

# LPC NEWS

## Pharmacy Services Set to Take Off

**Are you ready? - On your marks, get set.....**

Pharmacy Services are set to take off in NHS South of Tyne. We have been busy discussing with our NHS Colleagues how to help bring new services to community Pharmacy in our area. That, alongside the new advanced service that is being launched as part the national contract changes, all point to exciting times ahead. Here is a brief summary of some of the services we can look forward to. Finalised details are expected to be released shortly. It is going to be a busy few months so put your seat belt on, your pharmacy in gear and get ready to run with the new services.



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### Healthy Living Pharmacies

NHS South of Tyne successfully bid to become a national pathfinder site for the Healthy Living Pharmacy Concept.

The concept was originally developed by NHS Portsmouth. It was implemented during 2009/10 and has led to quality and productivity improvements in community pharmacy with better access to health and wellbeing services for the public. Through Healthy Living Pharmacies in Portsmouth, over 1000 patients have now received a targeted Medicine Use Review for their asthma or COPD with the 48% seen again having shown an improvement in their condition. Community pharmacies in Portsmouth have again exceeded the PCT stop smoking quit target by 138% achieving 664 quits at 4 weeks for the year 2010/11. Early evaluation results indicate that a person walking into an HLP in Portsmouth is twice as likely to set a quit date and give up compared to a person walking into a pharmacy which is not aHLP.

Our colleagues in NHS South of Tyne Public Health have been very keen to roll out Healthy Living pharmacies in the area. The LPC has been involved in helping bring this to reality. Two training events are being organised to inform Pharmacies about the standards and how to apply to become a Healthy Living Pharmacy. Events are planned to run on 26th and 28th September.

We encourage as many contractors to apply as possible. In order to become a Healthy Living Pharmacy your pharmacy will need to reach a certain standard and in order to help you, there will be further training around the area on stop smoking, EHC and Health trainer training.

This is a great opportunity for pharmacy to show its valuable involvement in the community. Look out for the letter from the PCT inviting you to the event.

### Flu Vaccination Services

Many of you will know that the LPC has worked tirelessly year after year attempting to get a Pharmacy Flu vaccination commissioned. In fact many of you may have attended the training arranged by the LPC to ensure we were ready to offer this service.

Our discussions this year have progressed further than before and it is looking very likely that a service will be commissioned by NHS South of Tyne & Wear.

The LPC have partnered with Novartis and have successfully bid for the service for all pharmacies in our area. Novartis will provide all the training needed to deliver the service through your pharmacy, including the injection skills. We are now in the process of arranging some dates in September and October to start the training, with a view to have pharmacies ready to be able to vaccinate from December onwards. The service will enable us to help the PCT reach its targets for at risk patients needing a flu injection.

The skills taught and learned will also enable you to offer the service privately to other patients also. Once we have the green light, the LPC will be writing out to you for expressions of interest to attend the training. Our colleagues in the North of Tyne areas have also successfully negotiated a flu service and are using Novartis's training. We are coming together to offer a range of training dates across North and South of Tyne that we will all be able to attend.



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## New Medicines Service.

The New Advanced medicines service is being launched as part of the changes to the National Pharmacy Contract. The New Medicine Service (NMS) will be the fourth Advanced service to be introduced into the NHS community pharmacy contract. The service will be implemented during 2011/12, with an implementation date of 1st October 2011.

The service will provide support for people with long-term conditions newly prescribed a medicine, to help improve medicines adherence. It will initially focus on particular patient groups and conditions.

The NMS will be time-limited until March 2013; it will continue beyond this time if all parties agree that the service has provided demonstrable value to the NHS. We envisage that the successful implementation of NMS will:

- improve patient adherence which will generally lead to better health outcomes
- increase patient engagement with their condition and medicines, supporting patients in making decisions about their treatment and self management
- reduce medicines wastage
- reduce hospital admissions due to adverse events from medicines
- lead to increased Yellow Card reporting of adverse reactions to medicines by pharmacists and patients, thereby supporting improved pharmacovigilance
- receive positive assessment from patients
- improve the evidence base on the effectiveness of the service
- support the development of outcome and/or quality measures for community pharmacy.

