

# Community Pharmacy Bulletin

News and Updates from your Area Team

Issue No.12

March 2016



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## 1. End of year returns for 2015/2016

### **31st March – Information Governance Toolkit**

All NHS providers, including community pharmacies, need to provide information governance assurances to the NHS on an annual basis. This is done through completion of the online Information Governance Toolkit (Version 12 2015/16) at [Information Governance \(IG\) — Health and Social Care Information Centre](#) and the deadline for contractors to submit their 2014/15 return is **31st March 2016**.

### **31st March – Community Pharmacy Patient Questionnaire**

Pharmacy contractors need to have completed their patient surveys by the end of March. The Primary Care Pharmacy Team request that a copy of the summary sheet be forwarded to the Team by 31st May 2016.

NHS England is aware that the submission of the CPPQ summary whilst not a mandatory requirement of the Community Pharmacy Contract, NHS England is able to make reasonable requests for submission of evidence to support compliance.

### **First few days of April – Annual Complaints Summary**

Each pharmacy must prepare an annual complaints report for each financial year and the contractor must send a copy to the Primary Care Pharmacy Team as soon as reasonably practicable after the end of the financial year to which the report relates (preferably by 30th April 2016). To assist pharmacies, PSNC has prepared a template summary of complaints, which can be used as an index of complaints as they are received and closed. All the information necessary to produce the annual report can then be collated from this summary at the end of each year. This template, along with further information, can be found at [NHS Complaints Procedure](#). **Please note that you are required to submit NIL returns.**

### **Health Promotion Campaign – confirmation of participation**

Pharmacy Contractors have received a data collection sheet to accompany each Health Promotion Campaign. Contractors are required to complete a separate data collection sheet for each campaign, documenting the number of interventions they provide to the public. These sheets are then retained at the pharmacy as evidence that the pharmacy has participated in each campaign. NHS England requests that Pharmacy Contractors send a copy of the completed Health Promotion Campaign Summary sheet to the Primary Care Pharmacy Team following completion of all campaigns. These should be sent in by 30<sup>th</sup> April. A copy of the summary sheet is attached to this newsletter as Appendix 1.

### **MUR and NMS Quarterly Reports for 2015/2016**

Pharmacy contractors are required to provide information to the Primary Care Pharmacy Team on the MUR and NMS consultations undertaken in the previous quarter. Each pharmacy providing MURs and NMS must complete the nationally agreed electronic reporting template (a standard spreadsheet is available on the PSNC website) by collating the necessary data from pharmacy records for the MURs and NMS conducted in that quarter. Pharmacies must send the completed electronic reporting template to the Primary Care Pharmacy Team after the end of 10 working days from the last day of that quarter (last day of June, September, December and March). These templates, along with further information, can be found at [Medicines Use Review \(MUR\)](#) and [New Medicine Service \(NMS\)](#)

## 2. New Reporting System for MUR & NMS Quarterly Reports from 1 April 2016

NHS England Central Team has been working with the NHS Business Services Authority (NHSBSA) for the last 12 months to arrive at a point where the data that they collect on MURs and NMS is more robust than just pure numbers and payment figures. So for example they will be capturing MURs by targeted groups etc. This data set is one of the few that currently exists within community pharmacy that begins to demonstrate an element of quality service provision (although by no means is it perfect). From a central point of view it therefore contains a wealth of information that is needed to be captured.

The NHSBSA are now in a position to roll out processes whereby they will capture and analyse this data on behalf of local teams. It will then be shared back with the relevant people. Locally it can be used for a range of purposes and nationally will use it to help us to continue to develop community pharmacy services.

The Directions that exist for MURs and NMS only require pharmacy contractors to send in data relating to MURs and NMS if NHS England has previously asked them to do so. Therefore we are asking that all contractors provide MUR and NMS data to NHSBSA when this is requested. Until such time the data should be sent to the local team as previously.

## 3. Labelling requirements for dispensed medicinal products

Every year, more than 900 million items are dispensed in England and Wales from dispensaries in hospitals, community pharmacies and some doctors' surgeries. The vast majority of these are dispensed accurately, in accordance with patients' needs and along with effective written and verbal communication to enable patients to use the medicines safely and effectively. However, harms from medicines can occur if patients cannot easily identify their medicine, or how to use it safely and effectively.

The majority of medicines are dispensed for older people or people with long-term medical conditions, including mental, sensory and physical disabilities. Important information on the dispensing label should be presented as legibly as possible. The dispensing label should not obscure important information on the commercial medicine pack, including the Braille labelling intended for patients with poor vision.

The label of a dispensed medicine must contain specific information in order to meet the Medicines Act (Labelling Regulations) 1976. Labels for dispensed medicines should be prepared mechanically, except when the label printer and/or computer are not working.

The following must appear on the dispensing label:

- Name of the patient
- Name and address of the supplying pharmacy
- Date of dispensing
- Name of the medicine
- Directions for use
- Precautions relating to the use of the medicine

In addition, The Royal Pharmaceutical Society recommends the following should also appear:

“Keep out of the sight and reach of children”

“Use this medicine only on your skin” where applicable

The labelling and packaging of medicines can have a considerable impact on their use; therefore they must give patients enough information to use the medicine correctly and must be constructed in such a way as to provide easy access to this information.

References:

NHS Patient Safety, 2007. Design for patient safety: a guide to the design of dispensed medicines. [Online] Available at <<http://www.nrls.npsa.nhs.uk/resources/collections/design-for-patient-safety/?entryid45=59829>> [accessed 7 January 2016]

Medicines, ethics and practice: a guide for pharmacists and pharmacy technicians' (38<sup>th</sup> edition, July 2014).

