

ESSEX LPC NEWSLETTER

SEPTEMBER 2014

Winter Holidays 2014 — 2015

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I know that the children have only just gone back to school (you can tell by the traffic) but there is just over 3 months until the Christmas Holidays: If you are planning to change your opening hours over the holiday period you will need to get your applications/notifications in to NHS England by **23rd September 2014** to meet the deadlines in Regulations. I understand that NHS England have also sent out information regarding this, but that this may not have made the deadlines clear.

Notifying NHS England of a reduction in supplementary hours

If you intend to reduce supplementary hours on any of the normal working days over Christmas you must give NHS England 3 months' notice. Complete Open Hours Annex 5 (attached), and return to debbie.wood1@nhs.net

NHS England cannot refuse this change in supplementary hours, provided 3 months' notice is given. **YOU DO NOT NEED TO NOTIFY THEM IF YOU ARE CLOSING ON A BANK HOLIDAY.**

Notifying NHS England of intentions to open on a Bank Holiday

Although you do not have to let NHS England know if you are going to open on any of the bank holidays we recommend that you do, as this can help to identify whether rota arrangements need to be made. Complete Open Hours Annex 2 (attached) and return to debbie.wood1@nhs.net

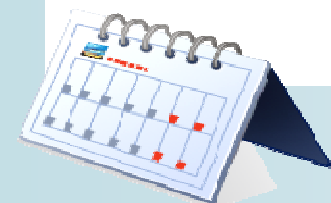
Applying to NHS England to reduce core hours

If you wish to reduce core hours on any of the normal working days over Christmas then you must APPLY to NHS England for permission to close, and provide supporting evidence that the need of people in your area for pharmaceutical services will change- it is not enough to state that the GP surgery will be closed, or that it is always quiet on Christmas Eve for example. There have been cases relating to unauthorised closures on Christmas Eve in the past two years, in some cases practice payments have been withheld, in other cases there have been successful appeals to the FHS Appeals Unit only because NHS England did not consider applications in an appropriate timeframe. Complete Open Hours Annex 3 (attached) above and return to debbie.wood1@nhs.net

YOU DO NOT NEED TO APPLY TO NHS ENGLAND IF YOU ARE CLOSING ON A BANK HOLIDAY.



Continued overleaf/



For calendar events and local pharmacy forum meetings visit www.essexlpc.org.uk

Winter Holidays 2014 — 2015 (cont)

This seems to cause some confusion each year, so here is my quick guide:

Date	Status	What do I have to do?
Wednesday 24 th December (Christmas Eve)	Normal working day	If you wish to close early you have to NOTIFY NHS England of a reduction in supplementary hours, or APPLY to change core hours.
Thursday 25 th December (Christmas Day)	Bank Holiday	You do NOT need to open and you do NOT need to notify NHS England. If you DO intend to open, we advise you notify NHS England.
Friday 26 th December (Boxing Day)	Bank Holiday	You do NOT need to open and you do NOT need to notify NHS England. If you DO intend to open, we advise you notify NHS England.
Saturday 27 th December	Normal working day	
Sunday 28 th December	Normal working day	
Monday 29 th December	Normal working day	
Tuesday 30 th December	Normal working day	
Wednesday 31 st December (New Year's Eve)	Normal working day	If you wish to close early you have to NOTIFY NHS England of a reduction in supplementary hours, or APPLY to change core hours.
Thursday 1 st January 2015 (New Year's Day)	Bank Holiday	You do NOT need to open and you do NOT need to notify NHS England. If you DO intend to open, we advise you notify NHS England.
Friday 2 nd January 2015	Normal working day	

PNA Updates

Southend-on-Sea Health and Wellbeing Board

Status: In formal consultation period, consultation closes **6th October 2014**

Draft can be found at www.southend.gov.uk/pna

Thurrock Health and Wellbeing Board

Status: In formal consultation period, consultation closes **22nd September 2014**

Draft can be found at https://consult.thurrock.gov.uk/public/tc/ph/pna_consultation_response

Essex Health and Wellbeing Board

Consultation draft due mid-September.

What do contractors need to do?

If you are a Southend or Thurrock contractor then as a bare minimum you should check that all the information included about your own pharmacy is accurate.

As the PNA now forms the basis for Market Entry decisions you may also want to see what has been assessed in your locality, and consider whether there are any potential gaps that you would wish to fill, either yourself or with other local colleagues. An example may be to stagger lunchtime closures with another pharmacy in your ward, as a gap in provision over lunchtimes has been identified in parts of Southend. Although this may lead to some inconvenience, it is a lot less challenging than a new pharmacy opening in the area.

Electronic Prescription Service (EPS2) Troubleshoot



Electronic Claim Messages and Owings

We have had a few reports that pharmacies have been submitting electronic claims for incomplete prescriptions (owings, for example) without checking that the patient doesn't want to get the prescription dispensed elsewhere.

Please make sure that patients definitely want to come back and collect the owing before you send a claim message, and make sure that your SOP reflects this.

Nominations (Again)

Although there is no requirement to obtain anything in writing, you do have to have **an auditable trail** that the patient has consented to nominating an EPS2 dispenser.

