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The potential of community pharmacy

NHS Employers has recently published guidance and a toolkit for PCTs on the pharmaceutical needs assessment (PNA) outlining PCT's responsibility to identify what is needed at a local level as part of the PCT's Joint Strategic Needs Assessment. This, along with the Department of Health's Guide to Commissioning Pharmaceutical Services, and the Pharmacy White Paper published last year, should encourage wider commissioning of services from pharmacies where health needs have been identified. Let's hope that the current focus on managing the flu service does not detract too much from the potential opportunities for the profession and patients offered by the development of a robust PNA and the world class commissioning framework.

Service continuity planning

If you have not already done so, priority should be given to developing a service continuity plan to help you act quickly if your pharmacy is affected by staff shortages during the flu pandemic. Your plan should describe how your pharmacy intends to maintain its critical operations, stores and equipment to minimise the impact of a pandemic emergency. It should specify necessary resources, key contact lists and clear procedures that will be required to be followed by any member of staff during a crisis, including the delegation of roles and responsibilities, and everyone needs to be sure what he or she will be expected to do in the event of emergency. In the more rural areas, talk to your neighbouring pharmacies about the potential to "buddy up" in the event of one of you having to close. This will be particularly important for pharmacies that are "unopposed" in a locality. The LPC has examples of service continuity planning templates on its website. Call us if you want any advice or information to help you complete your own plan.

And as a reminder:-

Pharmacy contractors are required to notify the PCT if forced to close unexpectedly (this is in your Terms of Service). If you have to close during normal opening hours, please ensure you contact your relevant PCT. Also remember to keep your local practices informed.

Contact details:

Devon PCT

Dasa Miklosovicova, Primary Care Support Officer dmiklosovicova@nhs.net, Tel 01392 267606.
If Dasa is unavailable contact Ben Johnson Tel: 01392 267605.

Torbay Care Trust

Jane Booth Primary Care Business Manager jane.booth@nhs.net Tel: 01803 210545
or Tricia Cotton tricia.cotton@nhs.net Tel: 01803 210542

Plymouth tPCT

Stacey Burch, Contracting Administrative Assistant Stacey.burch@plymouth.nhs.uk Tel: 01752 434940

IMPORTANT NOTE: IF YOU HAVE TO CLOSE AT A WEEKEND OR OUTSIDE NORMAL OPENING TIMES, PLEASE ENSURE YOU LET DEVON DOCTORS OUT OF HOURS KNOW AS THEY MAY TRY TO CONTACT YOUR PHARMACY FOR PRESCRIPTIONS OR OTHER SERVICES. THE NUMBER TO CALL IS: 01392 822344

Responsible Pharmacist

As you all know the RP regulations come into effect from the 1st October 2009. To help you prepare and meet your responsibilities, the Devon LPC has agreed to run some local events to support local contractors. Remember, locums as well as pharmacy owners and managers will be responsible for the "safe and effective running" of the pharmacy business in which they are working; staff will need to understand what the procedures and processes will be. The events are intended to help you get ready to meet your responsibilities, and aimed to address any concerns you may have.

The dates and venues are as follows:

Thursday 3rd September 2009	The Beefeater, Marsh Mills, Plymouth
Monday 7th September 2009	The Riviera Centre, Torquay
Wednesday 9th September 2009	Sandy Park Conference Centre, Exeter
Tuesday 22nd September 2009	Barnstaple Hotel, Braunton Road, Barnstaple

Flyers attached – Cream paper

Medicines Supply Problems

The LPC would like to thank all the contractors who completed the audit and provided so many good examples of problems that are being encountered day in day out.

When the audit was first sent out to contractors, the Secretariat received many calls from pharmacists thanking the LPC for undertaking this piece of work. Nearly all thought they were the only one having problems and had not realised the scale of the shortages. Please remember - continue to report problems to the PSNC on the on-line reporting form. In the meantime read on:

Medicine Supply Problems Quick Guide For Dispensing Staff

The audit shed light on a number of issues that were being faced by pharmacy teams when they were trying to obtain stock. It showed that there were many occasions where the manufacturer was not contacted directly by a pharmacy when the wholesaler could not supply the medicine. Calling the manufacturers directly is a worthwhile action as they have emergency stock which can be accessed by the pharmacy when necessary.

