

JUNE 2016

Newsletter

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Welcome from Paul Bennett, Chief Officer



Welcome to the June 2016 Newsletter from your LPC. In this edition we have chosen to combine both the regular update on matters of interest to contractors and their teams concerning community pharmacy across Southampton, Hampshire, IoW and Portsmouth and the latest situation regarding the Governments proposed funding cuts and other proposals as well as local activity in the 'Support Your Local Pharmacy' campaign.

You will also hear about the LPC's continued commitment to the development and implementation of services as an active part of the primary healthcare team. This has been underpinned with the recent appointment of our Professional Services Development Manager, Richard Buxton who will explain what his role is about and what he has been doing on behalf of contractors in his first few weeks.

At a time when the NHS and Local Government are working on plans to secure sustainable transformation through better planning, we are speaking up for community pharmacy. In this edition we will talk about the Sustainable Transformation Plan (STP) that local NHS and Social Care Leaders are working on and what it could mean for you.

Finally, we will cover recent changes within the committee and the recent appointment of Officers. We also have a new 'home' following the move of the office to Fleet and are now better placed to support contractors from a small serviced office that's easily accessible for our visitors and to get around the whole of the LPC's patch.

We hope you find this newsletter informative and would like to hear your thoughts on how to make sure future editions are relevant to you and cover the things that you care most about.

If you have a view to express then please let me know at
paul.bennett@hampshirelpc.org.uk



Pharmacy Reforms & the Campaign

It was good to see many familiar faces, as well as some new ones, at the recent Pharmacy Reforms events (held in conjunction with RPS Wessex) in Winchester and Wimborne.

On 27th April we had over 60 people at the Holiday Inn, Winchester who heard Dr Keith Ridge, Chief Pharmaceutical Officer talk about the Governments proposals. At one point Keith said of the proposed funding cuts that it ***“was a done deal”*** to which Sue Sharpe, CEO of PSNC, responded that ***“it may be done but it’s definitely not a deal!”***



This reflects the nature of the consultation, which concluded on 24th May. Many people feel the Government is not consulting properly and the lack of any real response during the period to PSNCs service proposals are another example of this.

Nonetheless, the LPC has fully responded and our submission is available to read on the LPC website. It sits alongside our response to the consultation on ‘Hub & Spoke’ which was running concurrently. Both responses can be found here.

<http://www.hampshirelpc.org.uk/node/1369> and <http://www.hampshirelpc.org.uk/node/1366>.

The LPC has been in frequent dialogue with all nineteen local MPs about these proposals. In March we hosted a dinner in the House of Commons to which all the MPs were invited. We were able to put across our key concerns and this was followed with written correspondence, subsequent individual meetings and finally an invitation to attend the ‘Speed Briefing’ event that PSNC, PV and NPA had organised to take place on the 24th May in the House of Commons.

We believe that we have helped to raise some key questions in the minds of local MPs about the logic of these proposed reforms, particularly the reduction in pharmacy numbers, at a time when Government itself is looking to harness pharmacy to address the pressures being felt elsewhere, such as at A&E and GP surgeries. We secured agreement from some MPs to raise questions with the Minister directly.



The LPC has also been in dialogue with the Health & Wellbeing Boards about the cuts and reforms and pointed out the potential damage to public health service provision if these changes go through. We have also met with Healthwatch and put our case across about the potential harm to patient care.

Having had the opportunity to put the case across on ITV Meridian at the launch of a recent HLP accredited pharmacy, we will not stop arguing the case for local pharmacy through a variety of media outlets and are looking to appoint further media trained pharmacists who can help the Chief Officer and Vice Chair, Anjella Coote, articulate the value that the local network of pharmacy brings to patient care. If you are interested in becoming a spokesperson then please let the LPC know.

The ‘Petition’ that many pharmacies have supported has (at the time of writing) captured over 1.9 million signatures.

If you can help us get to over 2 million that would be fantastic. **The petition runs until the end of June, so please return all your signature sheets to the NPA before the deadline.**

The LPC would also like to remind you that the e-petition (to stop cuts to pharmacy funding and support pharmacy services that save NHS money) is still running. It has now reached just over 60,000 signatures and needs to get to 100,000 before a debate in Parliament can take place. Please can you encourage every member of your team, their friends and family to sign this along with your customers and patients, of course. The link to the e-petition is <https://petition.parliament.uk/petitions/116943>.



