



## INFORMATION GOVERNANCE

**“Information Governance” is never a headline that’s going to excite many of us– but there’s some “MUST DO” action required of all pharmacies before 31st March 2010.**

The NHS Operating Framework 2009/10 introduced a requirement that all pharmacies must be able to provide their PCT with assurances regarding their management of personal information.

These assurances are to be evidenced by each pharmacy completing an online assessment tool known as the “NHS Information Governance Toolkit”.

There are 18 IG requirements for pharmacy, each with a three possible “Levels of achievement”. All pharmacies will be required to complete the baseline online assessment tool by 31st March this year. This will be an annual requirement, with all pharmacies expected to attain Level 2 by 31st March 2011.

A range of resources are in development, **including a workbook which PSNC will be sending to you very soon.** This will include general guidance and template resources for SOPs etc.

### *So What Should I be Doing Now?*

- 1) Keep a lookout for the PSNC resources, and get cracking when they arrive– please don’t wait until late March...
- 2) Consider the internal management of this– who will be the Pharmacy IG Lead to co-ordinate the implementation of these requirements? Are they aware that this is coming?

The PCT will be able to access online information on which pharmacies have completed the requirements, so failure to act will be picked up on 1st April 2010... **this will not wait until a monitoring visit is due.**

Information and links are already available on the PSNC website: [www.psnc.org.uk](http://www.psnc.org.uk)

### *Also In This Issue:*

**Pharmaceutical Needs Assessment (PNA) in Norfolk, PCT Contacts List, Enhanced Service Update, Sexual Health Service, LPC Help with Smoking Cessation, Guidance on repeat prescription management schemes, Clinical Governance News etc.**

## **Pharmaceutical Needs Assessment (PNA)- What does it mean for me?**

The short answer is “Quite a lot”.

The Health Act 2009 requires PCTs to develop and publish a Pharmaceutical Needs Assessment and then to use PNAs as the basis for determining market entry to NHS pharmaceutical services provision— i.e. after 1st April 2011 it will replace the existing “Control of Entry” rules. The PNA will also greatly influence the commissioning of new pharmacy services.

NHS Norfolk have already started work on their PNA. Some baseline information has already been gathered, and they have commissioned Webstar, an independent consultancy company, to assist them with their PNA development.

Draft regulations on what should be included in a PNA and how it should be developed have recently been released for consultation. A copy can be viewed at [www.dh.gov.uk/publications](http://www.dh.gov.uk/publications)

Consultation with interested parties is a fundamental requirement. Whilst the strict requirement is consultation on a draft PNA once it has been produced, we are pleased to report that NHS Norfolk has included LPC (and LMC) representatives on a steering group, which will meet for the first time in January 2010. It is intended that the draft PNA is available for consultation by June/July 2010, with copies being sent to all interested parties (including all pharmacy contractors) with a minimum 60-day consultation period. The final PNA will need to go to NHS Norfolk’s Board for approval in January 2011.

### ***So what should I be doing now?***

The PNA is likely to identify some gaps in current service provision. For example, if smoking rates are high in your area and there is insufficient access to Level 2 advice, then this may be identified as a gap. Whilst this doesn’t mean that a new pharmacy application would be granted just for this, you could strengthen your position by considering taking part in the enhanced service now.

Likewise, robustness of service is important. If your pharmacy cannot offer a service for several days per week because not all your pharmacists (including locums) are accredited, then you may want to make the most of 2010 to ensure your pharmacy can offer enhanced services whenever it is open.

Ensuring that all pharmacists are accredited is also particularly important where a pharmacy is without a permanent manager. We understand that this is a challenge, but please bear in mind the possible consequences for a pharmacy in an area of service need which is not offering commissioned services and fails to react to the identification of this in the PNA.

Remember that the PNA will provide opportunities as well as threats. It will help identify services which the PCT should be commissioning in specific areas, and thus guide new service commissioning.

**We understand that more training will be needed for expanding accreditation for some services, and the LPC will work with the PCT to ensure contractors have access to the support they need to take up both existing and new services.**

We will keep you posted...

## LPC Support Available for Smoking Cessation Services

This summer Norfolk LPC trained over 60 pharmacy staff to become Level 2 Smoking Cessation Advisors. While many are already active, we are aware that there may be some remaining barriers to getting started e.g. remaining queries around the paperwork, equipment issues and perhaps just the perfectly normal “First client nerves”.

To help with such matters, the LPC have engaged an experienced Advisor to offer help and support with any smoking cessation-related issues.

Her name is **Lauren Dyble**, and she can be contacted on **07527230929** (Lauren works in a pharmacy herself, so please leave a message and she’ll get back to you).

If you have any other queries around smoking cessation Lauren can offer support.

It is likely that NHS Norfolk will miss its targets for quitters this year, so the expansion of pharmacy provision is important, both to the PCT and (see previous article) to contractors too. Smoking cessation will also be a key lifestyle intervention which could be offered after a NHS HealthCheck, so increased capacity will certainly be required.