In order to help your pharmacy teams Devon LPC has put together a brief guide to dealing with the problem of obtaining stock. This guide contains telephone numbers for the manufacturers which produce the medicines which pharmacies are having the most difficulties in obtaining. Please put this guide by your ordering terminal where it can help your staff when they face supply issues. We have attached a copy of the guide, and it can be downloaded from the LPC website; http://www.lpc-nline.org.uk/bkpage/files/115/medicines_supply_problems_quick_guide.pdf

Medicines Use Reviews - Online audit tool launches

The Royal Pharmaceutical Society of Great Britain has just launched a multi disciplinary audit tool for Medicines Use Reviews (MURs). To be successful, MURs need to be fully embraced by patients as well as pharmacists, doctors and commissioners. The audit will identify best practice as well as areas where the service could be improved. The LPC was delighted to be chosen to pilot the audit, together with NHS Plymouth. The tool can be found at the Quality Improvement for Pharmacy Development (<http://www.qi4pd.org.uk>) along with the guidance on completing the audit.

Public Health Promotion Campaign Skin Safety Awareness – July 2009

A reminder to you all – Don't forget to return the completed evaluation form to your PCT by 7th August 2009

The "F" Word!

Sue recently received an accolade to community pharmacy for stepping up to the plate so willingly and thanks for the way that community pharmacy supports the out of hours service. ! As usual community pharmacy has demonstrated its strengths by the way the profession has supported supporting the local PCTs during the last few weeks while the flu situation gathers pace. Well done you!

Pharmacy as all other professions has been bombarded with information. The Devon LPC has dedicated a page on its website to keep updated with bulletins, guidance and information as it comes in. We are in a rapidly changing situation with growing demands on the pharmacy; please keep the LPC updated with any local information you feel is relevant and regularly check the LPC and PSNC websites. For example, if your local GP practice starts to increase prescription quantities let us know, as this would have a serious impact on the supply chain.

The National Pandemic Flu Service will go live in England by the end of this week, subject to testing. Its launch will be accompanied by a major public information campaign. The National Pandemic Flu Service will be a dedicated website and call centres and will be able to confirm if individuals may have swine flu. If they do, they will be given an authorisation number that a 'flu friend' – a friend or relative who does not have swine flu – can use to pick up antivirals from one of the local antiviral collection points. Until then, existing arrangements for obtaining advice and information remain in place.

Continue to provide key messages to the public.

Catch it, Bin it, Kill it.

CATCH IT: germs spread easily. Always carry tissues and use them to catch your cough or sneeze.

BIN IT: Germs can live for several hours on tissues. Dispose of them as soon as possible.

KILL IT: Hands can transfer germs to any surface you touch. Clean your hands as soon as you can."



Main sources of public information

People are advised to call the swine flu information line 08001 513 513 or visit www.nhs.uk for general information.

People should only call NHS Direct 0845 46 47 or their GP if they have used these information sources first.

People should not attend walk-in centres, NHS hospitals or GP practices in person if they have symptoms.

NICE Bites

NICE issued guidance in April this year for the assessment and treatment of children with gastroenteritis. It was designed to help healthcare professionals decide which children need further treatment. The important advice to give is that children presenting with gastroenteritis, but without clinical dehydration, should be encouraged to drink fluids but should be discouraged from drinking fruit juices and carbonated drinks.

The guidance recommends that breastfeeding or other milk feeds should not be stopped. In addition, children should be offered oral rehydration salt solution as supplemental fluid if they are at risk of dehydration.

Parents, carers and children should be advised to wash hands with soap in warm running water and carefully dry them after going to the toilet or changing nappies and before preparing, serving or eating food, since this is an important factor in preventing the spread of gastroenteritis.

Other information parents and carers should be aware of is that towels used by infected children should not be shared, children should not attend school or childcare facilities while infected and not until 48 hours after the last episode of diarrhoea or vomiting and children should not swim in swimming pools for two weeks after the last episode of diarrhoea. The full guidance can be viewed on the NICE website <http://www.nice.org.uk/CG84>

Drug Tariff New Final Reminder - approaching deadline for claiming EPS release 1 deployment allowances

All pharmacy contractors that were part of the national contract were paid two allowances of £1300 (i.e. a total of £2600) in December 2005 and February 2006. Pharmacies which were established after these payments were made would have missed out on receiving this funding.