Meet our new Professional Services Development Manager

The LPC is pleased to announce the appointment of Richard Buxton, MRPharmS, as our new Professional Services Development Manager.

Richard is delighted to be invited to take on this new position at this most challenging time for Community Pharmacy. He has extensive commercial & professional leadership experience having held a number of store and field based positions. Richard has over 20 year's practical experience of the Community Pharmacy sector working within Boots UK Ltd. Most recently he was a Healthcare Development Manager, where he was their main point of contact for the many key local professional stakeholders in this Region. Previous to this, Richard held a number of Area Manager roles in this locality. Additionally, Richard has been a CCA elected representative of the LPC Committee for the past two years.

Richard also has a proven track record in communication, engaging, influencing and motivating effectively across multisite locations as well as within individual teams. He is very much looking forward to working with you.



The PSDM role will create a fresh focus on developing opportunities for community pharmacy across Hampshire & IOW. Richard is eager to work with local commissioners to identify opportunities to enhance patient care and take forward the professional agenda for contractors and their teams. As such, he will partner and support business opportunities that will lead to profitable outcomes for contractors. Richard will act as secretary to the service development sub-committee to support the development and progression of agreed work streams, as well as being a first port of call for contractors with service queries. He will also provide support, assistance and work collaboratively with the Chief Officer throughout the year.

Key developments for this year:

The 6% proposed funding cuts will bring increased pressure on many pharmacy businesses. The estimated reduction in profitability is expected to be significant.

It is important to offset this loss of profitable income by increasing our participation in the many service opportunities available. Richard's aim will be to share information, tools, training aids and guidance to both encourage and support increased participation in these services. He intends to visit key sites and share best practices, as well as organise events where appropriate.

- **MURs**—MURs are an important clinical intervention, proven to deliver significant patient benefit, but did you know that our contractors in this LPC area alone left a total of almost **ONE MILLION POUNDS** of untapped revenue through not performing 400 MURs across the year? The figure was also over **£1M** in the previous year. On average we perform just over 70% of the allowable claims for payment, however the distribution of involvement by contractors shows large variance. *Just over 43% of the revenue is left behind by just 25% of our contractors ... it is here that our focus could be improved to both better serve the needs of our patients and increase revenue income.* Looking at this more closely, Richard has identified the key locations that can make the largest difference. There are 85 pharmacies achieving between 100 & 300 MURs per year.... the untapped revenue is over £400k.



- **NMS** - The situation is very similar, with large variance between those providing and those not. There is much we can do here to improve patient care and secure income through fees that have been agreed as part of the Contractual Framework. There is a lot of interest in MURs from our healthcare colleagues and we would encourage you to discuss with local GP Practice teams how you can work together better to help newly diagnosed patients with Long Term Conditions.



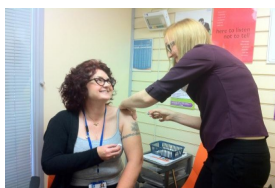
Earlier this year, the LPC supported a CPPE day on *MURs: Improving patient outcomes*. This was well attended and we will be repeating it again later this year, so look out for further news.

Coming soon are two opportunities to attend evening events on *NMS and Optimising medicines use*. Details are on page 6 and also on our website <http://hampshirelpc.org.uk/node/1375>.



These training events are key – as through increased knowledge comes increase confidence, and through this comes higher quality interventions and conversations. This higher quality approach is what commissioners are looking for and what we need to deliver in order to maintain the services we have and show positive patient outcomes. Through increased confidence will also come increased professional satisfaction and better return on investment for Pharmacy Contractors.

- **Sexual Health services, Substance Misuse, Minor ailments, Urgent Supply, NHS Health Checks & NHS Flu** - Again there are large variances in participation, and the recently re-confirmed Advanced Flu Service is another opportunity to help alleviate pressure on our GP colleagues.



As a platform to great interactions, please do not forget the CPPE distance learning packages on: *Consultation Skills & Polypharmacy*.

