



Are you ready for Quality Payments?

The next Quality Payments review point is Friday 15th February 2019. Get ready now in order to maximise your claimed income!

The Quality Payments scheme was introduced by the NHS in 2017- so unless you are new to the world of pharmacy or have been hiding under a rock for the last 2 years you should be familiar with the way this system works.

The scheme rewards community pharmacies for delivering quality criteria in three quality dimensions: Clinical Effectiveness, Patient Safety and Patient Experience.

This February there are 5 gateway criteria, and a new process for validation of the gateway criteria has been introduced. The NHS BSA 'Manage Your Service' application will pull information from national datasets and make an assessment of whether a contractor has met the gateway criteria or not. The national datasets used to make this assessment will be updated weekly, so you are advised to meet the gateway requirements early to ensure that the assessment recognises this.

Gateway criteria

- **Advanced Services**- On review day you must be offering MUR, NMS or NUMSAS
- **NHS Website (formerly NHS choices)**- On review day your NHS website entry, including bank holiday opening hours, must be up to date AND validated.
- **CPPQ results**- On review day your CPPQ results must be published on your NHS website page
- **NHS mail**- On review day you must be able to send and receive mail from your shared premises NHS mail mailbox, which must have at least TWO active linked accounts.
- **NHS Digital Warranted Environment Specification**- The pharmacy operating system and browsers currently in use are supported by NHS Digital for connectivity to NHS Spine systems.

EPS is no longer a gateway criteria.

After meeting the Gateway Criteria, points are allocated for meeting the Quality Criteria as follows:

- * Patient safety report, written and updated since last review date (20 points)
- * CPPE Risk Management- 80% of registered professionals have completed this and a risk review has been completed (20 points)
- * NSAID and gastro-protection audit completed (20 points)
- * HLP level 1 AND 80% of all staff have completed the CPPE children's oral health training assessment (15 points)
- * NHS 111 Directory of Service entry is up to date (2.5 points)
- * 80% of pharmacy staff working in patient facing roles are Dementia Friends (2.5 points)
- * Asthma patients, for whom more than 6 short-acting bronchodilator inhalers were dispensed without any

corticosteroid inhaler within a 6 month period, have since that last review date been referred to an appropriate health care professional for an asthma review AND all children aged 5-15 prescribed an inhaled corticosteroid for asthma have a spacer device where appropriate in line with NICE TA38 and have a personalised asthma action plan (20 points).

More information about meeting the Quality Criteria and evidence you should collect can be found on the PSNC website. You can also get in touch with Sam if you need support to achieve the criteria.

Antimicrobial stewardship

As some of you may be aware, the Public Health England Primary Care Unit responsible for the TARGET toolkit and the e-Bug project is based at Twyver house in Gloucester. The LPC were recently invited to help with a research project to develop an intervention in community pharmacies to encourage patients to self-care and optimise antibiotic use. 4 community pharmacists (from Boots, Lloyds, Badham's and Spa) participated in a workshop in late November to discuss what tools they and their staff would find helpful when dealing with antibiotic prescriptions or self care consultations for minor ailments.

The PHE team are working up the suggestions from the meeting- including a 'floating checklist' which would assist with dispensing antibiotic prescriptions, training tools for staff and 'add-ons' to link to other PHE campaigns such as Antibiotic Guardians and the Help Us Help You (Stay well campaign).

The 4 pharmacies will be trialling and evaluating the materials developed in January, and PHE hope to use what they learn from the project to develop a national toolkit to support antimicrobial stewardship in community pharmacy. We will be looking for more pharmacies to test the tools in February.

Local antibiotic guidelines

The Gloucestershire primary care antibiotic guidelines were updated in November and can be found on the Joint Formulary pages of the gloshospitals.nhs.uk website.



Many of the local guidelines now advise self care (including purchasing OTC products) as a first line treatment for many infections unless there are co-morbidities or the infection is severe.

Flu vaccine social media campaign

This year the LPC again invested in a social media campaign to promote the pharmacy flu vaccination service and support self care for minor ailments. The campaign ran on Facebook for 6 weeks in October/November and was a mixture of Facebook posts and targeted videos. Fixed ad's on Facebook generated a reach of nearly 9, 000 and views of the videos were significantly more.

We also used Facebook to remind patients about the pharmacies on Rota on Christmas Day- with our ad receiving 770 clicks and 125 likes or shares.

