



Welcome to the Spring issue of our newsletter!

This quarterly newsletter aims to give you a snapshot of what is happening with community pharmacy across NHS Devon. If there is anything you would like to see included, or if you have any feedback, please let me know - my contact details are at the foot of page 2.

Solveig Sansom
Primary Care Manager (Pharmacy)

Complaints Annual Report

From 1 April 2009 each pharmacy contractor must prepare an annual report summarising the complaints received during that year.

The pharmacy contractor must send a copy of its annual report to the PCT as soon as reasonably practicable after the end of the year to which the report relates. You will have been contacted by our complaints team about this recently – please direct all enquiries to **Mandy Harris 01392 267663**.

Further details can be found at:
www.psn.org.uk/pages/clinical_governance_complaints.html

Community Pharmacy Forums

In future, we will be merging our forums with those held by the LPC. Hopefully, this will help to make best use of your time, and will still give you the opportunity to meet the Primary Care team. We will continue to provide updates and feedback regarding pharmacy issues via this newsletter, as well as at the LPC forums.

The next forums are as follows:

- 25th May** **The Barnstaple Hotel, Barnstaple**
- 8th June** **The Glazebrook Hotel, South Brent**
- 22nd June** **The Devon Hotel, Exeter**

More details are on the LPC website.

MURs

Please note, you may only claim for a maximum of 400 MURs in any one financial year

Patient Returned Waste

Thank you for your patience during the transition to our new waste collector, PHS.

You may notice the bins are slightly smaller than those provided in the past, but you can request more of them if needed. (They do stack safely on top of each other).

You will need to place the bag provided inside the bins – PHS will take away the bin, remove the full bag, and return the bin and a fresh liner to you. This is far more environmentally friendly than the previous system, where the plastic bin was incinerated along with the contents.

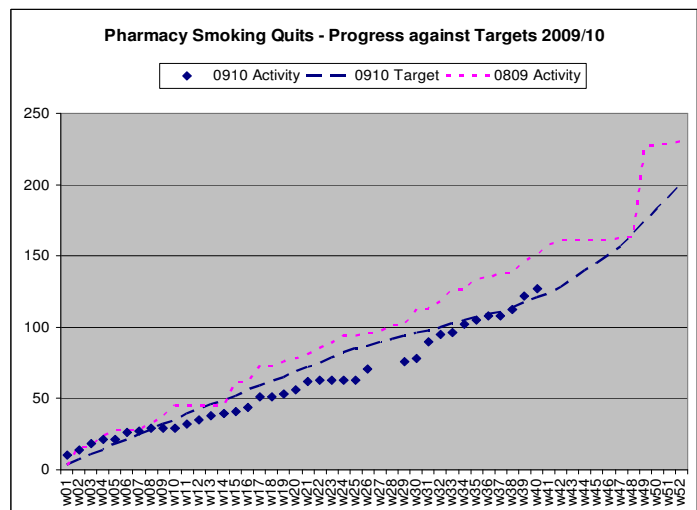
Enclosed with this newsletter is a factsheet about Patient Returned Waste, along with a prompt sheet to show to patients to ensure only suitable items are returned, and details of where patients can dispose of sharps.

Please note – sharps may not be placed in these bins under any circumstances.

Stop Smoking LES

The new Stop Smoking LES for 2010/11 will be coming out to you soon. In the meantime, the 2009/10 LES remains valid. The new LES is virtually the same as last year's, with the main difference being the requirement to fax the forms in to meet Information Governance requirements for security of patient details.

The number of people quitting through pharmacy is above target for the 2009/10, with a fantastic quit rate of 72%!



Emergency Contraception (EHC) LES

The Primary Care team have taken over the administration of the EHC LES, and the 2010/11 LES will be issued soon. We have extended the period between CRB checks from two years to three, but other than that the LES remains the same.

The PGD is due for renewal in May 2010, and this will be sent out separately for sign-up.

If you are not currently signed up to this LES, and would like to do so for 2010/11, please contact Dasa Miklosovicova on 01392 267606

Contract Monitoring: Self-Assessment

You will shortly be receiving a copy of the Community Pharmacy Contract Monitoring Self Assessment Questionnaire for 2010/11. Please complete this questionnaire with as much information as possible and return it to NHS Devon before the 31st May 2010.

If you are due a contract monitoring visit this year you will have already received notification from us. If you have not heard from us, then you can assume that you will not be visited this year.

If you have any queries about the self assessment declaration please contact Lucy Morris on 01392 267714
lucymorris@nhs.net or Dasa Miklosovicova
dmiklosovicova@nhs.net on 01392 267606



As you will be aware the two community pharmacy based Chlamydia screening services being run as pilots by NHS Devon were due to come to an end on the 31st March 2010.

The two schemes are currently being evaluated, and NHS Devon is in the process of determining budgets for its health spend in 2010-2011. Because of these two factors, the local Chlamydia screening steering group has agreed to continue the two pilot schemes until the end of April 2010.

We cannot emphasise enough the important role that community pharmacy has to play in opening up the access to Chlamydia screening for our young people which is why the steering group has decided to continue the pilots while a final decision on the future commissioning priorities are made.

For more information, please contact Beccy Lyons or Tricia Baxendale, Chlamydia screening coordinators. Tel: 01392 284965.

Loperamide

NHS Devon has undertaken research into cases of C-diff across Devon, with links found here and nationally with loperamide. Please see the advice below from Dr Tony Maggs, from the Dept. of Microbiology in Torbay:

"If someone with travellers' diarrhoea or perhaps even diarrhoea of viral aetiology becomes constipated, it may not cause too much harm. However, I think there is some pathological benefit from diarrhoea, in clearing bacteria from gut mucosal surfaces / eluting bacteria and toxins, and a significant reduction in this diarrhoea may ultimately lead to a greater degree of gut damage.

I think we also need to be pragmatic. If someone needs to go on their return long-distance air flight or on a long bus journey, or if life is being made a misery by a large number of diarrhoea stools per day, then we need to do something to help. I would favour something 'gentle' like codeine phosphate, whose dose could be titrated to the number of stools per day, which could be used to take the edge off the diarrhoea and allow things to be manageable without risk of complete constipation. Its added benefit over loperamide is that this may also help with relieving some of the symptoms of abdominal cramp if this is a problem."

The Prescribing Team publish a wide range of articles on The Prescribing Post Live website:

<https://www.devonpct.nhs.uk/PrescribingPost>

NHS DEVON PHARMACY CONTACTS*

Smoking, MURs, Waste & general enquiries:
Lucy Morris**

Email: lucymorris@nhs.net Tel: 01392 267714

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 267715

Postal Address:

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

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

** Lucy Morris goes on maternity leave from 21st May. After this date, please refer all enquiries to Dasa or Solveig.