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### Pharmacy Quality Scheme

We're so delighted that 99% of pharmacies in Devon made a PQS Stage 2 declaration by the 1<sup>st</sup> March deadline. Due to the more flexible timings that have been negotiated by PSNC for completion of the PQS work, contractors have until 30<sup>th</sup> June 2021 for completion of Domains 1, 2, 3 and 5.

Contractors will be paid their PQS Part 2 2020-21 payment on the 1<sup>st</sup> April 2021. Check out the PSNC [PQS Part 2 page](#) if you need to.

In particular, we would like to extend our thanks to the 30 PCN Community Pharmacy leads who worked with their local pharmacy networks to ensure that those of you who wanted to complete Domains 4 and 5 (flu and Business Resilience respectively) were facilitated to do so. It was a lot of work for everyone but especially our leads and we are very grateful to them. Please, please, do continue to have those local discussions, engage in any What's App or other methods of communications that you use in your networks, and keep on talking to each other.

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### Seasonal Flu vaccination service 2020-21

What an incredible achievement you have made this year during the flu season. To date Devon contractors have provided just under 68,000 vaccinations; more than trebled over last year! Well done to all of our Devon pharmacy teams who have really stepped up to the flu jab plate.

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### Seasonal Flu Vaccination Service 2021/22 – Vaccines for Next Season

Please ensure you read the [NHSE&I letter](#) which provides details of flu vaccine reimbursement and ordering for the 2021/22 season. It is important that pharmacy contractors providing the flu vaccination service review the contents of the letter and use the information to inform their ordering of flu vaccine for next season. Please also see [PSNC guidance here](#) for helpful advice, particularly in relation to the 50–64-year-old cohort.

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### Devon LPC Contractor Survey

We recently sent out a Survey Monkey form to find out what our pharmacy teams think about the LPC; we had a good response so again thank you for taking time out of your busy days to complete the survey. Some of you also had the added pleasure of a quick call from one of the LPC members, and we hope you found that contact useful. We will be working on the results from the survey and will give you feedback on how this will influence our priorities and workplan for the next 12 months in future newsletters.

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### GP CPCS

GP CPCS is an extension of the NHS 111 CPCS service, where a GP practice can refer patients for low acuity conditions into a pharmacy of the patients' choice for a clinical consultation with the pharmacist. If you are signed up to the 111 CPCS service you will automatically be enrolled to provide the GP CPCS service also. We have run two GP CPCS evening events over the last fortnight, which

have been very well attended – another two are planned for **Thursday 11<sup>th</sup> March & Monday 15<sup>th</sup> March.**

The evening covers off what GP CPCS is, helps prepare your pharmacy teams, what the local referral pathways may look like and helps contractors to be able to claim the engagement and set up payment and understand the activities that will need to be completed and documented so it can be evidenced at a later date.

The LPC are keeping a list of interested GP practices (so far there are around 20 that we know of) and passing this information to the regional NHSE&I team and the CCG who are co-ordinating the roll out. The GP CPCS local implementation managers will be leading from a practice perspective, providing them with the training required to get up and running. We hope that within the next three months those practices already identified will be live with GP CPCS.

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### **Discharge Medicines Service (DMS)**

**This is a new essential service – it is not optional. If you receive a referral it is expected that you will carry out all 3 stages – unless there is a reason as set out in the drug tariff that only part of the service can be completed.**

The Discharge Medicines service is replacing the TCAMS service that exists in some NHS Trusts in Devon. It is an essential service, and you may receive a referral from anywhere in the country. MHS Trusts may use either NHS mail or PharmOutcomes to send the referrals to your pharmacy – Sue has secured funding for PharmOutcomes licenses for the six Devon NHS trusts but NHS mail may still be used by others, so be sure to regularly check both. Current TCAMS referrals can be claimed for under the new DMS, providing the information received meets the minimum data set – you can contact the referrer for further information if necessary.

The RD&E, NDHT & DPT are all planning to go live on the **6<sup>th</sup> April**, with the remaining Trusts hopefully going live later in the Spring. There are currently two evening webinars planned for pharmacy teams primarily based in the Northern and Eastern localities at this stage on **Wednesday 17<sup>th</sup> March & Tuesday 23<sup>rd</sup> March**. The aim of the webinar is to provide contractors with a better understanding of DMS in order to deliver the service effectively. Link to event booking <https://devonlpc.org/our-events/discharge-medicines-service/>

It is up to NHS Trusts to determine when a patient needs a DMS referral and therefore it is the Trust that will instigate the referral after first seeking the patient's consent for provision of the service. A DMS referral will not be received for every patient who has been discharged from hospital, or that is on a dosette box. More information and guidance is available on the [PSNC website](#).

In this Hospital Times article, Nick Thayer, Professional Healthcare and Policy Researcher for the Company Chemists Association (CCA) outlines the benefits of the DMS and how it can transform the patient discharge process. You can read the full article [here](#).

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### **2020/2021 Enhanced Service for the Availability of Specialist Medicines**

NHS England commissions a number of pharmacies in the South West to hold set levels of medication items that are considered essential to meet the basic needs of patients in an urgent situation. 21 pharmacies in Devon are commissioned to hold stocks for this service.

Often these medications are needed during stressful and difficult situations, where facilitating prompt supply can help ease some of the anxiety generated and enable prompt treatment of symptoms.

We would like to ask you please to liaise with your community pharmacy colleagues to raise awareness of this service and encourage pharmacy teams to actively signpost to these pharmacies when they are presented with an urgent prescription for the listed items they are unable to fill.

