

# Essex LPC Newsletter

July 2018

Issue No 18/4



## Inside This Issue

**Getting ready for flu 2018**

**NHS mailbox is not just for QPS!**

**Back to School**

**Emergency Supplies**

**Local Authority commissioned service matrix**

**Dates for the Diary**

**LPC Committee Members 2018**



## Get ready for flu 2018

Last year Essex pharmacists delivered 48,761 NHS 'flu vaccines to patients over 65 years of age, those in clinical "at-risk" groups, carers and pregnant women. This represented about 16% of the total NHS flu vaccines administered in the county, and together with the private service many pharmacists offer represents a huge contribution to public health.

However, overall provision was still approximately 86,400 patients short of the target (or 231,000 short of the total number of eligible

patients) so there are still plenty of un-jabbed arms available for all commissioned flu providers. Once again we will be liaising with colleagues at Essex LMC to ensure that both GP practices and pharmacies conduct themselves in a professionally respectful manner throughout the flu campaign, and will endeavour to resolve any issues within the representative committees where possible. Please let us know if you encounter any problems or fake news.

Now would be a good time to ensure that your training and Declaration of Competency is up to date (i.e. within the last two years) and make sure it will remain valid for the whole campaign. Based on demand in previous years we will not be commissioning any flu training directly this year, but details of available training providers are attached.



We also want to remind you of the importance of registering that your pharmacy will be providing the advanced service with NHSBSA when the portal opens in September: Due to an oversight at least one of our contractors missed out on several hundreds of pounds last year, and NHSE are not allowed any discretion in this.

The specification this year is that GP practices and pharmacy contractors should offer:

- The adjuvanted trivalent vaccine (aTIV) (FluAd) for all 65s and over;
- The quadrivalent vaccine (QIV) for people in the 18 to under 65s at risk groups.

We understand that FluAd may not be available until October so priority should be the 18-65's in September. You may want to start targeting these patients when they come to collect their prescriptions during August, for appointments in September. At the moment the Advanced Service specification includes unpaid or informal carers, but not carers employed through social care services (i.e. domiciliary care workers or staff in care or nursing homes). If this changes we will let you know.

Many of the at-risk patients are also in MUR target groups and may benefit from other commissioned services such as stop smoking support, do try and offer these to patients while they are with you as part of an overall winter preparedness service. If you are not confident in raising this with patients we recommend the National Centre for Smoking Cessation Training (NCSCT) Very Brief Advice module <http://elearning.ncsct.co.uk/vba-launch>. This module is also included in the stop smoking service quality scheme.

We have been advised that the FluAd will come in a pre-filled syringe with a separate needle and that the injection may sting slightly more.

Finally, the terms of service for the advanced service flu vaccination requires you to inform patients of other vaccinations that are recommended for them. The most recent version of this accompanies this newsletter. Please destroy any previous versions.

## NHS mailbox is not just for QPS!

At a recent Anglia LPC/NHSE meeting there was much discussion about ongoing use of shared NHS mailboxes now that these are more or less universal.

Usage seems to vary from the shared box being the main or only email communication with the pharmacy, being used for certain functions (e.g. NUMSAS and CAS alerts), being there to tick a box for QPS or not being there at all.

The direction of travel seems to be towards migrating all NHS communication to these shared mailboxes, and logically for LPC messages to be sent likewise: however, there

was also some recognition that there are still some contractors who are struggling with these accounts. Issues raised included challenges of when the mailbox owner is away or moves on, frequency of password changes, what to do with the older format NHS mail accounts and how to assign more than three email accounts to the shared box.



Although there won't be a contractual obligation to use these accounts they will probably become business as usual by default: There is no contractual obligation to complete the CPAF screening questionnaire each year but this year over 98% of you did because it's easier than preparing for a visit.

The plan is to have a three month period to iron out any problems contractors have accessing or using the shared accounts and then to default all NHSE emails to them. You are encouraged to resolve any issues through [pharmacyadmin@nhs.net](mailto:pharmacyadmin@nhs.net), however we would like to collate these to look for anything that we can additionally support on an Essex-wide basis so could you please CC any correspondence to [office@essexlpc.org.uk](mailto:office@essexlpc.org.uk)

## Back to School

While we enjoy (or otherwise!) the long hot summer we do have to keep one eye on September, which is always a busy month. Essex LPC will be holding its Annual General Meeting and Conference at the Best Western Ivy Hill, Margaretton on **19th September**: as well as providing the usual networking, updates and annual report, this year offers an opportunity to welcome in the new. We have several new committee members elected/nominated in March this year, and if you haven't done so yet this will be a good opportunity to meet them.

