

DEVON LOCAL PHARMACEUTICAL COMMITTEE

Actions arising from the meeting held on 18th July 2011

Action Required:	By Whom:	Status:
1/682 – Minor relocation Totnes – Boots, Appeal by Morrisons Send LPC response to Appeals Unit	Sue	

DEVON LOCAL PHARMACEUTICAL COMMITTEE

Minutes of the meeting held on Monday 18th July 2011 at Deer Park

Members in attendance:

David Bearman	Chris Naidu
Steve Budden	Stephen O'Reilly
Nerys Cadvan-Jones	Tony Perkins
David Chapman	Paul Stevens
Nigel Gray	Brenda Taylor
Andy Lawson	Adrian Tebby

In Attendance:

Sue Taylor – Chief Officer
Mark Stone – Project Pharmacist
Kathryn Jones – Secretary

1/674 Apologies for absence:

Michael Lennox (Unavailable) Kevin Muckian (Holiday), Karen O'Brien (Holiday).

1/675 Welcome and Introductions

In David Bearman's absence, Sue Taylor welcomed everyone to the meeting, and in particular Andy Pavey, Local Counter Fraud Specialist.

1/676 Register of Interests

There were no changes to be made to the register.

1/677 Web Based Alerts System – Andy Pavey

Andy Pavey gave a short talk to the Committee regarding a web based alerts system which is due to be piloted in Torbay, prior to a roll out across the county. The purpose of the web based system is to ensure efficient distribution of fraudulent patient activity and other alerts, and to improve security particularly in terms of storage of alerts, circulation of photographs, and to improve prevention of fraudulent activity as this is more cost effective offset against work entailed in evidence gathering and present a case to Court. In brief the process works as details of a patient or issue are sent to the Local Counter Fraud team for investigation and if necessary an alert is compiled in the standard format, the alert is sent for entry onto the system, placed in appropriate folders (for example, a folder for North Devon would include all practices and pharmacies in North Devon). When a new alert is put onto the file an update notification is sent to the relevant practice/pharmacy by email notification. When this is clicked on the practice/pharmacy will be taken to the log on screen, and the alert will be on the screen.

The members highlighted some of the potential obstacles that could be presented by pharmacists not having ready access to the internet and the work processes in the pharmacy prohibiting the ability of pharmacists to check emails regularly.

Sue had contacted Tim Bingham from the CCA who had described the approach that could be taken to enable multiple pharmacy companies to access the website. Andy Pavey would be following up the contact.

1/678 Minutes of the meeting held on 13th June 2011

The minutes of the meeting held on 13th June 2011 were then signed as a correct record.

1/679 Matters arising from the minutes

1/649 Just in case bags – Devon

There was no further update on the communication with NHS Devon re the Just in Case Bags. Sue had contacted the professional lead in the PCT, Jenny Winslade, and requested some contact with the End of Life Pathway Group so that the Just in Case Bags and other matters related to pharmacy and End of Life Care could be discussed.

1/680 Finance Report

A verbal report was given to the meeting by Brenda Taylor, the LPC Treasurer.

1/681 Secretariat Report

It was reported that the three PCTs in Devon would not be progressing with Pharmabase at this current time, given that the PCTs did not consider it to be fit for purpose. Tony Perkins informed the meeting that at the NHS Plymouth pharmacy sub group it had been agreed that permission will be given by the PCT for pharmacists to undertake MURs at home, if the patient meets one of the PCT's priority groups for MURs.

1/682 New Medicines Service

The New Medicines Service is coming into effect on 1st October 2011 and only has two years to prove that it works and creates substantial to the NHS.

Members of the LPC discussed why the MUR service had not been embraced by pharmacies when it was introduced. By undertaking this discussion it was hoped that potential pitfalls could be avoided with the New Medicine Service. There are six training evening organised by the LPC during September, which will focus on the skills and knowledge for pharmacies to start providing the service. In particular the events will cover:-

- The Service Aim, What's the problem? How does the service provide a solution?
- The service specification
- How to get started, a plan of working for the new service
- The consultation, a guide for best practice to support patients with a new medicine
- Integration of the service locally, what we are doing to instigate referrals
- The next steps and how to be on the front foot by 1st October.

It has been proposed by Pfizer that they facilitate an offer of advanced training events which would cover the softer consultation and communication skills. Pfizer has also offered a project manager to work one day a week for the SW LPCs to support the roll out of the NMS, with associated training, resource and media support.

Sue reported that the SW LPC group were still considering the best way of working together to ensure the successful implementation of the New Medicines Service and the training of pharmacy staff. With the Pfizer offer there would still be a requirement for some regional project support, with a core group of LPC representatives to co ordinate the activities, which would require some additional funding from LPCs to pay for backfill time and associated costs. Some LPCs who had not the same level of resource as the Devon LPC had agreed to contribute up to £28 per contractor to the regional project. For Devon this would amount to a considerable amount of money and as yet there was not a costed business case available. It was proposed by Adrian Tebby, that Devon LPC inform the SW LPCs that we would put forward £500.00 towards the costs of scoping the regional project, but the LPC would be organising its' own training events in September and would request the two Threshold training events in November. All members of the meeting were in agreement to this.

Action: Inform SW LPCs of decision and contact Pfizer for proposed dates in November.

1/683 Any Other Business

Tesco 100 hour exempt application – Seaton

Brenda Taylor asked if the application had been approved. No decision letter had been received yet.

Minor relocation appeal – Boots, Totnes

Morrisons have appealed against the PCT decision to allow the relocation.

Action: Send response to Appeals Unit.

Healthy Living Pathfinder Sites

Expressions of Interest have been submitted for NHS Devon and Plymouth. Plymouth have focussed on two deprived wards, Devon on the North Devon locality.

The meeting closed at 9.15pm

The next LPC meeting will be held on Tuesday 16th August at Deer Park starting at 9am

Signed.....

Date.....

Your Ideas – Cause and Effect on MUR Success

<p><u>PEOPLE</u></p> <ul style="list-style-type: none"> • Confidence • Lack of understanding by pharmacy team • Selling/behavioural change • Patients/GPs engaged • Pharmacist resource - continuity 	<p><u>PROCESS</u></p> <ul style="list-style-type: none"> • Poorly sold – GPs resistance • Paperwork was time consuming • No IT solutions • Time management/ lack of time to complete • Confidence/language used by pharmacy staff
<p><u>SERVICE</u></p> <ul style="list-style-type: none"> • Patient acceptance – knowing MUR available • Quality questioned • Evidence based • Does the payment make it worthwhile? 	<p><u>NHS ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Service to be placed/integrated into pathway • Number/few referrals • Prescribers – lack of GPs buy-in (whole investment comes from) • Commissioners selling the benefits

Whole goal alignment

Areas to focus on for New Medicines Service

1. Pharmacists and pharmacy staff believing in the service
2. Pharmacist confidence
 - a. Query clinical knowledge
 - b. Doing the service
3. Patient acceptance
 - a. Selling messages – best practice how to do
 - b. GP sponsor in each locality

4. GP – prescribers buy in
5. Pharmacy management of the service
 - a. Appointment reminders

Solutions

1. Communications – to pharmacists then to patients to GPs and prescribers of benefits of service
2. Training, how to manage operations
3. What is our target? What is our success?