We have worked with our LPC colleagues across the North East to jointly arrange some training events via CPPE to help bring pharmacies up to speed on the new services. Our regional LPC secretary Greg Burke is co-ordinating the training for the whole North East and will be writing out to contractors shortly inviting them to the training events.

## Pharmabase

Pharmabase is being developed to help pharmacies with the NMS Service. The PSNC has reported that the NMS module in PharmaBase is progressing well and it is hoped that it will be available to pharmacy contractors from mid-September. The module will support contractors to provide the NMS service, including the following functionality:

- patient registration
- printing consent forms
- scheduling interventions and follow ups using a pharmacy calendar (which can also be used to manage appointments for other pharmacy services)
- printing a patient information leaflet and appointment reminder
- creating a task list of patient reminders to be provided prior to appointments
- recording the mandatory dataset for the intervention and follow up
- creating NMS Feedback forms to refer patients back to their GP practice
- an 'NMS dashboard' to allow the pharmacy team to keep track of their NMS activity during the month
- creating the quarterly reports for PCTs

## Take up the challenge.

This is a really exciting time for pharmacies across our area. It is a real opportunity for us to show what pharmacy is capable of and even though everything seems to be occurring at the same time and at busy times of the year, we know that pharmacy can step up to achieve its aims.

Please keep a look out for the letters from the PCT and try to attend all the training events. Remember there will be the added bonus that you can use these training events as part of your continuing professional development. LPC News will try to keep you informed as things progress. If you are not already on our email distribution list it may be worth you joining. Just email our editor Sami Hanna (details below) and we will add you on.

## TARGETED MURS

Alongside the new services mentioned in this LPC News, don't forget that the MUR service is changing with the introduction of targeted MURs. These are designed to help community pharmacy demonstrate the benefits of the MUR service and provide assurance that it is a high quality, value for money service that can yield positive health outcomes for patients who will benefit most. From 1 October 2011 there will be three national target groups:

- patients taking high risk medicines
- patients recently discharged from hospital who had changes made to their medicines while they were in hospital. Ideally patients discharged from hospital will receive an MUR within four weeks of discharge but in certain circumstances the MUR can take place within eight weeks of discharge
- patients with respiratory disease.

50% of all MURs undertaken by each pharmacy in each year should be on patients within the national target groups.

It is imperative that pharmacists understand the changes so that they can provide an effective service. Full details of the changes and the new service can be found on the PSNC website

## NHS CHOICES

Every pharmacy delivering NHS care in England has a profile presence (mini-website) on the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)). The information on these profiles has, until now, been provided by the PCT or through information services within the NHS.

Pharmacy contractors can now register to take ownership of their pharmacy profiles and edit information such as opening hours, services offered and car parking arrangements.

Since the NHS Choices website launched in 2007, patients have been able to post online feedback about their hospital experience. The patient feedback functionality was extended to GP practices in 2009 and to dental practices at the end of 2010. In September, this will be extended to pharmacies. The NHS Choices Team have recently sent a letter to PCT pharmacy leads and asked them to gather the information necessary to register a representative from each pharmacy for both profile editing rights and patient feedback comment administrator rights. The passwords for editing pharmacy profiles and responding to feedback are different. It is for a pharmacy contractor to decide whether they would like the same staff member or different staff members to perform these two functions. The PSNC has produced some guidance for pharmacy contractors. NHS South of Tyne & Wear are yet to write out to contractors, however we understand that our contact for any issues regarding this will be Lindsay Bell on [lindsay.bell@nepcsa.nhs.uk](mailto:lindsay.bell@nepcsa.nhs.uk)

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