## SEXUAL HEALTH– NEW SERVICE UPDATE:

The Local Enhanced Service Specification (LES) has been sent to all Contractors, along with an “Expression of Interest” form.

We are very pleased that **74 Contractors** have replied positively to date. **IF FOR ANY REASON YOU HAVE MISSED DETAILS OF THIS IT IS NOT TOO LATE TO EXPRESS AN INTEREST.**

A copy of the LES and Expression of Interest Form can be downloaded from the LPC Website:

[www.pharmacy-anglia.org](http://www.pharmacy-anglia.org) (then click on “Norfolk LPC”).

Alternatively you can request a copy from us : [norfolkipc@pharmacy-anglia.org](mailto:norfolkipc@pharmacy-anglia.org) or from Tony Dean (contact details below).

Finalising the **accreditation training** details has been frustratingly slow. It is important that adequate training is offered, along with good support materials. Details will follow very soon, and requirements will likely include completion of online child protection (safeguarding) training, attendance at a PGD evening session for those not already supplying EHC and Chlamydia treatments under the current schemes, and an evening session on the other requirements of the scheme, paperwork, referrals etc.

Remember that £400 is paid annually for participation, plus “item of service” fees, so we believe this is a viable service.

*We’ll let you know training details as soon as possible...*

LPC EXECUTIVE OFFICER: Tony Dean MRPharmS  
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Norfolk PE31 6QW. Tel. 01485 578285  
[norfolkipc@pharmacy-anglia.org](mailto:norfolkipc@pharmacy-anglia.org)

**REMEMBER THE LPC WEBSITE :** Our website provides information for Contractors and links to current news. You do not need a password. Go to [www.pharmacy-anglia.org](http://www.pharmacy-anglia.org) and select “Norfolk LPC”, or access via the PSNC website: [www.psn.org.uk](http://www.psn.org.uk)

## NHS HEALTH CHECKS: WHAT'S HAPPENING HERE?

NHS Health Checks (formerly Vascular Risk Checks) is a national programme to offer vascular risk assessment and advice to all 40 to 74 year-olds.

We are confident that NHS Norfolk sees community pharmacy as a potential major provider of this new service, along with GP practices and, potentially, other providers. Norfolk LPC has a representative on the PCT Steering Group for this. Until now workload issues/human resource has been the major delaying factor at the PCT, but we are pleased that a new Project Manager for Health Checks, Victoria Lane, has now been appointed. We have already had meetings with Vicky, and we are currently working together to learn from other areas where some pharmacy participation is already commissioned.

Because Health Checks involves use of near-patient testing equipment it would not be viable for every single pharmacy to be commissioned for this service. The roll-out in pharmacy is likely to be staged, and we are very hopeful that some early adopter sites will be commissioned in the early part 2010. Negotiations around remuneration etc. have not happened yet, as this will depend on many factors such as equipment required, likely number of clients, time taken, contract duration etc.

Again, we will keep you posted with developments.

### *Pharmacy Complaints and Clinical Governance Issues*

A Norfolk LPC representative sits on the PCT Independent Contractors' Clinical Governance Group. This meets regularly to identify and discuss current and future issues and we have been asked to communicate a couple of recent items to our Contractors.

**Complaints** about pharmacy services are, thankfully, extremely rare- especially when you consider that nearly 800,000 items are dispensed by pharmacies in NHS Norfolk's area every month. There have been several complaints recently from patients concerned at the different appearances of generics from different manufacturers. In some cases the patient has not taken their medication for fear that they have been supplied the wrong medication. We fully understand (and have explained this to the Group) that this is fundamentally an issue with generic prescribing, from which NHS Norfolk saves a massive amount of money, and Contractors cannot possibly guarantee to maintain the same manufacturer for a patient's medication. It would be helpful, however, if you bear these genuine concerns in mind, and perhaps take a second to reassure a patient who you feel may be confused by such changes. Whilst we don't want patients to ignore all changes to medication (let's face it, mistakes do very occasionally happen), taking that extra step on handing out medication which you know has changed appearance is good practice. You can't do this all the time, but you may well know your patients enough to be able to target those who may get confused or concerned.

**Repeat Prescription Request Management:** If you offer a service which involves the holding of a patient's repeat request form and putting this into a surgery on behalf of that patient you MUST on each occasion contact the patient to check which items are needed and only request these. It would be wise to keep a record of the patient contact for audit purposes. Failure to do this may have significant clinical implications (e.g. the GP may have altered the medication), and may even result in a counter-fraud investigation. For some patients this is a very helpful service, but we must be able to show that the system is operated safely and appropriately. You should have a current SOP for such a service.