We are pleased to announce that Simon Dukes, the new PSNC CEO (and Essex Boy!) will be attending the Conference, along with Alistair Buxton and Gareth Jones from NPA.

**Flyer attached**, please register via Eventzilla before the 10<sup>th</sup> September.

## Other events in September



**5th September** Mid-Essex CCG are holding a meeting to look at local implementation of OTC guidelines, details have been sent to Mid-Essex contractors.

**6th September** Sexual Health update training, Stifford Hall Hotel, Thurrock. This will be aimed at Thurrock pharmacies who have recently moved to the Provide/Healthy Living Partnerships sexual health contract, but any contractor who is providing sexual health services is welcome to attend. Details will be sent to the South West Essex forum area, please contact us directly if you want to attend and are outside South West Essex.

**27th September** Stop Smoking quality scheme training evening venue tbc in North Essex. This will be a whole-team training event to enable pharmacies to maximise their stop smoking quality payments. There will be a parallel event in South Essex on 14th November.

## Emergency Supplies

It's late evening/Saturday morning, one of your regulars pitches up for their prescription, you don't have it and they admit they only requested it on Thursday. You "Loan" a supply to the patient pending a prescription being sent from the GP practice.

Of course, your first thought is to help the patient: they are a regular, you have spent time counselling them on the importance of taking their medicines regularly and as prescribed, you have highlighted to them the importance of ordering their medicines in good time and of only ordering the medicines they need. The PMR and the Summary Care Record (SCR) both show that

the item(s) are prescribed regularly and are still on the current repeat list for the patient.

However, what you perhaps don't know is that the practice has been asking the patient to come for a review for several months now and have had to resort to withholding the prescription to ensure the patient comes in. There are concerns that the patient is not using the medicines appropriately, as there have been several additional requests for prescriptions through the out-of-hours GP service and NHS111.

So a few days pass, and you haven't received the prescription the patient had requested, and you contact the GP practice to chase it up... and they refuse to give you a prescription. At best you have lost the cost of the medicines, but you have also supplied a prescription only medicine without a prescription, and you probably haven't followed the necessary recording and labelling requirements to make this an emergency supply at the patient's request, and the GP practice knows about it, and they complain to the CCG about it.

We have had a few such cases brought to our attention by CCGs recently, and agreed that a gentle reminder in a newsletter was probably appropriate at this stage, but please be aware that requests for retrospective prescriptions will not be honoured in future. (Yes this will also apply to DACs etc!)

The Human Medicines Regulations 2012 do allow for an emergency supply at the patient's request under certain circumstances, should you decide this is appropriate then we strongly encourage you to charge patients (even if exempt) to discourage this becoming a regular occurrence.

The safest option may be to direct the patient to NHS111, where they may be referred for NUMSAS where appropriate. Patients will still get the help they need, you will not be left out of pocket and there is an audit trail in case any concerns are raised elsewhere. We understand that the NUMSAS pilot is likely to run for another 6 months at this time, if you have not previously offered the NUMSAS service and wish to you should register on the NHSBSA website.

## Local Authority commissioned service matrix

Authority	Essex County Council	Southend-on-Sea Borough Council	Thurrock Council
Service			
Stop Smoking	<p>Healthy Living Partnership contracted by Provide.  <a href="mailto:office@hpa.co.uk">office@hpa.co.uk</a>                      HLP Office 01245 460079                      Any willing provider.</p>	<p>Commissioned directly by council.                      Tony Mardle  <a href="mailto:tonymardle@southend.gov.uk">tonymardle@southend.gov.uk</a>                      01702 212000                      Any willing provider</p>	<p>Commissioned directly by council. <i>LPC has expressed reservations about contract.</i>                      Shirley Oram  <a href="mailto:soram@thurrock.gov.uk">soram@thurrock.gov.uk</a>                      0800 292 2299</p>
Sexual Health	<p>Healthy Living Partnership contracted by Provide  <a href="mailto:office@hpa.co.uk">office@hpa.co.uk</a>                      HLP Office 01245 460079                      Any willing provider.</p>	<p>EPUT. Currently only one pharmacy provides this service.                      Karen Payne  <a href="mailto:Karen.payne@eput.nhs.uk">Karen.payne@eput.nhs.uk</a> 01702 456859</p>	<p>Healthy Living Partnership contracted by Provide  <a href="mailto:office@hpa.co.uk">office@hpa.co.uk</a>                      HLP Office 01245 460079                      Any willing provider.</p>
Substance misuse/NSP	<p>Essex STARS substance misuse, open road for NSP. Based on needs assessment.                      Cheryl Fitton  <a href="mailto:c.fitton@nhs.net">c.fitton@nhs.net</a> 01206 228670 for substance misuse                      Jody Leach  <a href="mailto:jody.leach@openroad.org.uk">jody.leach@openroad.org.uk</a>                      01206 369782 for NSP</p>	<p>Lloyds for substance misuse and NSP. Based on needs assessment.                      Anna White  <a href="mailto:southendPDTs@lloydspharmacy.co.uk">southendPDTs@lloydspharmacy.co.uk</a>                      07894 807205</p>	<p>SSSFT (Inclusion) Based on needs assessment.                      Kim Mandy  <a href="mailto:KimLee.Mandy@sssft.nhs.net">KimLee.Mandy@sssft.nhs.net</a>                      01375 374411 or                      0300 303 1018</p>
NHS Healthchecks	<p>Anglia Community Enterprise (ACE). Based on needs assessment.                      Lianne Emmerson (North)  <a href="mailto:lianne.emmerson@nhs.net">lianne.emmerson@nhs.net</a>                      01255 477072                      Leanne Doyle (South)  <a href="mailto:leanne.doyle@nhs.net">leanne.doyle@nhs.net</a>                      01255 477074</p>	<p>Not currently commissioned from pharmacy.</p>	<p>Not currently commissioned from pharmacy</p>



