

Issue 01/15  
March

## Things To Do Over The Easter Holidays

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This year the UK Easter Holiday falls conveniently close to the contractual year end, so you may have some extra time to catch up on those little year-end jobs.

You will, of course, already have completed the **IG toolkit** as the deadline is 31<sup>st</sup> March. We have been advised that the 319 Business Continuity requirement will NOT be exempt next year, so you may want to start developing your Business Continuity Plan now. You may not need to provide evidence of this to NHS England for another year, but this is something that is useful to have in place anyway. A template is available at:

<http://psnc.org.uk/contract-it/essential-service-clinical-governance/emergency-planning/>

Depending on which of the two cohorts you are in you will either just be **finishing** or **starting** your contractual audit on patient requests for emergency supplies of medicines. Once you have completed the two week audit remember to collate the information and then upload it using the online reporting tool. Further information is available in the guidance at:

<http://psnc.org.uk/contract-it/essential-service-clinical-governance/clinical-audit/national-audit/>

You could also use this time to compile your annual **complaints report** for submission to NHS England, as we understand from our meetings and correspondence with the new Anglia team that a copy of the complaints report **will** be requested.

This may be a good time to remind you that you can check and record all your contractual information on PharmOutcomes. Although you do not have to use PharmOutcomes it does provide a good check that you are complying with all relevant aspects of the contractual framework, and we are recommending contractors to use it where practical.

And as well as all the contractual year-end chores, the annual **Seasonal 'Flu** immunisation programme finishes on 31<sup>st</sup> March 2015. Final data capture and evaluation of the campaign will be taking place in the coming weeks, and Essex LPC are already working with the local 'Flu co-ordinator to plan the 2015/6 campaign. Meanwhile please **remove all 'flu promotional materials** from your pharmacy, as campaigns only work if they are current and appropriate for the season.



For calendar events  
and local pharmacy fo-  
rum meetings visit  
[www.essexlpc.org.uk](http://www.essexlpc.org.uk)

## NHS Complaints

Many of you attended the contract speed-dating event in January, where one topic was meeting NHS Complaints regulations requirements.

One query that we were unable to answer on the evening was whether or not there was a requirement to submit, on request by NHS England, an annual complaints report if the pharmacy had not received any complaints. We checked this with the regulations themselves and then with PSNC: as there is nothing about this situation in the regulations, and the regulations don't say you only need to submit a report "if applicable" then you should submit a report even for zero complaints.

Essex LPC is always happy to support contractors who are required to respond to a complaint that has been made directly to NHS England: There seems to be a flurry of these at the moment. We recognise that it is a dreadful feeling having a complaint hanging over you, whether it is in response to a genuine, honest dispensing error or a vexatious complaint made by a customer who didn't get what they were hoping for (often for good reason, because you have exercised your professional judgement.) The important thing is not to ignore the complaint, and we would encourage you to investigate what has happened and draft your response as quickly as you can. If you would like us to help you with a complaint response it is helpful to let us know as soon as possible so we can arrange to come and discuss it with you before the deadline.

Patients do not need to submit a written complaint to NHS England, they can complain by phone and will then be given a written transcript to confirm for accuracy. It may be useful to have the details to hand, in case you need to defuse a potentially difficult situation (if you are transparent and helpful about the complaints arrangements then the person making the complaint will see that you are not trying to cover things up) OR if you have a patient who is unhappy about a service that has been provided elsewhere.

- **By telephone: 0300 311 22 33** (Monday to Friday 8am to 6pm, excluding English Bank Holidays).
- **Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**
- **Post: NHS England, PO Box 16738, Redditch, Worcs B97 9PT**

## NHS England Area Team Restructure

You may be aware that NHS England has had to restructure some of the area teams to make further "efficiency savings" (cuts): From 1<sup>st</sup> April there will be 12 teams outside London instead of 24.

Essex Area Team will merge with the East Anglia area team (Norfolk, Suffolk and Cambridgeshire) to form the Eastern Sub-Region of the Midlands and East Regional Team.

Because the Eastern sub-region will be so big geographically there will be three localities, one covering Cambridgeshire (including Peterborough) and Norfolk, one covering Suffolk (including Waveney) and North East and Mid-Essex, and one covering West, South-West and South-East Essex (including Thurrock and Southend.)

Essex LPC is meeting regularly with the East Anglia LPCs, and the respective community pharmacy leads from the current Area Teams, and we will do what we can to keep you up-to-date as further information becomes available.



## NHS Choices: A Contractor's Experience

An Essex contractor wanted to amend their NHS Choices entry, but did not have the original letter advising them of their access code. We got some advice from NHS Choices:

"If you haven't got/never had/have lost your details for editing the pharmacy's entry still contact the NHS Choices Helpdesk ([thechoicesteam@nhschoices.nhs.uk](mailto:thechoicesteam@nhschoices.nhs.uk) or 0845 650 4865"

They can issue the relevant access codes, but it may take a couple of weeks as they will need to verify your details.