Further activity focus will be on:

- West Hampshire Community Pharmacy diabetes service – a service to compliment an MUR style intervention by pharmacists which provides a higher level of service/sign-posting/referral than currently exists.
- West Hampshire NMS Referral card service – a service based around Atrial Fibrillation/Anticoagulant patients to increase the quality and number of NMS interactions for these patients.
- eRD – ensuring our pharmacies and all team members are fully compliant and efficient in processing and recommending the increased usage of eRD. This is seen as a key driver to release ‘quality time’ for all professional healthcare colleagues.
- Urgent supply service agreement, development and implementation across Wessex
- Continue encouragement for currently non-commissioning CCG’s to adopt the Minor Ailments service and further it’s use and development.

If you are looking for support on how to improve MUR delivery, or any other Service related issues, please contact Richard at richard.buxton@hampshirelpc.org.uk.

New Chair and Officers Announced

At its May meeting the LPC elected **Debby Crockford** as Chair for 2016/17.

An experienced previous Chair, Debby takes over from Arun Sharma who took on the role last year and who has helped the committee to re-focus on the importance of delivering Essential and Advanced Level Services.

In addition, the following appointments were also confirmed:



Anjella Coote
Deputy Chair



Peter Woodward
Finance Officer



Arun Sharma
Deputy Finance Officer



Sustainable Transformation Plan (STP)

Pharmacy owners and pharmacists will be familiar with the Five Year Forward View of the NHS. Now, local health and wellbeing leaders are being asked to prepare Sustainable Transformation Plans (STP). The aim of the STP is to work at scale on solutions that will improve the health and wellbeing of the local populations. Forty-four STP Footprints have been agreed with NHSE and, amongst these, the Hampshire & IOW footprint is one of the largest—covering 8 CCGs and an estimated population of 2m people.

The STP aims to develop services that reflect the needs of Hampshire and IOW residents and in doing so improve quality and experience, and reduce local variation. These plans will cover the period October 2016 to March 2021.

This is important for all of us because it's an opportunity for community pharmacy to play its part in helping the NHS to address the many local challenges faced, such as a growing shortage of GPs, deepening financial impact of long term conditions, co-morbidity and an ageing population. Community pharmacy is part of the solution and the LPC is arguing for a clear inclusion within the plans.

The Healthy Living Pharmacy agenda helps us demonstrate Pharmacy's contribution to wellness and actions to optimise the use of medicines; such as MURs, NMS, electronic Repeat Dispensing etc all strengthen the arguments when delivered well.

If you are involved in any local discussions about the STP or the reshaping of health delivery please let the LPC Office know.



Training Events



COMMUNITY PHARMACY
WESSEX *Academy*

7th July —7pm The Potters Heron Romsey Hampshire SO51 9ZF	Mid Hampshire Academy	Diabetes Hypoglycaemia Awareness
7th September —7pm Trafalgar School Portsmouth PO2 9RJ	Portsmouth Academy	Subject TBC
20th September—7pm Rose Road Association, Southampton SO16 5NA	Southampton Academy	Joint meeting with the CCG
28th September —7pm Horndean Technical College PO8 9PQ	South Eastern Academy	Subject TBC



Hampshire & Isle of Wight LPC
SUPPORTING LOCAL COMMUNITY PHARMACY

New Medicine Service (NMS) & Optimising Medicine Use

Do you want to get started on this service or increase the numbers you currently deliver? The LPC is championing the role of community pharmacy in optimising the use of medicines and commissioners are keen to see how pharmacists can make a real difference through the use of the NMS service across Hampshire. We have therefore commissioned CPPE to deliver two events that will focus on:

- How a patient- centred approach will maximise the service and improve patient outcomes
- Highlight the resources to support you in delivery
- Construct an action plan to increase implementation in your practice using a whole team approach

If you want to make a step change in your delivery of NMS then this short course is for you

There will be two events:

21st June at the Kings Community Church, Hedge End and 6th July at the Apollo Hotel, Basingstoke

Both events start at 7pm – Registration and Buffet—Meeting 7.30-9.30pm

TO BOOK PLEASE COMPLETE THE BOOKING FORM— http://hampshirelpc.org.uk/webfm_send/4327
and return to Jo.addison@hampshirelpc.org.uk

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Or call us on 01252 413778