



Welcome to the second issue of our newsletter (*postal strike permitting!*)

If there are any topics you'd like us to cover in the newsletter, please let me know. Contact details for the entire pharmacy team are overleaf.

Solveig Sansom
Primary Care Manager (Pharmacy)

Electronic Prescriptions

Please attempt to process prescriptions electronically where possible – all pharmacy staff need to familiarise themselves with the system before Release 2 is implemented. Also, if too few prescriptions are scanned, any problems can't be identified, and the Department of Health will assume the system is bug-free!

It would also be useful if you could nominate a member of your staff to take the lead on electronic prescriptions, so we have a named person to whom we can send updates and information. We'll ask you for these details as part of the questionnaire for the Pharmaceutical Needs Assessment. (see overleaf).

100-hour Pharmacies

Please remember to return the 100P monitoring forms to us every month.

Multi-Disciplinary Audit

This year's audit is on "as directed" medication, and should have taken place during the week commencing 19th October. Results need to be returned to the PCT by 3rd November.

If you have not received the paperwork for the audit, please contact Ben on 01392 267605 for a copy. It is vital that all pharmacies take part, even if it means conducting the audit a couple of weeks late.

Patient Returned Waste

You should have been supplied with two types of bins:

A cytotoxic bin (purple, 5L) and a non-hazardous bin (yellow, usually 22L) If you don't have both types of bin, please request them from the SRCL driver when they visit the pharmacy.

Sharps Disposal

We have had reports of patients being advised to return diabetic syringes to pharmacies for disposal – but ***please do not accept sharps of any kind.*** The disposal of sharps is not a requirement of the Essential Service ES3, and sharps may not be disposed of in the bins supplied for patient-returned waste.

Please advise patients with sharps to contact their local council who will arrange collection and safe disposal.

Pharmacies taking part in the Needle Exchange LES will have bins supplied for this service only, not for general sharps disposal.

NHS Email

Those of you who have expressed an interest in having an NHS email address will be receiving your log-in details shortly. Please contact Lucy Morris if you would like to register, 01392 267714

Public Health Campaigns

The September campaign for Stroke Awareness was cancelled due to staff redeployment for Swine Flu.

The campaign for November is Alcohol, "Know Your Limits", and you should have received your pack by now. If not, please call Ben on 01392 267605.

The alcohol campaign pack is something of a bumper issue – with plenty of resources, including interactive "unit wheels" & scratchcards

Smart Cards

Please direct all smart card enquiries to Gail Irvine, IT Project Manager, on 01392 356068 gail.irvine@nhs.net

Chlamydia Screening LES

Pharmacy Grab Bin pilot

The new pilot grab bin service has now been launched in ten pharmacies. The grab bins contain free postal test kits and are placed on the shop floor of the pharmacy. Patients can pick up a free test without the need to consult a pharmacist. The pilot will run until the end of March 2010 and will be fully evaluated before a decision is made whether to roll it out across Devon.

New Chlamydia Screening LES

Selected pharmacies* offer sexually active 16-24 year olds a free Chlamydia screening service either opportunistically or alongside a request for Emergency Hormonal Contraception. Training has been provided by the Chlamydia Screening Office. The target for 09/10 is 250 screens.

Grab Bin Service	Screening Service
Lewis Pharmacy Exmouth	Lewis Pharmacy Exmouth
Boots High Street Honiton	Lloyds, Fore Street Exeter
Boots Exe Bridges Exeter	Luxtons, St Thomas, Exeter
Crediton Pharmacy	Superdrug, Guildhall, Exeter
Sainsbury's Roundswell Barnstaple	Lloyds, Okehampton
Boots South Molton	Boots Fore Street, Tiverton
Day Lewis Ivybridge	Boots High Street, Barnstaple
Morrisons, Tavistock	Barton Pharmacy, Woolacombe
Asda Newton Abbot	Day Lewis, Newton Abbot
Boots Dawlish	Asda, Newton Abbot
	South Brent Pharmacy

*Pharmacies were selected based on numbers of EHC dispensed and age of the patient population.

For more information contact Solveig Sansom, Primary Care Manager on 01392 267715

EHC LES

The funding for this LES has been taken over by the Primary Care team, but all other aspects remain the same. Payments will now be made by BACS straight into your bank account rather than by cheque, and the claim forms have been amended slightly to allow for this.

Pharmaceutical Needs Assessment

We are currently working on the first draft of the Devon PNA. In order to help us map current service provision we will shortly be sending out a questionnaire to identify all services offered by community pharmacies, not just those commissioned by the PCT.

Incident Reporting

Patient safety is a key issue for everyone who works in healthcare, with the community pharmacy contract requiring pharmacists to maintain logs of all patient safety incidents (e.g. dispensing errors).

It is essential that incidents are investigated and reported to the superintendent pharmacist, so that practical changes can be implemented to prevent a recurrence.

It is also recommended that incidents are reported to the PCT Patient Safety and Quality team – even if it's simply a copy of your report to the superintendent pharmacist. Reports submitted to the PCT enable us to identify trends and develop solutions to patient safety issues.

The Patient Safety and Quality Team at NHS Devon have issued guidance for completing a significant event report and audit, copies of which are included with this newsletter.

Delia Gilbert, Patient Safety and Quality Manager, NHS Devon. Tel - 01392 267 738

Smoking

The Department of Health is currently re-running the successful second-hand smoke campaign, **"If you smoke, I smoke"**, aimed at parents and carers. We've enclosed a campaign poster and window sticker in with this newsletter – please display it if you can, you may find it creates a good talking point for encouraging people to think about quitting with your support.

The pharmacy smoking LES is going very well, with a fantastic 70% success rate!

PCT PHARMACY CONTACTS*

Smoking, MURs, Waste & general enquiries:

Lucy Morris

Email: lucymorris@nhs.net Tel: 01392 267114

EHC, Out of Hours, Closures & general enquiries:

Dasa Miklosovicova

Email: dmiklosovicova@nhs.net Tel: 01392 267606

Payment queries, Chlamydia LES & PNA:

Solveig Sansom (Primary Care Manager)

Email: solveig.sansom@nhs.net Tel: 01392 267115

Postal Address:

Primary Care, NHS Devon, The Annexe, County Hall, Topsham Road, Exeter EX2 4QL

*Kevin Bishop is on a six month secondment and will return to the pharmacy team on April 1st 2010.

*Caroline Curtis, Deputy Primary Care Manager, is on maternity leave until the summer.

Christmas and New Year Opening

The rota for out of hours opening over the Christmas period is enclosed.