

SOUTH WEST ROUGH GUIDE TO GOOD PRACTICE

**IMPLEMENTING THE NEW COMMUNITY PHARMACY
CONTRACTUAL FRAMEWORK**

JUNE 2007

Examples of good practice submitted by SHAs, PCTs and LPCs from across the South West

ELEMENTS COVERED

CONTACTS DIRECTORY

GOOD PRACTICE

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Support for Self-Care
Signposting Patients to Other Services
Healthy Lifestyles and Health Promotion
Waste Medication Disposal
Clinical Governance

ADVANCED SERVICES

Medicines Use or Review
Prescription Interventions
Premises Accreditation
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L.P.S.

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CHOOSING HEALTH THROUGH PHARMACY

Royal Pharmaceutical Society of Great Britain – Version 2 January 2006 – National resources available to support the community pharmacy contract (England and Wales)

National Pharmaceutical Association (NPA) Resources

CONTACTS DIRECTORY

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GOOD PRACTICE

PHARMACY ELEMENT	ORGANISATION	INITIATIVE	CONTACT
ESSENTIAL SERVICES			
Dispensing/Repeat Dispensing	Cornwall and the Isles of Scilly PCT	Combined Pharmacist and GP meetings to identify suitable patients. Individual practice visits to raise awareness. Pharmacists identifying suitable patients where requested. Information and reminder forms produced and supplied to Pharmacies	LC
	Devon PCT	Credit-card type cards designed to give to patients to avoid confusion with ordinary repeats	VK
	Cornwall and the Isles of Scilly PCT	Joint meetings have been held with GP practice and their relevant staff and CP and their staff to train them regarding repeat dispensing. All GP systems have been activated unless they asked otherwise, and the practices have been offered technician help towards starting the service. The joint training events emphasised the need for practice and pharmacy to work together	CN

	Devon PCT	We are facilitating meeting with pharmacies and practices to start repeat Dispensing. One practice actually started and another 3 or 4 soon	PW
	Devon LPC	Information on recording interventions published on LPC website	ST
	Torbay Care Trust	4 repeat dispensing roll out sessions for GPs and pharmacists were facilitated by the LPC. A resource pack has been developed and distributed. Pharmacists are being encouraged to identify suitable patients	CB
	Gloucestershire PCT	Ran 4 repeat dispensing events for GP staff and Pharmacy, with the local CPPE tutor. Have produced a comprehensive manual for both pharmacies and GP practices containing SOPs and all paper work required. Have also developed a credit card sized compliance card for patients which tells them the date their next repeat dispensing is due and the pharmacy they need to go to	LB

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National resources available to support the community pharmacy contract (England and Wales)

Essential service 1 – Dispensing

- RPSGB guidance on how to develop and implement SOPs www.rpsgb.org/pdfs/sops.pdf
- Pharmaceutical Journal article 'Writing SOPs' www.pjonline.com/Editorial/20031004/news/news_sops.html
- The NPA guidance pack on SOPs

The pack consists of an introduction to writing SOPs and guidance on applying this to the six areas of the dispensing process. NPA members can request packs from GlaxoSmithKline on 0800 221 441

- PSNC advice on their website regarding SOPs. To access see www.psn.org.uk/uploaded_txt/SOP%20top%20tips.pdf
- CPPE and WCPPE multimedia distance learning pack called SWEEP which covers writing SOPs. It comes with a training guide, three CD-ROMs and a procedure folder to put the completed SOPs in. The SWEEP pack is aimed at helping pharmacists write procedures for a variety of tasks within their pharmacies, not just dispensing.
- Website: www.cf.ac.uk/phrmy/WCPPE (contact WCPPE on 02920 874784)
- CPPE and WCPPE have many resources for pharmacy technicians, support staff and pharmacists on their respective websites
- Information on the NPSA reporting system and significant event auditing on the National Patient Safety Agency website www.npsa.nhs.uk
- NPA top tips for ES1, available from NPA sales
- NPA Drug Tariff Handbook – a guide to those items allowed on NHS prescriptions including those used by dentists and nurses. Available from NPA sales and electronically at www.npa.co.uk (from January 2006)

