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### **Dermatology Pilot Service – Torbay**

A Dermatology pilot service has gone live in Torbay, in 4 GP practices and ten pharmacies in the Torquay Primary Care Network.

Secondary care referral data for children in Devon indicate that there were 1,244 patients referred to secondary care the end of August 2019 over the previous 12 months. Although information on the reasons for referrals is uncertain, it is likely that many will have inadequately controlled disease which could be corrected with advice from a community pharmacist.

The aim of the pilot service is to evaluate the impact of structured patient education by community pharmacists on eczema disease severity, with pharmacists carrying out an intervention using validated tools (POEM and PEDESI) on PharmOutcomes. The pharmacists can utilize video consultation technology, to provide action plans which will then be revisited 3-4 weeks after the initial consultation. Pharmacies will be paid £20 for each completed consultation.

The parents/carers of children aged between six months and ten years of age with a diagnosis of atopic eczema, identified through searches of the general medical practice database will be referred to attend a consultation at one of the ten participating community pharmacies.

Pharmacies attended a training evening event run by the LPC on Wednesday 30<sup>th</sup> June.

The practices have begun searching their database this week and will be writing out to the parents/carers of eligible children in batches of around 20 patients. We hope to have around 130 consultations worth of data available to evaluate at the end of the pilot period (not more than 1 year), which will then form the basis of potentially requesting more funding to roll out at a wider scale if successful. If this can be shown to be effective, we will be able to relieve demand pressure on acute trusts and impact waiting lists and re-enforce the place of community pharmacy in supporting patients in managing their conditions.

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### **Reimbursement of COVID-19 costs incurred by pharmacy contractors and recovery of advanced payments**

If you are a pharmacy contractor, you can claim for reimbursement of COVID-19 related costs that were incurred between the 1<sup>st</sup> March 2020 and the 31<sup>st</sup> March 2021. All contractors are now being invited to submit claims for the additional costs due to COVID-19; all claims must be submitted to the NHSBSA between 5<sup>th</sup> July and 15<sup>th</sup> August 2021 with payments being made on the 1<sup>st</sup> October 2021.

You can claim for:

- **additional staff costs due to COVID-19**
- **costs for making your premises COVID-secure**
- **IT and communication costs to support remote working and virtual patient contact due to COVID-19**
- **closures agreed by NHS England and NHS Improvement**

***You'll have until 11.59pm on 15 August 2021 to submit your claim using an agreed claim form provided by the NHS Business Services Authority.***

PSNC is working to get as much information about the claims process out to as many contractors as possible and will be holding two online COVID-19 Cost Claim workshops for community pharmacy contractors, on Wednesday 14<sup>th</sup> July and Monday 2<sup>nd</sup> August at 7.30 pm. Register for one of the online workshops [here](#). If you work for a multiple please make your central or local leadership team your first port of call as regards to any advice issued.

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## **Contract Matters – Essential Services Community Pharmacy Assurance Framework (CPAF)**

Many of the recent changes to the pharmacy regulations make it much easier for NHSE&I to identify pharmacies who are not complying with their terms of service, and to issue remedial or breach notices. In many cases, the specific action that you are required to complete may not have changed but the requirements about recording or communication may have done.

The 2021-22 Community Pharmacy Assurance Framework (CPAF) screening questionnaire will be available for completion from Monday 28<sup>th</sup> June 2021 until Friday 24<sup>th</sup> July 2021. It is a requirement of the Terms of Service that contractors complete the process; you should have received details of the questionnaire either from the NHSBSA via the shared NHS mail account or from your own Head Office.

The questionnaire has 10 active questions on how contractors are meeting their contractual obligations. After the completion window closes and responses have been reviewed, NHSE&I will then select a small number of pharmacies to complete the full CPAF questionnaire and/or receive a monitoring visit.

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### **NHS Mail Accounts**

A gentle reminder to everyone about accessing NHS premises shared mailbox, which is the email in the format [pharmacy.ODScode@nhs.net](mailto:pharmacy.ODScode@nhs.net). Under the new NHS Terms of Service contractors must ensure their staff have access to and are able to send and receive NHS mail from the pharmacy shared NHS mail mailbox. This is becoming so important as well with referrals from GP CPCS and the Discharge Medicines Service referrals starting to gather traction.

If you need to reset a password there's a good YouTube video on how to do it <https://www.youtube.com/watch?v=qZlbccJfDYs>

Alternatively, there's a national helpdesk number you can contact, [helpdesk@nhs.net](mailto:helpdesk@nhs.net) or telephone 03332001133 (Devon's local administrator).

NHS Digital [exeterhelpdesk@nhs.net](mailto:exeterhelpdesk@nhs.net) will help with ODS code and DSP Toolkit submission.

Please check your NHS mail account frequently, important details are sent via this means including drug alerts, CPCS and DMS referrals. Do not rely on one team member to access the account either.

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### **Have you completed the DMS Declaration of Competence?**

Pharmacists and pharmacy technicians must complete the Discharge Medicines Service (DMS) Declaration of Competence (DoC) **before** providing DMS, which became an Essential service earlier this year.

Even pharmacies not yet receiving referrals from hospitals should be ready to provide the service, which includes ensuring staff have completed the relevant training and are competent to offer the service.

As a minimum, pharmacists and pharmacy technicians should read the DMS section of the [NHS England and NHS Improvement guidance on the regulations](#) and the [DMS toolkit](#).

[Find out more about the DMS DoC https://www.cppe.ac.uk/services/declaration-of-competence](https://www.cppe.ac.uk/services/declaration-of-competence)

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## Discharge Medicines Service in Devon

The Royal Devon & Exeter NHS Foundation Trust, Northern Devon Healthcare Trust and the Devon Partnership Trust are all live with the service in Devon. Torbay and South Devon NHS Foundation Trust will be going live in the next two or three weeks; we are waiting to hear further from UHP NHS Trust and Livewell South West about their go live dates.

