

WINTER 2008
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COMMUNITY PHARMACY WALES NEWS

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

Points of interest:

- Contract Funding Agreed
- Community Pharmacy Day
- Bowel Screening Wales
- Manufacturer Quota Schemes
- Practice Leaflet Reminder
- Destruction of Controlled Drugs
- Primary Care Support Service



A Message from the CEO

Dear Contractor,

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

Firstly, I am pleased to be able to confirm that the agreement on 2008/09 funding has been agreed with the Welsh Assembly Government in Wales as per the agreement in England. This will be welcome news to contractors, who we fully appreciate have faced very difficult times recently. The agreement is only an interim one however, as a new cost-of-service enquiry is to be conducted, ensuring any future agreement is based on the true costs of running a modern pharmacy business. Further details of the settlement can be found elsewhere in the newsletter.

CPW - The face and Voice of Community Pharmacy in Wales

At CPW we want to ensure we are delivering for the contractors we represent. Earlier on in the year, we held a strategy day to ensure we were doing just that. I am pleased to announce in this newsletter our new vision;

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
- ▶ 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

Our goals will be achieved by;

- ▶ 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
- ▶ 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

Political Engagement

In order to deliver the above strategy, CPW needs to ensure that it is getting its messages across clearly to the politicians in Wales. CPW has met over the summer with a number of Assembly Members and Members of Parliament, including the Minister for Health and Social Services, Edwina Hart, and our programme culminated with a 'community pharmacy day' held at the home of the Welsh Assembly Government, the Senedd here in Cardiff Bay. Through the day we exhibited the wide range of services that community pharmacy can provide to both Assembly Members and the general public and highlighted that potential role that we could play if further services were commissioned. The day ended with a reception for all Assembly Members, at which the Finance Minister, Andrew Davies, and the health spokesperson for the Liberal Democrats, Jenny Randerson, both spoke of their support for community pharmacy.

As a result of this ongoing engagement, the Senedd debating chamber itself was host to an hour long discussion on the merits of community pharmacy. It was extremely gratifying to hear community pharmacy spoken of in such glowing terms by politicians from all parties, and we look forward to working with them all in making it happen. A full transcript of this debate can be found at CPW news site but it is important to note that the motion calling upon the Assembly to 'show its commitment to community pharmacy by rolling out the enhanced services of the pharmacy contract' was passed unanimously.



A community pharmacy action plan for Wales

While these words are all very nice, they don't represent any firm action. One of the main points in our vision was to promote the development of a national plan for community pharmacy in Wales. Rather than sit around and wait for this to happen, we have been working over the summer to produce a draft of what we think such a plan could look like. In September, we presented it to the Health Minister. The plan highlights how, through the use of enhanced services, community pharmacy can make a real difference to the NHS in Wales. We are now looking forward to working with the WAG to turn this action plan into Government policy, and more importantly into something that will deliver tangible results for community pharmacies that back up these kind words.

Best wishes,

Paul

Contract Funding agreed in Wales

for remainder of the financial year (2008/09)

Funding arrangements agreed between PSNC and the Department of Health for the remainder of this financial year have been confirmed and accepted for Wales by the WAG.

As the Pharmacy contract in Wales mirrors those funding models agreed between the DoH and PSNC, there is an unfortunate time delay in CPW and WAG being able to conclude their specific agreement. Therefore a further time lapse before being able to conclude and communicate the settlement for pharmacy contractors in Wales.

Details are as follows:

- ▶ The practice payment will increase from 34.5p per item to 70.9p per item from October 1st 2008.
- ▶ In addition, from October 2008 to March 2009 inclusive, a supplementary payment of 30.2p per item will be added, bringing the practice payment for the period to 101.1p per item.
- ▶ Category M reimbursement prices will be adjusted to reflect the results of the last margins survey, and this will result in reductions of reimbursement prices averaging 16p per item.

- ▶ Full details are available in funding section of PSNC website and as featured in the recent CPN also apply to Wales.

ESPS (Essential Small Pharmacy Service)

The August Drug Tariff saw the changes of both the target and the threshold of ESPS going up by 4.3% and IT payments brought inline to non ESPS contractors.

