

# Local Pharmacy Catch-up

May 2016; North Staffs & Stoke LPC ; Elissa Pateman Administrator & Treasurer ; HLP  
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<http://supportyourlocalpharmacy.org/>

## Training Events



## Welcome to the LPC Newsletter!

The Support your local pharmacy campaign petition made national papers this weekend as it surpassed the one millionth signature milestone. PSNC has been working with the other pharmacy organisations to coordinate a national communications and political campaign in response to the Government’s plans for community pharmacy in 2016/17 and beyond – the petition is just one part of that campaign.

The petition will be delivered to Downing Street by a group of patient representatives later this month, so community pharmacy teams should continue to ask patients to sign the petition and fax completed sheets to the NPA (see [npa.co.uk/step-forward](http://npa.co.uk/step-forward) for more details). Any pharmacies needing campaign materials, including additional petition signature sheets, can download and print them from the [supportyourlocalpharmacy.org](http://supportyourlocalpharmacy.org) website.

PSNC Chief Executive Sue Sharpe said:

*“It is fantastic to hear that more than one million people have now signed the petition in support of community pharmacy. This is down to the hard work that pharmacy teams have been putting in to get behind the campaign to show the value and importance of our services. In the month leading up to the close of the consultation we must keep this pressure up.*

*We know just how much local communities across England value their community pharmacies and their support for this petition proves that. The public seems to recognise what the Government so far has not: that community pharmacy teams are vital front-line NHS providers who can give face-to-face healthcare advice and support at a time and place that is convenient for patients.”*

Further information on the campaign for community pharmacy’s future can be found at: <http://psnc.org.uk/campaign>

<b>Lifeline SLA Compulsory Substance Misuse and Needle Exchange Training</b>	For North Staffordshire Pharmacies Only
<b>Date</b>	May 19th
<b>Venue</b>	Wood House, Etruria Road Hanley Stoke-on-Trent <a href="#">ST1 5NQ</a>
<b>Time</b>	6.00-6.30pm arrival till 9.30pm

To book your place email: [emily.taylor@lifeline.org.uk](mailto:emily.taylor@lifeline.org.uk)

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# Local Pharmacy Catch-up



## PharmOutcomes

### Community Pharmacy Media Strategy for Staffs & Stoke.

North Staffs and Stoke LPC and South Staffs LPC are working collaboratively to produce a succinct media strategy.

The main objective for the plan is to raise the profile of community pharmacy. This is more important now in the current climate, due to government plans to cut funding and changes to the pharmacy model.

The LPC plan to reach the public via various media outlets to maximise communications. A Twitter and Facebook page have been created and we would ask you to support us by liking the Facebook page and following us on Twitter. Please share our content with your friends, family and colleagues.

Twitter address:

@S\_SPharmacies

Facebook page:

<https://www.facebook.com/StaffsandStokePharmacies/>



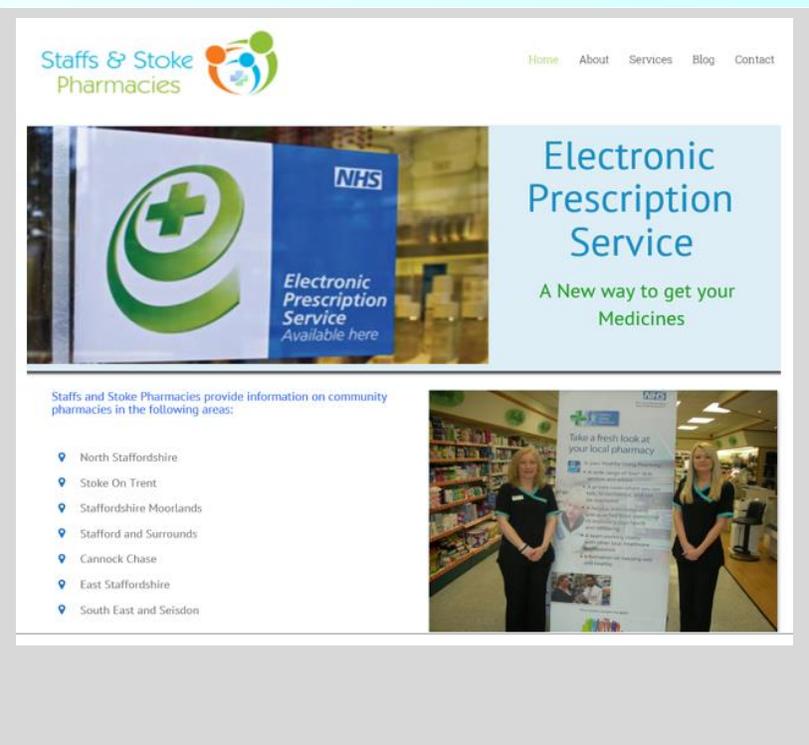
### Public Access Website - Survey to Complete

