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**Seasonal greetings from the LPC!**

The LPC and the Secretariat team would like to wish all our readers a very happy Christmas and peaceful new year! Thank you to all of your support over the past twelve months; we are looking forward to a challenging and busy new year and look forward to seeing you all at our forthcoming events!



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**New Medicines Service – What is it?**

The New Medicines Service (NMS) is the fourth advanced service for community pharmacy and is designed to provide early support to patients prescribed a new medicine. It started on the 1<sup>st</sup> October 2011.

The story so far!

To date more than 328 pharmacists, pharmacy technicians and pharmacy team members attended the NMS training events put on across Devon during September, October and November funded and supported by the LPC. Incredibly, we now **have 91%** of all pharmacy contractors in Devon signed up to provide the service. Thank you to all of you for supporting our events and for getting going so quickly.

Following our phase 1 training, two further sessions were arranged led by Threshold. These were excellent and relevant events, which got people up and talking, and thinking about what motivates people to change and how to keep that motivation going.

Delegates picked up some useful hints and tips on how to engage with their patients. One of the most useful phrases learnt was the use of a sentence given to get patients engaged with their NMS.

“As this is a new medicine for you, I need to have a quick chat with you about how you will use it. Would you prefer to chat here, or in the consulting room?!”

This tells the patient that the chat will be informal, quick, but it is important. The patient is not given the chance to say “No thanks”. Try it next time!

We have posted the write up from the two sessions on our website [www.devonlpc.org](http://www.devonlpc.org)

Patients are benefiting from the service. For example, one lady who had been started on Doxazosin. At the first intervention described how she had been feeling very weak and light headed to the extent that her family were encouraging her to stop taking it. The pharmacist was able to offer some advice about when to take it and reassure her that this is within the realms of normality and that it would generally settle down. At follow up the lady was feeling much better and had continued to take her medication on the pharmacist’s advice. This undoubtedly prevented non-adherence and potentially further GP consultation or worsening hypertension.

In the new year we will be looking at how we can start collecting more evidence about the service, so we still need your stories giving examples of where you have helped patients. It is so important to demonstrate the benefits of the service to protect it in the future.

If you are not yet delivering the NMS then a full range of resources is available from our website [www.devonlpc.org](http://www.devonlpc.org), the PSNC and the NPA (links can be found on the New Medicines Service page of the LPC website).

The LPC recently sent out sets of GP referral cards to every pharmacy in Devon to take into their local practices. Please make sure that you have done this and they are NOT just sitting on a shelf in the dispensary as we have had some GPs asking where the promised NMS referral cards have got to!

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## Medicines Supply Shortages

You will have seen in the pharmacy press Secretary of State Andrew Lansley's dismissal of pharmacy medicine supply chain problems. The PSNC and Devon LPC are urging contractors to write to their constituency MPs as soon as possible. We have enclosed a template letter that you could use with this newsletter, together with a template for real patient stories if you have one.



The easiest way of getting in touch with your MP is to use an online service – for example <http://www.writetothem.com> which enables you to send a message direct to your MP online. We have attached a list of the Devon MPs with the template letter along with a website to help you find who your MP is.

Please remember to keep your letter crisp and to the point and let us know if you receive any feedback from your MP/ We have written to all of the Devon MPs ourselves and are hoping to be able to arrange some local meetings shortly.

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### GPhC registration – urgent reminder

The GPhC are concerned that a small but significant minority of pharmacists and technicians are yet to renew their registration. They are urging anyone who is yet to renew their registration to do so now.

The current figures for those yet to renew across Great Britain stand at:

Pharmacists 1356 (3.2%)

Technicians 192 (2/1%)

Premises 588 owned by 381 owners (4.5% out of a total 13167)



GPhC registrations can be renewed either through the myGPhC portal (this can be accessed via [www.pharmacyregulation.org](http://www.pharmacyregulation.org)) or by getting in touch with the GPhC contact centre 020 3365 3400 or [info@pharmacyregulation.org](mailto:info@pharmacyregulation.org). The deadline for renewal is two months before the expiry of the current registration period.

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### Ordering FP57 and other stationery

If a pharmacy wants to order FP57 forms they can send a request to fax number 01392 445431 or email [d-pc.pcssstationery@nhs.net](mailto:d-pc.pcssstationery@nhs.net)

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### Let it snow, let it snow, let it snow!

What would you do if you couldn't reach your pharmacy because of the snow (or any other extreme weather conditions or illness). Please ensure that you have your pharmacy contingency plan available and that your staff know what to do in the event of the pharmacy having to close. Important telephone numbers, including Devon Doctors on call (01392 822344) copies of the local PCT closure notification forms and a template plan can be found on the LPC website.



[http://www.lpc-online.org.uk/devon\\_lpc/closure.html](http://www.lpc-online.org.uk/devon_lpc/closure.html)

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### Devon LPC Secretariat Christmas Opening Hours

Date	23rd December 2011	26 <sup>th</sup> December 2011	27 <sup>th</sup> December 2011	28th December 2011	29 <sup>th</sup> /30th December 2011	2 <sup>nd</sup> January 2012	3 <sup>rd</sup> January 2012
Deer Park Secretariat	Closed from noon	Closed	Closed	Closed	Open	Closed	Open

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#### CONTACT DETAILS FOR DEVON LPC

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*If you are interested in attending as an observer, please contact the Secretariat on 01392 834022.*

*Details of all forthcoming events can be found on the events page of Devon LPC website [www.devonlpc.org](http://www.devonlpc.org)*