

Essex LPC Newsletter

May 2018

Issue No 18/3



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YOUR NEW COMMITTEE: THEY WORK FOR YOU!

May 16th saw the first full meeting of the new Essex Local Pharmaceutical Committee, which took place at the Army Reserve Centre in Springfield.

Bina Patel, with pharmacies in Southend-on-Sea and Chelmsford, was elected as chair and Simon Moul becomes Vice-chair. There was much discussion about making sure the committee truly represents contractors and contractor issues, and the role of the newly elected or nominated members in achieving this. The local representative role will continue, but with an increased focus on contact with contractors in the locality, but also there will be some specific leads for particular workstreams across the whole LPC area.

The committee members' contact details and assigned localities are included with this newsletter.



Elaine Dove-Dixon

It is with great sadness we have to announce Elaine Dove-Dixon, Office Manager from Essex LPC, passed away on Monday 7th May 2018 following a long illness.

As you may know Elaine had worked in the office since April 2009 and was a key member of the team, she will be fondly remembered and greatly missed.

A celebration of the life and times of Elaine will take place on Wednesday 30th May at 11.30am

Her family have requested donations to be made to Helen Rollason Cancer Charity in her name in lieu of flowers.

<http://www.helenrollason.org.uk/>

Our thoughts are with Elaine's family as they go through this difficult time.



EMOP goes LIVE

The Electronic Medicines Optimisation Pathway (EMOP), the initiative to send important hospital discharge information directly to pharmacies using PharmOutcomes, has gone live in South Essex, the first site in the region!

The pathway is project managed by the Eastern Academic Health Science Network (EAHSN), and will roll out across the East region during 2018. Further information, training materials and PharmOutcomes screenshots are available from their website at

<https://www.eahsn.org/our-work/improving-health-and-care/supporting-transformation-nhs/emop-3/>

Essex LPC arranged an engagement event in Southend at the start of May, which was attended by approximately 80 people including pharmacy contractors, hospital pharmacists from local hospitals and other counties, neighbouring LPCs, industry partners, STP managers and EAHSN project leads. There were presentations from Essex LPC, Southend Hospital and EAHSN, and a demonstration using a referral from the PharmOutcomes “Virtual Hospital” to the “Virtual Pharmacy.”

The first referrals were sent from Southend Hospital on 9th May, and Basildon hospital on 23rd May. All pharmacies in the STP area have the service activated on their PharmOutcomes log-in, so you may want to check in case you have had any referrals.

The project team, including Essex LPC, believe that this initiative is a positive step as it allows for better planning of MURs and NMSs, reduces duplication

of work and waste, is demonstrably safer for patients and (very importantly in case Keith Ridge is reading) **demonstrates the clinical value that community pharmacy can add to dispensing.**

The project team are still considering what support to offer to pharmacists who do not appear to be accepting referrals sent to them, and who is best placed to provide this. We also respect that the initiative won't be for everybody: If you wish to opt out you can- simply let Essex LPC know and we will have the service de-activated from PharmOutcomes.

CONTROLLED DRUG DESTRUCTION AND INCIDENT REPORTING

Any pharmacy that has expired stock of controlled drugs should now arrange for a witnessed destruction at www.cdreporting.co.uk. This is also the website for reporting any controlled drug incidents.

We have had a look at the site; it all seems quite straightforward although there are a lot of sections that don't apply to community pharmacies, for example the quarterly occurrences report and the annual declaration.

We strongly recommend that you arrange a witnessed destruction before levels of expired stock become excessive, as this has been an issue for several of our contractors at recent inspections and monitoring visits.



MUR AND NMS QUARTERLY DATA



Gentle reminder time- you need to make sure that you submit your quarterly MUR and NMS data to NHSBSA, within 10 days of the end of the quarter it refers to (ie 10th July, 10th October, 10th January, 10th April.) These arrangements have been in place since April 2017, prior to that reports should have been sent directly to the NHSE local team.

Some contractors are still not submitting quarterly reports through NHSBSA, this is now being followed up by NHSE as part of a post-payment verification exercise.

We are not aware of any sanctions at this stage, but it is possible that MUR payments could be clawed back if the contractor has not complied with the terms of the advanced service including submission of quarterly reports.