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### Advanced Services

#### CPCS IT changes from 1st October and upcoming event

From **1st October 2021**, community pharmacy contractors providing the Community Pharmacist Consultation Service (CPCS) will need to procure their own IT support from the range of system suppliers in the market offering CPCS functionality.

The funding for CPCS is due to be reviewed in the current round of negotiations with the Department of Health and Social Care (DHSC) and NHSE&I. Information on any agreed revisions to CPCS funding will be communicated to contractors as soon as possible.

There are expected to be four suppliers: Sonar Informatics and PharmOutcomes are currently the only pharmacy IT systems with the capacity to receive CPCS referral messages, support the creation of clinical records and submit claims to the NHS Business Services Authority (NHSBSA). Positive Solutions and Cegedim are also working to develop this functionality.

To support contractors with choosing their system supplier, NHSE&I will be running a contractor webinar on **22nd July 2021, 7.00-8.30pm**, in which the different IT suppliers will each demonstrate how to use their system. LPCs are encouraged to recommend that their contractors attend this webinar and are welcome to do likewise. Registration details for this event will be shared in due course.

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### Seasonal flu Vaccination Service

As you will be aware the updated [flu letter](#) for 2021/22 has been released confirming that people aged 50 to 64 years old are included as an eligible cohort.

Check the [update](#) published by PSNC to ensure you have the training required for the 2021-22 season. The Devon LPC has arranged face to face training in late July, which is now fully booked, we hope to be able to confirm a second date as soon as possible but are just waiting for trainer availability to be confirmed.

In the meantime, there are several other providers who do offer approved refresher training if you decide you want a bit more certainty at this time. <https://psnc.org.uk/services-commissioning/advanced-services/flu-vaccination-service/flu-vaccination-training/>

**COVID19 - Booster Programme** - NHSE/I has also published a [letter](#) on planning for a C-19 booster programme, referred to as 'Phase 3' of the vaccination programme. NHSE&I will be working with LPCs and then seeking EOI's from contractors wishing to participate. Further info found [here](#).

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### HEE Pharmacy South funded training opportunities for pharmacy supervisors - information for community pharmacy contractors:

Health Education England (HEE) has commissioned pharmacy supervisor training programmes from ProPharmace which are offered free of charge to pharmacy professionals in London, Kent, Surrey, Sussex, South West, Thames Valley & Wessex.

Find out more in the attached educational supervisor and practice supervisor leaflets and at the [ProPharmace website: https://propharmace.com/supervisors/](https://propharmace.com/supervisors/)

This training is suitable for anyone providing educational or practice supervision in their workplace, for example, designated supervisors for the trainee pharmacist foundation year (previously known as pre-registration tutors) or those supervising pharmacy technician trainees.

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### 'Freedom Day'

Some people may be feeling anxious about Monday 19h July which has been dubbed "Freedom Day". This will mean different things to different people, but for many people they may be filled with dread and anxiety.

Devon County Council, in its' latest COVID-19 Update newsletter, highlighted an interesting article in Glamour Magazine about this issue. An expert in social anxiety at the University of Kent's School of Psychology highlights her coping strategies which include:

- Understanding what you are actually ready to do
- Speaking to your loved ones honestly about how you feel
- Trying not to feel any pressure to rush, taking your time and small steps
- Knowing that you are not on your own as lots of people are feeling the same

Read the article here. <https://www.glamourmagazine.co.uk/article/proximity-panic-anxiety-coronavirus-restrictions-lifting>.

The Mind website also has helpful advice about managing your feelings about lockdown easing; which could be useful for you or your patients. <https://www.mind.org.uk/information-support/coronavirus/managing-feelings-about-lockdown-easing/>

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### Lower Limb Therapy Service

During 2020 a local review of lower limb services was carried out by the CCG and service providers including GP practice representatives. As a result, an improved Lower Limb Therapy Service (LLTS) has been developed. Consumables (such as bandages, dressings, hosiery and wraps) for patients using the service across Devon will be supplied directly by the service seeing the patient and will no longer be routinely prescribed on FP10 by GPs. It is hoped that this change will result in improved efficiency and thus improved outcomes for patients.

For some parts of Devon this change has happened already; Plymouth & West Devon, North Devon and East Devon. The service serving South Devon and Torbay will commence providing supplies to patients directly from late July/early August; pharmacies in this area are likely to observe a reduction in the number of prescriptions received from that time.

Any patients using the service with queries about the supply of their consumables should be directed to their LLTS provider directly.

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

<b>Chief Officer:</b>	Sue Taylor	Email: <a href="mailto:sue@devonlpc.org">sue@devonlpc.org</a>
<b>Office Manager:</b>	Kathryn Jones	Email: <a href="mailto:Kathrynj@devonlpc.org">Kathrynj@devonlpc.org</a>
<b>Service Development &amp; Implementation Lead</b>	Anna White	Email: <a href="mailto:anna@devonlpc.org">anna@devonlpc.org</a>
<b>Director of Strategy</b>	David Bearman	Email: <a href="mailto:dbearman1@aol.com">dbearman1@aol.com</a>
<b>Professional Support Pharmacist:</b>	Tom Kallis	Email: <a href="mailto:Tomk@devonlpc.org">Tomk@devonlpc.org</a>

Devon LPC Secretariat, Deer Park Business Park, Haldon Hill, Kennford, Exeter EX6 7XX

Telephone: 01392 834022

If you would like us to remove your email address from our database, please email [admin@devonlpc.org](mailto:admin@devonlpc.org)