Please also visit [www.essexlpc.org.uk](http://www.essexlpc.org.uk) for events taking place

### Essex LPC Office

17 Clematis Tye  
Springfield  
Chelmsford  
Essex, CM1 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

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

Contractor Development  
Manager -

Karen Samuel-Smith

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

### Thursday 6<sup>th</sup> September 2018

Sexual Health update training  
Stifford Hall Hotel

### WEDNESDAY 19<sup>TH</sup> SEPTEMBER 2018

LPC CONFERENCE & AGM  
BEST WESTERN IVY HILL, MARGARETTING  
Doors open: 6.30pm

### Thursday 27<sup>th</sup> September 2018

Stop Smoking quality scheme training event

### Tuesday 30<sup>th</sup> October 2018

North East Essex Forum Meeting

### Wednesday 31<sup>st</sup> October 2018

South West Essex Forum Meeting

### Tuesday 6<sup>th</sup> November 2018

Mid Essex Forum Meeting

### Wednesday 7<sup>th</sup> November 2018

South East Essex Forum Meeting

### Tuesday 13<sup>th</sup> November 2018

West Essex Forum Meeting

## Essex LPC Members 2018

Status	Name	Locality	Contact Number	E-mail Address
Elected Contractor Rep.	Bina Patel (Chair)	South East Essex	01702 347676 07813 921993	<a href="mailto:BPatel.pharmacist@hotmail.com">BPatel.pharmacist@hotmail.com</a>
Nominated AIMp Rep.	Simon Moul (Vice Chair)	North East Essex	01206 843130 07704 412515	<a href="mailto:simon.moul@daylewisplc.co.uk">simon.moul@daylewisplc.co.uk</a>
Elected Contractor Rep.	Penny Skellern (GSOC chair)	Mid Essex	01621 743078 07766 711666	<a href="mailto:pennyskellern@nhs.net">pennyskellern@nhs.net</a>
Elected Contractor Rep.	Hamish Borno	North East Essex	01376 514753 07989 604350	<a href="mailto:hamish.borno@bor-no-chemists.com">hamish.borno@bor-no-chemists.com</a>
Nominated CCA Rep.	Michael Donnachie	North East Essex	01255 207630	<a href="mailto:mic_donnachie@hotmail.com">mic_donnachie@hotmail.com</a>
Nominated CCA Rep	Poonam Jagdev	West Essex	07392 338888	<a href="mailto:poonam.jagdev@well.co.uk">poonam.jagdev@well.co.uk</a>
Nominated CCA Rep.	Amarjit Nandhra	South West Essex	07408 808925	<a href="mailto:Amarjitnandhra@hotmail.co.uk">Amarjitnandhra@hotmail.co.uk</a>
Nominated CCA Rep.	tbc	South East Essex		
Nominated CCA Rep	Sanjay Patel		07557 744733	<a href="mailto:Sanjay.p.patel@boots.co.uk">Sanjay.p.patel@boots.co.uk</a>
Elected Contractor Rep.	Rajiv Sharma	South West Essex	01268 544948 07845 970612	<a href="mailto:rajsharma444444@googlemail.com">rajsharma444444@googlemail.com</a>
Elected Contractor Rep	Babatunde Sokoya	West Essex	020 8502 9997 07970 137492	<a href="mailto:gtsokoya@aol.com">gtsokoya@aol.com</a>