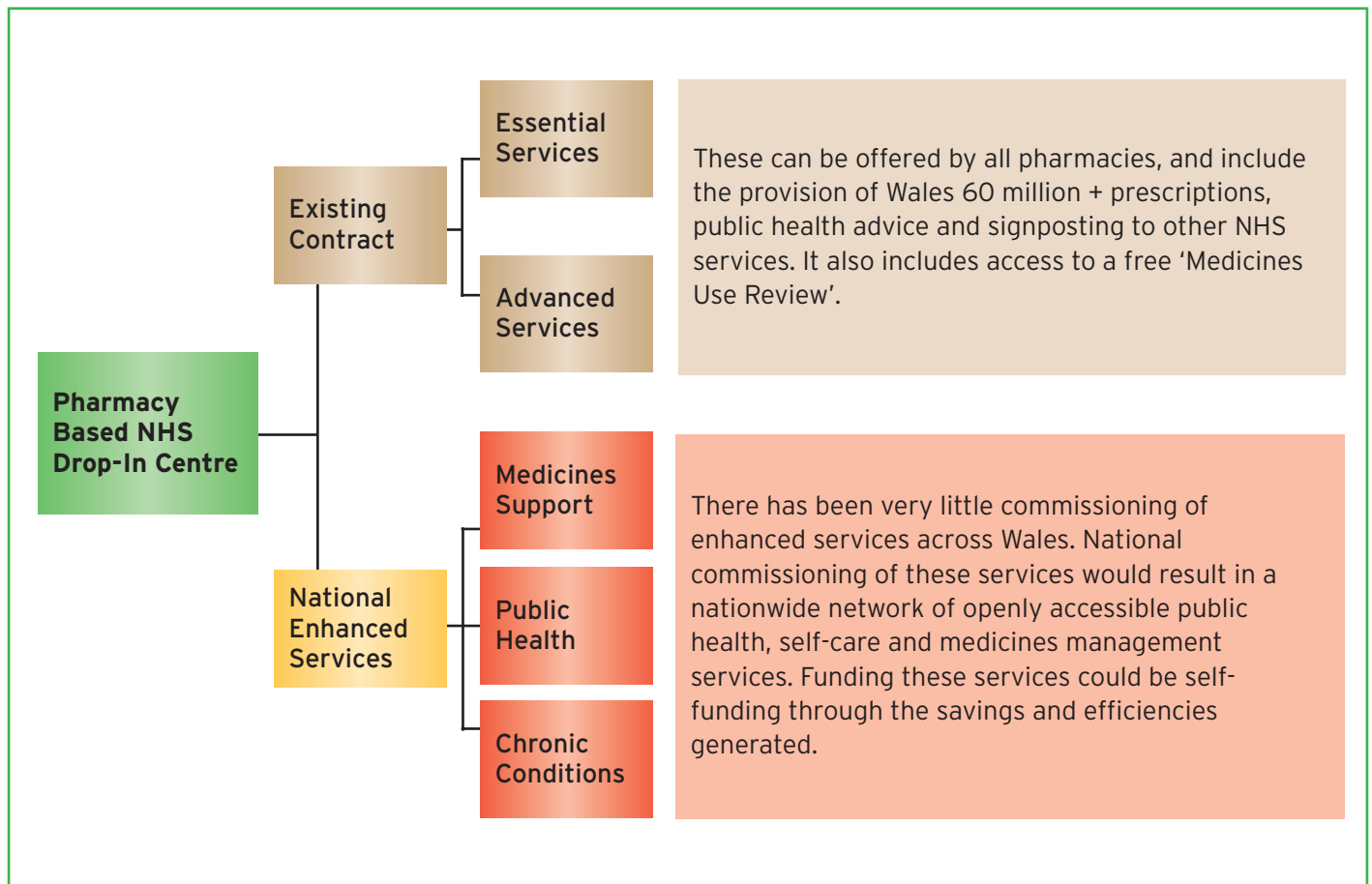
In order for this plan to properly implemented, we have pointed out that the civil service in WAG needs more resource to work on community pharmacy matters and suggested that a national group be set up to look at community pharmacy. We are pleased to say that WAG has now appointed Stefan Fec as its community pharmacy advisor.