Gloucestershire LPC
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Grandma's forgotten to pack her medication, Aunt Ida lost a filling eating toffee, Dad pulled a muscle playing Monopoly here are the pharmacies open on Christmas Day to help you feel better

| | | |
|-----------------|-----------------|---|
| Cheltenham | 12noon - 1pm | Badham Church Rd GL51 8LR Badham Medical Road GL52 6AW |
| | 6pm - 7pm | Badham Church Rd GL51 8LR Lloyds St Pauls Medical Centre GL50 4DP |
| Gloucester | 12noon - 1pm | Badham Church Rd GL3 4FE Badham Kingsway GL2 2PF |
| | 6pm - 7pm | Badham Church Rd GL3 4FE Boots, Barton St GL1 4RH |
| Stroud | 6pm - 7pm | Boots GL5 3AS |
| Forest of Dean | 12noon - 1230pm | Boots, Cinderford GL14 2ET |
| | 11am - 12noon | Badham Strou GL34 1BQ |
| North Cotswolds | 12noon - 1pm | Ullivell, Auchcroft Gardens GL2 5BB |
| | 12noon - 1pm | Motocartas Cong GL11 4EA |
| Dursley | 12noon - 1pm | Boots GL20 5JZ |
| Tewkesbury | 12noon - 1pm | Boots GL20 5JZ |



New Data Security and Protection Toolkit

With the introduction of GDPR in 2018– the previously onerous NHS Information Governance toolkit has been replaced with a horrendous **Data Security and Protection Toolkit**. This is an online self-assessment tool similar to the IG toolkit that allows organisations to provide assurance that they are practising good data security and that personal information is handled correctly.

All organisations that have access to NHS patient data and systems (including community pharmacies) must complete this toolkit before 31st March 2019.

The Toolkit is accessed through the same website link as the IG toolkit was previously. You will be redirected to the DSP toolkit site and will need to register your pharmacy using an email address and your ODS code.

The Assessment itself is split into 10 sections covering the 10 National Data Guardian's Standards, and within these 10 sections there are 70 mandatory questions that **MUST** be answered (either by providing information– such as the name of your Senior Information Risk Owner– by uploading documents or by ticking a box to confirm compliance) and 38 assertions that you must confirm after you have answered the mandatory questions.

There is still some confusion as to whether companies will be able to complete a 'head office' submission– as they could in the IG toolkit –so we are advising contractors to prepare now by ensuring that your policies and procedures are signed and staff are appropriately trained for their job role.

There are some answers on the toolkit that individuals may not be able to answer as decisions may be made at a company level– and there are some answers that companies may not be able to answer as records will be in individual pharmacies– so please follow your company instructions.

Upcoming LPC meetings:

10th January 2019

14th March 2019

9th May 2019

We welcome pharmacists and staff to LPC meetings as observers . If you would like to attend a future meeting please email for the meeting notes and venue details.

partnerships@lpcoffice.org.uk

Flu vaccinations

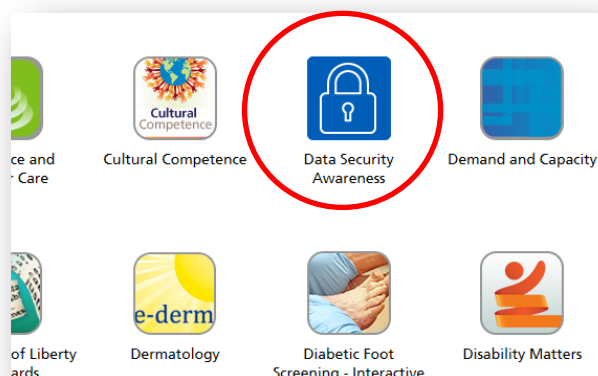
Contractors are reminded that the NHS vaccination service runs until March 31st, although it is advised that you try to vaccinate as many patients as possible before the end of January.

If you have stock of Fludax remaining please can you make sure that you fill in the form on Pharmoutcomes—this produces a daily report and the CCG will then be able to direct patients to your pharmacy if required .

If you have completed the PSNC [GDPR Workbook for Community Pharmacy](#) then you can specify this in the admin section and upload the workbook as evidence . This will auto-populate the answers for half of the mandatory questions.

The systems suppliers (Emis, Cegedim etc.) are preparing answers to some of the questions to help contractors.