Essential service 2 – Repeat dispensing

- CPPE distance learning pack '*From Pathfinder to Practice*'. This has been sent to all registered pharmacists in England.
- WCPPE distant learning pack '*Repeat Dispensing, arrangements in Wales*'. This is available from WCPPE
- Repeat Dispensing Resource Pack for Wales www.wales.nhs.uk/sites/pharmacycontract
- The PSNC guidance '*How to Get Started with Repeat Dispensing*'. See [www.psnc.org.uk/uploaded_txt/PCL\(S\)%20053%20-%20Repeat%20Dispensing%20-%20contractors.pdf?PHPSESSID=930dd2fa5d1aaa480fc221995e80abc7](http://www.psnc.org.uk/uploaded_txt/PCL(S)%20053%20-%20Repeat%20Dispensing%20-%20contractors.pdf?PHPSESSID=930dd2fa5d1aaa480fc221995e80abc7)
- Additional information on repeat dispensing and lessons learned in implementing repeat dispensing available in the NPC resource *Dispensing with repeats*, November 2004; www.npc.co.uk/mms/extras/dispensing_with_repeats.pdf. This guidance refers to regulations that have now been updated and amended so care must be taken to work within the current contractual and legal framework.
- MMC service improvement guide on repeat dispensing www.npc.co.uk/mms/extras/SIG%20-%20Repeat%20Dispensing.pdf
- The NPA SOP for the repeat dispensing service at www.npanet.co.uk (members only)
- NPA top tips for ES2, available from NPA sales
- Prescription Pricing Authority website is www.ppa.org.uk
- Health Solution Wales website is www.wales.nhs.uk/sites3/home.cfm?OrgID=166
- A Complete Guide to Implementing a Repeat Dispensing Service – resource pack for members. Available to PCTs from NPA Sales department 01727 858687 ext. 3469 further information at www.npa.co.uk

Essential Services - General

- CPPE offers a range of learning opportunities for pharmacists and pharmacy technicians to develop these services. See our website www.cppe.ac.uk for details. Go to your sector of pharmacy and then choose the pharmacy contract tab.

PHARMACY ELEMENT	ORGANISATION	INITIATIVE	CONTACT
ESSENTIAL SERVICES			
Support for People with Disabilities	Bristol PCT	Developed PCT tool – has health community support	JH
	Cornwall and Isles of Scilly PCT	There has been a recent presentation to GPs in the area explaining the DDA and how this may affect dispensing whether in pharmacy or dispensing practice. All possible solutions to helping patients were discussed from reminder charts, non-clinical containers, Braille labels etc to MDS. A dispenser from a GPs practice talked about their experiences and showed the MDS system they used	CN
	Devon PCT	Paper being worked on together with a communications strategy.	PW
	Devon LPC	Developed Resources to assist pharmacists in assessments, medicine reminder charts and information about availability of compliance aids produced and on website	ST
	Gloucestershire PCT	As a county working jointly with the LMC and the LPC to reduce the problems around MDS and 7 day prescriptions	LB
	Torbay Care Trust	Local Enhanced Service (LES) developed to support medicines assessment and compliance	CB

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Essential service 7 – Support for People with Disabilities

- Resource materials to assist pharmacists in meeting the DDA requirements are available at www.primarycarecontracting.nhs.uk/98.php
- Information on medicine reminder charts and other resources at the medicines partnership website, www.medicinespartnership.org/medication-review/focus-on-your-medicines
- PSNC guidance on DDA www.psn.org.uk/uploaded_txt/PCLS026-attach-DDA%20Guidance.pdf
- Information and guidance on DDA – new section for New Directions pack, available from NPA Sales
- NPA information leaflet on compliance aids