Practice Leaflet reminder for requirements in Wales

All pharmacies in England and Wales must produce a practice leaflet that complies with the specification. This ensures compliance with the clinical governance requirements for pharmacies set out in paragraph 26(2)(a)(i) of the Chemists Terms of Service require the pharmacy to "... produce in an approved manner, a practice leaflet containing approved particulars in respect of his pharmacy".

The requirements for practice leaflets in Wales

The practice leaflet published (in English or Welsh language) must include the following:

1. Name, address and telephone number of the pharmacy;
2. If owned by a company based elsewhere, the contact details for their head office;
3. Opening hours;
4. List or description of NHS services available at the pharmacy (including Advanced, but not necessarily Enhanced services);
5. Access arrangements for disabled customers;
6. NHS Wales Direct details as follows: "When the pharmacy is closed, health advice and information, including details of other local health services, is available round the clock from NHS Wales Direct. You can use:
 - NHS Wales Direct online at www.nhsdirect.wales.nhs.uk

- The NHS Wales Direct telephone service. Call **0845 4647**;
7. Notice that the pharmacy is not obliged to serve violent or abusive customers;
 8. Notice that the pharmacy complies with the Data Protection Act and the NHS code on confidentiality;
 9. Detail of how to find out more about services offered, comment on those services, or make a complaint;
 10. Contact details of the local LHB; and
 11. The leaflet may, under a separate heading "Other services we provide", refer to healthcare-related non-NHS services provided by the pharmacy.

The leaflet must be printed using a plain font in minimum size 12 pt (the minimum size recommended by the Royal National Institute for the Blind), with sufficient contrast between print and background colour.

The leaflet in Wales must be branded with the NHS Wales logo and the pharmacy descriptor line "Providing NHS Services" in the bottom right hand corner on the first page. The NHS Wales logo must, as a registered trademark, be used in accordance with the NHS Wales identity guidelines

A pharmacy/practice logo can be used as well, if the pharmacy has one.

Template leaflet

A template leaflet has been produced to assist pharmacy contractors in Wales with updating their own leaflets.

The template is available via CPW website (forms section)

NB This template is only provided as a guide.

The Practice leaflet requirements were agreed for use in Wales from February 2008. Contractors should be mindful of the current NHS reorganisation in Wales when considering the quantity of leaflets going to print at this time, to prevent unnecessary waste.

Important Information



NHS Wales logo is a registered trademark and MUST be used in accordance with the NHS Wales identity guidelines.

The NHS Wales identity guidelines are available for you to download from CPW website or WAG.

Further guidance for its use should be obtained from:

WAG Health & Social Services
Publicity Team,
Communications Directorate.

Contact details are:

telephone: 029 2080 1189

e-mail: nhs-wales-logo@wales.gsi.gov.uk



Wales launched its Bowel screening programme on the 27th October. Its aim is to reduce bowel cancer by 15% by 2020.

Initially Men and Women across Wales aged between 60-69 (the age range will eventually increase to 50-74) will be sent a home screening kit for them to complete and return to the bowel screening lab in Llantrisant. The programme are hoping for a 60% uptake and an important part of the promotional message is via the community pharmacies. All the LHBS have been contacted and may disseminate promotional material to their community pharmacies to support the launch.

The Welsh Chemist Review is delighted to announce the inaugural Welsh Pharmacy Awards which will be taking place in City Hall Cardiff on Thursday 30th April 2009. The Welsh Pharmacy Awards recognise outstanding skills, achievements and innovations and present pharmacists with the opportunity to be recognised for best practices and excellence.

The differing pharmacy strategies across the UK all encourage the development of the professional role of the pharmacist and this will be the first time Welsh pharmacy can be recognised, in a stand alone ceremony, for its achievements.

Welsh Pharmacy Awards

The Welsh Pharmacy Awards 2009 will epitomise the 'positive' aspects of the profession whilst including the latest innovations and developments from speakers amongst the best in their field.

We are looking for innovative pharmacists with a passion for development and progress to nominate / apply for the awards. Categories range from Pharmacist of the Year and Community Pharmacy Practice of the Year to Managing Healthcare in the Community and Business Development Award.

