

## Services Newsletter

### Updates from the Professional Services Development Manager

The imposed funding cuts have brought increased pressure on many pharmacy businesses. It's now important to reflect upon each of our business priorities so that the right decisions are made with respect to what to continue providing, what to consider starting and maybe even what to stop doing. The loss each pharmacy will actually endure will vary from location to location, however there are still opportunities for each pharmacy to take and offset some or all of this loss through generating profitable income from increased participation in the available services in each location.

The current estimate for participation in just the main existing services is between £20 – 40k per pharmacy. My aim is to share information, tools, training aids and guidance to both encourage and support increased participation in these services and support your businesses.



### Services – all locations

**MURs** – on average we achieve just over 70% of the allowable claims for this payment. The distribution of involvement by contractors shows large variance from 0 to 400 MUR/year. *Did you know that £1 million was left unclaimed in 2015/16 within our LPC area, of which 43% was in just ¼ of our contractor's premises?*

Big opportunity for some of you to capitalise on.

**NMS** – Even larger variance between those providing and those not. 33% of contractors do not participate at all, whereas the top performers achieve over 10 per week. This will become more important as links between hospital discharge teams and community pharmacy grow. See below for progress on the TCAM (Transfer of Care of Medicines) service being developed currently for launch in Southampton this year.

**Sexual Health, Substance Misuse, Minor ailments (except Hampshire), NHS Health Checks (except Isle of Wight)** – Large variances in participation rates mean that this is an untapped opportunity for a large number of pharmacies. Inconsistent commissioning across our area unfortunately means inconsistent service availability depending upon the postcode of the patient. The key thing is that it's important to promote and support the use of these services where they exist. Not participating puts each individual pharmacy at risk of having their service terminated and if there aren't sufficient performance outcomes as a whole; then the risk is that the service is decommissioned from pharmacy altogether.

- How active is the whole of your team in the promotion of the services that you provide?
- How motivated are the Healthy Living Champions in their health promotion campaigns?
- How active are your team at sign posting from one service to service to another?
- How visible is your marketing of these services?

## NHS Flu – Excellent performance in 2016/17



The percentage of pharmacies that provided NHS flu vaccinations this year grew to a massive 90% and provided over 31,000 vaccinations across the SHIP areas. This represents a 69% overall increase on the year before and shows substantial gains in the under 65 clinically significant at risk categories rather than the over 65 category. Increases in people with asthma, diabetes, those with learning difficulties and carers showed substantial improvement following our focus on these categories during the campaign.

Confirmation has been received from NHS England that the NHS Flu vaccination service has been commissioned again for provision in community pharmacies for 2017/18. We will repeat our supportive campaign of communications to all pharmacies to ensure you are ready to go on day 1 of the season and have every opportunity to further improve our impact across our local communities.

### **PURM (not Isle of Wight) & Isle of Wight Urgent supply service agreement – the update position with NUMSAS**

It's good to be able to share that both existing services for Urgent supply within Wessex will continue to operate when the NUMSAS service eventually starts sometime later this Spring. Delays have occurred as a result of the issuing of nhs.net shared mail boxes required for the scheme to operate.

Our local commissioners have both indicated their support for the good work we do with both of these services and stress that any patient presenting at the pharmacy or ringing directly should be followed using the existing arrangements. For those pharmacies wanting to provide NUMSAS, then this service must only be used where there is a direct referral from NHS111, currently this is very low percentage of present users of the service. There are no training requirements to provide NUMSAS, just an nhs.net mail box, consultation room and an SOP.



### **Quality Payments – NHS England**

The subject is very much at the forefront of pharmacist's thoughts as we progress towards the first claiming period of 28<sup>th</sup> April 2017. We have produced a **separate newsletter** highlighting the top issues and highlighting the various reference sources that you should consult to ensure that you are compliant with each Gateway criteria and therefore able to claim for each quality payment measure.



### **LPC Service Checklist – Our rating for each recently commissioned service**

All services are assessed by the LPC Service Development sub-committee and graded as Green, Amber or Red. The LPC ratings are as follows:

- Green - fully recommend and suggest participation by all pharmacies.
- Amber - recommend but be aware that there are some reservations. Pharmacies will need to assess their willingness to participate individually.
- Red - not recommended and suggest pharmacies do not participate.

The checklist front page contains:

- Overall LPC service rating.
- Recommendations that the LPC asked to be considered for revision prior to commissioning.
- Commissioners response to the recommendations.

You can see all [Service Checklist](#) reviews so far on the LPC website.

## Services – specific locations

### North Hampshire CCG – Diabetes Foot campaign

Community pharmacies will be supplied with a range of Diabetes UK literature and leaflets to hand out to people with diabetes to help raise their awareness of the importance of having a healthy foot regime as well as always attending their diabetes annual review every year. Long term conditions are more likely and can cause serious problems for people with diabetes. Please support this initiative by handing out the leaflets to appropriate people.