There are some Webex presentations on the DSP toolkit webpage – and some excellent FREE online training for staff via the e-learning for healthcare website.



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CPPE Polypharmacy workshop for pharmacists and technicians. Wednesday 20th February, booking via CPPE website.

Need help with a local service or looking for training– contact our Contractor Development Officer Sam Bradshaw on 07895 731973 or email her on supportglos@lpcoffice.org.uk

Community Blood Pressure Testing Service.

In the summer of 2018 the CCG submitted a bid to the British Heart Foundation for funding to develop a service to increase the number of people detected with high blood pressure in Gloucestershire. Cardiovascular Disease is the second leading cause of death in Gloucestershire, and there are pockets within the county where patients are more likely to have undiagnosed CVD due to various factors such as ethnicity, socio-economic status and lifestyle choices.

The bid was won, and a service has been developed which will involve community pharmacy staff– as well as other community providers such as the Fire Service, Friendship Café and the Workplace Wellbeing Team– making opportunistic interventions and checking blood pressures for targeted patients. It is proposed that each targeted intervention will also involve making a record of intervention, giving lifestyle advice and referring where appropriate– and will be reimbursed £4. Pharmacists will also be able to undertake the follow up and accept referrals from other providers to instigate and review Home Blood Pressure monitoring with patients for an additional service fee.

The service will be offered only in certain areas of the county initially– and training for MCAs/Dispensers and pharmacists is in the process of being arranged. Sam will be contacting pharmacies in the initial target areas, and we will be asking you to express an interest in participating. It is hoped that if this BHF funded service delivers positive results then a similar service may be proposed and commissioned locally.

Preparing for Brexit

With the UK's exit from the EU imminent, PSNC has issued advice for contractors about preparing for the Brexit process, and Matt Hancock (the Health Secretary) has written to healthcare professionals setting out advice for a 'worse case scenario' exit.

Pharmacies are being advised NOT to stockpile medicines, and should be advising patients not to stockpile medicines either. GPs have also been advised NOT to issue prescriptions for longer periods of supply– and Chief Pharmacists and RPs have been asked to investigate cases of stockpiling or oversupply.

Manufacturers should be holding a 6 week stockpile of medicines– and should also be ensuring that there is sufficient freight capacity to move stock freely into and around the UK, prioritising medicines supply under alternative supply plans and allowing air freight for products with a short shelf life.

PSNC is currently negotiating with the Department of Health how to identify and deal with price fluctuations within the supply chain– so we would request that contractors highlight either to the LPC or directly to PSNC where they are seeing prices fluctuate so that PSNC can ensure reimbursement reflects this.

For more information and advice about Brexit– please go to PSNC.org.uk where information is on the main page.



2019/20 Public Health Campaigns

Public Health England have now agreed their 2019/20 health promotion campaigns with PSNC. The national campaigns are as follows:

| | |
|-----------------------------------|--|
| 1) mid-February to mid-March 2019 | Help Us Help You Pharmacy campaign (formerly Stay Well Pharmacy) |
| 2) mid-May to mid-June 2019 | Children's oral health/Smile Month (in line with the training being incentivised by QPS) |
| 3) September 2019 | Antimicrobial resistance |
| 4) October 2019 | Stoptober |
| 5) November/December 2019 | Help Us Help You main Winter campaign (formerly Stay Well this Winter) |
| 6) January 2020 | Alcohol |

Pharmacies are contractually obliged to take part in campaigns by displaying promotional materials that will be sent out, engaging with patients and customers and making interventions and signposting. Evidence of participation is required to be kept by contractors.



**HELP US
HELP YOU**

STAY WELL THIS WINTER

STOP TOBER

ONE YOU

Cut out and keep this useful list of contact numbers.