Patients must also be given information about EPS2 before a nomination can be set, the following is from Health and Social Care Information System (HSCIC).

As a minimum, the following information should be provided to the patient before setting their nomination on the system:

Nomination is not mandatory

The prescription will be sent electronically to the nominated pharmacy (or DAC)

There is no need to collect a paper prescription from the GP practice as it will be sent electronically

The patient can choose who they wish to nominate and is not restricted to nominating a dispensing contractor located close to their GP practice

Patients can ask to set, change or remove their nomination at any time, at any Release 2 site

Patients do not need computer access to have a nomination or use EPS.

We have received reports that some dispensing sites (not exclusively in Essex) may be capturing patient details from PMRs and automatically setting nominations, without giving patients information about EPS2 or obtaining their consent.

We are working with NHS England Area Team on EPS2 and on matters regarding prescription direction generally, much of the focus at the moment is on national distance-selling pharmacies: however we would encourage you to use this as an opportunity to check that your own procedures are in order. We appreciate that there is some fierce competition for Electronic Prescriptions, we are in a far better negotiating position with NHS England if we can as-

Stop Smoking Services

It has been something of a difficult pregnancy and birth, but the Anglia Community Enterprise (ACE) Champix PGD is now available to all eligible ACE stop smoking providers, ie those in North East Essex, West Essex, South East Essex (excluding Southend) and South West Essex (excluding Thurrock.)

We have sent this electronically to all the contractors that were on the list given to us by ACE, please let us know if you have not received it.

If you meet all the eligibility criteria to use the PGD then you need to send a signed copy to ACE and keep a signed copy in your pharmacy.

If you need further training then please contact the LPC office, we are working with Pfizer who are offering in-house training where possible.

If you do not intend to supply Champix using the PGD that is fine, but it would be helpful if you could let ACE know.



Approved Particulars 1



Consultation Rooms

Feedback from a GP practice Patient Engagement group recently suggested that patients do know what Medicines Use Reviews are (good!) and do find them useful (hurrah!) however there was a mixed reception to the conditions in some pharmacy consultation rooms, in particular patients who had to negotiate their way round boxes of stock and old display stands.

We recognise that the majority of pharmacies now have consultation rooms that clearly reflect the clinical services they provide, but as you can probably guess, the focus from the Patient Engagement Group was the consultation in a cupboard.

This would seem a good opportunity to remind contractors that premises standards for consultation rooms were introduced in the Clinical Governance Approved Particulars in March 2012.

If there is a confidential consultation area there must be a sign stating this. The consultation area or room must be:

- a. *Clean and should not be used for storage of any stock (other than stock that is stored in closed storage units or stock that may be used, sold or supplied during a consultation, for example, hand wipes, emergency hormonal contraception, needle and syringe exchange stock etc.);*
- b. *So laid out and organised that any materials or equipment which are on display are healthcare related; and*
- c. *So laid out and organised that once a consultation begins, the patient's confidentiality is respected, and no member of staff who is not involved in the consultation is able to enter the area unless authorised by the pharmacist, such authority being given only if the confidentiality of the discussions during the consultation is preserved. Interruptions to the consultation must be kept to a minimum.*

Approved Particulars 2

Back in our May newsletter we let you know that the Approved Particulars for the Pharmacy Practice Leaflet had not been updated by the Department of Health to reflect the new commissioning arrangements for community pharmacy and the introduction of NHS111 in place of NHS direct.

This is just to let you know that there is no news on this topic, new Approved Particulars have not been published at this time.



STOP PRESS *** STOP PRESS**
ESSEX LPC AUTUMN CONFERENCE

A Century Not Out!

Wednesday 17th September 2014
Best Western Ivy & Furze Hill

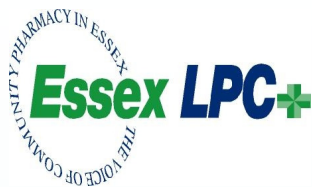
**Flyer attached to this edition for you to complete
and return**

Attachments Included

Included with this Newsletter are the following:

- 1. Bank Holiday Opening Hours Annexes 2, 3 and 5**
- 2. Essex LPC Autumn Conference Flyer**
- 3. Peninsula Business Services Legal Compliance Seminar Invitation**

For all the latest news, updates and event details, please look at
our website [**www.essexlpc.org.uk**](http://www.essexlpc.org.uk)



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www.essexlpc.org.uk

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Dates For The Diary

Wednesday 9th September 2014

South West Essex Forum Meeting

Venue: TBA

Start : 7pm

Wednesday 17th September 2014

Essex LPC Autumn Conference
Venue: Best Western Ivy & Furze Hill Hotel
Margaretting, Chelmsford CM4 0EH
Start: 6.30pm onwards

Tuesday 30th September 2014

North East Essex Forum Meeting

Venue: Best Western Marks Tey

Start: 7pm

Wednesday 8th October 2014

South East Essex Forum Meeting

Audley Mills Medical Education Centre
57 Eastwood Road, Rayleigh, Essex SS6 7JF

Start: 7pm



**For dates of other meetings in 2014,
please refer to www.essexlpc.org.uk**