There is also ongoing post-payment verification work looking at MUR consent, and we understand that seasonal 'flu consent is on the horizon...

QUALITY PAYMENTS: JUNE REVIEW DATE

The NHSBSA portal opens on June 11th for those of you who wish to claim Quality Payments.

The gateway criteria are largely unchanged, but sneakily you have to put your bank holiday opening (or not) hours on NHS Choices.

This makes it easier for NHSE to check, and it also obliges you to state whether or not you will be opening on bank holidays (it's not a contractual requirement!)

Also beware, some contractors got caught out last year on the NHS Choices services page- they had not indicated that they provided MURs or NMS on the NHS Choices services page, and so payments were withheld if they claimed this as their advanced service. In the first round of QPS we got sent reports so we could follow this up with contractors, but we didn't get them in November and I doubt we will get them in June.

Opening hours on NHS choices are being used by an increasing number of services and pilots both in Essex and elsewhere, and they may be challenged if they are different to the contractual core and supplementary hours, for example at a contract monitoring visit.

The quality criteria are also largely unchanged from last year, although there is an upper "limit" for Summary Care Record access, ie if you have accessed SCR 100 times you don't have to continue increasing.

At this stage we would recommend that you check safeguarding certificates have been awarded within the last *two* years, and remember this includes registered technicians as well as pharmacists.

Finally we understand that the Directory of Services (DoS) had some additional fields added which had not been agreed (GPhC registration and HWB area), we are awaiting confirmation that these have now been removed.

WHERE WE ARE WITH G.D.P.R.

By the time you are reading this the General Data Protection Regulation (G.D.P.R.) “deadline” of 25th May will have passed: If you are not fully compliant with the requirements do not panic, however do not become complacent either.

There has been a clear message from the Information Commissioner’s Office (I.C.O.) that they will not be looking to impose penalties at every opportunity, rather what they will be looking for is a move *towards* compliance, and proportionate to the size of the organisation.

It was good to see so many contractors at the GDPR event we held on 22nd April at the Best Western Ivy Hill, when Leyla Hannbeck from NPA concisely summarised the key actions that most pharmacies would need to carry out.

There is a workbook available on PSNC website to walk you through what you need to put in place, such as appointing a data protection officer and registering with the I.C.O. Some of the templates are a little “old” in that technology has moved on since they were developed, but it gives you a good starting point. You will already have done a lot of this work, such as asset registers and risk assessments, when you last completed your I.G.toolkit.

We have had some queries about the Data Protection Officer (DPO), as it was not clear initially if pharmacies would need to appoint one- it is now confirmed that you **do**, so then the next question is who to appoint.

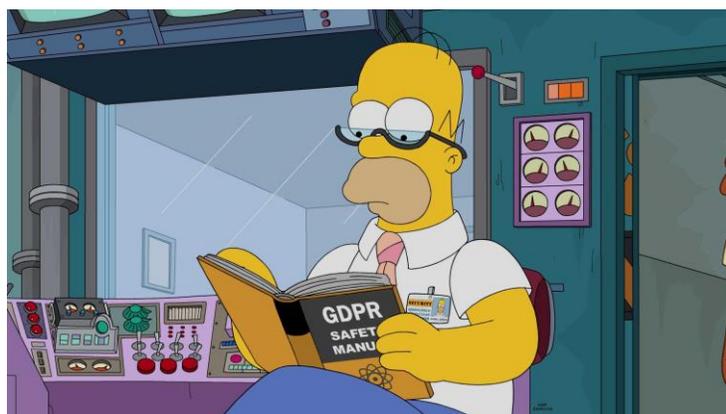
For multiples and independent groups this is probably going to be someone in head office and quite straightforward, for independents it may be less so. Contractors can appoint themselves as DPO, as you probably understand the business better

than anyone else and it avoids additional costs. However you do need to consider that the requirement is for **expertise** in data protection as it applies to your pharmacy, and that the buck will stop with you in the event of any data breaches, non-compliance etc.

