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Seasonal Flu Vaccination Service 2020-21

The team at the Devon LPC would like to thank our pharmacy teams for being so phenomenal!

Nationally community pharmacy has delivered over 2.6m flu vaccinations through the national service. In Devon, our contractors delivered 67,721 which is more than double the previous season. Well done to all of you.

Update on 2021/22 flu vaccine ordering

NHS England and NHS Improvement (NHSE&I) has reported in its [Primary Care Bulletin](#) that 50 to 64-year-olds are expected to be included as an eligible cohort for the 2021/22 flu vaccination season. The flu vaccination reimbursement letter issued earlier this year has been updated to reflect the inclusion of the cohort.
<https://devonlpc.org/advanced-services/flu-vaccine-service-2021-22/>



Improvements made to the NHS Service Finder tool

NHS Digital has introduced improvements to their [NHS Service Finder](#) online search tool. The NHS Service Finder is a free tool that provides access to information from the Directory of Services (DoS) and the NHS website. The tool's purpose is to allow pharmacy teams and other healthcare professionals to search for service information quickly, thereby making it easier to signpost patients to the correct service.

The latest changes to the NHS Service Finder include:

- A restyling of the search results list;
- A restyling of the service details to make them more navigable and consistent; and
- A new function to enable users to filter search results by type and opening hours.

Following these, and other changes, it is predicted that searches using the NHS Service Finder tool will be up to 30% faster. PSNC requested that these changes be made and will continue to provide input to the NHS Service Finder team based on contractor feedback.

[Learn more about these enhancements to the NHS Service Finder](#)

Medicines Use Reviews

Sadly, this service has now been decommissioned. Community pharmacy contractors are therefore reminded not to provide any more MURs.

Contractors who have previously provided MURs will need to consider the following points now the service has been decommissioned:

- **Practice leaflets** – Practice leaflets will need to be updated to remove MURs from the list of services that the pharmacy provides; however, contractors are reminded that NHS England and NHS Improvement (NHSE&I) will **not take action** against contractors who have not updated these during the period of the pandemic.
- **MUR promotional materials** – Promotional materials for MURs such as leaflets, posters, service ladders should be removed from public view to prevent any confusion about the availability of this service. If contractors have their own website, any information about MURs should also be removed.

- **Updating the NHS website** – PSNC has requested that MURs are removed centrally from the NHS website so contractors do not have to individually remove MURs from their NHS website profiles; we are still waiting for confirmation on if this will occur. However, contractors must ensure they verify and, where necessary, update the information contained in their NHS website profile at least once each quarter of the financial year. The next quarter started on the 1st April until the 30th June, therefore contractors could consider updating and verifying their profiles (and therefore remove MURs from their pharmacy profile as part of this process) in the coming days to meet this requirement.
 - **MUR records** – Copies of records of MURs should be kept for at least two years after the date on which the MUR took place; this still applies even though the service has now been decommissioned.
 - **Reporting quarterly MUR figures** – Quarterly reporting of MUR data **has not been required** during the pandemic therefore there is no need to report the final quarter of data to NHSE&I now the service has been decommissioned.
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Pharmacy Collect - C-19 test distribution service

Community pharmacy contractors who have signed up to provide the NHS community pharmacy COVID-19 lateral flow device distribution service (Pharmacy Collect), should have received promotional materials for the service.

Contractors will receive a pack containing 1 x A3 poster, 2 x A4 posters and a leaflet about the campaign by courier service, which will need to be signed for on arrival. Initial packs have already been sent out and will continue to be sent out as contractors sign-up to deliver the service.

Additional materials are available on Public Health England's campaign resource centre including digital screens, a social media post (with suggested copy) and additional posters translated into 13 languages.

IMPORTANT: The funding for the service comes from outside the pharmacy Global Sum and it is made up of the following elements:

1. An **early sign-up fee of £200 + VAT**, for any contractors who sign up to provide the service **by 23:59 on 18th April 2021**.
2. A **one-off set-up fee of £250 + VAT**, which covers set-up costs including creating a standard operating procedure for the service and training staff who will be involved in providing the service, and storage costs for the test kits ordered from wholesalers.
3. A **service fee of £1.50 + VAT per transaction**.

That means contractors signing up to provide the service by 23:59 on 18th April 2021 will receive £450 + VAT in up-front payments for the service, in addition to the service fee for each transaction undertaken.

Discharge Medicines Service

During March the LPC ran two local engagement events to support the local implementation of the Discharge Medicines Service. Currently the RD&E, NDHT and Devon Partnership Trust have gone live with the new PharmOutcomes service and the three remaining Trusts in Devon plan to go live in the next few months. Details about further engagement and training events will be announced shortly. However, please remember that you may receive discharge referrals from any NHS Trust in the country which could arrive in your inbox on NHS Mail or via PharmOutcomes so ensure your team is checking regularly.

In the meantime, the Devon Partnership Trust (DPT) has let us know about some fantastic resources that are accessible by community pharmacy in Devon.

<https://www.dpt.nhs.uk/resources/medicines-in-mental-health>

Clicking in for prescribers and professionals, you can find information about prescribing guidelines, DPT formulary, and medicine briefings. The generic email for contact is dpt-tr.ndmot@nhs.net

DPT uses **choice and medication** <https://www.choiceandmedication.org/devon/>

to provide information to service users (also available in the link above). This resource is handy and contains lots of information about psychiatric medication.



Wellbeing Hub launches to support staff in Devon

Launched on Monday 29 March, the Devon Wellbeing Hub will offer support to both individuals and teams working in healthcare, social care and the police. NHS dental, pharmacy and optometry staff are all covered. It is free, independent and confidential.