Political Engagement

CPW continues its programme of political engagement. You may recall from the last newsletter our successful day at the Senedd that resulted in an hour long debate extolling the benefits of

community pharmacy. We are continuing the momentum created at these events through our presence at this years political conferences in Wales. As I write, at the Conservative and Plaid Cymru conferences we have already met over 20 Assembly members and Members of Parliament, as well as large numbers of counsellors and influential political figures. These meetings provide an invaluable opportunity to promote the role of community pharmacy and highlight the issues you are facing. They also provide the opportunity to arrange for more in-depth meetings and actual visits to community pharmacies.

We hope through this plan and our programme of political engagement community pharmacy in Wales will finally start to get the recognition and the commissioning of enhanced services we all feel it deserves.



CPW response to the NHS consultation

The current reorganisation in the NHS in Wales has huge implications for contractors. CPW is working to ensure that the opportunities presented by the reorganisation are fully realised for contractors. Locally, through our regional committees we are working to ensure community pharmacy is on the agenda, and nationally we have asked that;

- ▶ In future there is national strategic development of the community pharmacy contractual framework, rather than the piecemeal approach we have now that has led to so much local variation (and in some cases conflict)
- ▶ That LHBs have access to expert advice from a director or head of community pharmacy who is fully supported by the local profession through the appointments process
- ▶ That the opportunities presented by community pharmacy in delivering health need are fully explored
- ▶ That community pharmacy is properly and equitably represented on all relevant LHB committees, including the Board
- ▶ That CPW is properly engaged with on matters relating to community pharmacy
- ▶ That all decision making at the LHB is transparent, and open to scrutiny and redress

We will continue to pursue these themes locally and nationally throughout the NHS reorganisation.

Rural Regulations

CPW currently has sight of a draft version to changes in the regulations affecting dispensing in rural areas. This is an area that CPW has lobbied hard on in the last year, to ensure that there is a system in place in line with that in England that has effectively ended the unhelpful completion that can exist between community pharmacy and dispensing GPs in rural areas. We will be examining the regulations closely to ensure they meet the requirements we have previously laid out.

CPW Structure and Function

The NHS review mentioned above necessitates that CPW look at its own structures and functions to ensure it fits appropriately with the new NHS in Wales. This also provides the opportunity to address some of the concerns that have been raised to me over the last year about the role of CPW and the support it offers. I would welcome any comments contractors have about how you feel CPW can best deliver its functions and what changes you feel need to be made.

Best wishes,

Paul



NHS prescription Charges in England

As you will be aware the NHS Prescription Charge in England is £7.20 from 1st April 2009. If you would like to download a copy of the fee chart for use in your pharmacy, a download is available on PSNC website at:

http://www.psn.org.uk/pages/patient_charges.html

We would also highlight to pharmacies in Wales that there is now an additional prescription exemption category on English FP prescription series as patients undergoing treatment for cancer or the effects of cancer may now apply for a medical exemption certificate.

NHS Prescription Charge is
£7.20
from 1st April 2009
for each medicine or appliance*

PRESCRIPTIONS ARE FREE FOR:

- ▶ children under 16 years of age
- ▶ full-time students aged 16, 17 or 18 who are in full-time education
- ▶ men and women aged 60 years and over
- ▶ people getting Income Support (IS) or income-related Employment and Support Allowance (ESA (IR))
- ▶ people getting Income based Jobseeker's Allowance
- ▶ people with a partner who gets Pension Credit Guarantee Credit
- ▶ people with a valid maternity or medical exemption certificate (patients undergoing treatment for cancer or the effects of cancer may now apply for a medical exemption certificate)
- ▶ war pensioners with a valid exemption certificate (for accepted disabilities only)
- ▶ people with a current NHS Charge Certificate for full help (Certificate HCC)
- ▶ notice or decision letter showing annual income of £15,276 or less
- ▶ some prescriptions issued by NHS Service
- ▶ people with a valid Prescription Prepayment Certificate. A PPC only save you money; they cost more than 3 months and £104.00 for 12 months (offering a saving to anyone who needs 4 or more items in 3 months or more than 14 items in 12 months). To help spread the cost, you can now choose to pay for the 12 month PPC by 10 Direct Debit monthly instalments. Ask for Form FP95, ring 0845 850 0030 or visit www.psn.org.uk/PPC to buy your PPC.

* Comprehension History is charged at £14.60 per a pair of socks, knickers or stockings. Some other items may have more than one charge - ask your pharmacist to explain. For more information about whether you are entitled to help with health costs ask your pharmacist for leaflet HCC1.

THE PRESCRIPTION CHARGE IS A CONTRIBUTION TO THE NHS. IT BEARS NO RELATIONSHIP TO THE PHARMACIST. IT BEARS NO RELATIONSHIP TO THE COST OF THE MEDICINE.

PSNC
 PHARMACEUTICAL SERVICES NEGOTIATING COMMITTEE

Please ensure the exemption declaration on the back of the prescription is completed where appropriate. Further information is available on the PSNC website at www.psn.org.uk

CPW (Community Pharmacy Wales) – the organisation

A Clear Identity

CPW - The Face and Voice of Community Pharmacies in Wales.

A Clear set of Aims

Community Pharmacy Wales is dedicated to;

- ▶ Promoting the benefits of community pharmacy
- ▶ Creating an environment in which community pharmacy can flourish
- ▶ The development of sustainable and fairly funded community pharmacy services
- ▶ Using the unique accessibility and expertise of the community pharmacy network to enhance the health and wellbeing of the people in Wales
- ▶ Responding effectively to contractors ideas, concerns and needs in a changing healthcare environment

A Clear set of Objectives

Our goal will be achieved by;

- ▶ Promoting the production of a national strategic development plan for the community pharmacy network in Wales
- ▶ Securing appropriate and effective representation for Community Pharmacy in Wales
- ▶ Developing positive and effective working relationships with all key stakeholders
- ▶ Developing an evidence base for community pharmacy services in Wales
- ▶ Improved and effective communication
- ▶ Increasing the influence of CPW and improving the effectiveness of community pharmacy negotiation
- ▶ Supporting the successful delivery of the community pharmacy contractual framework

Patient information leaflets



Asthma UK Leaflet

Asthma UK have produced an excellent patient leaflet. The leaflet can be used to support MURs, to promote repeat dispensing and other services or simply to be handed to patients with their asthma medication. We would encourage you to make the most of this valuable resource which is available from Asthma UK at no charge.

For supplies of this leaflet contact:

Cat Shorney

Asthma Services Development Officer,
Asthma UK Cymru 3rd floor,
Eastgate House, 35-43 Newport Road
Cardiff CF24 0AB.

Telephone: **(029) 2043 5400**

Preventing Child Sexual Abuse - *Lost for Words* Campaign

Information leaflet packs are available as part of the 'stop it now campaign.'
If you would like supplies of the leaflet contact the campaign via the website

www.stopitnow.org.uk





Carers Project

Following the successful carers' project initiated by the NAWP (Led by Anita White). The Cardiff and Vale Carers Centre has been able to obtain funding for a year's project to encourage and work with pharmacists in Cardiff and the Vale in the early recognition and support of the unpaid family carer. This information will provide excellent information which could help contribute to an evidence base to progress other enhanced services in pharmacy such as the development of a 'carers support MUR'.

The funding will support pharmacists in this valuable community initiative. Both qualitative and quantitative feedback will be used to encourage other areas as to the value of this early recognition and support. This will hopefully impact considerably on the health and wellbeing of both the carer and the cared for.

