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DEVON LPC MEDICINES SUPPLY AUDIT



A Big Thank You!

Firstly we would like to **thank you** to all of the 79 pharmacies who completed and returned their sheets with the record of supply issues seen. We were very pleased with such a good response from you and the results that we have accumulated will give us a great evidence of the problems you and your patients are facing.

THE RESULTS

THE HEADLINES

- 379 Supply problems were recorded in 79 pharmacies over 14 days
- 117 Different Medicines were involved in the supply problems from 45 manufacturer

Impact of problems on your patients

- 116 (34%) Instances where no supply was made to a patient
- 32 (9%) Occasions where a patient missed one or more doses
- 32 (9%) New prescriptions for alternative medicines were instigated

Impact on you

- 393 calls to wholesalers, 134 calls to manufacturers
- 51 Instances where you asked manufacturers for an emergency supply of the medicine directly
- 34 Contacts made to prescribers

Time cost to the NHS

- We estimated that an additional 380 hours were spent by pharmacy teams across Devon trying to obtain out of stock medicines

– Time which we all know would be better spent helping patients!

We have put a significant amount of time towards compiling and analysing your recorded supply problems. The initial results as you can see has shown the extent of the problems you are having in your pharmacies, completing the once relatively straightforward task of obtaining medicines for your patients in a timely manner.

The Next Steps

At the LPC meeting on the 15th June, the LPC is discussing what actions we will take to make the most of your work, with the aim of trying to improve the current supply problems. We will keep you informed over the coming months of our actions and any results achieved.

In The Meantime....if you find instances where you have been refused a supply of medicines because of a quota restriction or where a manufacturer has rejected an emergency request for a direct supply (this is happening – believe us!) please send the details of the issue to mark@devonlpc.org as well as continuing to notify PSNC via the online reporting form.

***** STOP PRESS! *****

The LPC needs some professional support to work with the team at the LPC Secretariat; for example to develop projects, support contractors, develop briefing packs for pharmacy teams etc. Our hope is to skill up a local network of pharmacists who can help local pharmacists move towards the aspirations of the Pharmacy White Paper. Fair payment will be made on a sessional basis. Want to find out more? Call Sue on 01392 834022.

LPC Sound Bites

Skills for MURs – New Accreditation Course

A new MUR accreditation course for pharmacists has been launched by the C&D and Medway School of Pharmacy. Endorsed by the PSNC, “Skills for MURs” offers printed learning materials covering both the MUR process and commonly encountered therapy areas, plus an online assessment. “Skills for MURs” replaces Skills for the Future. For more information and how to register go to www.skillsformurs.co.uk.

Complaints procedures.

The recent changes in complaints procedures must be incorporated in your practice leaflet together with the other contractual requirements. Links to the relevant documents are on the LPC website www.devonlpc. The main changes to the complaints procedures you need to be aware of include the designation of a Responsible Person and a Complaints manager, changes in time limits and the publication of an annual report.

EPS Don't miss out on the money!!

If a pharmacy contractor received the two £1300 allowances in December 2005 and February 2006 but has not already deployed Release 1 of the Electronic Prescription Service, **they are expected to deploy Release 1 by 31st July 2009**. If there is a reason that a pharmacy is not able to deploy the service by 31st July 2009, this should be discussed with their PCT. Do you want to have to pay back the money? We don't think so!! Release 1 is intended to iron out any difficulties with the existing systems to ensure smooth roll over when Release 2 happens. The LPC would urge contractors not to delay any further. Do you really want to start off Day 1 of Release 2 with a paperless system, never having tried it out before??

The other side of the EPS Coin - did you open a new pharmacy after December 2005?

