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Let's Communicate Out of Stock Medicines

During a recent Devon LMC & Devon LPC meeting, the issue of out-of-stock notifications was brought up. As out of stocks are becoming more frequent, rather than just sending the patient back to the GP for an alternative, the LPC was asked to update the notification routes and we have agreed to work with them on this.

Many PCN's use WhatsApp to communicate with each other but we know of some that don't. There was a CCG (now ICB) form produced a while ago that has recently been updated and amended by the LPC and reviewed by the LMC. This form would be filled in by the pharmacist and sent to the practice (with the patient or via email). It has been made clear that this is not prescribing advice but a stock availability notice, with alternatives that are available rather than a 'recommendation'. The aim of this is to help improve communications with the practices to build relationships and trust, and to make it easier for patients to access available suitable medicines in a timely manner. The form has been uploaded onto our [website](https://devonlpc.org/pharmacy-resources/resources-g-l/medicines-shortage-guidance/) for you to download and use as needed. (<https://devonlpc.org/pharmacy-resources/resources-g-l/medicines-shortage-guidance/>)

WhatsApp

WhatsApp is being used by a number of our PCN Community Pharmacy leads as a route of communication within the pharmacy networks. If you are not on a PCN WhatsApp group already, please contact your PCN lead and ask to be sent the link. If you are not sure who your lead is have a look here. <https://devonlpc.org/primary-care-networks/>

Pharmacy Quality Scheme 2022/23 Published

On 5th October 2022, full details of the PQS requirements were published as a [Drug Tariff Determination](#). The PQS scheme began on Monday 10th October 2022. [NHS England \(NHSE\) has published guidance on the 2022/23 Pharmacy Quality Scheme \(PQS\)](#).

We would like to remind all Pharmacy contractors and Pharmacy teams to start working on the PQS domains for 2022/23. The **deadline for declaration is 3rd March 2023** and therefore planning the workload and starting as early as you can is essential.

Contractors are encouraged to review the Drug Tariff wording to decide which domains they want to **work towards meeting by the end of 31st March 2023, and therefore be in a position to claim their Aspiration payment** (this is optional for contractors and not claiming it will not impact on the contractor's ability to claim payment for PQS 2022/23).

[Aspiration Payment Window](#) The aspiration payment window opened at 9am on **Monday 10th October 2022** and closes at **11.59pm on 4th November 2022**.

Gateway Criteria

To qualify for the PQS payment, pharmacy contractors will have to **meet all the gateway criteria by the end of 31st March 2023. This year's gateway criteria are as follows:**

- Contractors must have delivered a minimum of 20 NMS between 1st April 2022 and end of 31st March 2023.
- By the end of 31st March 2023, contractors must have a new written safety report.

Please note you will be unable to claim payment for any of the PQS domains if the gateway criteria are not completed. Contractors should start working towards the criteria from Monday 10th October and continue with this until the day of declaration (between 9am on Monday 6th February 2023 and 11:59pm on 3rd March 2023).

There is lots of information and guidance on the PSNC website. <https://psnc.org.uk/quality-and-regulations/pharmacy-quality-scheme/>

We're running an online meeting about the PQS on Wednesday 2nd November 2022 (7.30 pm – 8.30 pm) run by Tom Kallis. There are still some places left if you'd like to book – register beforehand to get the link to the workshop.

<https://devonlpc.org/our-events/the-devon-lpc-guide-to-the-pharmacy-quality-scheme-2022-23/>

The NHS Profile Manager is a digital tool that combines the NHS website profile editor and the Directory of Services (DoS) profile updater, making it easier to update pharmacy information.

NHS Digital has published [NHS Profile Manager](#) video tutorials on [YouTube](#) that pharmacy teams can refer to for guidance

Unplanned Closure Policy – South-West

The Southwest regional pharmacy team has issued an Unplanned Closure Policy for the Southwest, which will take effect from the 1st November 2022 which was recently circulated to all pharmacy contractors via the shared NHS email for each pharmacy.

