

**Issue 03/15**  
**July 2015**

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## Hold the Front Page! Flu Service Latest

We had just drafted the local ‘flu update for this newsletter when news came in that NHS England are commissioning this as a national Advanced Service. The details are still to follow, but pharmacies will be able to immunise patients in the clinical “at risk” groups AND the over 65s, which is a considerable improvement on the local service.

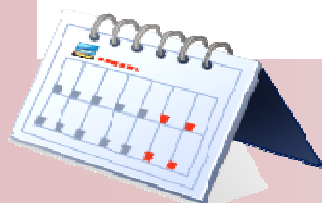
*An excerpt from PSNC news reads -*

*The flu vaccination service will launch in September 2015 and from that point community pharmacies will be able to offer NHS flu vaccinations to adult patients aged 18 and over at the time of vaccination, who are defined as at risk in the Annual Flu letter (which includes patients aged 65 years old and over).*

*Fees for flu vaccinations will come from national flu budgets, i.e. in addition to and outside of the £2.8bn and with the total delivered dependent on uptake of the service. Pharmacy contractors will receive £9.14 per administered dose of vaccination as well as reimbursement of vaccine costs. The fee comprises remuneration of £7.64 per administered dose and an additional fee of £1.50 per vaccination to recognise costs that will be incurred in order to provide the service (e.g. training and clinical waste disposal)*

Essex LPC will continue to work with the Anglia LPCs and local NHS England on the local service specification in case there are any delays in the national service, and we will endeavour to update you where possible.

**Meanwhile, if you or your staff need training in vaccine administration please visit the Essex LPC website [www.essexlpc.org.uk](http://www.essexlpc.org.uk) for details of training providers.**



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

## Autumn Term 2015



At the risk of making you feel like the schoolchildren do at the moment, when the start of the summer holidays heralds the “Back to School” promotions in the supermarket...

September 16<sup>th</sup> is the date for the annual Essex LPC Conference. This will be held at the Best Western Ivy and Furze Hill Hotel, Margaretting, and will include the LPC Annual General Meeting and Report.

The theme for this year’s conference will be technology in community pharmacy, and will feature a number of breakout workshops including -

EPS2 - Preparing for Phase 4  
Pharmacy Access to Summary Care Record  
Check 34 and Business Planning Data  
Patient Support Technology and Apps

On Sunday 11<sup>th</sup> October, we are working with CPPE to present the one-day Consultation Skills workshop. This is in response to requests from contractors, and will provide further assurances to commissioners that we haven’t just crawled out from under a rock.



Flyers for both events will be out in late August, but please note the dates for now.

## Prescription Switches... Next Steps

Our recent newsletter article “The price of Goodwill is 15 pence” triggered a good response from readers, including the general manager of one of the companies referred to.

We have continued with this campaign as it seems to cause so much unnecessary extra work for pharmacists and upset for patients, when it wouldn’t take much effort to do it better. We have got agreement from some of the CCGs and helpfully, some of the other companies involved, to look at the real issues that people are experiencing, and to look at the bigger picture rather than the marginal savings.



We have produced a report that will be sent to CCGs (not the Medicines Management teams!), Healthwatch, key local MPs and PSNC, and we are continuing to log your prescription switching stories as evidence. These are really valuable, particularly if there is evidence of a negative impact on patient care, so please keep them coming in, a template for completion is **included on the page opposite**.

## Prescription Switching: The Bigger Picture

Essex LPC is investigating the broader impact of CCG prescription switching programmes on pharmacies and patients.

We fully understand that CCGs need to review all of their prescribing costs: however, we are concerned that increasingly switches are being made that have a marginal impact on the prescribing budget bottom line, but have a considerable impact on resources elsewhere in the system.

Following complaints and comments from a number of Pharmacy contractors, we are hoping to produce an evidence-based report on these impacts. It will add a great deal of weight to this report if we can include some specific examples of patient stories, where treatment may have been compromised. It would be great if you could fax/email back one example (perhaps when you are letting us know if you are coming to the forum?), so that we can build a sound portfolio of cases.

**Where we have discussed this with GPs, and GP groups, they have said that this would influence them more than a financial argument.**

Which CCG is the prescription from ?					
Which product was patient switched <b>from</b> ?			Which product was patient switched <b>to</b> ?		
How was the patient informed of the switch? (eg note on repeat prescription or EPS message, had been told at last review, not informed at all)					
Were you informed (of this switch) in advance by the CCG (Y or N)?	Were you informed in advance by the practice (Y or N)?	Do you have remaining stock of previously-used product (Y or N)?	Are you able to estimate value? (If Y then £)	Did you have new product in stock (Y or N)?	Did your usual supplier have product in stock (Y or N)?
Describe <b>any</b> issues obtaining stock (eg had to use different supplier, any quotas, had to fax prescription, no stock available etc) Include approximate <b>time</b> spent on this.					
Describe <b>any</b> impact on patient (missed doses, return visits to pharmacy, having to go to more than one pharmacy, return to GP, issued with new prescription, any concerns about new medicine)					

## Alzheimer's Society Supporting Pharmacies and GPs

The Alzheimer's Society is offering a new service to support Pharmacies and GP surgeries in Essex. The charity's dementia support workers are linking up with health providers to offer residents easier ways of finding out about services to support them as this condition progresses. They can also support people to plan for the future and talk to their family and friends about the condition. Dementia support can be provided on a home visit, in the local GP surgery or local Alzheimer's office.

