



Secretariat – new staff member	1	PSNC Regulatory Changes Webinar	3
Funding for Devon Wellbeing Hub continues	1	CPPE Accessible training	3
Services Update	2	C&D Awards Celebrating Excellence - Entries	4
Data Security and Protection Toolkit	3	Independent Pharmacy Awards 2023 - Entries	4
New Clinical skills training offer	3	Forthcoming changes to Devon LPC	4

Welcome to the May edition of the Devon LPC newsletter

First of all, we'd like to thank you for everything you are doing to provide an excellent service to the local population of Devon and its' visitors.

We have a new member of the Secretariat team to introduce to you, Leah Wolf, who has started this month as the new Services Engagement lead.

Dear Pharmacy Colleagues,

My name is Leah Wolf and I am the Service Engagement lead for the Devon LPC to support and help our community pharmacy contractors get the best out of local and national services.

I started my career in community pharmacy more than 15 years ago and have worked in a number of multiples. Whilst working in community pharmacy I have touched on numerous aspects of the community pharmacy role from KPI tracking to Care home operations and field operations.

The pressure on all health and care services continues to be immensely challenging. It would be great if you would like to feedback to me where you feel the services are working well and if you have encountered any issues around the services, have you found anything that has been helpful?

I am really excited to be able now to step into this role and become a champion for community pharmacy in Devon and the amazing things that you and your teams can achieve.

The service you provide is fantastic and have great prospect for your patients!

I look forward to working with you all over the coming months and years. If you would like to email me my email address is leah@devonlpc.org.

Health and Wellbeing - Funding for the Devon Wellbeing Hub continues.

The [Devon Wellbeing Hub](#) continues to support colleagues working in healthcare, social care and the police thanks to local funding.

The Hub provides free, confidential support for both [individuals](#) and [teams](#) who are struggling with any element of their wellbeing. Since launching in March 2021, the service has supported thousands of colleagues across Devon. This last year alone (April 2022 - March 2023), they received nearly 800 individual referrals and had 5,760 contacts with colleagues for individual and team support.

The Hub has also continued to develop their offering and become more accessible. Even though the service initially launched in response to the impact of COVID-19, their team of Psychologists, Colleague Wellbeing Practitioners and Chaplains work with colleagues on a range of issues, whether they're related to the pandemic or not. This includes managing stress and mental wellbeing, financial worries, domestic violence and relationship issues. [Find out more in this article where the Hub reflect on the past two years.](#)

Get in touch:

Getting support from the Devon Wellbeing Hub is simple. If you work in healthcare, social care or the police and are struggling with any aspect of your wellbeing, or you lead a team who would benefit from support, the Hub can help you today. Please get in touch by emailing dpt.devonwellbeing@nhs.net or by calling 0300 303 5455. You can also fill out the referral form on the [Devon Wellbeing Hub website](#).

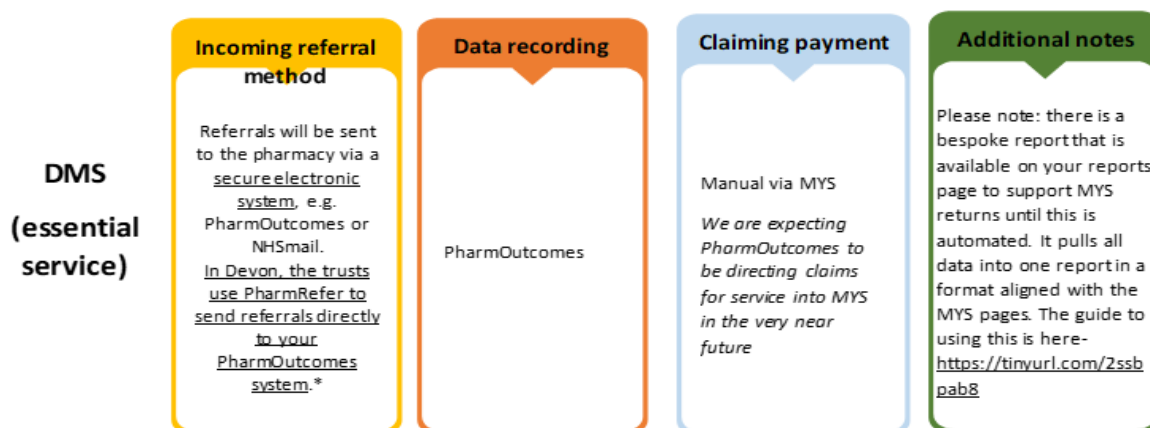
Service updates

Discharge Medicines Service

REMINDER: DMS is an essential service and referrals will come into the pharmacy either via PharmOutcomes or NHS mail.