The contractor went ahead, and this is how they got on:

*"I had already created an account online but couldn't work out how to edit my opening hours. I rang the number you gave me not expecting to get a reply as it was almost 5.30 but I got through and have changed our hours and services.*

*You go to the NHS Choices website and can register for an account. When you've logged in using the pharmacy email address and a password the website is a bit misleading as it says "manage your account" but that's not where it is which is why I was having trouble.*

*When you log in it shows the pharmacy name and postcode and that is what you click on to edit everything. I've changed our hours and added the Stop Smoking Service. One thing with the hours which she told me was you have to do number number colon number number i.e. 08:30 or it won't accept it.*

*The girl was very helpful and I would just suggest any problems call them on the number you gave me. The first part is automated and you press buttons when prompted. The first part is about access to edit then the second part is about if you're a GP or Pharmacist etc. When you've edited your details it isn't live for a couple of hours so I'll check it tomorrow"*

It's always good to hear about a service that is working well! Information on the NHS choices website is used to inform NHS111, and is often referred to in pharmacy contract applications, so it is essential to make sure your information is up to date. You can also read and respond to comments made by your customers, one pharmacy didn't realise that they had been given a 5-star rating, and advertise any services you currently provide.



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

## Waste Matters

### Patients' Own Clinical Sharps

There still seem to be problems in some areas regarding safe disposal of patients' own clinical sharps. This is a lower tier local authority (ie borough/district) responsibility, but NHS England (and the SHA before that) used to make a discretionary payment for sharps to be left at/collected by GP practices. This discretionary payment stopped in April 2014, however, it had been in place for so long that a lot of the local authorities appear to have forgotten that it was their responsibility in the first place.

NHS England have written to each of the local authorities to advise them of their responsibility, and we have been working with them to try and resolve this, simply because we know that pharmacies are being stuck between trying to help patients and trying to comply with pharmacy regulations and waste regulations. Essex county council have assigned a project lead for this work so hopefully this should resolve soon.

### Returned Medicines

Just to remind you that it is part of your contractual Terms of Service to accept back unwanted medicines from patients, regardless of where they were dispensed. It is not acceptable to send patients (or their family members) back to the pharmacy where medicines were dispensed. If you need further storage capacity or more frequent collections then please contact Debbie Wood at NHS England on 0113 824 9107 (This may change as part of the restructure, but Debbie will handle calls until we are notified otherwise).

We do want to hear about any "out of area" (say, for example, **Leeds**) distance-selling (internet) pharmacies who are advising patients to return medicines to a local community pharmacy. It is a contractual requirement for distance-selling pharmacies to provide **all** the essential services to anyone in England, and that includes disposal of unwanted medicines.



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

## In Brief.....



### Alcohol Reduction

We have been working with Essex County Council Alcohol Services on the NICE TA325 pathway, regarding use of Nalmefene. The CCGs have helped develop clear prescribing guidelines, but the pharmacists' responsibilities need to be more robust. We hope to circulate these in the next couple of weeks.

### Pharmacy2U

Pharmacy2U are continuing with their direct marketing strategy in EPS2 go-live locations. This is based on publically-available EPS2 go-live information and patient information from the electoral roll. The marketing is not illegal, but has caused some patient confusion as it is not apparent that Pharmacy2U are not local, or that patients can only set one nomination for a pharmacy, or that they can access EPS2 at their local pharmacy. If you have patients that have been affected by this they can contact the NHS complaints number (see earlier article) particularly if they have not realised what they have signed up for- remember there has to be **informed** consent to nominate a patient for EPS2.

### Repeat Dispensing

You are probably aware that there is a new contractual obligation to promote repeat dispensing to patients who would appear to benefit from it. We will be meeting with the LMC in April, and that meeting will include discussion on how best to take this forward.



### 26<sup>th</sup> December 2015

Another reminder that 26<sup>th</sup> December 2015 is on a **Saturday**, and any pharmacy wishes to change contractual hours on that day will have to take action. For **supplementary** hours you need to **notify** NHS England by 26<sup>th</sup> September 2015 that you intend to close. For **core** hours you will need to **apply** to close, giving reasons. Again the deadline is 26<sup>th</sup> September, but you may want to allow extra time for appeals etc.

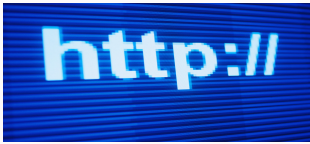


### Registration Authority (Smartcard) Contact Numbers

If you have your card and access to a card reader (eg a dispensing terminal) call 01268 594420.

If you **haven't** got a card or access to a card reader call 01268 243731.

# Dates For The Diary



**We're on the Web**  
[www.essexlpc.org.uk](http://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](mailto:office@essexlpc.org.uk)

 [@EssexLPCOffice](https://twitter.com/EssexLPCOffice)

**Chief Executive -**  
**Ash Pandya**

**Email:**  
[ash.pandya@essexlpc.org](mailto:ash.pandya@essexlpc.org)

**Contractor Development**  
**Manager -**  
**Karen Samuel-Smith**

**Email:**  
[karen@essexlpc.org.uk](mailto:karen@essexlpc.org.uk)

## Thursday 16th April 2015

South East Essex Forum Meeting  
Holiday Inn, Southend  
Start: 7pm

## Tuesday 21st April 2015

North East Essex Forum Meeting  
Best Western Marks Tey Hotel, Colchester  
Start: 7pm

## Thursday 23rd April 2015

South West Essex Forum Meeting  
Orsett Hall  
Start: 7pm

## Tuesday 28th April 2015

West Essex Forum Meeting  
Venue: TBA  
Start: 7pm

## Wednesday 29th April 2015

Mid Essex Forum Meeting  
The County Hotel, Chelmsford  
Start: 7pm

**For dates of other meetings in 2015,  
please refer to [www.essexlpc.org.uk](http://www.essexlpc.org.uk)**