Other queries have been about I.C.O. registration, this is not new for pharmacies but has perhaps been brought back into focus. There is a straightforward self-assessment and registration process available at <https://ico.org.uk/for-organisations/register/self-assessment/> although this was crashing a lot in the run-up to 25th May

Finally, the Healthy Living Partnership contracts (Essex Stop Smoking service , Essex and Thurrock Sexual Health services and various smaller local pilot services) are being reviewed pending assurance statements from some commissioners. you can however obtain assurance statements from the PharmOutcomes website.

We hope to update on this throughout the summer, and will revisit and look at progress at the Autumn conference on 19th September 2018.





Dates for The Diary

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Manager -
Karen Samuel-Smith

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Tuesday 3rd July 2018

West Essex Forum Meeting

Start: 7pm

Thursday 5th July 2018

North East Essex Forum Meeting

Start: 7pm

Wednesday 11th July 2018

South East Essex Forum Meeting

Start: 7pm

Thursday 12th July 2018

South West Essex Forum Meeting

Start: 7pm

Thursday 19th July 2018

Mid Essex Forum Meeting

Start: 7pm

Wednesday 19th September 2018

ESSEX LPC ANNUAL CONFERENCE & AGM

Best Western Ivy Hill, Margaretting

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

Essex LPC Committee Members and Officers' contact details

Status	Name	Locality	Contact Number	E-mail Address
Elected Contractor Rep.	Bina Patel (Chair)	South East Essex	01702 347676 07813 921993	BPatel.pharmacist@hotmail.com
Nominated AIMp Rep.	Simon Moul (Vice Chair)	North East Essex	01206 843130 07704 412515	simon.moul@daylewisplc.co.uk
Elected Contractor Rep.	Penny Skellern (GSOC chair)	Mid Essex	01621 743078 07766 711666	pennyskellern@nhs.net
Elected Contractor Rep.	Hamish Borno	North East Essex	01376 514753 07989 604350	hamish.borno@born-chemists.com
Nominated CCA Rep.	Michael Donnachie	North East Essex	01255 207630	mic_donnachie@hotmail.com
Nominated CCA Rep	Poonam Jagdev	West Essex	07392 338888	poonam.jagdev@well.co.uk
Nominated CCA Rep.	Amarjit Nandhra	South West Essex	07408 808925	Amarjitnandhra@hotmail.co.uk
Nominated CCA Rep.	Matthew Nimmo	South East Essex	07850 063378	matthew.nimmo@lloydspharmacy.co.uk
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Elected Contractor Rep.	Rajiv Sharma	South West Essex	01268 544948 07845 970612	rajsharma444444@googlemail.com
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Chief Executive	Ash Pandya	Essex	01245 460079 07971 547185	ash.pandya@essexlpc.org.uk
Contractor Development Manager	Karen Samuel-Smith	Essex	01245 460079 07900 218444	karen@essexlpc.org.uk
Finance Manager	Ashok Pattani	Essex	01245 469591 07812 837452	ashok.pattani1@btinternet.com
LPC Office	Angela Culleton		01245 460079	office@essexlpc.org.uk

In case you missed the recent LPN newsletter and gateway message here is the training course summary:

NAME OF TRAINING COURSE	COMMISSIONED BY	TRAINING PROVIDER	TIME COMMITMENT	HOW TO APPLY
Safer consulting in minor illness	Essex and Anglia LPN	Anglia Ruskin University	15 modules varying in length from 15 – 90 minutes each	Apply to NHSE Pharmacy LPN East england.eastpharmacyLPNs@nhs.net to request a place on the course and registration access to ARU
Pharmacist post-grad training up to diploma level	Pharmacy Integration Fund	Various higher education institutions	Dependent on number of credits applied for	Apply directly to training provider
Mary Seacole leadership programme	Pharmacy Integration Fund	NHS Leadership Academy course delivered via the virtual campus (information via CPPE website)	A six month course comprising 12 units of 5 - 10 hours study time each and three face to face workshops of a day each.	Current local cohort closed but others will be available.
Depression	CPPE	CPPE workshop	5½ hours	https://www.cppe.ac.uk/
Substance use and misuse	CPPE	CPPE workshop	5 hours	https://www.cppe.ac.uk/
Risk management	CPPE	CPPE distance learning pack		Posted to all GPhC registrants
Clinical History taking: what a good consultation looks like	CPPE	CPPE online	3 hours	https://www.cppe.ac.uk/