

December 2016



Community Pharmacy Newsletter

NHS England North
Midlands
(Derbyshire &
Nottinghamshire)

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Quality Payment Scheme

The Department of Health is introducing a Quality Payment Scheme as part of the Community Pharmacy Contractual Framework in 2017/18. This will involve payments being made to community pharmacy contractors meeting certain quality criteria.

The gateway criteria - To be eligible to collect the points necessary to claim the Quality Payment, the contractor must meet four gateway criteria:

- Provision of at least one specified Advanced Service;
- Have their NHS Choices entry up to date;
- Have the ability for staff to send and receive NHS mail;
- Ongoing utilisation of the Electronic Prescription Service.

Contractors passing the gateway criteria will receive a Quality Payment as long as they meet one or more of the 'Quality Payment criteria', details can be accessed at <http://psnc.org.uk/services-commissioning/essential-services/quality-payments/>

In order for contractors in Derbyshire and Nottinghamshire to prepare for the Quality Payment Scheme, NHS England North Midlands would like to take this opportunity to provide useful links / information:

Managing your pharmacy profile on NHS Choices

FAQs: <http://www.nhs.uk/aboutNHSChoices/professionals/Pages/manage-profiles-faq.aspx>

Guide: <http://www.nhs.uk/aboutNHSChoices/professionals/healthandcareprofessionals/your-pages/Documents/2014/how-to-manage-pharmacy-profiles.pdf>

Quality Payment Scheme continued

Safeguarding Training

CPPE Safeguarding Children and Vulnerable Adults e-learning training can be accessed at the link below:

<https://www.cppe.ac.uk/programmes//safegrding-e-01/>

CPPE also have a Safeguarding Children and Vulnerable Patients workshop.

**Healthy Living Pharmacies**

CPPE leadership for Healthy Living Pharmacies (full day event) supports pharmacy professionals who are interested in developing their leadership skills and behaviours to help their pharmacies work towards Healthy Living Pharmacy Level 1 Quality Criteria. During the event you will work through the dimensions of the Healthcare Leadership Model™ to identify your leadership strengths and weaknesses and explore the challenges and rewards of leadership. Information can be found at the link below.

<https://www.cppe.ac.uk/programmes//leadership-w-02/>

Healthy Living Pharmacy Level 1 information can be found by clicking on the link below:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/538638/HLP-quality-criteria-and-self-assessment-process.pdf

Summary Care Records

All pharmacy professionals who intend to access SCR **must** successfully complete the CPPE e-learning module. This can be accessed by clicking on the link below:

<https://www.cppe.ac.uk/programmes//summary-e-01>

Once SCR training is completed the next step is to download the Summary Care Record (SCR) implementation checklist:

<http://psnc.org.uk/wp-content/uploads/2016/03/PSNC-Briefing-019.16-Summary-Care-Record-SCR-implementation-checklist.pdf>

PSNC are providing SCR webinars which can be accessed at the link below:

Part 1 – Accessing SCR (60-minutes)

<http://psnc.org.uk/our-news/first-scr-webinar-now-available-on-demand/?platform=hootsuite>

Part 2 – Privacy and Liability (60-minutes)

<https://goto.webcasts.com/viewer/event.jsp?ei=1120661>

Dementia Friends

To undertake the online training you need to register to become a dementia friend by clicking on the link below:

<https://www.dementiafriends.org.uk/register-digital-friend>



CPPE Dementia Friends and Focal Point workshop can be accessed at the link below:

[https://www.cppe.ac.uk/pro\]rammes//dementiafr-w-03](https://www.cppe.ac.uk/pro]rammes//dementiafr-w-03)

The focus of this event is to explore the role of the pharmacy team in supporting people with dementia and their carers. This event consists of a Dementia Friends information session and CPPE Dementia Focal Point programme.

NHS Email Accounts

NHS England North Midlands are awaiting further information regarding the setting up of NHS email accounts. Pharmacy contractors will be contacted as soon as an update is available.

RPS standards for reporting and learning for incidents

The Royal Pharmaceutical Society has published [Professional standards for the reporting, learning, sharing, taking action and review of incidents](#). These standards describe good practice and good systems of care for reporting, learning sharing, taking action and review of incidents as part of a patient safety culture. Their implementation will improve patient safety and the quality of pharmaceutical services.

EPS Supplementary Clinical Information - Passing Clinical Messages onto Patients

Historically, the right hand side of a paper prescription form was used by prescribers to communicate information such as, non-routine clinical information; review dates; order form for repeat medication and to promote the prescriber's practice, for example, clinic opening and closing times as well as advertising particular services such as 'flu clinics'. Communicating clinical information to patients is part of a pharmacist's seven principles of Standards of Conduct, Ethics and Performance.

Release 2 of the Electronic Prescription Service has considerably reduced the flow of paper between the prescriber and the patient, so supplementary information must be passed on to patients via alternative routes. Pharmacy teams and local GPs should work together so that all parties agree how non-routine clinical (patient specific regarding medication) information will be communicated from the GP to the patient via the pharmacy team.