Your LPC is developing a website for the public to access information about pharmacies in Staffordshire and Stoke-On-Trent. In order for the LPC to gather up to date and correct information for the website, Dr. Gill Hall and Elissa Pateman have developed a short survey on Pharmoutcomes for you to complete.

It is important that **EVERY** pharmacy in South Staffs, North Staffs and Stoke complete this survey and in a timely manner. It should take around 5-10minutes to complete and is just a simple tick box survey. The aim of the survey is to gain accurate information about which services you currently offer in your pharmacy. This information would then be available to the public, via the patient facing website.

We are keen to use as many photographs of local pharmacies and staff carrying out daily tasks and providing services. If you are willing to provide some photos, please email them to Elissa Pateman.

**First look at new website!**



# Local Pharmacy Catch-up

## A Word from Dr Gill Hall regarding PharmOutcomes service entries

This month I would like to ask to you pay particular attention to the accuracy of the data you input onto PharmOutcomes. The system is able to produce some very interesting reports for commissioners, which are proving very useful. Unfortunately some inaccuracies in the data entered into the system by our pharmacies have caused some questions about the delivery of the pharmacy services. We pride ourselves in pharmacy on our attention to detail, can I please ask you all to be extra vigilant in your recording to maintain the accuracy of reports that commissioners receive. If you come across any problems when using PharmOutcomes please contact me rather than just trying to find a workaround – I can amend the modules if you let me know about any issues. ([nsplpcoffice@gmail.com](mailto:nsplpcoffice@gmail.com)).

### **Patient Registration is Service Specific:**

There is a registration module for each service and it is important that you register the client for the correct service and also add the data accurately. The sorts of issues we have come across is that the system reported that pharmacies were supplying EHC to under 13s but not taking any safeguarding actions. When this was investigated it was found that clients attending for Pharmacy First Common Ailments service had been registered for EHC. The pharmacies in question had then registered the client for the correct service but had not deleted them from EHC. This meant that when a report was run on EHC registrations it looked like pharmacies were registering girls as young as 7 years old for the service.

### **Action Required:**

If you enter a client into the wrong service registration module please delete the client from that registration module so that the data is accurate for reporting purposes.

### **Patient Details recorded inaccurately:**

When a client is registered for a service, any inaccuracies in the registration module are repeated in the data for every supply of medication to that client as part of the service. An example is when the date of birth is not entered correctly. We recently had queries from One Recovery about why clients under 18 were being provided with methadone and claimed on PharmOutcomes (One Recovery is commissioned by Staffordshire County Council to provide an 18+ service only). It turned out that some pharmacies had inadvertently entered the date the entry is made on the system as the DOB of the client, thus making clients appear to be under 1 year of age. In some cases a pharmacy had realised this and had then re-registered the client. This means that new entries would be correct but when a report for 2015-16 is run, all supplies of methadone to the clients with DOB entered incorrectly mean the service is reported as providing methadone or buprenorphine to under 13s. This has led to the instigation of a safeguarding investigation by the commissioners.

### **Action Required:**

If you do realise you have made an error in the client details please do not reregister the client but go into the entry with the error and edit the entry.

### **Editing and Deleting Patient Registrations:**

Editing and Deleting Patient Registrations: In order to edit incorrect details on the patient registration for a service please follow these steps. Please note any data in the screen shot is fictitious as this data was entered under "TestPharmacy" so is not real patient data. Within PharmOutcomes click on the "services" tab Scroll down the screen until to the blue box which says "Click here to view or edit all provisions" and click on it.