Some great work has already taken place across the area with 159 referrals made to contractors in April. With 33 interventions at stage 1, 11 interventions at stage 2. The most common interventions currently made are intercepting incorrect prescriptions on the NHS spine, medicine(s) on discharge list but missing from the first prescription, medicine(s) stopped in hospital still on the first prescription, wrong strength or wrong dose of medicine prescribed. In total you prevented 44 patients (28%) from receiving the incorrect medication and possibly preventing re-admission to hospital, which just shows how amazing the service is! Please keep checking for referrals. Remember to enter the interventions on PharmOutcomes and claim for payment via MYS.

Two events are currently being planned in Torbay and Exeter as the Trusts start to build up their referral processes, and we are really looking forward to seeing some of you there.



STOP PRESS: ATTENTION ALL PLYMOUTH PHARMACIES

University Hospital Plymouth (Derriford) will be changing the way that DMS is reviewed in house and we are anticipating a large uptake now in the service to local contractors. This increase will be going from roughly 70 referrals to over 300 per month.

Community Pharmacist Consultation Service (CPCS)

Leah has put together some new flowcharts around the process flow of CPCS that you, your locums and pharmacy teams should find helpful. They can be found on our website [here](#); we'd recommend printing them off if you can and displaying in the consultation rooms, pinboards and/or notice boards.

Remember: CPCS referrals (both from 111 and GPs) will land in your NHS shared mail; please check regularly.

Hypertension Case Finding service.

Some practices and Primary Care Networks are now starting to talk about making referrals into community pharmacy for blood pressure checks.

At the end of the April, we ran a very successful event in Plymouth for pharmacists and technicians.

This included small group sessions for ABPM fitting and programming practice, alongside case studies to identify resources available. Over 40 people attending and there were some lively discussions about barriers to providing the service and key communication steps with GP's. The evening started with a clinical update from Odran Farrell, Lead Pharmacist for Critical Care & Surgery, University Hospitals Plymouth and an update on the healthy lifestyles services available from Livewell South West by Melanie Edwards, Wellbeing Services Manager.

The feedback from the event was very positive and we will be putting on a similar event in the Eastern locality towards the end of June 2023.

In the meantime, here are some top tips to help you get going with the service: -

- Did you know that Pharmacy technicians can now complete this service on behalf of a Pharmacist?
<https://psnc.org.uk/our-news/directions-updated-for-hypertension-case-finding-service-and-scs/>
- Virtualoutcomes has two training videos that are free to access on the Hypertension Service.
<https://devonlpc.org/pharmacy-resources/document-library-n-z/virtualoutcomes/>
- If you want to test patients outside of the specification, then verbal or written consent is required from GP to confirm that this can go ahead. They could attach a note to the repeat slip of a Contraception pill that says last issue until Weigh and BP check with Pharmacist, and similar can be applied verbally with the patient and yourselves.
- Notify practice with all the results at the point of putting them onto PharmOutcomes; alternatively, a summary can be sent to them once a month. However, for ease and better use of time it may be better to complete at the point of completion.
- Talk to patients about the service and why it is so important.
- Get to know your equipment, use your network to support the use of the ABPM. Get the team involved – test the equipment on each other!
- Equip consultation rooms with NHSE posters so that patients can see the benefits
<https://www.england.nhs.uk/ourwork/clinical-policy/cvd/home-blood-pressure-monitoring/>
- Link the services you provide to support healthy lifestyles – for example, smoking cessation and/or weight management services
- Some patients are resistant to having to wear the ABPMs especially overnight; make sure you explain the importance of having the monitor, accepting that they will experience some noise overnight. Ask if it would be better to be fitted over a weekend rather than during the working week.
- Make every contact count; put stickers on bags/prescriptions highlighting the availability of the service; coloured highlighters for BP, Highlight age/criteria. Something that stands out so everyone who is eligible for a BP check can have one!

Data Security and Protection Toolkit

The DSP Toolkit 2022-23 is now open and must be completed by **30th June 2023**. For useful resources to support you in completing the toolkit and to find out more visit the DSP page on the PSNC website.

