



Devon Local Pharmaceutical Committee

*Keeping you informed of what's
going on in your area*
Issue No: 40 September 2007

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Open All Hours?

How disappointing to read that Dr Laurence Buckman, chairman of the BMA's GPs Committee was quoted as saying "if you open on a Saturday morning – and I don't think there is any wish among GPs – they would have to shut some other time. No other professional operates a weekend service". This was in response to the Health Secretary, Alan Johnson, saying he wanted to see more evening and weekend opening by general practice.

I wonder where members of Dr Buckman's family would go on a Saturday, for example, if they needed to get their prescriptions dispensed or ask for advice about their medicines or minor ailments.

Where else, but their local community pharmacy! The majority of community pharmacies routinely open on Saturdays, providing patients and the public with access to expert healthcare advice, medicines and information. Many are also open for extended hours on weekdays, and on Sundays and public holidays. Pharmacists are highly trained health care professionals, experts in medicines, who ensure that there is access to professional healthcare advice and medicines at times when other professionals may not be available. They are able to help with the

majority of minor ailments and conditions, and they can provide advice on the best course of action to take when a condition cannot be treated within the pharmacy.

We have argued for a long time for the commissioning of minor ailments services through pharmacy in Devon – there is evidence to suggest that if operated across pharmacies during week days, such a service can remove from GP surgeries up to 38% of patients requiring same day appointments for prescriptions for the treatment of minor ailments. Such a service could also be provided in community pharmacies during extended hours of opening and weekends.

The government and local commissioning organisations must take proper account of community pharmacy in their plans to solve both in and out-of-hours problems in primary care, particularly around access.

Funding set for PCT control?

The Department of Health is planning to move the community pharmacy global sum to local commissioners after April 2009. The consultation document "Modernising financial allocation arrangements for NHS pharmaceutical services 2007" can be viewed on the LPC website.

In essence the consultation, which closes on the 17th October 2007, seeks views on the devolvement of the global sum to PCTs from a date no earlier than April 2009. An amendment to the NHS Act 2006 would be required to implement the change. It is not intended that pharmacy payments will change as a result of the proposals, or that there would be local determination of scale payments. The DH claims that the move is a “natural progression” towards a locally led NHS.

The Devon LPC will be responding to the consultation on behalf of contractors, and agreeing our response at the LPC meeting due to be held at the end of September. What do you think about funding going local? Let us know, there is time for contractors to feedback their views to the LPC, please contact the secretariat office.

Autumn White Paper

A white paper on developing pharmacy services is expected to be published by the government in the autumn. The paper will set out the government’s future proposals for developing pharmacy services, and it is likely to coincide with the publication of the Galbraith

review. **More news to follow when it is available.**

Christmas and New Year holidays

A final reminder to all contractors that any changes in opening hours over the Christmas and New Year period **MUST** be notified to PCTs.

If you want to close early on Christmas Eve and/or New Years these are NOT bank holidays. Therefore, if you want to close early on either day, unless these days are not included within your declared core hours or supplementary hours with the PCT, contractors are required to keep the pharmacy open during all their declared hours.

Deadlines for notification of amendment to supplementary hours to PCTs are the 25th September 2007 for Christmas Eve or the 1st October for New years’ Eve. If the application is needed for amendment to contractual hours, this must be at least 90 days in advance, and should allow time for appeals if necessary. More information is available on the PSNC website (www.psnc.org.uk).

Forthcoming Events

“Developing Effective Communication Skills for Medicine use Reviews”

A two hour workshop presented by Dr David Jenner, GP.

24th September 2007 Buckerell Lodge Hotel, Exeter

2nd October 2007 Cedars Inn, Bickington, Barnstaple

9th October 2007 Passage House Hotel, Kingsteignton

See flyer attached for further information, download from the Devon LPC website or contact Sue Taylor at the Devon LPC Secretariat

“Local Enhanced Service for stopping smoking” – training for pharmacists and pharmacy staff on the Devon PCT LES.

2nd October 2007 Passage House Hotel, Kingsteignton

10th October 2007 Glazebrook House Hotel, South Brent

Contact Lucy Morris on 01803 861802 for further details or download information from the Devon LPC website (events diary).

Medicines Use Reviews

The latest data we have for June relating to the MURs undertaken during the month indicates a slight reduction in overall service provision, with a huge variation in the number of pharmacies offering the service across the county of Devon.