The list of pharmacies and the medication held in stock can be found on our website some changes have been made to the quantities and medications in this list for the 20/21 service, some non-injectable options are now included. The current list of Devon pharmacies and their phone numbers is copied below for your information, current opening hours are subject to variation should be checked. <https://devonlpc.org/locally-commissioned-services/specialist-medicines/specialist-meds-service-2020-2021-final-version/>

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### How to differentiate lung cancer from COVID-19

An infographic resource has been produced which will be useful for some pharmacy teams as an aide memoire. The diagnosis rate of cancers has gone down significantly according to recent reports in the lancet so this may help contractors and teams identify potential cases. A copy of the poster is enclosed with this newsletter. Additional copies can be printed using [this link](#)

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### New! NHS Service Finder - Useful Resources

The [NHS Service Finder](#) is a free online search tool which provides access to information from the Directory of Services (DoS) and nhs.uk.

It allows pharmacy team members and other healthcare professionals to search for service information quickly, allowing a patient to be signposted to the most appropriate service for their needs. It also enables you to look-up non-public telephone numbers (where available) for listed services, such as general practices.

Further information including links to FAQs, top tips, and promotional material can be found [here](#).

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### Health and Wellbeing resources

#### Confidential coaching support [Information]

NHS England and NHS Improvement (NHSE-I) are offering those who work in primary care settings, including community pharmacy, confidential coaching to build wellbeing, resilience, and positive team cultures.

[#LookingAfterYouToo](#) has seen over 7,000 individual coaching sessions booked. It has been incredibly well-received and highly rated by those using the service.

[#LookingAfterYourTeam](#) launched in January 2021, and is available to those who lead, manage or organize a team or group in primary care.

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### Forthcoming Events and CPD Opportunities

#### Mental Health and Wellbeing

Looking after yourself during these challenging times is so important. The LPC Secretariat has been contacted by the Devon Partnership NHS Trust offering a free workshop for pharmacy teams called 'TALKWORKS for challenging times. The date is Wednesday 24th March 2021, 7.00 pm to 9.00 pm on MS Teams. **To book a place please call or email TALKWORKS and provide a few details to register.**

Telephone: 0300 555 3344 or email: [dpt.talkworks@nhs.net](mailto:dpt.talkworks@nhs.net)

This workshop was developed as a result of the current COVID situation (although it is not specifically about COVID) – and covers strategies for wellbeing. It is a two-hour workshop which covers things like worry, anxiety, managing routines and sleep. It may also be a useful space for people to reflect and consider whether the service (TALKWORKS) can support them in other ways.

A sense of wellbeing is so important and never more so than now with the levels of uncertainty around. Please could you circulate this opportunity to your teams. A leaflet is attached to this newsletter that you could put up in your dispensary to raise awareness of this resource.

**If you would like to know more feel free to visit the TALKWORKS website where details of other workshops are also [available](https://www.talkworks.dpt.nhs.uk/nhs-mental-health-support/sleep-and-wellbeing-workshops)**

### **Making Every Contact Count training**

Onesmallstep is offering Making Every Contact Count training to health care professionals working in Devon (OneSmallStep is provided by Everyone Health Ltd on behalf of Devon county council); as they are currently unable to offer face to face training, there is an offer of MECC lite via zoom. The eMECC lite virtual training session is free and RSPH accredited. There are a few sessions booked in for anyone to join on the 17<sup>th</sup> March 10-1pm, 21<sup>st</sup> April 1pm-4pm and 21<sup>st</sup> May 10-1pm, for more information contact Kristina Hargreaves, Community Engagement Network Lead on 07935 062130 or email: [kristinahargreaves@onesmallstep.org.uk](mailto:kristinahargreaves@onesmallstep.org.uk) We are also working with Kristina to arrange one or two bespoke evening sessions for community pharmacy team members which are likely to take place in May 2021, so keep a look out for details.

### **National Pharmacy Association [COVID-19 Vaccine Hesitancy Webinar Now Available Online](#) (taken from Primary Care Bulletin – 4 March 2021 (Issue 113))**

A webinar for community pharmacy teams on understanding COVID-19 vaccinations and addressing vaccine hesitancy is now available to view on demand.

This event was organised by the National Pharmacy Association, recognizing that people have a high level of trust in their local pharmacists, which could be an important factor in overcoming doubts and misapprehensions about vaccines for COVID-19 – including within Black, Asian and minority ethnic communities. Speakers included: Dr Shirley Hopper, Medical Assessor, Medicines and Healthcare Products Regulatory Agency and Professor Jeremy Brown, Professor of Respiratory Infection UCL, Member of the Joint Committee on Vaccination and Immunisation.

### **Antimicrobial Stewardship Community pharmacy**

As part of supporting community pharmacy teams implement the antimicrobial stewardship action plan that was developed for the [2020/21 PQS](#), colleagues are invited to register to attend the Antimicrobial Stewardship (AMS) in community pharmacy shared learning virtual event. This event will focus on shared learning from community pharmacists who have been using the TARGET antibiotic checklist (attached) and other AMS tools in community pharmacy.

This virtual event will be held on **Tuesday 30<sup>th</sup> March 2021** from **19:00 – 20:30** via Microsoft Teams. If you are interested in being a part of this event, please [register here](#) by **26<sup>th</sup> March 2021**.

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### **Deadline Tracker – March 2021** **All the Important dates for the month in one place**

The March 2021 edition of the Deadline Tracker is now available to help keep you on track with your monthly tasks and to meet local and national deadlines. The tracker can be downloaded from the LPC website [here](#) and is attached.

We would welcome any feedback on the tracker and will consider suggestions for future versions (Email [admin@devonlpc.org](mailto:admin@devonlpc.org))

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### **DEVON LOCAL PHARMACEUTICAL COMMITTEE [www.devonlpc.org](http://www.devonlpc.org)**

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