All pharmacy contractors that were operating under the national contract were paid two allowances of £1,300 (i.e. a total of £2,600) in December 2005 and February 2006. These allowances were to support pharmacies in deploying Release 1 of the Electronic Prescription Service. An amendment was made in the April 2009 Drug Tariff which allowed 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 £1,300 allowances, to apply to receive the missed payments. The ETP Release 1 allowance claim form can be downloaded from the PSNC website (www.psn.org.uk/forms) and must be submitted to the contractor's PCT. *The deadline for claims for the Release 1 allowance is 31 July 2009. After this date no retrospective claims for payment will be processed.* The Release 1 allowances are paid only once, in relation to pharmaceutical services provided at the same premises irrespective of any subsequent merger or sale. Where there has been relocation, there is no right to claim further Release 1 deployment allowances for the new premises.

July Public Health Campaign – Skin Cancer Awareness

The second public health campaign for all contractors across Devon will be focusing on Skin Cancer Awareness and runs during July. Information and materials will be sent out shortly. A sneak preview may be found on the Devon LPC (http://www.lpc-online.org.uk/devon_lpc/resources.html) week commencing 15th June 2009. (NB: note from the editor: disappointing to note that only 49% of pharmacy contractors returned the evaluation form for the Devon Stop Smoking public health campaign in March. We cannot stress enough how important it is for contractors to return paperwork when requested to do so by the PCT. This is evidence that you have participated in the campaign. If you cannot provide evidence at a contract monitoring visit, or through self assessment it will be assumed you are not meeting the requirements of the Essential Services).



Why not consider asking a member of the pharmacy team to be the “**Public Health Champion**” for your pharmacy and taking the responsibility of ensuring that the right posters and leaflets are in place and that the evaluation/audit forms are completed and returned to the PCT in a timely fashion?

Support the Dispensing Justice campaign to decriminalise dispensing errors.

There is much in the press at the moment as the case for decriminalisation of dispensing errors gathers momentum. The All Party Pharmacy Group (APPG) led by Howard Stoate MP and the Pharmacists' Defence Association (PDA) have both recently unveiled details of their investigative meetings on decriminalising dispensing errors. What can you do? Add your signature to the online petition at www.gopetition.com/petitions/decriminalisation-of-dispensing-errors.html. Ask your local MP to sign an Early Day Motion (EDM) supporting the decriminalisation of dispensing errors. An early day motion needs as much support as possible by MPs to make sure the issue is discussed in the House of Commons. A template letter is available at www.rpsgb.org.

Don't know who your MP is? <http://findyourmp.parliament.uk> and send an email!

Responsible Pharmacist

Across Devon pharmacists must start getting to grips with the Responsible Pharmacist regulations before October 1st. Replacing the existing concept of personal control from October 1st the new rules state that every pharmacy must have a responsible pharmacist who is legally responsible for the safe and effective running of that pharmacy. But the laws bring in new requirements for the entire profession. Locums and employees may find themselves assessing pharmacy procedures more closely and having to decide whether or not they want to take on the role of a responsible pharmacist. Superintendents and owners will need to ensure that effective procedures and systems are in place to allow their pharmacists to comply with the law.

The LPC has undertaken to support local contractors in understanding what needs to be done. We have arranged a number of local workshops which will be held on **3rd September in Barnstaple, 7th September in Torquay and 9th September in Exeter**; September would be the time when pharmacists will also need to be briefing their staff so we would urge you to come along to one of our workshops and bring your team with you.

In the meantime we recommend you obtain a copy of the RPSGB Toolkit.

Pharmacy White Paper update

The LPC continues to work with the three PCTs in Devon on the development of new enhanced services. However as you know the NHS is facing severe financial strain and pharmacy will not escape. If we are successful in negotiating any new services, or indeed maintaining the services already commissioned, they will only be available in localities of greatest need and where pharmacies have demonstrated that they have the capability (skill mix and premises) to deliver, as well as meeting all the requirements of the Essential Services. So what's hot at the moment?