	June Total	Average per contractor	Numbers participating	% of PCT
SH&WD	86	4.53	3	16%
Teignbridge	126	5.25	12	50%
Exeter	154	7.00	11	50%
Mid	114	7.13	9	56%
East	294	10.50	21	75%
North	314	12.08	15	58%
Devon	1088	8.18	71	53%
Torbay	218	5.74	19	50%
Plymouth	509	9.98	27	53%

Remember this is a patient centred service, to help your patients get the most from their medicines and to help their understanding of their medicines. The success stories we hear about demonstrate a real benefit to patient care.

If you haven't already started "doing" MURs the LPC has produced a resource pack to help you on your way, we will be sending one copy to each contractor soon, but a downloadable copy is on our website (www.devonlpc.org), together with some hints and tips of what to look out for in eight different therapeutic areas.

We are also running a series of workshops with Dr David Jenner, looking at the way you communicate with your patients and also with local GP surgeries (see forthcoming events for details). We ran the first one in Plymouth two weeks ago, and the feedback was very positive, particularly in relation to learning about different ways of communicating with patients to get the most information in a short space of time, and finding out what GPs find useful or not in the feedback to the surgeries.

Due to popular demand we have managed to arrange an alternative date for Kingsteignton on the 9th October, and there are still plenty of spaces for the North Devon venue on the 2nd October (see flyer attached).

If you want further help or support in setting up the MUR service, please contact the secretariat office.

Plymouth tPCT

Service development - COPD Community Pharmacy Service

Plymouth tPCT has agreed to fund the community pharmacy Chronic Obstructive Pulmonary Disease (COPD) service around two GP practices in Plymouth. Three community pharmacies will be involved in the project that will look to identify undiagnosed COPD patients who routinely turn up at the

pharmacy requesting over the counter medication for their symptoms. The outcomes of the project could pave the way for future services from Community Pharmacy being commissioned throughout the county under practice based commissioning.

The pharmacists will be screening patients for COPD using a spirometer then helping the patients with a diagnosis of COPD to understand their condition and learning how to “self manage”. This initiative should enable patients to react to an exacerbation in a controlled way rather than dialling 999.

The pharmacists involved are undergoing technical training relating to the service in

Plymouth on the evening of Tuesday 25th September. There is availability for other pharmacists in Plymouth, Torbay or Devon who would like to undertake the training as part of their own professional development. **If you would like to come along please contact Jonathan at the secretariat office on 01392 834 022.**

Torbay Care Trust

The Health Foundation’s Co-Creating Health Initiative

Torbay has been very fortunate in securing a contract as a national demonstration site to develop self management of depression.



The Health Foundation is a charitable foundation and has allocated funding to provide support, skills and tools through a whole-system improvement project. The aim of the Health Foundation’s Co-Creating Health Initiative is to demonstrate that increased provision of self management support leads to improved health outcomes.

Two sites will be developing self management for depression; Torbay, and South West London and St George’s Mental Health NHS Trust. In Torbay, there will be a collaborative approach between Devon Partnership NHS Trust. Torbay Care Trust, the Community Care Trust (South Devon) and other Torbay community agencies involved in self management.

A Local Co-Creating Health Initiative Team (LOCCHIT) will be formed to project manage the initiative. The project will seek to engage all interested and experienced people with an

interest in self management and depression. People with experience of managing depression are an expert source of knowledge and ideas. Staff who work with depression are another extremely valuable source of information and experience.

Torbay needs your help in maximising the learning and development of the initiative and would be interested to hear from anyone within pharmacy that would like to get involved.

- We need help from people with experience of self management of depression or those who provide support
- We need help from clinicians and community workers and pharmacists from any setting who work with depression and help people to self manage.

For more details contact **Christine Jackson** on 01803 210537 or email c.jackson@nhs.net

Community Pharmacy Patient Survey

Some of you have been asking about the survey required under the contractual framework. This is a survey of patients’ views on your pharmacy covering such areas as the pharmacy cleanliness, layout and comfort, the staff’s politeness and efficiency and how the pharmacy provides advice. The survey is provided by the PSNC and should be administered as it stands, although you can add extra questions if you wish. It must be completed annually, before the end of March and can be done in house or by a commercial company.

The number of surveys you need to have **completed** by patients (not the same as **distributed** to patients) depends on your average monthly script volume.

Average monthly script volume (Items)	Minimum number of returned surveys
0-2000	50
2001-4000	75
4001-6000	100
6001-8000	125
8001-upwards	150

If you chose to undertake this in-house, be aware of the resources you will need to make available to run the survey and enter and analyse the results.

