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We love this quote from Prince Charles - “Pharmacies are about people and places, not just pills.”

We have always known that – and Prince Charles agrees!

Recognising the hard work of pharmacy teams across the UK, The Prince of Wales hosted a special reception for 200 pharmacists, pharmacy staff and other health service representatives at St James’s Palace recently. The event, saw him give a speech in which he paid tribute to the “dedication and professionalism of pharmacy staff” during the pandemic.

He said: “Over this unbelievably harrowing period, you, ladies and gentlemen, have kept vulnerable people supplied with medicines, played a key part in the N.H.S. vaccination programme.

“You supported testing and have been a vital source of healthcare advice to millions of people.

“As well as your great achievements during that extraordinary time, I really am deeply conscious of your efforts in ordinary times too. For that reason, I very much hope that this evening’s event will help, a little bit, to highlight the marvellous work you do in your communities day in and day out.”

He concluded: “You are a very familiar fixture in the nation’s high streets and neighbourhoods – something that people have come to rely on and value tremendously over generations.

There is a lovely feature on the One Show – here is the [link](#); about 15 minutes into the programme. Congratulations to Sian Retallick and Jackie Lewis; a well-deserved treat!

Free Shared Decision-Making training available for community pharmacy

The Personalised Care Institute is offering [free 30-minute courses](#) on Shared Decision Making (SDM) for colleagues who wish to offer this service. [Shared Decision Making](#) allows patients to receive the expert advice and support they need to make the right decisions for their own personal health care, with support from their clinician.

SDM can form part of [your reflective account for GPhC revalidation](#) under standard one (pharmacy professionals must **provide person-centred care**) which is required from 1 October 2022.

Via Medicines Awareness Daily / Weekly emails

We have been copied into an important HSIB safety alert (link [here](#)) concerning unintentional overdose of morphine sulfate oral solution. One of the key messages and learning is the significance and contribution of affixing the dispensing label to the outer box rather than the bottle of morphine 10mg/5ml.

Help improve the Electronic Prescription Service (EPS)

NHS Digital would like to talk to prescribers and dispensers across different care settings about their experience of using EPS, including any challenges. User feedback is essential to help inform future improvements and the next generation of the system. If you can spare some time to take part and provide your views, [please sign up](#)

Coming Soon. *New Formulary & Referral Website*

We are delighted to announce that the Devon Formulary & Referral website is currently being upgraded and a **new modernised website** will be launched later this year.

The Devon Formulary & Referral website recorded **1.65million** page views in 2021, reflecting its continued utility as a trusted source of information.

The new modernised website will make use of all that today's digital technology can offer us in terms of speed, efficiency, convenience, and ease of use.

Some of the great new features of the site will include:

- Advanced searching functionality (including autofill, spell check, and locality filters)
- A-Z drug lists (easier drug browsing)
- Mobile device optimisation
- Revitalised design and layout

Website traffic has increased substantially year on year since launch, and clinical content has been expanded to meet more of the wishes of clinical users. This success has meant that the ageing underpinning infrastructure needs to be replaced. With this in mind an app is no longer suitable to support the volume of information and the frequency of updates required.

With a new fully mobile-optimised website offering quicker response times and streamlined search functionality, the current Devon Formulary & Referral App **will be retired** in favour of the updated website.

The app will remain on devices but will be removed from the Apple Store and Google Play Store. We ask all users to refer to the website for the most up-to-date clinical content.

The Devon Formulary and Referral website is still available [here](#).

As always, if you have questions or comments relating to the website, the team are there to help:

Contact
Formulary

Contact
Referral

NHS Volunteer Responders: suspension of direct patient support

Direct services to patients from NHS Volunteer Responders (NHSVR) will be suspended from 13 May 2022 as the programme refocuses on current health and care challenges. Information is available on [NHSVR website](#). NHS organisations and community pharmacies can continue to request NHSVR support for [vaccination Steward Volunteers](#) and [NHS goods transport services](#).