**KEY PCT CONTACT DETAILS** *also available on [www.pharmacy-anglia.org](http://www.pharmacy-anglia.org)*

*Please let us know what other contact details you'd like and we'll add to our website list*

**PCT HQ:** NHS Norfolk, Lakeside 400, Old Chapel Way, Broadland Business Park, Thorpe St. Andrew, Norwich, NR7 0WG. Switchboard: (01603) 257000

**PCT Pharmacy Advisors:**

**North:** Christine Walton, [christine.walton@norfolk.nhs.uk](mailto:christine.walton@norfolk.nhs.uk) tel: (01603) 257019

(Christine is also the clinical governance lead e.g serious incidents, CD errors etc.)

**Norwich:** Ian Small, [ian.small@norfolk.nhs.uk](mailto:ian.small@norfolk.nhs.uk) tel: (01603)257049

(Ian is also the community pharmacy lead and key contact)

**South:** John Reuben, [john.reuben@norfolk.nhs.uk](mailto:john.reuben@norfolk.nhs.uk) tel: (01603) 257075

**West:** Debbie Craven, [debbie.craven@norfolk.nhs.uk](mailto:debbie.craven@norfolk.nhs.uk) tel: (01553 816222)

**Enhanced Services:**

**Chlamydia Screening Office,** *Whitelodge Business Park, Hall Road, Norwich, NR4 6DG*

Tel: (01603) 221830 (general enquiries) [cso@norfolk.nhs.uk](mailto:cso@norfolk.nhs.uk)

Service Lead: Jill Appleyard direct Tel: (01603) 221817

**Needle Exchange and Supervised Consumption,** *Kestrel House, Whitelodge Business Park,*

*Hall Road, Norwich, NR4 6DG . Paul Brierley Tel: (01603) 221804*

**Payment Not to Dispense:** Lead: Christine Walton at Lakeside 400 (as above)

**EHC:** Lead: Ian Small at Lakeside 400 (as above)

**Smoking Cessation:** PCT Lead: John Reuben, Lakeside 400 (as above)

**Cignificant:** Rosemary Tooms, Tel (0800) 0854113

**Contract Issues:**

**Contract Monitoring:** Contact your local Prescribing Advisor or Ian Small (as above)

**Health Promotion Leaflets:** *Stores, Unit 1, Hellesdon Industrial Park,*

Julie Pretty, Tel: (01603) 268017

**Public Health Campaigns:** Listed on Norfolk LPC website [www.pharmacy-anglia.org](http://www.pharmacy-anglia.org)

**NHS contract queries– e.g. core hours, bank holidays etc:**

Contractor Services Administrator, Mark Stevenson, Tel: (01603) 697428

**Pharmacy and Dispensing Committee (Contract Applications etc.)**

David Thorne, Tel: (01603) 697427

**Anglia Support Partnership (formerly Eastern Support Services), Elliott House, 130 Ber Street, Norwich, NR1 3FR** Tel: (01603) 697300

## KEY CONTACTS CONTINUED...

NHS.net/Smartcard Issues/ETP: Jane Gidney, [jane.gidney@norfolk.nhs.uk](mailto:jane.gidney@norfolk.nhs.uk)

Tel. (01553) 668654

Tamiflu Co-ordinator: Nicola Leeson: Tel. 08082389786

Waste Medicines Collection etc.: Carol Lendrum: Tel: (01603) 697375

### Other Agencies:

Norfolk Medicines Support Service: Ian Charles, [ian.charles@norfolk.gov.uk](mailto:ian.charles@norfolk.gov.uk)

Tel: (01603) 894641

### Child Protection, Safeguarding:

*If you have any concerns about the welfare or safety of a child and want advice, please contact:*

**Designated Dr., Safeguarding Children, NHS Norfolk, Dr. Sue Zeitlin, Tel: (01603) 257164**

**Designated Nurse, Jane Black, Tel: (01603) 257164**

**Children's Services: 0844 8008014**

*A full copy of the guidance sheet: Child Protection Guidance for Independent Contractors in Norfolk can be downloaded from the LPC website: [www.pharmacy-anglia.org](http://www.pharmacy-anglia.org). or contact the LPC to request a copy.*

### DRUG/ALCOHOL AGENCIES:

**CADS (King's Lynn): North House, Goodwins Road, King's Lynn PE30 5NW**

Tel: (01553) 815171

**CADS (Thetford): The Healthy Living Centre, Croxton Road, Thetford, IP24 1JD**

Tel: (01842) 767714

**TADS, 7 Unthank Road, Norwich, NR2 2PA: Tel: (01603) 671900**

**TADS, Weavers Centre, Hellesdon Hospital, Norwich, NR6 5BE. Tel: (01603) 786786**

*What Else Would You Find Useful for Inclusion in The LPC Newsletter????*

We would always like to hear suggestions about what you would like us to include in the Newsletter.

If you have any feedback/suggestions, please send them to us at:

[norfolklpc@pharmacy-anglia.org](mailto:norfolklpc@pharmacy-anglia.org)