Date Order	Service (stage)	Identifiers	User	Status
2016-04-07	Pharmacy First Common Ailments - Stage 1 - Patient Registration	SM	Gill Hall	Cancelled Click to reinstate
2016-04-05	Pharmacy First - Impetigo Consultation and Supply Staffordshire	MB	Gill Hall	Cancelled Click to reinstate
2016-04-05	Pharmacy First - Impetigo and Simple UTI - Patient Registration	MB	Gill Hall	Cancelled Click to reinstate
2016-04-05	Observed Consumption - Client Registration	MB	Gill Hall	Active Click to Cancel
2016-04-05	EHC Consultation and Supply	MB	Gill Hall	Cancelled Click to reinstate
2016-04-05	EHC - Patient Registration	MB	Gill Hall	Cancelled Click to reinstate
2016-03-22 Saved: 2016-04-05	Observed Consumption - Supervision	MB	Gill Hall	Claimed in Error Click to reinstate last error
2016-03-22	Pharmacy First - Impetigo and Simple UTI - Patient Registration	DD	Gill Hall	Cancelled Click to reinstate
2016-03-22	Pharmacy First Common Ailments - Stage 1 - Patient Registration	DD	Gill Hall	Cancelled Click to reinstate
2016-03-21	Pharmacy First Emergency Supply - Part 1 - Patient Registration	MM	Gill Hall	Cancelled Click to reinstate
2016-03-21	Pharmacy First Common Ailments - Stage 1 - Patient Registration	MM	Gill Hall	Cancelled Click to reinstate

# Local Pharmacy Catch-up

You will now be in the Full Provision History and you need to narrow this down. Click on the box to reveal a dropdown menu, select the registration module for the service in which you have made an incorrect entry. Now click on "show".

### Full Provision History

You can show just provisions for a particular service by selecting the service below and clicking "Show"

All  
 EHC - Patient Registration  
 EHC Consultation and Supply  
 Observed Consumption - Client Registration  
 Observed Consumption - Supervision  
 Pharmacy First - Impetigo and Simple UTI - Patient Registration  
 Pharmacy First - Impetigo Consultation and Supply Staffordshire  
 Pharmacy First Common Ailments - Stage 1 - Patient Registration  
 Pharmacy First Emergency Supply - Part 1 - Patient Registration

[Show](#)

[Click here to show explanations of the Provision Status column](#)

	Identifiers	User	Status
Patient	SM	Gill Hall	Cancelled <a href="#">Click to reinstate</a>
2016-04-05	EHC - Patient Registration	MB	Gill Hall Cancelled <a href="#">Click to reinstate</a>

You will be on a screen that shows every registration for that service you selected in step three above.

**PharmOutcomes** Delivering Evidence

Home Services Assessments Reports Claims Admin Gallery Help

### Full Provision History

You can restrict the list of provisions to a particular service by selecting from the choices at the top.

You can show just provisions for a particular service by selecting the service below and clicking "Show"

[Show](#)

[Click here to show explanations of the Provision Status column](#)

Date Order	Service (stage)	Identifiers	User	Status
2016-04-05	Observed Consumption - Client Registration	MB	Gill Hall	Active <a href="#">Click to Cancel</a>

You can sort the provisions in order by clicking on the column headings, but you can only do this on the identifiers if you select a single service.

### To amend an entry:

From the list of clients select the one you wish to amend and click on the client name. Now you will see the client details.

Unlock the entry by clicking on the small padlock symbol beside the name.

Amend the entry then save it.

By amending the entry in the registration module this means that all reports for the service will accurately amend the details for this client so should correct errors and allow commissioners to re-run reports for 2015-16 which will correctly reflect the clients we have provided the service to.

### Observed Consumption - Client Registration

This provision contains unique details that one other provision is dependant on. Any changes in this provision record will affect those provisions.

Registration date:

Name:

Date of Birth:   
40 Years of Age

Postcode:

Are you resident in Staffordshire:  Yes  No

Referral Date:   
Date referral received from Prescriber  
Enter as dd-mmm-yyyy (eg 23-Feb-1989)

**Service for Staffordshire Residents.**

If your client is not a Staffordshire resident please contact One Recovery for advice.