PCN Lead Vacancies

We currently have four PCN pharmacy lead vacancies in West Devon, Mid Devon Healthcare, Tiverton, and Drake Medical in Plymouth.

This is such an important and exciting role in helping to shape engagement between community pharmacies in the PCN and the practices and other stakeholders within the area, and to support ongoing development of the increasing range of services e.g., GP CPCS, Hypertension Case Finding, Discharge Medicines Service and the New Medicines Service.

Apart from the specific responsibilities that we can expect to see set out in the next round of the Pharmacy Quality Scheme, we also have an exciting opportunity for our PCN leads to have protected time to join our PCN Leadership Academy. Funding is available to pay for backfill costs for this leadership development as well as working with the PCN and local pharmacy teams.

Attached you will find an overview of the Leadership Academy; this is an amazing opportunity for your personal development as well as helping to meet your CPD requirements. If you would like to find out more, in the first instance please contact Sue Taylor at the LPC Secretariat by emailing sue@devonlpc.org or 07810885766.

RSG: Proposal and Contactor Voting

The Review Steering Group (RSG) has been working to ensure that the support and services offered by PSNC and the LPCs are fit for the future. The finalised proposal has been published and can be [viewed here](#).

Contractors have two weeks to read the proposals. A three-week voting period will begin in the week commencing 23rd May, during which contractors will be asked to either accept or reject, the proposals. Instructions on how to vote will be issued shortly.

Supervised Consumption and Needle and Syringe Exchange Training

Devon County Council recently carried out a Pharmacy Supervised Consumption & Needle and Syringe Provision Update training session with Together which was recorded, and the video has now been uploaded to YouTube for anyone that may have missed the update training or wants to re-cap. Please find the link below: <https://youtu.be/d-0vP3eslkQ>

New! Royal Pharmaceutical Society CPCS Clinical Update Training – Eyecare

The Royal Pharmaceutical Society (RPS) have organised two-part webinars relating to Eyecare. These **sessions will run from May – June** and aim to provide you with the skills to diagnose, intervene, and help patients with eye conditions that are referred to you via CPCS. For more information regarding the courses, dates and booking details please see [here](#).

GP CPCS

It is positive to hear that more practices are starting to go live with the service in Devon and we are hoping that we have turned the corner and will see an improvement in numbers over the next few months.

To effectively support delivery of the service, we would urge all our pharmacy teams to take the following action if you have been notified that your local PCN or practices are going to start making referrals. Read the [updated service specification](#)

- Read the [NHS CPCS Toolkit for pharmacy staff](#)
- Reviewed & completed the [CPCS – Action plan template for pharmacy teams'](#)
- Briefed the pharmacy team, locums, and relief pharmacists
- Make sure as many members of your team as possible can log in to the pharmacy shared NHS Mail and PharmOutcomes.
- Encourage your pharmacy team to view the free [VirtualOutcomes](#) training video.

We have received feedback concerning several pharmacies who are missing referrals, not completing referrals within the agreed timeframe due to workforce pressures, or not notifying the practice if a pharmacy is unable to contact a patient. In Devon we have agreed that pharmacies will respond to GP CPCS referrals within four hours.

Please contact your practices if you are unable to process referrals because of an unplanned closure or any other reason.

Please **specify a clear reason for referral** to the practice if a patient is escalated back to the practice to prevent further issues and complaints being raised. Use the contact details provided by the PCN or practices to escalate patients back to the practice, or to notify the practice if a patient was not contactable or did not arrive.

Flu Vaccination Training

The LPC are looking to organise vaccination training using ECG who undertook the training last year. The training will be held on Sundays, each session will be 3.5 hours, either morning or afternoon. Currently two dates are being looked at are 21st August and 4th September 2021., we are sorting out venues, but likely to be Exeter Court Hotel at Kennford, just off the A38. So we can gauge the level of interest, please email admin@devonipc.org and let us know if you would be interested in the training, so we make sure we have enough interest.