PHARMACY ELEMENT	ORGANISATION	INITIATIVE	CONTACT
ESSENTIAL SERVICES			
Support for Self Care	Bristol PCT	Minor ailment scheme for three conditions in place: treating bacterial eye infections, impetigo and UTIs in women	JH
	Cornwall and the Isles of Scilly PCT	Pharmacies have NHS Direct self help guides and Guide to Local Health Services	LC
	Devon PCT	Pilot running supplying Mupirocin for impetigo, and Chloramphenicol under a Patient Group Direction	
	Cornwall and the Isles of Scilly PCT	Looking at ways to implement a Minor Ailments Scheme using PGDs	CN
	Devon PCT	Patient leaflets on self care were sent out earlier in the year and we will be distributing the NHS Direct self help guide	PW
	Torbay Care Trust	There is a self care lead in place and the Expert Patient Programme is being rolled out across the Bay. The NHS self care guide has been distributed to all pharmacies	CB
	Swindon & Wiltshire PCTs	Established a Teenage Pregnancy Service in just 15 pharmacies throughout Swindon and Wiltshire with the focus on EHC (under a PGD), condom distribution, client follow-up, and	Perdeep Tandy tandypharmacy@btconnect.com

		<p>signposting but that was not as a formal Enhanced Service. Now negotiating to expand the scheme to a further seven pharmacies in South Wiltshire and continue to try to get chlamydia screening included</p>	
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Essential service 6 – Support for Self-care

- Self care - A Real Choice from DH www.dh.gov.uk/assetRoot/04/10/17/02/04101702.pdf
- Self-care support: A compendium of practical examples across the whole system of health and social care from DH www.dh.gov.uk/assetRoot/04/11/24/18/04112418.pdf
- Examples of Self-care devices and Assistive Technologies to Support Selfcare from DH www.dh.gov.uk/assetRoot/04/11/50/25/04115025.pdf
- Pharmacists may wish to highlight the [NHS Direct self-help guide](#) to people seeking to develop their own self-help knowledge.
- A minor ailments training programme is available from CPPE and WCPPE. See www.cppe.man.ac.uk or www.cf.ac.uk/phrmy/WCPPE. Workshops include minor ailments, winter ailments, complementary therapies and minor ailments (paediatrics).
- SOP for Providing Advice and Support to people caring for themselves or their families. PCTs can access copies via Jan Hamilton at NPA 01727 858687

PHARMACY ELEMENT	ORGANISATION	INITIATIVE	CONTACT
ESSENTIAL SERVICES			
Signposting Patients to Other Services	Bristol PCT	Produced laminated card with guidance on where to signpost with emphasis on guiding people to appropriate resources	JH
	Cornwall and the Isles of Scilly PCT	As part of the brief intervention training, pharmacies have been advised about local PCT support services. Signposting materials have been supplied to pharmacies including a Charter for People with Care Needs in Cornwall, Contraception and Sexual Health Service, Your Guide to Local Health Services	LC
	Devon PCT	As part of the brief intervention training, pharmacies have been advised about local PCT support services and the PCT has produced a comprehensive signposting file	
	Cornwall and the Isles of Scilly PCT	As part of the brief intervention training, pharmacies have been advised about local PCT support services. Signposting included in support file- fairly comprehensive data	CN

	Devon PCT	The directory of health and Social Care Support can be used for signposting. Multidisciplinary audit will be on substance misuse and involve some signposting activities	PW
	Swindon & Wiltshire PCTs	Apart from West Wiltshire, all Swindon and Wiltshire PCTs have prepared and circulated (after consultation with the LPC) extensive signposting folders	CD
	Torbay Care Trust	New signposting file has been developed and distributed to all pharmacies. The file has comprehensive information on Trust provided services, independent contractors, social services, mental health and learning disability services and hospitals and clinics in the area	CB
	Gloucestershire PCT	As a county, have linked with GUIDE – the health, social care and disability information for Gloucestershire – who have provided all pharmacies with a CD ROM of information	LB

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Essential service 5 – Signposting

- The '*Ask About Medicines Week Health and Medicines Information Guide & Directory*' published in 2004 provides a list of some national patient group websites and help-lines and is a useful resource to use when providing the signposting service. Copies have been sent to each pharmacy in England and Wales. A searchable web based version of the guide and a PDF to download are available from the Ask About Medicines Week website www.askaboutmedicines.org/index.asp?PageId=42
- PCOs or LHBs may be developing local resources so please contact your PCO or LHB
- CPPE "Public Health Framework for Practitioners"
- NPA information leaflet on Self help and support organisations available from www.npanet.co.uk (members only) or from NPA