Emergency Supply Service (NHS England Local Enhanced Service)

It has come to the attention of NHS England North Midlands that supplies of Pregabalin may be being accessed via the locally commissioned Emergency Supply Service inappropriately. A decision may be made in the future to exclude Pregabalin provided through the commissioned service but in the meantime, we ask you to be extra vigilant and use your professional judgement whether or not to supply Pregabalin or any other known drugs of abuse. If you make the decision not to supply please refer the patient to their GP or Out of Hours medical provider.

NICE Guidance

NICE has produced medicines optimisation, managing medicines in care homes and controlled drugs guidelines to support pharmacists and pharmacy staff. These can be accessed by clicking on the links below:

Medicines optimisation: the safe and effective use of medicines to enable the best possible outcomes <https://www.nice.org.uk/guidance/ng5/chapter/1-Recommendations>

Managing medicines in care homes NICE guidelines <https://www.nice.org.uk/Guidance/SC1>

NICE Guidance: Controlled drugs safe use and management <https://www.nice.org.uk/guidance/ng46>

Notification of unplanned temporary suspension of services

Pharmacies opened under the 100 Hour Exemption rule can access the notification of unplanned temporary suspension of service form on PharmOutcomes on the 100 hour monitoring daily form page. 40 hour pharmacies can access the form at the Nottinghamshire and Derbyshire LPC websites:

<http://www.derbyshirelpc.org/your-area/derbyshire-nottinghamshire-area-team/notification-of-temporary-suspension-of-services/>

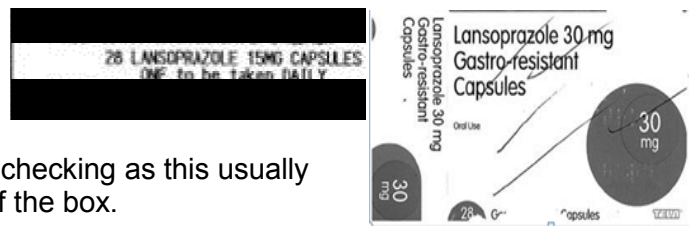
<http://psnc.org.uk/nottinghamshire-lpc/nhs-england/northmidlands/pharmacy-services/>

Sharing learning from incidents

Flu Vaccination - There have been occurrences where patients have been administered a flu injection twice in error, once in their GP practice and later in the pharmacy. Part of learning identified that a patient may not always be aware of the exact vaccination they have received in the GP practice. Going forward there could be an option to ask patients who request the flu vaccine in the pharmacy an additional question; have they had any vaccinations in the last month. This could then prompt the pharmacist to check with the practice directly before administration.

Personal checking process - A common theme to a number of dispensing errors is that the striking through of strengths on boxes may become a mechanical process rather than the additional safeguard it is intended for. As the picture example of medication box and label demonstrates.

Do you use this process - have you reviewed your personal checking process recently?



A suggestion has been to look for the smallest strength printed on the box to strike through when checking as this usually means you have to examine more than one side of the box.

Specialist Pharmacy Service



The Specialist Pharmacy Service have launched a new website which can be accessed at: <https://www.sps.nhs.uk/>

The website supports medicine optimisation across the NHS with the aim to 'improve the use of medicines so people live longer, fuller lives'. The site contains information about medicines, services and networks and is intended for pharmacists, GPs and clinicians.

Use of Fax Machines

NHS England North Midlands, has risk assessed the use of fax machines on their premises and determined that they do not deliver a secure method of data transfer. Fax transmission of confidential/personal/sensitive information affords limited information security which could result in information security breaches. Under the Data Protection Act 1998 it is the data controller (sending organisations) responsibility to ensure that appropriate safeguards are in place to protect confidential/personal/sensitive information. **To this end we will be discontinuing the use of fax machines at NHS England North Midlands sites with effect from 01 January 2017.**

Pharmacies should send communications to NHS England by secure email (e.g. NHS mail) as follows to:

- Notts Pharmacies: e.derbyshirenottinghamshire-pharmacynotts@nhs.net
- Derbys Pharmacies: e.derbyshirenottinghamshire-pharmacyderbys@nhs.net

or by secure post to: Sian Rowbotham, Primary Care Support Assistant, NHS England North Midlands, Birch House, Southwell Road West, Rainworth, Notts NG21 0HJ. Alternatively, for those organisations that have a reporting mechanism for NHS England (e.g. online tool) this method of data transfer should be utilised. **It is the sending pharmacy's responsibility to ensure that information is transferred securely via the safest method available to them. Thank you for your co-operation.**

Season's Greetings

The Primary Care Contracting team for Pharmacy and the Controlled Drugs Team send seasonal greetings to all contractors and their staff.

Best wishes
Sam, Liz, Chris, Margaret, Lorna, Tracey, Julie, Selina & Sian