Details of how to apply for the Awards can be found in the Welsh Chemist Review magazine. If you are a pharmacist and have not yet received your copy of the magazine, please contact events@nimedical.info or frances.privilege@nimedical.info

Primary Care Support Service

The Primary Care Support Service (PCSS) is a direct access, CONFIDENTIAL counselling, support and educational service for GPs, dentists and community pharmacists working in Wales. It is funded by the Welsh Assembly Government but is run as an independent service led from its headquarters at Bangor University, with co-ordinators in each of the three Welsh regions. It offers the following services:



Counselling: This consists of direct access to a list of accredited and suitably qualified counsellors / psychotherapists. The first 3 sessions are free to those using the service. No-one other than your counsellor would know that you had accessed this part of the service. See www.primarycaresupport.wales.nhs.uk for list of counsellors.

Peer support network: Direct access to Peer Support Professionals who make themselves available for confidential discussion about difficulties faced in pharmacy. See www.primarycaresupport.wales.nhs.uk for list of Peer Support Pharmacists. (SE Wales only at the moment to be followed soon by N Wales).

Support for those undergoing investigation for complaints or possible professional underperformance: This consists of up to 10 counselling sessions free to the person seeking help as well as access to the Peer Support Professionals. See www.primarycaresupport.wales.nhs.uk for more information.

Coaching: This service is available for those who are stressed or distressed by issues related to how they work or their working environment. Contact **Andrew Paterson**, Tel: 01244 301135, Mobile: 07917 245885, e-mail: andrew.paterson@nphs.wales.nhs.uk

Conflict resolution (mediation) service: This is offered in North Wales at the moment, for problems which arise within pharmacies. Contact **Andrew Paterson**, Tel: 01244 301135, Mobile: 07917 245885, e-mail: andrew.paterson@nphs.wales.nhs.uk

Workshops & educational programmes aimed at promoting well-being and personal development PCSS provide a number of workshops as part of your CPD programme.

Authority to Witness the Destruction of Controlled Drugs

Please note the contents of the letter below regarding the extension date for your information. CPW is unable to advise on other aspects as it is a professional matter, if you have any queries please contact RPSGB(W) Directorate at Cardiff Gate:

Misuse of Drugs Act 1971

Authority to Witness the Destruction of Controlled Drugs

In accordance with the provisions of Regulation 27(1) of The Misuse of Drugs Regulations 2001, the following are authorised to nominate a person to witness the destruction of controlled drugs under their control:

1. public and private limited companies operating retail pharmacies; and
2. persons in charge or acting persons in charge of private hospitals providing palliative care or hospices wholly or mainly maintained by a public authority out of public funds or by a charity or by voluntary contributions.

This authority will remain valid for Wales until 31 December 2008.

Date: 23 July 2008

Head of Licensing
Home Office (Drug Licensing)
4th Floor, Peel Building
2 Marsham Street
London SW1P 4DF

Notes

1. In accordance with Regulation 27(3) of The Misuse of Drugs Regulations 2001, any record that is kept in respect of the obtaining or supplying of a drug, the destruction of which is witnessed by a nominated person, shall include particulars of the dates of any such destruction and the quantities of the drug(s) destroyed and shall be signed by the nominated person in whose presence such a drug must be destroyed.



Community Pharmacy National Debate

On Wednesday 1st October, Community Pharmacy and its contribution to the health of the people of Wales was the topic of debate in the Senedd of the National Assembly for Wales.

Ministers and Assembly Members debated the Conservative party motion that called upon the Assembly to show its commitment to community pharmacy by rolling out the enhanced services of the community pharmacy contract. Members from all parties took part in the debate, which discussed the positive contribution that pharmacy had made in areas such as sexual health and substance misuse, but recognised the fact that there had been slow and inconsistent uptake of enhanced services. A number of assurances were given about the future role that community pharmacy would play in Wales, and the Motion was passed unanimously.

Paul Gimson, CEO of Community Pharmacy Wales, said "This debate was very timely, coming on the back as it did of our very successful Exhibition and Reception the day before-judging by the amount of times CPW was mentioned it is obvious our messages got through. To hear community pharmacy spoken of so highly by the top politicians in Wales was extremely gratifying, and the commitment given by the Assembly is very reassuring and bodes well for the future.