PHARMACY ELEMENT	ORGANISATION	INITIATIVE	CONTACT
ESSENTIAL SERVICES			
Healthy Lifestyles and Health Promotion	Bristol PCT	Plan to run a number of brief intervention training first quarter 06, rolled forward enhanced services for EHC and Smoking	JH
	Cornwall and the Isles of Scilly PCT	Campaigns on the following topics have been run jointly in Pharmacy and General Practice; Alcohol/Sensible drinking, Immunisations including Flu, Oral Cancer Awareness, Smoking Cessation – notice boards and leaflets have been provided, and follow up audits undertaken. We have run brief intervention training for pharmacists and staff. Future campaigns to include Chlamydia Screening and obesity	LC
	Devon PCT	Campaigns run on Sun awareness, and breast cancer, with audits, and are working on optimising this process. PCT run brief intervention training for pharmacists and staff. All pharmacies have been supplied with a resource pack of samples of suitable health promotion leaflets	

	Devon PCT	Campaigns on Alcohol Ask about Medicines Week have been successful	PW
	Torbay Care Trust	100% coverage for all campaigns in 2006. the 2007-8 campaigns have been agreed with the LPC. There are fewer campaigns this year but are anticipated to be more targeted and for a sustained period of time. Training on brief interventions and motivational interviewing will be held	CB
	Gloucestershire PCT	As a county, have linked with Health Promotion and the LPC and all pharmacies have signed up to receive information on the 6 health topics they promoted throughout 05-06. In the process of renewing this agreement for 06-07	LB

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Essential service 4 – Promotion of Health Lifestyles (Public Health)

- Choosing health through pharmacy www.dh.gov.uk/assetRoot/04/10/74/96/04107496.pdf
- Choosing health: making healthier choices easier
www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4094550&chk=aN5Cor
- ‘Public Health: Assessing needs for Pharmacy Development’ is available from CPPE. See www.cppe.ac.uk. or WCPPE
www.cf.ac.uk/phrmy/WCPPE
- Public Health: a practical guide for community pharmacists’ www.psnc.org.uk/uploaded_txt/Public_Health_Book_ALL.pdf
- ‘A role in promoting healthy lifestyles’, *Pharmaceutical Journal*, 2 October 2004 p269, vol 273, no 7319
- CPPE has a number of resources in its Public Health theme to support Pharmacy teams with engaging in the public health agenda, view on www.cppe.ac.uk
- National Public Health Service for Wales (has a pharmaceutical public health branch that is supporting various aspects of the new contract including production of multidisciplinary audits) at www.wales.nhs.uk/sites/home.cfm?OrgID=368

PHARMACY ELEMENT	ORGANISATION	INITIATIVE	CONTACT
ESSENTIAL SERVICES			
Waste Medication Disposal	Cornwall and the Isles of Scilly PCT	Our waste contract now includes a sharps container, a liquid container and a hazardous waste container. Additional collections can be requested by the pharmacy if required. We plan to incorporate a waste campaign with our clinical audit	LC
	Torbay Care Trust	Waste Contract has now moved collections so they are every 8 weeks with extra collections if required	CB
	Devon PCT	Our waste disposal contract now includes containers for hazardous waste and briefings have included reminders to contractors about the new requirements. Also part way through a waste medicines campaign focusing on patient education. Further work is planned on this area to include what practices, pharmacies and other health and social care staff can do to help reduce waste	PW

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Essential service 3 – Disposal of unwanted medicines

- NPA SOP on dealing with returned medicines which covers the risks involved in sorting mixed returns and will help contractors ensure that waste medicines are dealt with safely www.npa.co.uk
- Safe Custody Regulations and good practice on the handling of medicines see *The safe and secure handling of medicines: a team approach* by the RPSGB. www.rpsgb.org.uk also see the *Medicines, Ethics & Practice Guide*
- RPSGB interim guidance on hazardous waste for community pharmacists www.rpsgb.org.uk/pdfs/hazwastecommpgguid.pdf
- PSNC guidance on waste www.psn.org.uk/uploaded_txt/Waste.pdf
- NPA information leaflet on waste available at www.npanet.co.uk (members only) or from NPA Sales

