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**1. End of year returns 2014/15**

**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 2014/15) at [Information Governance (IG) — Health and Social Care Information Centre](http://systems.hscic.gov.uk/infogov) and the deadline for contractors to submit their 2014/15 return is **31st March 2015**.

**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 30th April 2015.

**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 30 April 2015). 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](http://psnc.org.uk/contract-it/essential-service-clinical-governance/complaints/)

Please note that NIL returns **are** required to be submitted.

**Health Promotion Campaign – confirmation of participation**

Pharmacy Contactors 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 request 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 30th April. A copy of the summary sheet is attached to this newsletter as Appendix 1.

**MUR and NMS Quarterly Reports**

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)](http://psnc.org.uk/services-commissioning/advanced-services/murs/) and [New Medicine Service (NMS)](http://psnc.org.uk/services-commissioning/advanced-services/nms/)



**2. Pharmacy Multi sector Clinical Audit 2014/15**

Rather than the audit topic being chosen by the Area Team, one nationally agreed audit will be undertaken by all pharmacies. For 2014/15 this will be on the emergency supply of medicines and pharmacies will be required to collect and record data over one of the following periods: Monday 9 March 2015 to Sunday 22 March 2015 (inclusive) and Monday 23 March 2015 to Sunday 5 April 2015 (inclusive). Further information will be issued in due course as it becomes available.



**3. Amoxicillin dosage (updated April 2014)**

Community Pharmacists are reminded of the dosing schedule for amoxicillin. Following changes made to the product information across Europe and to address concerns that children may have been receiving inadequate doses, the dose for amoxicillin was updated in April 2014 and is as follows:

**By mouth**

|  |  |
| --- | --- |
| Neonate 7–28 days | 30 mg/kg (max. 125 mg) 3 times daily |
| Child 1 month–1 year | 250 mg 3 times daily; increased if necessary up to 30 mg/kg  3 times daily |
| Child 1–5 years | 250 mg 3 times daily; increased if necessary up to 30 mg/kg  3 times daily |
| Child 5–12 years | 500 mg 3 times daily; increased if necessary up to 30 mg/kg (max. 1 g) 3 times daily |
| Child 12–18 years | 500 mg 3 times daily; in severe infection 1 g 3 times daily |

Doses for adults remain as 500mg every 8 hours, doubled in severe infection. Full information can be found in the BNF no 68 – September 2014 to March 2015 and the BNF for Children July 2014 to July 2015.

Please ensure that this information is cascaded to all pharmacists and dispensing staff following incidents where patients have been referred back to prescribers for dosage queries.



**4. Following recent incidents:**

**Controlled drug deliveries**

Please ensure that all medicines deliveries that include controlled drugs are signed out of the pharmacy and also by the patient on receipt.  This includes deliveries by drivers and any pharmacy staff including pharmacists.

**Supervised drug administration**

If there are any errors, near misses, queries or concerns regarding patients under the CRI\*, please contact them immediately using the emergency contact details at the bottom of the prescription.  They have an out-of-hours mobile contact number.  Please also ensure that all locums have completed the accredited training.

As stated in the Service Level Agreement, all CD incidents should be reported to CRI, as well as being reported through the County Council’s procedure for reporting Serious Incidents. In addition, the CD Accountable Officer must be informed on [england.hsmcdao@nhs.net](mailto:england.hsmcdao@nhs.net)

\* CRI  is the commissioned provider of Spectrum, Hertfordshire’s integrated drug and alcohol treatment and recovery service for Hertfordshire, Milton Keynes and Northamptonshire. The service for Bedfordshire is CAN Bedfordshire Recovery Hub and

LDAP covers Luton.

**Memantine (Ebixa) 5 mg/pump actuation oral solution**

Please ensure that the dosage is expressed in terms of the number of pumps required rather than the mg or ml.  Each pump actuation delivers 0.5 ml of solution which contains 5 mg of memantine hydrochloride.  Therefore 1x5ml spoonful delivers 50mg .  There have been two local recent near-misses of this nature.

**Oxycodone 10mg/ml - pick list problems**

There have been CD incidents relating to prescriber mistakes in picking oxycodone 10mg/ml (at top of pick list on EMIS) instead of oxycodone 5mg/5ml, which has resulted in at least two people going to hospital.

Please question all new scripts and ensure the correct product is dispensed

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**5. Drug Driving Legislation change**

New drug driving legislation is coming into force on 2nd March 2015 and the government awareness campaign to promote the change to the public has now been launched.

To assist pharmacy teams in understanding the implications of the legislation change for patients, PSNC has produced a briefing on it:

[PSNC Briefing 005/15: March 2015 Drug driving legislation change](http://psnc.org.uk/contract-it/psnc-briefings-pharmacy-contract-and-it/psnc-briefing-00515-march-2015-drug-driving-legislation-change/).

The Department of Transport have asked that healthcare professionals help raise awareness with their patients with contractors being asked to display campaign materials both in their pharmacies and online or via their social media accounts. The relevant campaign materials can be downloaded by clicking on the links below:

* [Poster](https://extranet.dft.gov.uk/think-downloads/wp-content/uploads/sites/29/2015/01/150114_002_lgl_drgs_pstr_6_v3POSTER.pdf)
* [Sticker](https://extranet.dft.gov.uk/think-downloads/wp-content/uploads/sites/29/2015/01/LEGALDRUGS_sticker_design.pdf)
* [Shelf display](https://extranet.dft.gov.uk/think-downloads/wp-content/uploads/sites/29/2015/01/150123-THINK-Shelf-Edge.pdf)
* [Leaflet](https://extranet.dft.gov.uk/think-downloads/wp-content/uploads/sites/29/2015/01/15012798011-SDT001962-Think-Drugs-Campaign-Leafle.-Hi.pdf)

Pharmacies can [register as a campaign partner](https://www.surveymonkey.com/s/7CMNLVP) to order promotional materials free of charge and may find the accompanying [partner pack](http://assets.dft.gov.uk/think/141210PartnerPack.pdf) useful for background information.



**6. New contractual requirement to commence 1 March 2015**

The new contractual requirement for community pharmacy contractors and their teams to advise appropriate patients about the benefits of the NHS repeat dispensing service will commence from 1 March 2015. From 1 March 2015, the community pharmacy Terms of Service will require that:

Pharmacy contractors must ensure that appropriate advice about the benefits of repeat dispensing is given to any patient who:

1. has a long term, stable medical condition (that is, a medical condition that is unlikely to change in the short to medium term), and
2. requires regular medicine in respect of that medical condition, including, where appropriate, advice that encourages the patient to discuss repeat dispensing of that medicine with a prescriber at the provider of primary medical services whose patient list the patient is on.

Repeat dispensing has been an Essential Service since 2005; the new requirement means that pharmacy teams will now need to actively work to identify appropriate patients and provide them with information about it. They may also like to speak to local GP practices who are likely to want to make use of the repeat dispensing service once they are EPS release 2 enabled.

The PSNC has produced a guidance document: PSNC Briefing 004/15: Increasing use of the NHS Repeat Dispensing service - which can be found at [psnc.org.uk/briefings](http://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=a884b5da56&e=2702709a07)

Further resources to help pharmacies, including leaflets for patients and information to share with GPs, are also available to download at [psnc.org.uk/repeatdispensing](http://psnc.us7.list-manage2.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=eff7deb065&e=2702709a07" \o "Repeat Dispensing" \t "_blank)

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**The Primary Care Pharmacy Team Contact Details**

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