NHS England

Community Pharmacy Bulletin

News and updates from your Area Team (December 2015)

The Primary Care Pharmacy Team Wish You a Merry Christmas And a Happy New Year

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Reminder to patients – Christmas prescriptions requests

The Christmas and New Year period is one of the busiest of the year. Please help patients by making sure that you remind them to request their repeat prescription in plenty of time to ensure that they do not run out of medication over the holiday period.

Have you updated your NHS Choices profile with your Christmas opening hours?

NHS Choices is the online presence for the NHS, providing the public with access to searchable databases of NHS providers to help them locate their nearest healthcare provider, including community pharmacies.

As such your NHS Choices profile may provide the first impression of your pharmacy to members of the public and so it is vital to ensure it is kept up-to-date, and that you have updated the profile with regular opening hours. It is also worth adding in any variations to those hours, such as reminders of which days you will be closed over Christmas and the New Year holiday period.

Don't forget, utilising this free resource could also help promote your pharmacy by letting potential patients know of the services you offer as well as other useful information such as car parking arrangements. Of course your pharmacy may have its own website which already provides this function, but you can easily direct people to it from your profile in this national pharmacy database.

Your NHS Choices profile is also a way for the public to provide feedback on their experiences of your pharmacy. Whilst positive reviews can help promote your pharmacy, negative ones can provide opportunities to acknowledge where improvements need to be made and demonstrate how you are willing to make changes where necessary.

Controlled Drugs Requisitions forms – Reminder

From 30 November 2015, the new mandatory CD requisition forms must be used. Requisitions not received on this mandatory form after this date cannot be accepted.
Further information is available and the new mandatory FP10CDF CD Requisition Form for the requisitioning of all Schedule 2 and 3 drugs can be downloaded from the NHS BSA website.

CD prescribing – recommended quantity

The Department of Health has strongly recommended that the maximum quantity of Schedule 2, 3, or 4 Controlled Drugs prescribed should not exceed 30 days. This is not a legal restriction but prescribers should be able to justify the quantity requested (on a clinical basis) if more than 30 days' supply is prescribed. There may be genuine circumstances for which medicines need to be prescribed in this way.

We recommend that the prescriber is contacted every time a prescription is written for longer than a 30 days' supply and the response is recorded in the patient records.

Provision of current pharmacy email address

In order that pharmacies can be updated with news and other information, it is important that NHS England is informed of any change in email address, especially where the email address is allocated to a named pharmacist who then moves on to another pharmacy.
Please contact a member of the Primary Care Pharmacy Team on england.pharmacy-athms@nhs.net to inform any changes.

Patient Returned Medicines

It has come to our attention that once again the quantity of patient returned medicines is increasing significantly.

Please ensure that the green bins are full when they are collected by the waste collection service provider.

Pharmacies are reminded that they should not be accepting sharps from patients nor returned medicines from nursing homes.

Pharmacies which continue to be outliers, ie more than the average quantity of patient returns, may be requested to undertake an audit of patient returns.

New members of the Primary Care Pharmacy Team

We would like to welcome the following members to the Primary Care Pharmacy Team.

Lisa Giles started her new role of Assistant Contract Manager on 2 November 2015.

Joanne Bateman started her new role of Primary Care Support Administrator on 2 November 2015. She is responsible for bank holiday rotas and CAS alerts.

Their contact details are listed within the Useful Contacts page of this bulletin.

Useful contacts

General enquiries — england.pharmacy-athsm@nhs.net
0113 824 8893

Controlled Drug enquiries — england.hsmcdao@nhs.net

Head of Primary Care
Di Pegg — Di.Pegg@nhs.net
0113 824 8916

Assistant Contract Manager
Lisa Giles — Lisa.giles@nhs.net
0113 824 8834

Primary Care Support
Jane Bray — janebray2@nhs.net
0113 824 8830

Alan Spicer — alan.spicer@nhs.net
0113 824 8892

Primary Care Support Administrator
Joanne Batement — joannebatement@nhs.net
0113 825 1883

Professional Pharmaceutical Adviser
Pauline Walton — Pauline.Walton@enhertsccg.nhs.uk
01707 369460

Senior Pharmaceutical Adviser (Governance)
Stacey Golding — Stacey.Golding@nhs.net

The pharmacy team works from the Hertfordshire & South Midlands Area Team Headquarters in Welwyn Garden City.

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