MDS – New Guiding Principles Document

A letter and guiding principles document has recently been sent out to all GP Practice Managers, GP Prescribing Leads, Pharmacists and Pharmacy technicians working in General practice, Community Pharmacies, all Provider Chief Pharmacists and Adult Social Care Commissioners in Devon.

The guiding principles document has been developed by a system-wide working group, to describe a collective approach that stakeholders should use when contemplating the use of an MDS device, for patients who may require additional support taking their medicines.

Please ensure that you and your team have read and are guided by this document. The documents can be found [here. \(https://devonlpc.org/pharmacy-resources/resources-a-f/compliance-support-dda/\)](https://devonlpc.org/pharmacy-resources/resources-a-f/compliance-support-dda/) A copy is included with this newsletter for your use.

CPCS – IT provider sign up *important*

Following the directions given by NHS England, the Community Pharmacy Consultation Service (CPCS) has now moved to a provider pays model. This means pharmacies **MUST** select an IT partner to manage their CPCS service moving forward if they wish to continue with this service.

A pharmacy contractor can choose which IT provider they wish to use. You should by now have either

- Chosen to stay with PharmOutcomes
- Chosen a new provider
- Or de-registered from the service

If you have chosen to stay with PharmOutcomes, we are aware that several contractors have not responded to the chasing emails to complete your registration.

If you are currently receiving NHS 111 CPCS referrals into PharmOutcomes at your pharmacy and you wish to continue using PharmOutcomes but have not yet signed up, **you must** sign up via PharmOutcomes Direct as soon as possible. You can access this portal here: <https://direct.pharmoutcomes.org/>

Multiple are going through this sign-up process centrally; if you are not sure please speak to your area management. Independent contractors can ask the LPC for support if you are not sure.

SHINE!

We know that all our pharmacists and pharmacy teams in Devon are incredible. We'd like you to shout out about your great examples of where you have made a difference to patient care, developed a good strong relationship with your local practice(s), supported your local community – let us have your stories.

Please let us know about your successes and achievements, of your pharmacists and team members so that we can share them with our wider audiences and stakeholders.

We will present you with a £20 book voucher for every story published. Don't be shy, let your star(s) shine!

DEVON LOCAL PHARMACEUTICAL COMMITTEE www.devonlpc.org

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If you would like us to remove your email address from our database, please email admin@devonlpc.org

NHS Devon CCG Commissioned pharmacy services – Contract Preparation for 2022-23

We have been made aware of some concerns expressed about the recent correspondence from the NHS Devon CCG regarding the 2022-23 contract for the Pharmacy First service and requests for information.

The correspondence was sent by the CCG Contracting Team in preparation for issuing the National Variation Agreements (NVAs). As in previous years, all commissioners and providers are required to vary their existing and ongoing contracts in order to incorporate regulatory and policy requirements for the coming commissioning year.

NHS England issues a National Variation Agreement (NVA) every year to update Terms and Conditions, and commissioners are required to bring their ongoing contracts in line with the 2022/23 NHS Standard Contract. The National Variations will also incorporate any service changes, for instance any updates to the service specifications (i.e. the Pharmacy First Service).

Contractors are required to provide a revised Particulars to notify the CCG of any **changes** to their current contract – *i.e. if members of the business have changed roles, changed contact details etc:*

*a. Appendix one – Please **update with relevant contacts***

Provision of their up-to-date insurance certificates and any updated or missing policies, etc. are also required. **Providers do not need to submit any policies, SOPs, certificates etc. that have already been provided and remain unchanged/ up-to-date.**

b. Appendix two – documents required (please ensure documents include a 'last review date' and 'next review date')

This information will then be incorporated in their NVA and their contract updated accordingly.

The contracting team will work with pharmacy Contractors if they have any queries regarding what is required: **If you have any further questions, please contact D-CCG.Contracting@nhs.net**

We would recommend that if you are unsure what information is required to contact the contracting team on the above email to check what they already have on file for you, so that you know what is outstanding to submit.