This provision contains unique details that one other provision is dependant on. Any changes in this provision record will affect those provisions.

Registration date:

Name:

Date of Birth:   
40 Years of Age

Postcode:

Are you resident in Staffordshire:  Yes  No

Referral Date:   
Date referral received from Prescriber  
Enter as dd-mmm-yyyy (eg 23-Feb-1989)

**Service for Staffordshire Residents.**

If your client is not a Staffordshire resident please contact One Recovery for advice.

# Local Pharmacy Catch-up

## EPS News



- Rao & Partners  
Belgrave Medical Centre  
116 Belgrave Road  
Dresden  
Staffordshire  
ST3 4LR  
Business change meeting-  
4/5/16  
EPSR2 Go live-  
18/5/16
- Reddy  
Shelton Primary Care Centre  
Norfolk Street  
Shelton  
ST1 4PB  
Business change meeting-  
25/5/16  
EPSR2 Go live-  
16/6/16

## EPS news

- [Free community pharmacy staff masterclass training](#)
- [dm+d and Prescribing Systems EPS factsheet](#)
- [Electronic repeat dispensing guidance: NHS England](#)
- [Live service reports now available](#)
- [Improved Electronic Prescription tracker](#)
- [Area team responsibilities](#)
- [Options for enabling EPS in GP practices](#)

<http://systems.hscic.gov.uk/eps>

## **Warning: Do NOT use Ibuprofen for chickenpox!**

### **Do NOT Prescribe Ibuprofen in Chickenpox**

We have come across this story from the Manchester Evening News which highlights that ibuprofen should NOT be used to treat fever in children with chickenpox (varicella):

<http://www.manchestereveningnews.co.uk/whats-on/family-kids-news/chickenpox-ibuprofen-picture-facebook-septicaemia-11158669>

As a reminder, NICE Clinical Knowledge Summary for treating chickenpox states:

- *There are concerns that use of NSAIDs in children with varicella is associated with an increased risk of necrotizing soft-tissue infections and infections with invasive group A beta-haemolytic streptococci [[Heininger and Seward, 2006](#)].*
- *Evidence suggests that there are elevated risks of skin complications in people with varicella when exposed to NSAIDs. These findings have been replicated in several studies [[Bijl, 2010](#); [Mikaeloff et al, 2008](#)]. For this reason it is recommended that NSAIDs are avoided in children with varicella.*
- *Paracetamol has no notable adverse effects when used at the correct dosage [[BNF 64, 2012](#)].*

<http://cks.nice.org.uk/chickenpox#!prescribinginfosub:1>

# Local Pharmacy Catch-up



## Latest News

### NHS England to recommission flu vaccination service

May 9, 2016



NHS England has announced it will recommission the Community Pharmacy Seasonal Influenza Vaccination programme in 2016/17. The terms and fees for the recommissioned service will remain the same as in 2015/16. Further guidance will be issued to contractors once legislation and associated documents have been updated to take into account the recommissioning of this service.

Alastair Buxton, Director of NHS Services, PSNC, commented:

“This early announcement of recommissioning will help pharmacy contractors prepare for provision of this important service and is to be welcomed.”

### PSNC and Pharmacy Voice publish briefing on Accessible Information Standard

PSNC and Pharmacy Voice have worked together to produce a briefing updating those working in community pharmacy on the Accessible Information Standard.

NHS England are introducing a new Accessible Information Standard, which will become a legal requirement for all providers of NHS and adult social care services in England, including community pharmacies, on 31st July 2016. The purpose of the Standard is to ensure that people who have accessible information and/or communication support needs because of a disability, impairment or sensory loss receive information in a suitable format, ideally of their choice.

The purpose of the joint briefing is to update community pharmacy contractors on the requirements of this Standard, as well as explaining what steps they need to take next and outlining how the pharmacy organisations will be supporting them.