Please ensure you read this policy and share with relevant colleagues within your Community Pharmacy. Also, there was also a form you are required to complete and return to the Community Pharmacy generic inbox - england.pharmacysouthwest@nhs.net should you need to temporarily suspend services.

You can find a copy of the policy on the LPC website with supporting documentation including a. resilience guide for contractors, this provides a checklist to support with actions required should you need to undertake an unplanned closure.

The key actions you need to take in the event of an unplanned closure include:

- Notifying your Local GP Surgeries
- NHS England notified of suspension of services
- Directory of Services (DoS) updated for all services
- Liaise with and update local opiate replacement service commissioner (Contact daily pick up / supervised clients - make alternative arrangements if necessary).
- Other local pharmacies notified

[LINK HERE to website documents](#)

(<https://devonlpc.org/pharmacy-resources/resources-g-l/emergency-closure-of-pharmacy/>)

Locally Commissioned Service Training – Sexual Health Training Session 10th November 7-9.00 pm

This session is part of the training requirement for pharmacists wishing to deliver the Emergency Hormonal Contraception (EHC) under the Dev Patient Group Direction (PGD's) for 2021-2024. This session will also cover 'Chlamydia Screening' and 'Talking to Young People'.

The current guidance for completing the training is every 5 years, please contact me if you are unsure of your last training date. Pharmacists are only required to attend this one virtual session for all areas of the county.

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

<https://devonlpc.org/our-events/11119/>

FreeStyle Libre Sensor to be deleted from Part IX of the January 2023 Drug Tariff

We'd like to remind contractors that the original FreeStyle Libre sensor will be discontinued in the UK by 31st December 2022. This produce was flagged with a three-month notice of deletion in the October Drug Tariff and is due to be deleted from Part IX of the January 2023 Drug Tariff. Any prescriptions submitted for payment after submission of contractors December bundle (submitted by 5th January) will not be passed for payment but will be returned as disallowed.

Insuman Basal Quota Problems

1. **DO NOT SEND THE PATIENT AWAY!**
2. If stock is not readily available from your wholesaler please contact: **UK-GFD-DTPsupply@sanofi.com** or Phone **0800854430**



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

Wellbeing Support for Community Pharmacy Teams in Devon Devon Wellbeing Hub

The [Devon Wellbeing Hub](#) is open to anyone working in healthcare, social care or the police in Devon who may need some help. They also offer support for Voluntary, Community and Social Enterprise (VCSE) organisations who deliver health or social care services. This includes both paid staff and volunteers.

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. The service is free and completely confidential. They can [support you](#) with managing stress and mental wellbeing, financial worries, domestic violence and relationship issues or any other issues you're facing with your wellbeing. They also offer [support for teams](#), giving you and your colleagues the opportunity to think about your collective wellbeing.

Recent feedback includes the following:

"I accessed the Wellbeing Hub hoping for some guidance and signposting about what help and support I would be able to access. The practitioner was very understanding and helpful, and talked me through my options, with consideration for my personal situation. I would definitely recommend."

"It was very easy to access, and staff were friendly and supportive. It felt a relief to be taking the first step to be getting some support."

Get in touch - If you are struggling with any aspect of your wellbeing at all, or you lead a team who would benefit from support, find out more about the Hub can help you today. Please get in touch by emailing dpt.devonwellbeing@nhs.net or by calling 0300 303 5455. There is also a simple referral form on the Devon Wellbeing Hub [website](#).

