

Essex LPC Newsletter

October 2016

Issue 3



Essex LPC Conference “iPlayer Catch Up Service”



The timing and full impact of the financial cuts is becoming even less clear with postponed hub-and-spoke proposals, off-again, on-again announcements, pauses-and-reflections etc.

It brought everything into a sharp focus, therefore, to have a frank and objective presentation, from an authoritative speaker, who understands and empathises with the impact on contractors and yet did not try to bury the bad news. The key message for contractors reinforced our strategies for the year: The key message for contractors reinforced our strategies for the year: continue the campaign, but develop your service offer and business resilience to absorb the financial hit.

The break-out groups built on this, and on our “raising the bar” event earlier in the year, and included: a Summary Care Record face-to-face training session; a briefing on workforce development opportunities from CPPE and Health Education England (thanks to Graham Seward for stepping in at the last moment!); a demonstration of the check34/checkRx

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Essex LPC held its Conference and Annual General Meeting at the Best Western Ivy Hill, Margareting, on 21st September 2016.



The early part of the evening was the contractor Annual General Meeting. Contractors this year received the annual report in advance of the meeting, which was favourably received. The annual report and accounts were both accepted.

We then opened the annual conference, and were fortunate that Mike Dent, Director of Pharmacy Funding at PSNC, agreed to be the keynote speaker this year.

analysis system; a Varenicline clinical update to support the PGD service, and; an update on the Electronic Prescription Service including the Release 4 pilot.

We would like to thank all of our speakers and sponsors for supporting our conference, to Angela and Lucy from the LPC office for the fantastic administration before the event and on the night, and to all who attended and importantly participated on the night.

Seasonal flu 2016/17

The flu season seems to be well underway, at time of writing we have 13,469 Essex vaccines recorded on Pharmoutcomes.

We continue to advocate use of Pharmoutcomes for recording flu vaccine administration as it delivers auditable GP notifications, ensures that ineligible patients are “filtered out” before vaccine is administered, provides a useful measure of activity and prepares your claim for NHSBSA at month end.



We have been informed that there are some bouncing

doctors (GP email addresses that bounce back, not medics on spacehoppers!). Please get in touch either with the LPC office or oliver.jackson3@nhs.net from Public Health England if you encounter this, it usually means that a different email address has been assigned to the practice.

Following a constructive meeting with the LMC this year we have agreed to follow up any aggressive poaching by pharmacies and they have agreed to follow up any intimidating messages from GP practices.

If a patient already has an appointment booked at the GP practice and is happy to go there then it is a good idea to support them in that: we have had a couple of cases where pharmacists have vaccinated patients in this situation and then offered to phone the GP practice to cancel the appointment. The small amount netted from administering the vaccine may be more than offset by a deterioration in inter-professional relationships that result.

There are plenty of arms to go round: last year despite all the concerns about left-over vaccines and too many providers, in Essex we still missed the overall target. Our focus this year is “Hit the target, not each other” or something like that.

As you know we are locked in friendly warfare with our colleagues in Norfolk LPC, their Chief Officer Tony Dean produced a report for the Anglia LPC group (see end of Newsletter).

Summary Care Records

We are continuing to work with North East London Commissioning Support Unit (NELCSU) to implement summary care record (SCR) access across Essex, Our next face-to-face training event at Ye Olde Plough in Bulphan is now fully booked, however there is a session on 3rd November at the Skylark Hotel in Rochford, and we are planning one final session in February, venue tbc.



Eudonni Moricom is the NELCSU project officer working on this, he is trying to follow up those who have attended face to face training but not “gone live” yet, to try and help through the process, he can be contacted on the SCR.pharmacy@nelcsu.nhs.uk link.

There are still some concerns about privacy officers. We suspect this is partly because

of the title “officer”, if the role was described as an “access checker” or something then people would be less worried about who could carry out the role. We have worked with NHS digital to produce a FAQ sheet, sent out with this newsletter, which may help identify a suitable person. Our suggestions include:

- Whoever you currently ask to witness destruction of patients’ own controlled drug returns.
- Whoever currently cashes up the till (assuming it’s not the pharmacist!)
- Whoever holds the keys/opens up the shop when there is a locum.
- You may want to negotiate to share a privacy officer with another pharmacy, details of the paperwork for doing this are on the FAQ sheet.