### Southampton CCG – [health roadshows](#) across the City in the ‘[We make Southampton](#)’ bus.

Community Pharmacies have been invited to participate in joining the team at various locations around the city to help promote people to visit pharmacies first for their healthcare needs. This is aimed at increasing public perception and usage of the Pharmacy First Minor Ailments Scheme as well as driving footfall away from A&E / GP practices and to Community Pharmacies. If you want to be involved then email or call the [communications team](#) 02380 296038

### Southampton City Council – promotion of NHS Health Checks

There has been a 4 per month target introduced into the newly commissioned NHS Health checks contract which together with some increased advertising and the CCG bus promotion has led to a good increase in performance compared with last year. Let's keep this up and clearly demonstrate the value of providing this service in pharmacies.



### Southampton Hospital Discharge – update on progress

We have been working with our stakeholder partners from across the NHS to implement this very important service opportunity for patients that are being discharged from hospital and had a change made to their medicines whilst there. Some patients are very confused and do not take on board the level of information and advice given to them whilst in hospital. When the discharge team consider a patient needs additional help and advice on returning home, they will seek consent to send through the discharge summary notes electronically via PharmOutcomes to the person's home pharmacy. This will enable an MUR or NMS plus other relevant advice, support, signposting or other services to take place when the person next visits their pharmacy. Pharmacies will be asked to confirm the service completed on PharmOutcomes to enable evaluation of this valuable service. Whilst there is no specific additional remuneration for this enhanced service, it will enable claiming of the advanced service fee for either an MUR or NMS from NHS England when these are conducted and should lead to an overall increase in numbers here.

### West Hampshire NMS Referral card service – a service based around

AF/AC patients to increase the quality and number of NMS interactions for these patients. Starting Anticoagulation with Jack video is a brilliant way to help explain to patients why they are being prescribed anticoagulants and the importance of preventing harmful blood clots that can lead to stroke. We know many people taking anti coagulants don't understand what side effects to look for, or when to seek help. Watching this video will enable people to prevent becoming unwell and avoid unnecessary admissions to hospital. Please do share the film and patient information leaflet by linking to <http://www.wessexahsn.org.uk/jack> Finally, if you want to see more you can follow Jack on Facebook (search for 'Starting anticoagulation with Jack') or Twitter [@StopTheClots](#)



**West Hampshire Community Pharmacy Diabetes Support Service (CPDSS)** – The scoping phase to assess the potential capacity and willingness to provide an extended role in the care of people with diabetes has now been completed. A pathway and suggested pilot phase has been proposed and shared with the Wessex Cardiovascular SCN and we are now looking for a sponsor to support the implementation into the pilot phase II of this project. We will continue to update you on progress going forward.

## Useful links

### Community Pharmacy Forward View – Making it Happen

This report is the follow up to the Community Pharmacy Forward View, launched in August 2016 by PSNC & Pharmacy Voice with the support of the RPS. It identified three key roles for community pharmacy and the 'Making it Happen' report builds upon this by setting out pathways for the policy change, professional development and partnership required to enable our ambitions to be met. To make the most of community pharmacy, we need to improve public awareness of the services we provide, support local leaders, make use of technology, develop staff and ensure services are commissioned and funded. You can read the whole report at <https://cpfv.info/making-it-happen/>



Community  
Pharmacy  
FORWARD VIEW

### NHS Healthier Together – Child health advice from local doctors

A website providing trusted advice about what to do and where to go when your baby or child is un well. Information for parents and health professionals, warning signs and when to seek help with contact numbers.

Please encourage the use of the [Healthier Together website](#) to find out more and for a link to download the App



### Lucozade is changing – important information for people with diabetes

It is important that all community pharmacy teams are aware of this change to ensure the correct advice is given to people drinking Lucozade in the event of low blood glucose i.e. hypoglycaemia

Posters have been produced to advertise this in press, and copies are available on the LPC website



## Get in touch

We are committed to ensuring community pharmacy services in Southampton, Hampshire, Isle of Wight & Portsmouth are as good as they can be and welcome your views on local services. Please tell us how we can do things better or what you think we're doing well.

If you have any feedback on our newsletter, please get in touch with Richard Buxton: 01252 413776 or [richard.buxton@hampshirelpc.org.uk](mailto:richard.buxton@hampshirelpc.org.uk)

You can also:

- visit our website: [www.hampshirelpc.org.uk](http://www.hampshirelpc.org.uk)
- Tweet us: [@HampshireIOWLPC](https://twitter.com/HampshireIOWLPC)

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**Hampshire & Isle of Wight LPC**  
SUPPORTING LOCAL COMMUNITY PHARMACY

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