#### 4. New provision of primary care support services

You are probably aware that the services of the Primary Care Support (England)(PCSE) (previously PSU) have been re-procured to be run in the main by Capita. Pharmacy contractors will no longer be able to obtain primary care support including paper supplies (e.g. prescription tokens or dispensing tokens) from the post room at Charter House/Francis Crick House from 1<sup>st</sup> April 2016 and this service will be provided by Capita.

All Pharmacy contractors should have received the attached communications with instructions about how to obtain supplies via a secure portal.



16026 PCSE Portal  
Registering Flyer\_PH/



Registering on portal  
letter to pharmacy.pc

Pharmacies must register on the portal in advance. It will be available from 29<sup>th</sup> March 2016.

The post room will not be staffed from 31<sup>st</sup> March 2016 and therefore it is important that pharmacies register as soon as possible.

#### 5. CD Accountable Officer contact details

Email address for the reporting of all CD incidents and concerns:

[England.centralmidlands-cd@nhs.net](mailto:England.centralmidlands-cd@nhs.net)

Bhavisha Pattani is the Controlled Drugs Accountable Officer/Head of Pharmacy at NHS England, Midlands & East (Central Midlands)  
Her base is Fosse House, 6 Smith Way, Grove Park, Enderby, Leicestershire. LE19 1SX  
Tel: 0113 824 8257  
Email: [B.pattani@nhs.net](mailto:B.pattani@nhs.net)

We also have a local contact who reports to Bhavisha Pattani:  
 Stacey Golding, Senior Pharmaceutical Adviser (Governance)  
 Her base is Charter House, Parkway, Welwyn Garden City, Herts AL8 6JL  
 Tel: 01707 369685  
 Email: [stacey.golding@nhs.net](mailto:stacey.golding@nhs.net)

## 7. Prescription Charges for Lymphoedema garments vs elastic hosiery

Following some recent patient queries on prescription charges for hosiery, please see below a summary from the Drug Tariff Part XVI 12.12 and 12.13 highlighting the different prescription charge arrangements for lymphoedema garments versus elastic hosiery. Lymphoedema garments are being prescribed more frequently for the management of leg ulcers; please refer to the Drug Tariff to determine how garments are categorised to ensure correct number of prescription charges is levied.

| 12.12 | <b>ELASTIC HOSIERY</b>             | <b>Professional Fees</b> | <b>Number of Rx charges</b> | <b>No Charge Rx</b> |
|-------|------------------------------------|--------------------------|-----------------------------|---------------------|
|       | 1 pair Knee-caps – One Way Stretch | 1                        | 2                           | -                   |
|       | 1 pair Thigh Stockings – Class II  | 1                        | 2                           | -                   |
|       | 1 pair Spare Suspenders            | 1                        | 1                           | -                   |
|       | 1 Suspender Belt                   | 1                        | 1                           | -                   |

| 12.13 | <b>LYMPHOEDEMA GARMENTS</b>  | <b>Professional Fees</b> | <b>Number of Rx charges</b> | <b>No Charge Rx</b> |
|-------|--|--------------------------|-----------------------------|---------------------|
|       | 2 x Jobst Elvarex Custom Fit Class 1 Thigh High Stockings  | 1                        | 1                           | -                   |
|       | 1 x Jobst Elvarex Custom Fit Class 1 Thigh High Stocking }<br>1 x Jobst Elvarex Custom Fit Class 2 Thigh High Stocking } | 2                        | 2                           | -                   |
|       | 2 x Jobst Elvarex Custom Fit Class 1 Thigh High Stockings with Class 1 Body Bandage                                      | 2                        | 2                           | -                   |
|       | 1 x Jobst Elvarex Custom Fit Class 1 Thigh High Stockings with silicone band   | 1                        | 1                           | -                   |
|       | 1 x Jobst Elvarex Custom Fit Class 1 Gauntlet to Wrist with four Class 1 fingers   | 1                        | 1                           | -                   |

## 8. Primary Care Pharmacy Team Contact Details

| Contact                                 | Name           | Email Address  | Direct Dial Tel. No. |
|---|----------------|--|----------------------|
| General enquiries                       |                | <a href="mailto:england.pharmacy-athsm@nhs.net">england.pharmacy-athsm@nhs.net</a>         | 01138<br>248893      |
| GP & Pharmacy Contracts Manager         | Nicholas Ince  | <a href="mailto:nicholasince@nhs.net">nicholasince@nhs.net</a>                             | 01138<br>248916      |
| Primary Care Assistant Contract Manager | Lisa Giles     | <a href="mailto:lisa.giles@nhs.net">lisa.giles@nhs.net</a>                                 | 01138<br>248858      |
| Primary Care Support Manager            | Jane Bray      | <a href="mailto:janebray2@nhs.net">janebray2@nhs.net</a>                                   | 01138<br>248830      |
| Primary Care Support Officer            | Alan Spicer    | <a href="mailto:alan.spicer@nhs.net">alan.spicer@nhs.net</a>                               | 01138<br>248892      |
| Professional Pharmaceutical Adviser     | Pauline Walton | <a href="mailto:Pauline.Walton@enhertscg.nhs.uk">Pauline.Walton@enhertscg.nhs.uk</a>       | 01707<br>369460      |
| Local CD Officer                        | Stacey Golding | <a href="mailto:Stacey.golding@nhs.net">Stacey.golding@nhs.net</a>                         | 01707<br>369685      |
| To report all CD incidents and concerns |                | <a href="mailto:England.centralmidlands-cd@nhs.net">England.centralmidlands-cd@nhs.net</a> |                      |

The pharmacy team works from the Central Midlands Headquarters in Welwyn Garden City.

The address is: Primary Care Commissioning – Pharmacy  
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