Carers and people living with dementia often refer to their local pharmacy for information about how to support their relative or friend in addition to queries about medication. This is an opportunity to refer people to a wider support network.

Receiving an early diagnosis and support allows people an opportunity to live well with dementia. There are also associated cost saving implication through improved early diagnosis – as it enables people to access the most appropriate treatment and support. We know through the evaluations of user involvement that being able to plan for the future, receiving relevant, timely, high quality information and support for both people with dementia, their carers and families avoids crisis, which may lead to inappropriate hospital admissions and premature admissions into full time care.

Dementia affects over 835,000 people (2014) and over 670,000 carers of people with dementia in the UK.

For more details, please contact:

Alzheimer's Society  
Essex Locality Office  
Latton Bush Centre  
Southern Way  
Harlow  
Essex CM18 7BL

T: 01279 427522

Email: [essexadmin@alzheimers.org.uk](mailto:essexadmin@alzheimers.org.uk)



## Medicines Use Reviews in Patients' Homes

We have had a flurry of enquiries about off-site MURs, and what the arrangements are since the demise of PCTs.

As MURs are a national advanced service, they are commissioned by NHS England, and there is a national policy and procedure which they are required to follow, so there is not the variation in approaches that the PCTs may previously have taken.

Briefly you need to complete a "prem2" form from PSNC (or on the Essex LPC website) for each set of premises you want to conduct MURs on, and send this to NHS England, currently we are recommending [england.essexatadmin@nhs.net](mailto:england.essexatadmin@nhs.net). Your pharmacy will already have to meet all the requirements for MURs on the premises, including compliance with terms of service.

NHS England have to consider your application and reply within 15 days. They can require you to have a DBS (formerly CRB) certificate, but if you don't already have one then NHS England have to arrange this at their expense.

## Summer Shorts (or In Summery, if you are wearing a dress 😊)

CDs and EPS2. The legislation to allow CDs on EPS2 came into effect on 1<sup>st</sup> July this year, but prescriptions will only be issued when **all** dispensing systems are enabled. We will try and keep you informed.

December 26<sup>th</sup> (boxing day) is not a bank holiday this year as it falls on a Saturday. If you have contractual hours on a Saturday and do not wish to open you need to take action before 26<sup>th</sup> September. If you have **supplementary** hours you need to **notify** NHS England. If you have **core** hours you have to **apply** to NHS England, and they have been advised to refuse. Our advice is to apply early to leave enough time for a robust appeal.



The number for NHS complaints is **0300 311 22 33** we get a lot of requests for that. Remember pharmacy services are commissioned by NHS England and not the CCG where you are located. This **may** end up being in the updated approved particulars for your pharmacy leaflet (see previous newsletters) but as yet these have not been published.

You may have received an email from NHS England regarding a contractual public health campaign about alcohol awareness, to run during August. At time of writing, NHS England has not been able to advise us how, when or by whom this campaign was decided, and there has been no discussion with the LPC.

Although the public health campaigns are not subject to statutory consultation with the LPC it is recognised that it is good practice to discuss the campaigns in advance, and we have been happy to support NHSE when this has been the case. We will let you know if further information becomes available.



**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)**

**Or**

**[essex.lpc@nhs.net](mailto:essex.lpc@nhs.net)**



**@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)**

## Dates For The Diary

### **Essex LPC Contractor Conference & AGM**

Venue: Best Western Ivy & Furze Hill Hotel

Wednesday 16th September 2015

6.45pm onwards

### **Tuesday 13th October 2015**

South East Essex Forum Meeting

Venue: TBA

Start: 7pm

### **Thursday 15th October 2015**

South West Essex Forum Meeting

Venue: TBA

Start: 7pm

### **Wednesday 4th November 2015**

Mid Essex Forum Meeting

Venue: Little Channels, Lt Waltham

Start: 7pm

### **Wednesday 11th November 2015**

North East Essex Forum Meeting

Venue: Best Western, Marks Tey

Start: 7pm

### **Wednesday 11th November 2015**

West Essex Forum Meeting

Venue:

Start: 7pm

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