[The Accessible Information Standard: Update on implementation in community pharmacy](#)



### Changes to Part VIII B (unlicensed medicines and imports) in May 2016 Drug Tariff

May 3, 2016

A number of additions will be listed in Part VIII B of the Drug Tariff as of May 2016:

- Pizotifen 250micrograms/5ml oral solution
- Pizotifen 250micrograms/5ml oral suspension
- Pyridostigmine bromide 50mg/5ml oral suspension
- Tamsulosin 400micrograms/5ml oral suspension

A full list of products and new reimbursement prices can be found on the Pricing Authority's website.

### MHRA Drug Alerts

#### [Crestor 5mg Tablets Parallel Imported by BR Lewis Pharmaceuticals Ltd \(Originator name Provisacor\) – rogue blister and carton](#)

Potentially a rogue blister and carton may be present in a batch of Crestor 5mg Tablets Parallel Imported by BR Lewis Pharmaceuticals Ltd (Originator name Provisacor) – Class 4 Caution in Use. (EL (16)A/03)

#### **Aventis Pharma Limited trading as Sanofi Rifadin 600mg Infusion**

Sanofi is recalling the A5545 batch of Rifadin because an investigation of out of trend results indicated that it was contaminated with chilled water circulating in the jacket of the reactor during manufacture. (EL(16)A/04)

# Local Pharmacy Catch-up

## **NICE Guidelines for the Safe Use and Management of Controlled Drugs**

As you are aware NICE have been developing guidelines for the Safe use and Management of Controlled Drugs. These guidelines have now been published and are available via the following link:  
<https://www.nice.org.uk/guidance/ng46v>



## **Invitation to Stoke Smokefree Homes Launch Event**

Quit 51 would like to invite you to a stakeholder event where they will explain who they are, provide an overview of the Smokefree Homes Service and discuss opportunities to work with you to make a difference to the lives of children and families living in Stoke-on-Trent

**Event Date:** 18<sup>th</sup> May

### **Agenda**

- 12.30pm – 1pm; Refreshments and Registration
- 1pm – 1.10pm; Introduction and Welcome
- 1.10pm – 1.25pm; Quit 51 – Who we are and our service
- 1.25pm - 1.55pm; Smokefree Homes Background, Dr Laura Jones
- 1.55pm – 2.10pm; How it works in practice and how you can help
- 2.10pm-2.30pm; Questions and Close.

Please ring Quit51 on 0800 622 6968 or email [Zahida.niazi@quit51.co.uk](mailto:Zahida.niazi@quit51.co.uk) to book your place (spaces are limited).

[Smokefree Homes Launch Invitation\).pdf](#)

The Shrewsbury and Telford Hospital   
NHS Trust

## **End of Life Care Conference 2016**

*'Talking about death and dying'*

Join us again for our annual End of Life Care Conference. Join us again for our annual End of Life Care Conference. Join us again for our annual End of Life Care Conference.

Following on from the success of last year's 'Making a Difference to End of Life Care' conference, we are putting together another exciting event for healthcare professionals interested in end of life care. This year's event takes place on Thursday 3rd November at the Shropshire Conference Centre and the theme is 'Talking about Death and Dying'.

The conference will be chaired by Dr Elin Roddy, End of Life Care lead clinician at Shrewsbury and Telford Hospitals NHS Trust and we have a broad and exciting range of local and national experts who will talk about how we can initiate and improve conversations around death and dying.

The conference will be supported by Health Education West Midlands and is aimed at doctors, nurses, therapists, social workers and anyone who is involved in end of life care, both in the community and in hospices, hospitals or care homes. The event will be open to delegates from Shropshire and Staffordshire and priority booking will be given to those who were unable to attend last year's conference, which was oversubscribed

3rd November 2016

Shropshire Education and Conference Centre Royal Shrewsbury Hospital SY3 8XQ

£20.00 per ticket

Contact: Jules Lewis End of Life Care Facilitator  
[Julie.lewis2@sath.nhs.uk](mailto:Julie.lewis2@sath.nhs.uk)

For more information and booking form: [Conference Flyer end of life.pdf](#).

# Local Pharmacy Catch-up

## Healthy Living Pharmacy



## Update



We currently have 82 fully accredited HLPs across Staffordshire and Stoke-On-Trent and a further 50 working towards HLP status. Those that are working towards HLP status expressed an interest initially at the beginning of the HLP project implementation over five years ago.