We are currently working on integrated sexual health services and will be testing out an integrated sexual health service in Torbay where clients may access free condoms under the C Card scheme, EHC and Chlamydia tests and treatment. Chlamydia testing kits will be offered via a small number of pharmacies in Devon and Plymouth. Stop Smoking Services continue to be commissioned through pharmacy in Devon and Torbay, and the Devon DAAT has just completed a review of the harm reduction services offered through pharmacy – make sure you attend the training if you are a contractor in Devon signed up to the local enhanced services and that you understand the requirements. The NHS Health Checks – heralded as a major new service that pharmacy would be commissioned to deliver; unfortunately the picture across our three PCTs seems bleak because of the lack of funding, but we continue to lobby for pharmacy to be included in this service locally when the PCTs decide to commission.

LPC Annual General Meeting

The LPC Annual General Meeting will be held at the Exeter Sandy Park Conference Centre on October 15th. As well as the formality of presenting the annual report and accounts, the main event of the evening will be a talk by Simon Driver, Chief Executive of Cegidem Rx on 'The Challenges of EPS, what pharmacists will have to do to embrace "IT" and exploit "IT"'

Put the date in your diary now!!

Local pharmacy forums

The LPCs local pharmacy forums are a great way for pharmacists and technicians to meet colleagues, develop understanding of the local and national pharmacy and broader health environment and address identified CPD needs. There are five groups currently in Devon, some a bit younger than others! Each forum has its own lead and details of the meetings are posted, emailed out to pharmacies and put on the LPC website events calendar.

The next forums to look out for include Torbay on the 2nd July and Exeter on the 6th July.

Flu Planning

It is good practice for pharmacies to have a business continuity plan in place. There is a template available produced by the national pharmacy organisations that is downloadable from the LPC Website. The Devon PCT pharmacy forums are including a session on service continuity planning; use this opportunity to develop your plan if you don't already have one in place. The three PCTs in Devon are all working with the LPC to develop an acceptable SLA for pharmacies to act as anti viral distribution points in the event of a pandemic. Contact the Secretariat if you have any concerns or want to find out the latest. The LPC posts on its website any updates or relevant information as and when it comes in. In the meantime, promote the public health messages below:



Anyone with flu – like symptoms should stay at home and contact NHS Direct or their GP by phone. Follow the advice highlighted on the Catch It Kill It Bin It poster.

Your LPC 2010

PSNC has developed a new model LPC Constitution that will need to be in place by the end of this year. There will be an Extra ordinary General Meeting held before the normal Devon LPC meeting on September 14th 2009, starting at 7.00 pm. The purpose of the EGM will be for contractors to hear about the constitution changes, to have the chance to discuss what this may mean in practice and to vote. An election process will be started in November of this year, with a new LPC being in place for the start of the new financial year in April 2010. More details to follow.

Prescription Photocopy Requests

Pharmacy contractors may request a photocopy of individual prescriptions that have been sent to NHS Prescription Services for reimbursement, for example when dealing with a patient complaint, if there is a need to obtain a copy of the prescription form to compare against local dispensing records.

The form to make the request can be downloaded from the NHS Prescription Services website (<http://www.nhsbsa.nhs.uk/PrescriptionServices/955.aspx>) OR alternatively by emailing PrescriptionPricingHelpdesk@ppa.nhs.uk OR by telephoning the Prescription Pricing Help Desk on 0845 6101171, NHS Prescription Services will fax a copy of the form. Pharmacies are not obliged to state the reason for the request on the form. The requested copy of the form will be sent directly to the pharmacy. Be aware that the NHS Prescription Services are starting to send monthly summary reports of requests made by pharmacies to the relevant PCTs. This will state the pharmacy name, ODS code and the number of requests received by NHS Prescription Services within the calendar month being reported on. This report will contain no patient or prescription information.

Lewis Pharmacy , Exmouth

Are looking for a PHARMACIST (EHC, MUR qualified) to work regular Saturdays in Exmouth, 9 -12.30, with good support staff. Please phone Jackie on 01395 272714 if interested.

CONTACT DETAILS FOR DEVON LPC

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The next full LPC Committee meeting will be held on Monday 13th July 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