<https://psnc.org.uk/digital-and-technology/data-security/data-security-and-protection-toolkit/>

An on-demand webinar about completing the 2022/23 Toolkit is available here: **Data Security and Protection Toolkit Workshop - PSNC Website** and the portal to complete the DSPTK is [here](#).

New clinical skills training offer for community pharmacists

Health Education England (HEE) is making available 10,000 module places which will be delivered until March 2024. This exciting new training offer will give community pharmacists the opportunity to build on their existing clinical examination and consultation skills - to assess, treat and manage common health problems. The offer is available to community pharmacists, including part-time staff and locums working in community pharmacy. To register and find out more about the training visit the [CliniSkills](http://www.clinicskills.com) website. (www.clinicskills.com)

PSNC Regulatory Changes Webinar - Book Your Place

PSNC will be hosting a webinar about upcoming changes to the Pharmaceutical Regulations on **Tuesday 16th May at 7pm**. The webinar will cover the regulatory changes due to come into force from 25th May 2023.

The DHSC and NHS England has introduced a package of regulatory changes in response to the current pressures on community pharmacy, and calls from PSNC for regulatory easements to help contractors to manage the workforce and cost pressures.

Register for the webinar [here](#)

CPPE – Accessible training

There is a range of courses up until the end of June 2023 available for booking. [Click here](#) to view all upcoming CPPE workshops.

Topics include:

- Supporting people living with frailty
- Medicines reconciliation in transfer of care
- Familial hypercholesterolaemia

It's that time of the year again when you have the chance to shout about the amazing work you are doing and supporting your local communities. Don't be shy, put in your entries now and if your pharmacy or a member of your pharmacy teams receives a nomination, please let us know so that we can help celebrate your successes.

C+D Awards 2023 Celebrating Excellence in community pharmacy - Now Open for Entries

Entries for this year's C+D Awards are now open, and the Chemist and Druggist is on the hunt for those who are worthy of an award. Do you or your team go above and beyond to serve your patients? Maybe your smoking cessation service is the best in show or perhaps your travel clinic is the talk of the town? There are 13 award categories and the entry deadline is Thursday June 1st 2023. More information can be found on the website [here](#).

Calling all independent community pharmacy teams



The Independent Pharmacy Awards 2023 now open for entries! The Independent Pharmacy Awards return in September to the House of Commons to highlight and celebrate the brilliance and endurance of community pharmacy teams across the UK. Independents from all 4 home nations are improving the health and wellbeing of their local communities in inspiring ways and meeting every challenge head-on despite limited funding and increasing overheads. This is your opportunity to let everyone know why you and/or your team should be winners at the Independent Pharmacy Awards, and about the service developments and innovations you have put in place since March 2022. The Awards take place on 29th September 2023, offering a banquet lunch for all the finalists and their personal guests, where winners will be announced. This year it could be you! There are 6 categories, and no limit to the number of categories you decide to go for. Choose from: * Pharmacy Team of the Year * Pharmacy Technician of the Year * Pharmacy Innovation of the Year * Independent Prescriber of the Year * Best Supporting Local Representative Group (LPC, CP(HB) committee, LHB forum or LCG) * Independent Pharmacist of the Year Entries must be made online, and we recommend preparing your entry on a word document and copying it into the online entry forms which can be found here, along with the entry criteria <https://www.independentpharmacist.co.uk/ipa-enter-23>.

Last but not least, the committee is coming up to it's final meeting before the new committee comes into being on the 1st July 2023. The name of the committee will be changing to Community Pharmacy Devon and we are excited about the forthcoming new branding which will be in tune with the national branding for Community Pharmacy England. In the meantime, we know that the Company Chemist Association will shortly be discussing the CCA members who will be put forward to sit on the new committee; if you work for a CCA member and would love to be involved, please ask your employer if you can put your name forward.

DEVON LOCAL PHARMACEUTICAL COMMITTEE www.devonlpc.org

Chief Officer	Sue Taylor	sue@devonlpc.org
Business Support	Kathryn Jones (Mondays & Tuesdays)	kathrynj@devonlpc.org
Service Engagement	Leah Wolf	leah@devonlpc.org
Director of Strategy	David Bearman	dbearman1@aol.com

Devon LPC Secretariat, Room 16, Partridge House, A38, Kennford, Exeter EX6 7TW

Telephone: 01392 719604 *If you would like us to add or remove your email address from our database, please email admin@devonlpc.org*