A full transcript of the debate is available on CPW website (news).

The National Assembly for Wales calls on the Welsh Assembly Government to:

- a) show its commitment to community pharmacy by rolling out the enhanced services of the pharmacy contract;
- b) ensure that NHS reorganisation does not prevent the commissioning of further community pharmacy services; and
- c) provide a deadline for the introduction of the consolidated regulations;
- d) examine the possibility of amending regulations to ensure there is no harmful competition between community pharmacists and GPs for NHS dispensing in rural areas.

Motion NDM4015 as amended:
For 47, Abstain 0, Against 0.

This motion has therefore become official National Assembly policy.



Community Pharmacy Day

- September 30th 2008



On Tuesday 30th September Community Pharmacy Wales held an Exhibition in the Senedd. The purpose of the event was to celebrate the substantial contribution made to patients and healthcare in Wales by the community pharmacy network.

The Senedd building is the home of the Welsh Assembly Government. The day was a success, throughout the event the exhibits were visited by public visitors, NHS stakeholders, Assembly staff and approximately 22 Assembly Members (including Edwina Hart AM, Minister for Health and Social Services).

CPW believe community pharmacy's expertise and unique accessibility is still



underutilised in healthcare services in Wales. The day was an excellent opportunity to raise awareness of what community pharmacy is already doing to deliver better healthcare to patients in Wales and the potential for expanding further. Given the fact that Community Pharmacy Wales - CPW - is the face and voice of the 700+ community pharmacy contractors throughout Wales, we appreciate the all-party political support received.

In the evening a reception was held for guests and AMs alike to attend and listen to speeches from:

- Andrew Davies AM**, Minister for Finance and Public Service Delivery
- Paul Gimson**, Chief Executive CPW
- Phil Parry**, Chair of CPW

and the sponsor for the event:

- Jenny Randerson AM**.

All Politicians spoke of their own Party's support of community pharmacy services and their desire to take community pharmacy forward in their Agendas.



► Pictured on this page
A Selection of flyers and Banners produced for the Community Pharmacy Day event at the Senedd.

Manufacturer Quota Schemes

Over the past year, there has been a substantial increase in the number of problems that contractors are experiencing in obtaining certain branded medicines.

At the heart of the problem are changes in the European import and export market. A weak pound and strong Euro have reduced the benefits from using parallel imported products; increasing the demand for UK medicines both from UK pharmacies and internationally. There is growing concern that the proposed PPRS branded medicine price reductions in January 2009 will compound the current problems and be the tipping point that takes the UK from being a net parallel importer to net parallel exporter.

This is a complex issue - there is no easy solution. It is not possible to prevent the export of UK medicines as this would be contrary to European trade laws. Increasing manufacturing output could be one solution but there are generally long lag times for changing manufacturing production plans to

increase output and an argument used by some manufacturers is that this won't resolve the problem, simply lead to an increase in the volume of stock exported.

Reporting Problems

Contractors who have experienced problems in obtaining medicines because of quota arrangements are encouraged to feed this to CPW/PSNC. The PSNC Information Team are supporting ongoing monitoring of the situation.

An online quota feedback form is available on PSNC website and has field to identify Wales addresses, please clearly identify any feedback from pharmacies in Wales so we can establish a clear evidence of Wales specific issues.

For additional support on this issue, please contact your CPW Regional Executive or the PSNC Information Team (01296 432823).

Contact Details

Further to the questionnaire CPW sent out earlier this year, we are still trying to complete a comprehensive preferred contact base to ensure effective and timely communication between CPW and contractors. Margaret (CPW) will be phoning pharmacies to confirm outstanding details over the next month. We are grateful for your co-operation in this information harvest and assure you that any details you provide will only be kept for CPW use.



Congratulations to Marc Donovan on his appointment as Chair of the RPSGB(W) Welsh Board.

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

North Wales - Regional Exec - David Bethell
Tel: 01745 584077 Email: david.bethell@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 20 442074 Email: Jayne.howard@cpwales.org.uk

CPW (Central office) Contracts & Business Manager -
Catherine Stanley Tel: 029 20 442072
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