Employee Assistance Programme

All members of the community pharmacy teams in Devon now have access to the local employee assistance programme called CiC currently commissioned until the 31st March 2023. This is all fully funded and provides free access to emotional and practical support. Details and documentation can be found on the [LPC website \(https://devonlpc.org/pharmacy-resources/document-library-n-z/wellbeing-of-pharmacists-and-pharmacy-staff/\)](https://devonlpc.org/pharmacy-resources/document-library-n-z/wellbeing-of-pharmacists-and-pharmacy-staff/)

CiC is a confidential information, support, and counselling service 24 hours 7 days a week 365 days a year. You can contact for practical advice or emotional support with work or personal issues. You can call the CiC line for in the moment support and for as long as you need and discuss any issues you would like support with, for example:

- Managing pressure
- Bullying and harassment
- Marital, family and relationship difficulties
- Stress, anxiety and depression
- Bereavement
- Family care
- Debt and financial support
- Legal and tax advice
- Work/life balance issues

CiC can even provide structured counselling, virtually or close to your work or home. In addition to emotional support, CiC provide practical support for managers. You can also access the [Well Online](#) wellbeing website. By visiting Well Online you can research for yourself the range of support available to you, watch videos and access a wide selection of help sheets and articles written on topics that relate to you and your own wellbeing

How to contact? You can access CiC via phone, e-mail, website, text and text relay services. You will be asked what organisation you are from; you will just need to say from community pharmacy in Devon.

Free Phone Number **0800 085 1376**.

E-mail address: assist@cic-eap.co.uk

Website: www.well-online.co.uk

username: **dpodevon** password **wellbeing**

text Relay **18001 0800 085 1376**

Team resilience

To support pharmacy staff, free coaching is available focusing on wellbeing, managing demands, and developing coping strategies. Staff can access information here:

[NHS England » Looking after you: confidential coaching and support for the primary care workforce](#)

A poster is available on the website which can be downloaded and displayed.

Growing the pharmacy technician workforce in community pharmacy

HEE is seeking the views of community pharmacy technicians and community pharmacy managers responsible for the employment, education, and training of pharmacy technicians

HEE has commissioned a project to explore barriers and enablers associated with the education, training, and professional development of pharmacy technicians in community pharmacy.

The project seeks to understand the perspectives of pharmacy technicians in the sector, as well as those of community pharmacy managers who are, or have been, responsible for the employment and training of pharmacy technicians.

Meeting the increased demand for community pharmacy services in the future will rely on the support of well-trained pharmacy teams. Pharmacy technicians, as registered pharmacy professionals, are ideally placed to work alongside pharmacists to assist in the delivery of these services. HEE are keen to understand any barriers and enablers to growing this workforce in community pharmacy, to support and inform work with the sector in this area.

The questionnaire **will close on Friday 11th November**.

All responses will be fully anonymised, and any themes identified will be generic across regions.

Please see flyer attached with further details on how to take part, links to the survey and project lead details.

Research Project, help needed

Recent research indicates that healthcare professionals are more likely to experience/to have experienced domestic abuse than members of the general public. In response to this finding, the University of Bristol has set up the PRESSURE study (<http://www.bristol.ac.uk/primaryhealthcare/researchthemes/pressure-study/>) to gather information about the impact of healthcare professionals' own experiences of domestic abuse.

As part of this, the research team has launched a survey <https://redcap.link/PRESSURE> to find out about healthcare professionals' (in primary and community care in England) experiences of domestic abuse/coercive control. The study is independent of the NHS, healthcare regulators, unions, colleges, etc. The survey is for healthcare workers who have experienced abuse, control, or violent behaviour from a partner, ex-partner, or family member, AND for staff who may support healthcare workers - for example staff in HR, OH, and line management roles. The survey asks about experiences and support options. Completion takes 20-40 mins depending on the level of detail you choose to give. You can save progress and return later. You can skip any questions that you don't want to answer and take breaks.

We appreciate that reading and answering questions about domestic abuse can be incredibly difficult. If you have experienced domestic abuse, YOU ARE NOT ALONE, and there are people ready to listen and help. Details of support options are included in the survey, including the National DA Helpline (0808 2000 247 – 24/7), and Respect Men's Advice Line (0808 8010327 - Mon–Fri 10am–8pm)