There will be a series of dates for on-line privacy officer training over the next few months.

Once you have gone live with SCR then do please use it! What you use it for might depend on the location and type of pharmacy you are, but any future developments such as write access will depend on good evidence of read-access by pharmacies. If you have a really good SCR story to share we would love to hear it,

and we will feature these in the next newsletter.

Sustainability and Transformation plans

One of the big changes in NHS England this year is the development of the sustainability and transformation plans, or STPs. The official blurb is that this is “will help drive genuine and sustainable transformation in patient experience and health outcomes of the longer-term. The footprints should be locally defined, based on natural communities, existing working relationships, patient flows and take account of the scale needed to deliver the services, transformation and public health programmes” In Essex we are involved in three of the STP “footprints” but haven’t seen any final plans yet.

North East Essex is in with Suffolk, and the STP is led by Nick Hulme from Ipswich hospital.

Mid Essex, Thurrock, Basildon and Brentwood, Castle Point and Rochford and Southend form another STP “footprint” this is led by Dr Anita Donley, who has been appointed independently as part of the success regime.

West Essex is partnered with Hertfordshire, and led by

Beverly Flowers, the accountable officer for North East Herts CCG.

We have had some involvement with the “success regime” STP, specifically looking at reducing demand on unscheduled and urgent care and improving systems in repeat prescription management.

We are having a different conversation with the West Essex partnership, as NHS England are proposing to move West Essex into the central Midlands NHS England team, in line with Hertfordshire. This was originally seen as a simple CCG oversight issue, but we have worked with our LMC and LOC colleagues to highlight a number of implications for primary care contractors (including pharmacies) that don’t seem to have been thought through properly. There is a dialogue going on with NHS England at the moment, watch this space...

Who’s Who and Where’s What?



See attached chart for further details on Who’s Who and Where’s What?



Dates for The Diary

Wednesday 2nd November 2016

Mid Essex Forum Meeting

Venue: Pontlands Park, Chelmsford

Start: 7pm

Thursday 3rd November 2016

Summary Care Record Briefing Session

Venue: Skylark Hotel, Rochford

Start: 7pm

Tuesday 8th November 2016

West Essex Forum Meeting

Venue: TBA

Start: 7pm

Wednesday 9th November 2016

South West Essex Forum Meeting

Venue: Orsett Hall

Start: 7pm

Wednesday 10th November 2016

North East Essex Forum Meeting

Venue: Marks Tey Hotel, Colchester

Start: 7pm

Please visit www.essexlpc.org.uk for events taking place

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EFL (Eastern Flu League) Early Season Report- The Jab of the Day

Title music plays. Background shots of consultation rooms, syringes, patients not sneezing and a random strawberry blond male pharmacist (gosh, TV really does add a few pounds, doesn't it DS?).

Camera moves in on anchor-presenter,

Barry Usedtobeagoalhangerbutquitefitaccordingtomywifebutnowmainlysellscrisps.

BU: "Welcome to the new season in the EFL. In a packed show tonight we'll be giving you a full roundup of the action so far. How have our teams taken to the new season? I'll be joined by the coaches of the 4 clubs and putting them on the spot."

Camera pans to the 4 managers. Surprisingly, since the introduction, none have yet been sacked for offering to facilitate the transfer of ACTs while avoiding notice periods.

BU: "We'll kick off with the team currently in last place, with just 34.0 Jabs per Pharmacy so far, Essex.

KS*, the raw results look reasonable until you consider the size of your squad and the money spent on refits, big watches and trainers. Why aren't you yet punching your weight?

KS*: "Well, Barry, it's a season of seven months, so it's too soon to be writin' us off just yet, pal. You've said it's a big squad, an' that needs time to gel. Hair gel that is. Our players can't perform at their best until they've topped up the fake tan. Then we'll see wot's wot."

BU: "Thanks KS. Next, onto a team that's still really struggling at this level, Cambridgeshire. They've finished bottom in the last 3 seasons. RB, so far you've scored a barely creditable 36.2 JPPs - what do you put this somewhat lacklustre performance down to, and how can you turn it around?"