In Practice; The key objectives for each pharmacy is to set up a Carers' information point, this will involve a Carers' Champion where possible being

appointed from a member of staff and to make referrals to the Carers' Centre.

A Carers' Champion will be the first point of contact for recognition as the earlier a person recognises themselves as a carer the earlier they can receive help and support. The Carers' Champion will also maintain the Carers' feedback forms and will have some useful information within the Support Pack provided to them e.g. telephone numbers.

This service has been well received by pharmacies currently taking part, if you are interested in taking part and would like to talk to staff already participating, or would like more information or to become actively involved in the project please contact:

Aimee Doidge, the project worker, can be contacted on 029 2022 1439 or email aimee.doidge@btconnect.com

or contact Catherine Stanley at CPW on 029 2044 2072 or email catherine.stanley@cpwales.org.uk

MUR Support

CPW have been working with various companies to help support contractors with sessions to encourage and develop delivery of MURs. Unfortunately due to contractors availability previously the events were cancelled. If anyone is still interested in support sessions for any aspect of MUR delivery, please contact Catherine Stanley and she will work with the requests:

Tel: 029 2044 2072 or
email: catherine.stanley@cpwales.org.uk

ETP1 Form - Final Version

WAG - Primary Care Informatics Programme have released a new information document relating to the connectivity processes for reimbursement. It is also available via CPW website (resources - IM&T)

This document is specifically in relation to 'change of ownership' - the natural progression of advice needed following the initial 'new entrant' project stage.



In the contractual framework pharmacies are required to open for their core hours on Boxing Day and New Years' Day if either of these days falls on a weekend.

Contractors are reminded that 26th December 2009 this year falls on a Saturday. Contractors will need to apply to their LHB for any change in their core hours and advise any changes in supplementary hours for that day.

Regional news

North Wales

David Bethell has left CPW for the South of England. We all wish David and his family well and would like to thank David for all his work during his 4 year with CPW. The North Wales Premises lease had expired and the office has been closed. New contact details have been advised to contractors and stakeholders, and are on the rear page of this newsletter.

Due to the review of functions and resource in CPW which is running parallel to the transition of the NHS in Wales. The contact for North Wales contractors is **Catherine Stanley**. Please contact Catherine if you have any Regional/contractual enquiries.



Pricing/Endorsing/ submission queries

HSW (Health Solution Wales) have now issued new sorting instructions direct to contractors.

CPW confirm that these instructions for the sorting requirements apply to bar-coded scripts only. If you have any queries in general please contact HSW helpline.

Up-to-date questions on the 2DRx rollout have been publicised on the HOWIS internet and intranet websites - <http://www.wales.nhs.uk/wmss> and <http://howis.wales.nhs.uk/wmss>

If you have any contractual operational query that you think CPW should be aware from your experience please contact your Regional Executive.

STOP PRESS

For a daily update from WAG and NPBS on Swine influenza visit:

www.nphs.wales.nhs.uk

Drugs for which discount is not deducted

(extract from the Drug Tariff)

Contractors who have not received discount in respect of the following products need not endorse the prescription.

The prescription price reimbursement will have no discount deduction applied.

However, there is an exception for *specials*.

For *specials* and other unlicensed medicines sourced from within the UK on a named-patient basis, other than those containing Controlled Drugs in schedules 1, 2 and 3 of the Misuse of Drugs Regulations 2001, where discount has not been obtained from the supplier, contractors need to endorse 'DNG' for 'discount not given' to avoid discount being removed.

If discount was obtained by the contractor no endorsement should be made.

"Specials"

Specials are unlicensed relevant medicinal products for human use which have been specially prepared to meet a prescription ordered for individual patients without the need for the manufacturer to hold a marketing authorisation for the medicinal product concerned.

Items sourced from outside the UK

All specials and other unlicensed medicines sourced from outside the UK for supply on a named-patient basis should be endorsed 'DNG' if discount has not been obtained, irrespective of whether they contain Controlled Drugs.

