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Devon Training Hub Offer - Practice Based Small Group Learning

There is funding available for 10 community pharmacists to join a few PCN based practice based small group learning activities in Devon. This is a very good opportunity to develop some clinical learning, strengthen relationships etc. and get involved in some inter professional learning.

The PCN areas are NEXUS, Torquay, and North Dartmoor. If your pharmacy is in any of these PCNs and if you are interested in finding out more about the opportunity this offers, please complete the expression of interest here. <https://forms.gle/foJVihgdQF52cH1c8>

For more general information here is a link to the information on the Devon Training Hub website. <https://www.devontraininghub.co.uk/healthcare-roles-1-2/gp-opportunities/pbsgl/>

Unplanned pharmacy closures or disruption to service provision

We'd like to remind you all the importance of informing NHSEI and local commissioners when the delivery of your services is compromised or reduced by staff absences including unplanned closures in line with your business resilience plans.

In Devon, you need to update your DoS entry using the DoS profile updater. Please don't email the local DoS team to do this for you, the local pharmacy team must do this themselves to make sure patients are appropriately signposted to available services.

Community pharmacies have direct access to their DoS profile; here is a link to more information on the PSNC website. <https://psnc.org.uk/contract-it/pharmacy-it/databases-of-pharmacies-and-services/directory-of-services-dos/>

There is also a [DoS Capacity Status tool](#). Using this tool, pharmacies can mark themselves as red, amber, or green in terms of capacity.

Emergency Hormonal Contraception (EHC) Virtual Training Session 3rd March 2022 7.00 pm

A mandatory training session has been arranged for pharmacists wishing to deliver the Emergency Hormonal Contraception (EHC) under the new Patient Group Direction (PGD).

Pharmacists are only required to attend this one virtual session for all areas of the county.

Beginning at 19:00 with the aim of finishing no later than 21:00.

Please contact nici.buckley@nhs.net if you need any further information or have any issues booking a place.

<https://www.eventbrite.co.uk/e/ehc-training-for-pharmacists-in-devon-plymouth-and-torbay-registration-160985521027> *Microsoft Teams link will be sent to the email address provided when booking

Reminder! Have you received your Weight Management Health Campaign Materials?

Community pharmacy contractors should have received their [campaign materials](#) for the weight management health campaign, which is the third mandated campaign agreed for 2021/2022 by NHS England and NHS Improvement and PSNC.

If contractors have not received their campaign materials, they should email partnerships@phe.gov.uk with 'Weight Management Pharmacy Packs' in the subject line and include their pharmacy name and address in the email.

Do you know what actions you and your team should take during the campaign and that you and your team can refer people to the NHS Digital Weight Management Service? To access a free (funded by the Devon LPC) VirtualOutcomes training course visit: <https://www.virtualoutcomes.co.uk/pharmacy-training>.

The campaign is running for 5 weeks from receipt of the resource packs, ending by 18 February 2022.

Speaking of Weight Management and referrals ...

As part of the requirements of the Pharmacy Quality Scheme Healthy Living Support Criterion, pharmacy teams need to refer at least one patient to either a Local Authority funded tier 2 weight management services **or** the NHS Digital Weight Management Programme to meet the requirement.

In Devon each local authority has its' own arrangements for provision of tier 2 services.

Devon County Council

The *commissioned* service in Devon is One Small Step <https://onesmallstep.org.uk/>

Torbay Council

Torbay Healthy Lifestyles: <https://www.torbayandsouthdevon.nhs.uk/services/healthy-lifestyles/>

For patients to access tier 2 they must be referred through Lifestyles, so the above is the point of contact to direct people towards initially.

Plymouth City Council

For Plymouth the normal route is to contact One You Plymouth

[One You Plymouth | Become a healthier you](#)

Telephone line is 01752 437177

Also, on Instagram and Facebook @oneyou.Plymouth

Email oneyou.plymouth@nhs.net

Currently there are also the following offers;

Fit Fans from Plymouth Argyle Community Trust

[Fit Fans | Plymouth Argyle - PAFC](#)

[Improve Your Health with Fit Fans | Plymouth Argyle - PAFC](#)

For January and February, residents who live in postcodes PL1 to PL6 can also receive 12 weeks free at either Weight Watchers or Slimming World. Individuals who meet the eligibility criteria can self-refer - this is a time limited offer.

- Slimming World - <https://tinyurl.com/4h2p69h8>
- Weight Watchers - <https://tinyurl.com/2p97aeh4>

Any queries about the latter please contact Paul Johnson

Paul.Johnson@plymouth.gov.uk

Please take part in PSNC's Pharmacy Advice Audit

Community pharmacy contractors and their teams are being asked to take part in PSNC's latest Pharmacy Advice Audit in w/c 31st January 2022.