An amendment was made to the April 2009 Drug Tariff to enable EPS Release 1 enabled contractors who opened new premises (other than a minor relocation) after December 2005, and who missed out on receiving one or both of the £1300 allowances to apply for the missed allowance payments. The ETP Release 1 allowance claim form can be downloaded from the PSNC website and must be submitted to the contractor's PCT.



The deadline for making a claim to receive the Release 1 allowances is the **31st of July 2009**. After this date no retrospective claims for payment will be processed so pharmacies who are eligible but have not yet submitted a claim to their PCT are urged to do so immediately. Further information on the PSNC website.

Prescription Switching.

Some of you are still reporting problems with prescription switching. Don't forget that you can find a copy of the PSNC Guide to Preventing Prescription Switching on the LPC website www.devonlpc.org >online resources > essential services > dispensing > preventing prescription switching

The main reasons for switching include the following.

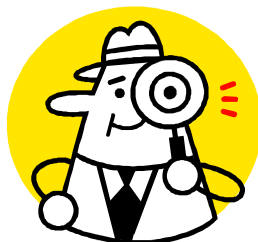
- **Handwritten Age Not Signed:** Where the patient is aged under 16, or 60 or over and the date of birth is automatically printed on the prescription, the prescription does not need to be signed. However this concession does not apply where the age/date of birth is handwritten - the exemption declaration must be completed.
- **Ticked but not signed:** Where an exemption declaration is required, the prescription should include a mark (for example tick or cross) in one of the exemption boxes and a signature. There forms have been switched because there was not a signature where required.
- **Not Ticked or Signed:** This is where the prescription has been switched because no exemption category was ticked and the prescription wasn't signed (i.e. the back of the form was blank), where the exemption declaration was required.
- **Charge Paid:** This is where the 'charge paid' box has been completed indicating that this was a 'chargeable' prescription which had been misfiled.

An Inspector Calls! Some hints and tips for a successful visit by the RPSGB Inspector.

What do you need to do before the Society's Inspector calls on you? LPC members George Wickham and Paul Stevens recently ran a LPC forum in Exeter and went through some of the main points you need to be aware of.

Download and go through the "Inspector's Checklist" from the RPSGB website before the visit.

Make sure that you complete the CD declaration sent before the visit, and have all the SOP's relating to CDs.



Key procedures:

The CD key should be in a sealed envelope kept in the safe overnight. The pharmacist is to keep the key on their person during the day.

Balances – ideally check each week and make sure they balance.

Delivery of CDs- check you have an up to date SOP.

Do you know who the accountable officer is for your PCT and when you would contact them?

How would you deal with any discrepancies – what type of issue may arise when dispensing CD's. Think and have a solution.

Once the Inspector has completed the CD inspection which he completes on his laptop, you get a copy of his report.

Other things looked at:

- Private Prescription book:-
- Do you know what the new requirements are for vet scripts? Do you understand the cascade system?
- Make sure that any items on the dispensary shelves have the batch number and expiry date
- Owing balances should have the original or photocopy of original script attached.
- Staff may be questioned – make sure they can direct the Inspector to the :-
 - Date checking matrix
 - Fridge temperatures

Lastly, don't worry!! If you work through the checklist you should have all the answers. Also if you have just had or are preparing for a PCT visit, tell him.

STOP PRESS An end to snail mail??

Devon PCT is just about to write out to pharmacy contractors inviting them to sign up for a @nhs.net email address. This will give contractors access to the PCT InfoPoint and the possibility of purchasing Microsoft Office at discounted rates.

Watch out for a letter from Lucy Morris.

CONTACT DETAILS FOR DEVON LPC
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The next full LPC Committee meeting will be held on Monday 10th August 2009 (7.30 pm) at the Secretariat Offices, Deer Park Business Centre, Haldon Hill, Kennford, Exeter, EX6 7XX. 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