Support for Primary Care Contractors

Primary Care Support Services are available as a direct access, CONFIDENTIAL counselling (<http://www.wales.nhs.uk/sites3/page.cfm?orgId=558&pid=13942>), support (<http://www.wales.nhs.uk/sites3/page.cfm?orgId=558&pid=13943>) and educational (<http://www.wales.nhs.uk/sites3/page.cfm?orgId=558&pid=13944>) services are available.

There are two services available to pharmacy through RPSGB and NPHS Wales. Contact details for both are below:

- Primary Care Support Service Wales (PCSS Wales):
www.primarycaresupportwales.nhs.uk
- RPSGB Pharmacist Support (recently changed name)
www.pharmacistsupport.org



Finance

Direct to Pharmacy Schemes

The direct to pharmacy schemes introduced by manufacturers over the last couple of years are reducing the discount that contractors have obtained previously from their wholesalers. A number of contractors have asked for assurance that this lower discount is picked up in the profit monitoring undertaken by PSNC and the Department of Health.

PSNC have assured us that as profit monitoring is carried out on a monthly basis through invoice checking, then as soon as a direct to pharmacy scheme is introduced it will be picked up in the invoice inquiry for the month when the scheme is introduced. The invoice inquiry for each financial year therefore reflects the lower discount obtained from direct to pharmacy schemes as soon as they are introduced.

The PSNC web site: **www.psn.org.uk** has a list of all the direct to pharmacy schemes and the date when they were introduced.



Contract Settlement for 2009/10

Some elements of the settlement have been agreed and some remain to be finalised so PSNC/DH are not yet in a position to announce the total funding package for 2009/10.

Practice Payments VAT percentage splits

The percentage split of the practice payment for VAT purposes is due to change from 1 April 2009. No confirmation of the split has been received at the time of publication of this newsletter. CPW will communicate the announcement on the new percentages to contractors when they receive it.

Cash Flow for contractors

Contractors should be aware that as the practice payment reduces from 101.1 pence per item to 70.9 pence per item from 1 April 2009 this will have implications for their cash flow. This reduction, which was announced, last September, is to help avoid an overpayment of fees and allowances in 2009/10.

Under the normal ongoing payment arrangements, on 29 May 2009 the 80% advance paid for April 2009 Rx's will be based on the higher value of the practice payment (101.1 pence per item) rather than the new April value (70.9 pence per item). This means that total contractor

payments on 29 May 2009 will be about 2.5% higher.

On 30 June 2009 when the 80% advance for April 2009 Rx's is recovered and the April Rx's are priced, the overall payment will be about 2.5% lower to compensate for the higher payment in May, plus a further 3% lower to reflect the lower ongoing practice payment i.e. a total of around 5.5% lower than May, subject to any Rx volume or drug price changes as well.

Contractors should be aware of this in planning their cash flows around May and June 2009.

If you need any specific support or would like to make a contribution on any contractual matters please contact CPW:

North Wales - Catherine Stanley
Tel: 029 2044 2070
Email: north.wales@cpwales.org.uk

Mid & West Wales - Regional Exec - Hugh Thomas
Tel: 01656 766 788 Email: hugh.thomas@cpwales.org.uk

South East Wales - Regional Exec - Jayne Howard
Tel: 029 2044 2074 Email: jayne.howard@cpwales.org.uk

CPW (Central office) Contracts & Business Manager -
Catherine Stanley Tel: 029 2044 2072
Email: catherine.stanley@cpwales.org.uk

If have any articles you would like to include in the **CPW Newsletter**, please contact:



Community Pharmacy Wales

Caspian Point 2, Pierhead St, Cardiff Bay, Cardiff CF10 4DQ

Tel: 029 2044 2070

Fax: 029 2044 2071

Email: info@cpwales.org.uk

www.cpwales.org.uk



Pharmacists: Don't forget that by reading this information you are probably performing CPD. Why not make a record in your RPSGB CPD Plan & Record file or on-line at www.uptodate.org.uk