HLPs have been recognised as excellent deliverers of public health messages. The Healthy Living Champion (a trained member of staff who is usually in regular contact with the public) are the real drivers of HLP in their pharmacies. They create amazing health zone campaign displays, organize healthy living events either in store or in the community and have a real passion for improving the health of their patients and customers. We have recorded over 3,500 brief interventions/ healthy living interactions since implementation and continue to reach out to the public to give healthy living advice and services.

With recent government plans Healthy Living Pharmacies have been seen as having a proven track record in delivering public health services and Public Health England have pledged a commitment to support HLP rollout nationally with a National Self-Assessment Criteria framework being developed to drive consistency of quality.

### Benefits of a Healthy Living Pharmacy

- Improvements in quality services and productivity.
- Focuses pharmacy services on local needs.
- Engage and motivate community pharmacy teams to deliver proactive health and wellbeing interventions and improved performance in service delivery.
- Enhances credibility of pharmacists and pharmacy services with other health care professionals as well as the public
- Enhanced engagement with other healthcare professionals.
- Increased public awareness of community pharmacy and wellbeing services.

If you are interested in becoming a HLP email [Elissa, \[hlp.ssot@gmail.com\]\(mailto:Elissa.hlp.ssot@gmail.com\)](mailto:Elissa.hlp.ssot@gmail.com)

## Celebrating HLP Successes!

Check out some of the best HLP displays!



**Butt Lane Pharmacy No Smoking Day display.**



**Dean & Smedley Tutbury Alcohol Awareness**



**Tesco, Meir Park**

# Local Pharmacy Catch-up

## LPC Officers

**Chief Officer** – Tania Cork  
taniacork@hotmail.co.uk

**Chair** – Nita Allen  
Nita.Allen@boots.co.uk

**Vice Chair- Clare Stott**  
clare.stott@uk.tesco.com

**Administrator, Treasurer & Healthy Living Pharmacy**

**Facilitator** – Elissa Pateman  
[NSlpcoffice@gmail.com](mailto:NSlpcoffice@gmail.com)  
[Hlp.ssot@gmail.com](mailto:Hlp.ssot@gmail.com)

## Committee Members

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mike.x.connolly@boots.co.uk

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**Hema Morjaria**  
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**Greg Hyde**

**Ernie Amouko**  
[stoke@miltonschemists.co.uk](mailto:stoke@miltonschemists.co.uk)

North Staffs & Stoke  
PHARMACY COMMITTEE

CPPE 

## Polypharmacy Focal Point.

- Keele Hall, Keele University = May 12th
- Inter-professional Learning for GP Trainees and Pharmacists (Event has a Dementia Focus) Venue TBC - will be in Staffordshire / Shropshire, Commissioned locally by HEE - May 12<sup>th</sup>, 1pm to 4.30pm. Will be available for booking once venue has been confirmed.
- Acute Kidney Injury (AKI) Event. Keele Hall, Keele University. September 29th
- CPPE Leadership School 4 day course, comprised Day 1 & 2 with overnight stay, then two separate days spaced approx 6 weeks apart. The course is heavily subsidised by CPPE but there is a £300 attendance fee which goes towards the MBTI feedback and overnight stay between days 1 & 2. This still represents excellent value for money compared to other leadership courses. Open to all pharmacists and pharmacy technicians, we have attendees from all branches of the profession - it is a great course and a great way to network. Venues available: April 20th and June 9th 2016 Manchester: September 16th and 17th, October 20th and November 24th 2016. Bristol: October 14th and 15th, November 24th 2016 and January 10th 2017. Let me know if you need any more information about any of these events; I am looking forward to welcoming you to a CPPE event soon.

For more information and booking head to the CPPE website, <https://www.cppe.ac.uk/>

If you haven't been to a CPPE event before, why not give it a try - these evening workshops are a great way to learn and to meet fellow pharmacy professionals working in your area. If you have any questions about CPPE please contact me on [Gillian.hall@cppe.ac.uk](mailto:Gillian.hall@cppe.ac.uk) or if you have any problems booking an event via the website, please contact CPPE during office hours on 0161 778 4000.