

ESSEX LPC NEWSLETTER NOVEMBER 2014

Issue 7
November 2014

Inside this issue:

Essex LPC November Meeting	1
Essex LPC On The Airwaves	1
PNA Update	
Ebola Update	2
Essex LPC Meeting Dates 2015	
Area Team News	3
Business Support	4
The Broad Street Pump	5
Dates for the diary	6

Essex LPC November Meeting

Essex LPC held an "open" meeting on Wednesday 19th November, and invited guests from across the local health economy. Community Pharmacy is obviously of growing interest to our partners: At times we have struggled to get one or two PCT/CCG medicines management pharmacists, but this session managed to attract CCG pharmacists, an operating officer and a chair, a hospital chief pharmacist, a county council officer and an elected council member who sits on the health and wellbeing board.

The meeting focussed on the CCG-identified priorities for each location. LPC members were matched with their local NHS/Council guests, and looked at which of the current pharmacy services could be targeted to meet those priorities. Our guests had to work to earn their tea and biscuits, each had to pledge to one thing that they could do in their role to promote community pharmacy services: These are listed below, and we will be following these up in the coming months.

You may want to look at your local priority and make sure you are ready to meet the expectations:

Castle Point and Rochford, Southend CCGs

CCG Pledge: A 30-minute GP training session on the New Medicines Service during the February "Time to Learn" session.

LPC support: To work with local contractors to identify some good outcomes from New Medicines Service, and brief GP champion.

Basildon and Brentwood CCG, BTUH (Thurrock)

CCG Pledge: Chair will give written constructive feedback to the next MUR report he receives which is not helpful and which otherwise would be ignored.

LPC support: LPC currently working with BTUH discharge team to promote New Medicines Service and hospital discharge MURs

North East Essex

CCG/Hospital Pledge: To distribute a leaflet/card to go with discharge medication promoting New Medicines Service and MURs, initially respiratory medicines.

LPC support: To design the card and inform contractors through newsletters etc. LPC to engage with Practice Manager meetings.

Mid Essex CCG and West Essex CCG did not attend.

Essex LPC On The Airwaves



Ash Pandya and Sheila Baldwin from North East Essex CCG, were interviewed by Dave Monk on BBC Radio Essex on Monday 24th November, about using pharmacies as an alternative to A&E at weekends. This was a good opportunity to highlight the role pharmacies play in supporting self-care and patients with less serious illnesses, but also in assessing patients who do need to be treated elsewhere.

The interview also picked out the limits of pharmacy's ability to treat patients, in terms of medicines that are not available from pharmacies and the lack of commissioned minor ailments services for those who are exempt from prescriptions. This allowed Ash to remind listeners (and Dave Monk!) that antibiotics were not appropriate for a lot of conditions, and hopefully to send a message to CCG commissioners that pharmacy minor ailments services can prove cost effective.

The interview will be available for a limited time at <http://www.bbc.co.uk/programmes/p02bqnz4>

Also, Simon Moul, Essex LPC Chair, made a guest appearance on BBC Essex's Drive Time Programme on Friday 21st November to discuss Pharmacist Involvement in Reducing Pressures in Urgent Care in NE Essex.



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

Pharmacy Needs Assessments (PNAs): November Update

Thurrock

The Thurrock PNA was extensively revised to reflect the comments received during the consultation period, and was approved by the Thurrock Health and Wellbeing board on 13th November. The PNA did not identify any gaps in provision, although contractors should continue to keep an eye on any changes to GP services at weekends.

Southend-on-Sea

Southend-on-Sea PNA will be presented to the Health and Wellbeing board on 3rd December. Again no gaps have been identified although there is recognition that opening hours may need to be reviewed if GP provision changes.

Essex County

Essex County Council consultation period closes on 8th December.

Neighbouring Health and Wellbeing Boards

Cambridgeshire closed their consultation period in June 2014. Essex Health and Wellbeing board responded.

Suffolk consultation period ends 5th December 2014, Essex LPC have drafted a response.

Hertfordshire consultation period ends 7th December 2014.

Waltham Forest consultation closed July 2014, they accepted a late response from Essex LPC as they acknowledged we had been missed out.

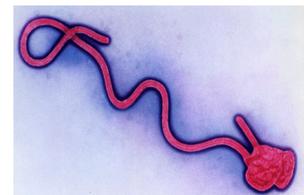
Redbridge and Havering have yet to start their consultation, Havering will run from 22nd December to 19th February.

Ebola Update

We are sending out the current advice regarding suspected Ebola cases with this newsletter. Please make sure that this is displayed in your pharmacy for **staff** to see. The current guidance if you have a suspected Ebola case is to isolate the patient in a consultation room and contact NHS111 if possible.

I have been in some pharmacies (not all in Essex!) that have printed their own versions of the NHS advice and displayed it in patient-facing areas of the pharmacy: This is not recommended, we don't want to risk panic every time someone is seen to be invited into a consultation room.