RB*: "Well, Barry, it's early doors an' at the end of the day the players just 'avent turned up yet. The moves are there in training, but...I fink that it's 'cos we're not attracting the quality jabbers, wot wiv us not having a decent beach for their families to play on an' that? As for the future, it's early doors... (repeats clichés for 10 minutes).

BU: "OK, thanks RB. Now, onto a team that's challenging for top spot, Suffolk. TF, you're currently on 44.6 JPPs- a massive improvement on previous years. What's changed, and what will it take to go into the lead?"

TF*: "Thanks, Barry. We've built a small but strong squad, now backed by an expandin' group of coaches. I still think we've a problem believin' that we can take top spot. I'm lookin' to buy in more jabbers, using overseas cash originally intended for the buildin' of Sizewell F."

BU: " Thanks, TF, good luck with that. Finally, Norfolk is maintaining its longstanding hold on the top slot. So far they've scored 47.3 JPPs, an all-time record. TD, what keeps Norfolk so fantastic?"

TD*: " Thank for nice words, Barry. We are special. We 'av top jabbers. We 'av top everything. We are famous for Cromer Jab. When the seagull sees the trawler..."

BU: "Err, thank you, TD. That's all we've time for. On next- the Great British Jaboff. Goodnight."

End music plays. Camera cuts away from shot of KS attempting to castrate TD*...*

**initials used are fictitious. Any resemblance to initials of LPC Chief Officers, living or deceased, is unintentional and coincidental.*

Who's Who and Where's what?

Registration Authority (RA) contact

For routine smart-card related issues eg new cards, changes to role, leavers etc

North East London Commissioning Support Unit (NELCSU)

Essex Service Desk 01268 243 731 itservicedesk.essex@nelcsu.nhs.uk

NELCSU are also commissioned to deliver training and implementation of the summary care record in Essex until end March 2017, for Summary Care Record enquiries scr.pharmacy@nelcsu.nhs.uk

NHS secure and non-secure stationery

Eg HC1 Form (Low Income Scheme,) FP95 Form (prepayment certificates) FP57 Form (Receipt and Refund) FP10CDF Form (Controlled Drug Requisition) FP10DT (EPS) Tokens) Lithium, methotrexate, steroid, anticoagulant treatment cards and Insulin Passport, Repeat Dispensing stationery, Drug tariff

Primary Care Support England (PCSE) www.pcse.england.nhs.uk for online portal

Enquiries: 0333 014 2884 PCSE.enquiries@nhs.net

BNF distribution

Hard copies of the September BNF are distributed free of charge, pharmacists who wish to have a hard copy of the March issue will need to buy this. I suspect somewhere there are pharmacists who have every single issue from volume one, likewise there are people who have every release of "Now that's what I call music." Some of us are old enough to remember what the BNF was like when it really was a formulary...

Binleys 01268 495 609/ 495600 email BNF@Binleys.com

NHS England

The East pharmacy team are more or less established now. Meanwhile for any NHS England matters relating to unscheduled closures, requests to change hours (other than bank holidays), Pre-registration grants, requests for off-site MURs or 'flu vaccines, Fitness to Practise matters as they arise or changes in directors or superintendents you should contact:

For North East and Mid Essex: england.sgnadmin@nhs.net

For South East, South West and West Essex: england.sweprimarycare@nhs.net

Contact for the controlled drugs accountable officer should go to england.ea-cdao@nhs.net

We strongly recommend that you cc the LPC (either office@essexlpc.org.uk or karen@essexlpc.org.uk) into any correspondence to NHS England so that we can monitor responses: Many of the team are quite new and we have experienced some cases where contractors have been given incorrect information. We are keen to work with the NHS England team where this happens, to improve the efficiency and consistency of the service for all.

NHS England are increasingly using NHSBSA Information Services portal for two way communications, for example bank holiday opening hours and CPAF monitoring. This is not accessible for routine communications.

Safeguarding

www.escb.co.uk Essex safeguarding children's board

www.essexsab.org.uk Essex safeguarding adults' board

The most up-to-date details are available from these sites, which cover Southend, Essex and Thurrock.