It is probably a good idea to nominate someone within the pharmacy to be responsible for coordinating the survey. Even if you use a commercial company, you will need to coordinate the distribution of the surveys to make sure they only go to people who have received an NHS service e.g. prescription, MUR etc and that your business profile is covered e.g. all opening hours, different types of NHS service, patients receiving home delivery of medicines etc. Please don't underestimate how long it will take you to distribute the questionnaires – you should allow at least a couple of months to run the survey, and you will probably want to avoid the Christmas rush – so sooner rather than later!

Once the questionnaires have been collected and the results analysed you will need to report back to the PCT your strengths and areas for improvement.

The commercial companies offering services include:

- CFEP <http://www.cfep.co.uk/> and CRT <http://www.crtbeyondquestion.com/> through the NPA
- Intellipharm <http://www.pharmacysurveys.co.uk/>
- Patient Dynamics <http://www.patientdynamics.co.uk/>
- Research House <http://www.patientssurvey.com/>
- Webstar Health <http://www.webstar-health.co.uk/>
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These companies offer a variety of ways of running the survey; paper based, online and electronic counter based. They all seem to provide a comprehensive results system which will allow you to feed back the relevant information to the PCT.

Take the time to look at the options and opportunity costs carefully before deciding whether to run this in house or pay for a commercial company to provide the materials and the analysis.

The NPA and PSNC both have packs giving you access to all the documents and information you need to run the survey in house or through a commercial provider. View details on their websites <http://www.psn.org.uk/> or <http://www.npa.co.uk/>. The NPA have also produced a resource pack offering advice on how to undertake the surveys.

The RPSGB is also running a free online, modular educational system; Clinical Governance for Community Pharmacists. This has 6 modules; an Introduction to Clinical Governance, Clinical Audit, Patient and Carer Involvement, Patient Safety, Clinical Effectiveness and Professional Standards. To register, please link to <http://www.cg4cp.org.uk>

NHS Choices

NHS Choices is a new NHS Website which is described as a resource that gives patients authoritative medical information and enables patients and carers to make better, more informed choices about their health and wellbeing.

The site will provide important benefits for patients, providers and healthcare commissioners. For example, those patients for whom waiting time is a critical factor will be able to identify the most appropriate hospital, while others who may wish to base their decision on travelling times, or incidence of MRSA, will also have their preferences met.

The site also provides for visitors to enter a place or post code, and search for the nearest pharmacies. Contractors will find it useful to check the site, and make sure their pharmacy is listed and the details correct. **The web address is <http://www.nhs.uk>**

Supervised Claim forms in Plymouth

Contractors are reminded that the quarterly claim form sent out from Plymouth Teaching Primary Care Trust direct to contractors MUST be completed to obtain payment for supervised consumption. This is in addition to form SCF01 which is used as a record of prescriptions dispensed in the pharmacy and a tool for calculating the supervised consumption claim during the quarter. This should be returned to the address at the bottom of the form for audit purposes. Late returns of forms may result in delayed payments to contractors. Attached to this newsletter is an aide-memoire produced by Jim Hutchins (NCC) and the Prescribing and Medicines Management Team which may help contractors with the supervised consumption service at their pharmacy. If you have any queries or concerns, please contact Graham Parsons or Emma Harrison on 01752 434870.

Incident Reporting in Torbay

Torbay Care Trust is keen to encourage incident reporting across the Bay. As the lead for this work, David Farnsworth is looking at improving all of information systems to better support yourselves in your work. The Care Trust incident form is available for you to report all adverse incidents to the Care Trust – this can be downloaded from the LPC website (http://www.lpc-online.org.uk/devon_lpc/documents.html). From this information, TCT can identify trends, support the development of solutions which might prevent further incidents and even potentially share this anonymised information with your colleagues. Access to resources such as the local security manager can be provided and in the future you can also be provided with reports about incidents in your area. If you have any concerns, or wish to find out more, contact David on 01803 210535 or email at david.farnsworth@nhs.net

Stop Press

Devon LPC Annual General Meeting

We are delighted to tell you that the three Chief Executives of the Devon and Plymouth Primary Care Trusts and Torbay Care Trust have agreed to speak at our contractors' meeting. The date has yet to be finalized but will be announced shortly. Keep watching the LPC website for further details.

The next full LPC Committee meeting will be held on Tuesday 16th October 2007 (7.30 pm) at the Secretariat Offices, Deer Park, Haldon Hill, Kennford, Exeter. If you are interested in attending as an observer please contact the Secretariat.