Ebola information will continue to come to you from NHS England.



Essex LPC Meetings 2015

Below is a list of Essex LPC Meetings scheduled for 2015. If you have any issues you would like raised at any of these meetings, please contact the office.

Wednesday 21st January

Wednesday 11th March

Wednesday 20th May

Wednesday 15th July

Wednesday 16th September

Wednesday 18th November



Area Team News

We have regular monthly update meetings with the Area Team to discuss contractual matters. These are not formally minuted, but provide a good opportunity for us to go through current issues in detail, and to try and resolve any specific contractor issues that can avoid the need for more formal proceedings.

These meetings usually take place the first week in each month so if you would like us to bring anything to the area team's attention please feel free to contact us.

Pharmoutcomes

The Area Team have commissioned Pharmoutcomes to support the Community Pharmacy Assurance Framework (CPAF) contract monitoring this year. This has been "installed" in each pharmacy, contractors who have not been using Pharmoutcomes for 'flu reporting can obtain their password from www.pharmoutcomes.org and clicking on "help" on the home page. Essex LPC office staff will be attending the training alongside Area Team staff, so that we can provide additional support if needed.

Essex LPC **encourage** you to use Pharmoutcomes to check that you are meeting contractual requirements, and as a quick way of providing evidence for monitoring visits or other authorised visits, but there is no **requirement** to use it.

We will be holding a contract compliance speed-dating event on 21st January, and hope to have additional Pharmoutcomes support available then.

Public Health Campaigns

There have been a number of complaints from contractors that they have not had enough notice from the Area Team to prepare for public health campaigns, and that campaign materials have run out by the time notice is given.

From now on priority will be the national campaigns from NHS England. Three weeks' notice will be given prior to the start of each campaigns to allow contractors time to obtain campaign materials, and details will also be sent out by LPC. A reminder will then be sent the week before the campaign starts.

These are **contractual** campaigns, and Essex Area Team is monitoring pharmacy returns for these.

Area Team Audit

There are still a number of audits outstanding from 2013/4. The Area Team are planning to write to individual pharmacies with a final deadline, after which they will consider breach notices. The Area Team have agreed to share the list of outstanding audits with the LPC and we will be following this up with individual contractors concerned. These audits are a contractual requirement, and won't go away just because earlier deadlines have passed.

NHS.NET Accounts

The Area Team have failed to find any documentation that requires pharmacies to have or use NHS.net accounts (although an encrypted e-mail is required for sending patient identifiable data.) Essex LPC still recommend that contractors have and use NHS.net accounts where practical, but will continue to challenge the NHS England practice of limiting their general e-mail distributions to NHS.net addresses.

NHS England Restructure

The Area Team will be merging with East Anglia in the coming months, with three "zones" ie Norfolk and Cambridgeshire; Suffolk, Mid and North East Essex; South and West Essex. All staff posts are being reviewed, we will revise our "Who's Who" guide once the consultation.

For all the latest news, updates and event details, please look at
our website www.essexlpc.org.uk

Business Support

Southend-on-Sea Borough Council hold regular business partnership events, which Essex LPC endeavour to attend (even the ones that start at 7.30 in the morning!) The Council recognise that Community Pharmacies are not only providers of health services to local residents, but also local businesses, and so they are keen to extend all of their business support services to contractors.

Many of the organisations involved in providing business support services to Southend have an Essex-wide remit, and we are happy to circulate some details if we think contractors (or your staff or locums) could benefit.

Colin Blore from Pro-Actions Business Improvement Specialists gave a short presentation at the recent South-West Essex forum. He commented on the clinical knowledge the pharmacists clearly had, and the support they could provide for patients, and then threw out a challenge "but how many of you also want your pharmacy to make money?"

Pro-Actions are happy to come and assess individual pharmacies and advise on developing the business, you can contact colin.blore@pro-actions.com - mobile 07825 569228 or website www.pro-actions.com

ZAPTAX is the UK's first mobile app to help calculate and submit self-assessment tax returns directly to HMRC. Nearly 11 million people in the UK have to file their tax returns. Last year over 2.5 million did so without an accountant, with the majority finding the process daunting and confusing. ZAPTAX makes the process quicker and easier through a user friendly format with prompts, tips and explanations to help ensure people don't lose allowances which they may have been unaware of.

ZAPTAX is free to download and complete, users only pay £14.99 on submission. Award-winning accountants and developers have worked together to ensure accuracy and official HMRC compliance.