Individual support

You may be struggling with the pressures of your job, family life or financial strains, or maybe you've noticed that you're finding it tough to cope with the low mood and anxiety you're experiencing. Whatever issues you're facing, the Devon Wellbeing Hub is here to help you. You will be offered a 1:1 telephone or video call appointment lasting for around 45 minutes. You'll speak with a qualified and understanding clinician who'll compassionately listen to your problems and needs, and together you'll develop a Colleague Wellbeing Plan with your next steps. You may also be provided with further information on services and support available to you.

The Devon Wellbeing Hub will then be able to refer to and signpost you to a wide range of services available to you across Devon, including services provided by your own employer; NHS and other statutory services; local third sector and charity services; nationally available offers to keyworkers, and other support offers. The Hub is designed to be a single place where someone concerned about their wellbeing can come, unpick their needs and be supported to get to the right services quickly.

Team support

Have you noticed that your team energy is low, or that colleagues are collectively experiencing difficulties following distressing and stressful events arising from COVID-19? Managers working in health, social care and police organisations in Devon, Plymouth and Torbay will be able to make a request for direct support for their team. Led by a clinical psychologist, a needs assessment will take place following the request. Support will be tailored to the specific needs of each team and may include reflective practice, supervision and coping strategies to help improve the psychological wellbeing of the team.

Accessing the service.

The Devon Wellbeing Hub will take self-referrals and team referrals by phone and email. The Hub will also accept referrals for individual members of staff from managers and occupational health departments via email, providing the member of staff has clearly consented. The Hub can be contacted between 9am and 4.30pm, Monday to Friday, on 0300 303 5455 or via email at dpt.devonwellbeing@nhs.net

CCG Yellow Card system is re-named PITCH



PITCH is the new name for NHS Devon CCG's Yellow Card system from this week and it can be used by all health and social care staff, voluntary sector and allied health professionals in Devon

Please find attached more information - a brief [presentation](#) and [process flow chart](#).

COVID-19 Vaccination

NHSE&I and your local system recognise it is important for you as employers and NHSE as commissioner of your service, to be confident that your staff in the priority cohort have been able to access a vaccination if they wish to. To help them ensure that pharmacy team members are able to access the vaccine please complete this survey [here](#).

Training and Development Opportunities – ALL FREE to pharmacy teams in Devon

Leadership Training Webinars provided by MORPh Training for Devon LPC

Devon LPC has worked with MORPh Consultancy to produce a bespoke leadership training package specifically to support new leaders in healthcare roles. Whether you're a new or established PCN Community Pharmacy lead, pharmacy manager, an established leader within an organisation or an aspiring leader of the future, these workshops will support and develop your leadership skills in both your organisational role as well as equipping you with skills to work with other sectors of the health system.

This training series is FREE to pharmacists and technicians in Devon, running across three half day Saturdays and certificates will be provided to demonstrate their completion. Book now using the Booking Form for this one-time only opportunity. Each webinar can be booked individually as a pick and mix, but ideally all three as a series. [Booking Form](#)

VIRTUALOUTCOMES - ONLINE TRAINING FOR YOUR WHOLE TEAM

Discharge Medicines Service (Essential Service)

Use the online training to bring team members and locums up to speed with the new mandatory essential service. The training module includes links to all the resources you will need and a certificate for each team member that successfully completes the CPD questions at the end of the module.

Virtual Outcomes: COVID-19 Lateral Flow Device Distribution Service e-Learning

Community Pharmacy has a NEW Advanced Service. This course is designed to take you through all you need to know to deliver the service. It gives all the details to support you in achieving the Early Bird payment by signing up before 23:59 on the 18th April 2021.

The course objectives are:

- To explain the reason why Lateral Flow Testing is important.
- To explain the funding for the service.
- To understand what pharmacy's need to have in place in order to deliver the service.
- To understand what data needs to be reported.
- Access this course and other training materials and resources [here](#).
<https://www.virtualoutcomes.co.uk/pharmacy-training/>

Making Every Contact Count

OneSmallStep has offered two evenings for Making Every Contact Count (eMECC) lite virtual training for pharmacy teams working in community pharmacy within the Devon County Council area. The training session is free and RSPH accredited. MECC is an approach to behaviour change that uses day-to-day interactions that organisations and people have with other people to support them in making positive changes to their physical and mental health and wellbeing. Community pharmacies are well placed to have MECC conversations with their patients and customers. It can support signposting, Health Champions and engaging public health campaigns, NMS, Discharge Medicines Service and helping people to make positive changes to their lifestyle.

We have a choice of two dates. 18th May 2021 and 7th June 2021. Time: 6.30 pm to 9.30 pm. Please email kristinahargreaves@onesmallstep.org.uk to register.

SMOKING CESSATION ANNUAL UPDATE PHARMACY STAFF ONLY EVENING SESSION. Monday 10th May 2021

6.30 pm to 8.30 pm

Annual update training for active trained Stop Smoking advisors who work in GP practices and pharmacies across Devon. Due to Covid-19 restrictions this training will be delivered online via Zoom. Zoom password and login in details to the training event will be provided once booking is confirmed. At least one trained stop smoking advisor from each setting must attend annual update training once a year, to ensure knowledge is up to date and is cascaded to other smoking cessation advisors within the organisation. PLEASE NOTE THIS TRAINING IS AIMED AT GP PRACTICE AND PHARMACY STAFF ONLY

Please make sure you put your correct email for zoom and workplace address. Please make sure you can attend for the full allocated Zoom training times and will be uninterrupted. Please book on through bookwhen and you will then receive the Zoom training link and passwords. <https://bookwhen.com/onesmallstep>

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