We are supporting PSNC's Advice Audit, which will once again ask pharmacy teams to record information about the informal healthcare advice that they are giving over the course of a single day. As well as giving a temperature check on how people are continuing to rely on community pharmacies, the audit results will also provide critical evidence for use in PSNC's funding discussions with HM Government and the NHS.

Last year's Advice Audit highlighted the scale of the informal consultations that were taking place in pharmacies during the pandemic. The vast number of pharmacies taking part from across the country made compelling evidence for policymakers, and the audit results were also critical in helping to persuade MPs to support pharmacy's case for COVID-19 costs.

The audit week will commence on **Monday 31st January** and, as before, pharmacies will be asked to record data about patients coming into pharmacies seeking informal advice over the course of a single day (or until a minimum number of consultations has been reached). However, some minor changes have been made to the audit template this year to help PSNC begin to better understand the sorts of consultations that pharmacies are now giving.

The LPC would be grateful to anyone able to take part in this year's audit – the more pharmacies who are able to do so, the stronger the evidence is.

Full details and resources are available from: psnc.org.uk/adviceaudit

Under Pressure

PSNC is increasingly hearing from pharmacy teams who are struggling to cope with ongoing financial and operational pressures, and who are concerned about the impact that the strain on the sector will ultimately have on patients.

To further support those discussions with policymakers, they have launched two surveys to gather more data on the pressures that everyone working in community pharmacy is under.

It is critical that ALL contractors complete the survey in order to support national negotiations and the bid to get more funding and support for community pharmacy.

Action for contractors

Please complete the relevant survey linked below:

Pharmacy business owners/head office representatives - This survey covers the pressures being experienced by businesses, looking at the overall running of the pharmacy business including financial and staffing pressures.

Pharmacy teams - This survey covers the day-to-day pressures experienced by pharmacy teams including supply chain issues, patient interactions/experience and staff morale.

[Read further information about these surveys](#)

Online NHS directory helps find most appropriate service

Community pharmacy teams are reminded to make use of the [NHS Service Finder](#) online search tool. This tool provides fast, accurate online information about local health and social care services, thereby enabling pharmacy staff to signpost patients to the most appropriate care and removing the need for them to refer to outdated directories. The NHS Service Finder is linked to your pharmacy's DoS profile which makes it even more important to keep this completely up to date.

More opportunities for referrals to community pharmacy from NHS 111

More minor illness symptoms can be referred to the NHS Community Pharmacist Consultation Service (CPCS) from NHS 111, following a review of the NHS Pathway algorithms by an expert group of Integrated Urgent Care clinicians and pharmacists.

Additional referrals will include three new condition types (scratches and grazes, teething, sinusitis) and incorporate general health information requests. Referrals will also be made for some conditions which are already well managed by CPCS, but that have been previously triaged as having higher acuity requirements depending on the patient's declared history, e.g., diarrhoea, vomiting, bites and stings, cough, cold and flu, constipation, skin rash, sticky or watery eyes.

The changes to the 111 Directory of Services Pharmacy profiles to enable these new triage outcomes have been made. Based on 2021 data, this review could generate 275,000 additional referral opportunities from 111 annually to CPCS.

CPCS IT deadline approaching: Have you confirmed your choice of system?

The national procurement of IT support for the NHS Community Pharmacist Consultation Service (CPCS), will cease at the end of March 2022.

Community pharmacy contractors that want to continue providing CPCS, must confirm their choice of CPCS IT system by **no later than February 2022**.

The [CPCS IT switching guide](#) and [NHSX CPCS IT Buyers guide](#) list the verified system suppliers and explains the options:

1. Switch to another CPCS IT provider - you should inform them well in advance so they can confirm the switch has been successful.
OR
2. Stay with existing CPCS IT provider - you must notify them so they can confirm a new service agreement with you

Lateral Flow Device test kit availability

Pharmacies can order up to an additional three cartons as a one-off order

Pharmacies still requiring additional stocks of Lateral Flow Device test kits can request up to three additional cartons of test kits by emailing the Pharmacy Collect team at pharmacy.collect.queries@dhsc.gov.uk.

Pharmacies will need to provide the pharmacy name, address, ODS code, Alliance Healthcare customer account number and the number of cartons required up to a maximum of three cartons.

This order is in addition to the one carton daily order allowance that pharmacies can place with Alliance Healthcare. Orders will be dealt with on a first come, first served basis. The UKHSA will be working with Alliance Healthcare to fulfil these order requests and will supply Alliance Healthcare with a list of additional pharmacy orders each day. Alliance will then process these orders and deliver them in line with their current delivery Service Agreement.

Please note, this does not mean that you will receive the extra stock within three days of emailing to the Pharmacy Collect Team, please allow time for processing email requests.

At this time, only one order can be placed via the Pharmacy Collect email.

DEVON LOCAL PHARMACEUTICAL COMMITTEE www.devonlpc.org

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