The app will officially launch in the first week of Dec 2014 on iOS, Android and the Web and accessed at www.zaptax.co.uk



A vibrant, comic-style advertisement for the ZAPTAX app. The background is blue with a yellow starburst effect behind the main title. The title "ZAPTAX" is in large, bold, red letters with a yellow outline. Below it, "COMING SOON" is written in white, bold, sans-serif font. The main headline "THE APP TO DO YOUR TAXES!" is in large, bold, yellow letters with a black outline. To the right of the headline is a red and white checkered rocket ship. Below the headline, a black banner reads "FOR PEOPLE ON THE MOVE". A red box contains a list of five benefits, each preceded by a yellow checkmark in a black circle. The benefits are: "QUICKER & EASIER SELF ASSESSMENT TAX RETURNS", "HELPS MAKE SURE YOU DON'T LOSE ALLOWANCES", "100% ACCURATE AND OFFICIALLY HMRC RECOGNISED", "FREE TO CALCULATE, PAY TO SUBMIT", and "NO ACCOUNTANT FEE". In the bottom right corner of the red box, it says "WIN AN IPAD MINI FREE PRIZE DRAW". At the bottom of the graphic, a yellow banner reads "AVAILABLE DECEMBER 2014 (IOS, ANDROID & THE WEB)". The website "WWW.ZAPTAX.CO.UK" is written in large, bold, yellow letters at the very bottom.

The Broad Street Pump *

Southend

Sexual Health Services

Southend-on-Sea Borough Council have put their entire sexual health service out to tender, with a view to having a lead provider in place by April 2015. We have met with the Southend commissioner regularly in the run-up to this, and hope to work with the new provider as soon as the successful bid is announced. Meanwhile we are working with Southend Council and SEPT to make sure that pharmacies signed up to services have everything they need to deliver, and will be working with the pharmacies directly to make sure they **do** deliver, to make the handover as smooth as possible.

The Southend Pharmaceutical Needs Assessment (PNA) identified that very few of the pharmacies that were signed up to the sexual health service were actually delivering anything. If we don't do anything to change this then there is a real risk that the new provider won't see any benefit in having a pharmacy service and will bring everything back "in house." We hope to have a service development evening for Southend in January, watch out for details.

Essex County Council

Drug and Alcohol Services

You may have seen the communication from Essex County Council (ECC) giving notice on the substance misuse services, ie supervised consumption and the needle and syringe programme. This should not be a cause for panic, it is just the last of the public health services that the council is commissioning from a lead provider. Again we will be working to develop a constructive relationship early on with the successful bidder.

Sexual Health Services

There are still a few minor teething problems with the transfer of sexual health services from ECC to Anglia Community Enterprise (ACE) which took place on 1st October, but the main problems (ie no contract and no PGDs!) have now been addressed. Essex LPC were pleased that ECC and ACE agreed the LPCs suggestion to extend the ECC contract by two months to 1st December, to give extra time for ACE to sort out the administrative details to allow for service continuity. ACE are hoping to appoint a community pharmacy link person soon, this should make communications easier for contractors providing any of the ACE-led services.

We are still getting a number of queries from individual pharmacists regarding Declarations of Competency to provide PGD services. We cannot determine this for you, but you can find further step-by-step information at www.cppe.ac.uk/services/declaration-of-competence . For those of you who have been providing PGD services under previous PCT or Local Authority contracts it is likely that you could complete this with previous certificates and evidence of CPD.

Thurrock

Details still to be worked out, but Thurrock stop smoking service is proposing to offer Champix/Varenicline PGDs to all pharmacies providing their stop smoking service in the new year. A service training day is being planned for 12th February 2015, with level 2 advisor update training in the afternoon and Champix training for pharmacists in the evening. Hold the date for now and wait for further details.



* *Why The Broad Street Pump? Well, of course pharmacy contractors are a clever bunch of polymaths and will be aware that one of the early Public Health interventions was when John Snow had the handle of the Broad Street water pump removed to prevent the spread of cholera in 1854. We could have just had "Public Health Updates," but where's the fun in that?*

Dates For The Diary



We're on the Web

www.essexlpc.org.uk

Essex LPC Office
17 Clematis Tye
Springfield
Chelmsford
Essex CMI 6GL

Phone: 01245 460079

Fax: 01245 467734

E-mail:

office@essexlpc.org.uk



@EssexLPCOffice

Chief Executive -
Ash Pandya

Email:

ash.pandya@essexlpc.org

Contractor Development
Manager -

Karen Samuel-Smith

Email:

karen@essexlpc.org

Wednesday 21st January 2015

CPAF "Speed Dating" Event

Venue: Best Western Ivy & Furze Hotel,
Margaretting, CM4 0EH

Start: 7pm

Wednesday 28th January 2015

South East Essex Forum Meeting

Venue: TBA

Start: 7pm

Tuesday 3rd February 2015

South West Essex Forum Meeting

Venue: TBA

Start: 7pm

Tuesday 3rd February 2015

North East Essex Forum Meeting

Venue: TBA

Start: 7pm

Thursday 5th February 2015

West Essex Forum Meeting

Venue: TBA

Start: 7pm

Thursday 5th February 2015

Mid Essex Forum Meeting

Venue: TBA

Start: 7pm

**For dates of other meetings in 2015,
please refer to www.essexlpc.org.uk**