More useful numbers can be found on our web site www.psn.org.uk/gloucestershire-lpc/lcp-resources/contacts/

| | |
|---|--|
| Sam Bradshaw LPC Contractor Development Officer | Email: supportglos@lpcoffice.org.uk, Tel: 07895 731973 |
| LPC web site For information about services, useful resources, LPC meetings and much more. | http://psnc.org.uk/gloucestershire-lpc/ |
| Sharon Hodges Senior Administrative Support, Primary Care Team | Email: sharon.hodges2@nhs.net, Tel: 0300 4211590 PCT email: england.bgs-w-primarycare@nhs.net |
| Out of Hours Professional Line (Care UK) | Tel: 01452 687001 |
| Change, Grow, Live (CGL) for queries about substance misuse | Email: anna.white@lloydspharmacy.co.uk |
| Pharmacy closure (exception reporting) | Contact leanne.sutton@nhs.net or Tel: 0113 8253511 and complete the form for unplanned closures at www.england.nhs.uk/commissioning/primary-care/pharmacy/app-forms/ |
| Smartcard Office | Email: scwcsu.smartcards@nhs.net , Tel: 01793 422336 |
| POL- Prescription Ordering Line Sanger House | 0300 4211215. |



Risk of falls training

The CCG will be running a number of Falls Prevention training events over the next few months for Health Champions. Keep an eye on your emails for dates when we have them confirmed.

There are many ways that pharmacists can help prevent falls in patients- especially those who are frail or elderly, or are on medications that cause postural hypotension, dizziness or disorientation.

The Health Champion training will help non-pharmacist staff to identify patients at risk of falls and give them appropriate advice and signposting.

This will also provide evidence for your HLP file.

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The NHS Business Services Authority Provider Assurance Team has advised that there will be a delay in informing contractors whether their pharmacy has been validated as meeting the Warranted Environment Specification (WES) gateway criterion of the Quality Payments Scheme. This information will now be sent out early in 2019

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We have been informed that the new Minor Ailments Service specification was approved by the Quality and Governance board at the CCG just before Christmas. We have not yet seen the new service specification, but should have sight of it soon, so will send more information to contractors shortly. The CCG are hoping to implement the new arrangements from 1st April 2019



Cannabis prescribing

The prescribing of cannabis has been in the news a lot recently and although there are currently no practitioners within Gloucestershire that we are aware of who are licensed to prescribe— you may start getting questions from patients.

Cannabis-based medicinal products are regulated as medicinal products, produced for use in humans and contain either cannabis, cannabis resin, cannabidiol or a cannabidiol derivative. These products are different from cannabidiol (CBD) based products (including synthetic versions) which are not classified as a cannabis-based medicinal products and are not controlled drugs as they contain very small or negligible amounts of THC. Pharmacies may choose to stock CBD based products as a 'food supplement', and patients should be counselled about their use appropriately.

GPs are not currently allowed to prescribe cannabis-based medicinal products. Only prescribers who are on the General Medical Council's specialist register are legally able to prescribe cannabis-based products for medicinal use. Currently it is only to be prescribed for children and adults with rare, severe forms of epilepsy, patients with severe MS or adults with vomiting or nausea caused by chemotherapy— and it is only considered when other treatments have already been tried. Prescribing will be monitored by local controlled drugs accountable officers.

The National Institute for Health and Care Excellence (NICE) has been commissioned to produce a clinical guideline on the prescribing of cannabis-based products for medicinal use in humans. This guidance is expected in October 2019.

In the interim, the British Paediatric Neurology Association (BPNA), the Royal College of Physicians (RCP and Association of British Neurologists (ABN) have developed clinical advice for prescribers.

Falsified Medicines Directive

From **9th February 2019**, manufacturers are required to place two safety features on all new packs of prescription medicines placed on the market in Europe— a unique identifier (2D barcode) and an anti-tamper device.

In order to comply with the requirements of FMD, pharmacy contractors will be required as part of the dispensing process (from 9th February 2019 and for products that bear safety features) to:

- check the anti-tampering device (ATD)** to ensure it is intact prior to dispensing
- change the status of the pack** in the UK's National Medicines Verification System from "active" to "inactive—supplied". This involves scanning the 2D barcode on each pack and communicating with the National Medicine Verification System (NMVS).

Contractors will be required to upgrade their PMR, or purchase an additional programme/system that will communicate with the National Medicine Verification System.

There will also be a requirement for contractors to change their processes and update their SOPs



The LPC is here to help and advise pharmacy contractors in all NHS matters and to improve pharmaceutical services to the local population.

Please get in touch if there are any questions or issues that we can help you with.

Chair

Contractor Development Officer

Partnerships Officer

Andrew Lane
07785118812
Andrew.lane@lpcoffice.org.uk

Sam Bradshaw
07895 731 973
supportglos@lpcoffice.org.uk

Rebecca Myers
07504 550722
partnerships@lpcoffice.org.uk