PHARMACY ELEMENT	ORGANISATION	INITIATIVE	CONTACT
ESSENTIAL SERVICES			
Clinical Governance	Bristol PCT	Support through dedicated training session roll out of PCT audit with training on clinical audit. Through baseline assessment identified a number of learning needs and provided either dedicated training sessions e.g. child protection or resources distributed at community pharmacy forums e.g. Data Protection	JH
	Cornwall and the Isles of Scilly PCT	We have been holding Clinical Governance meetings with our neighbouring PCTs and the PCT pharmacy clinical governance lead has been involved in our pharmacy monitoring visits	LC
	Devon PCT	Putting Clinical Governance into practice, evening meeting and resource and training pack suitable for pharmacists and dispensers	
	Devon LPC	The LPC has produced sample SOPS and other resources to support contractors in meeting clinical governance requirements	ST

	Cornwall and the Isles of Scilly PCT	An evening meeting was run for all pharmacists with the information being disseminated for those unable to attend. Guidance whilst completing monitoring visits is being given and information within the pharmacy file	CN
	Swindon & Wiltshire PCTs	The LPC have agreed with all four PCTs a multidisciplinary audit around prescribing and dispensing of Methotrexate. The GP 'side' of this has been rolled out in three PCTs, and is well on the way in the fourth	CD – a presentation is in the LPC Meetings section of the Wiltshire LPC website – www.pharmacy-wiltshire.co.uk
	Torbay Care Trust	A multi disciplinary audit was carried out in October 2006. Pharmacies that did not participated were asked to complete an audit of their own. Closer links between the clinical governance team and pharmacists are being encouraged	CB
	Gloucestershire PCT	Have a county wide post for community pharmacy, Clinical Governance facilitator. This person has produced a CG folder for all pharmacies and as a county we have completed our countywide multidisciplinary audit. We are currently looking at 'Standards for Better Health'	LB

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Essential service 8 – Clinical Governance

- See information on SOPs under Essential Service 1
- RPSGB website contains sample audit templates at www.rpsgb.org/audit
- The National Electronic Library for Health (NeLH) can be used to access up to date information to support clinical practice. www.nelh.nhs.uk
- Separate guidance on fitness to practice requirements and procedures is available at www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4108206&chk=IDn0rv
- RPSGB Child protection guidance www.rpsgb.org.uk/pdfs/childprotectguid.pdf
- RPSGB guidance on protection of vulnerable adults www.rpsgb.org.uk/pdfs/vulnadultsprotectguid.pdf
- RPSGB Guidance on raising concerns www.rpsgb.org.uk/pdfs/raisingconcernsguid.pdf
- RPSGB interim guidance on identifying and remedying poor performance at www.rpsgb.org.uk/pdfs/pharmpoorperf0501.pdf
- RPSGB guidance on pharmacy visits from external monitoring bodies www.rpsgb.org.uk/members/clingov/clingovdocs.html#visits
- NPSA online learning programme for Root Cause Analysis, available free of charge to all NHS staff and can be accessed at http://www.npsa.nhs.uk/health/resources/root_cause_analysis/conditions
You can also access the National Reporting and Learning Scheme at <http://www.npsa.nhs.uk/health/reporting>
- CPPE and WCPPE offer a variety of workshops and e learning tools around clinical governance issues. For information on their training in risk management, clinical effectiveness, and staffing and staff management contact the Centre for Pharmacy Postgraduate Education Email: info@cppe.man.ac.uk Website: www.cppe.ac.uk or the Welsh Centre for Pharmacy Postgraduate Education www.cf.ac.uk/phrmy/WCPPE
- CPPE CPD Guide – Using Community Pharmacy Patient Questionnaire Outcomes. CPPE has produced a brief guide for Community Pharmacists which considers how they can use the results of the Community Pharmacy patient questionnaire to inform their continuing professional development. Please view at www.cppe.ac.uk/downloads/CPDGuide2007.pdf
- Patient Safety Incident reporting tools at www.psn.org.uk/index.php?type=more_news&id=1698&k=9
- Welsh Pharmacy Contract Clinical Governance Information www.wales.nhs.uk/sites/page.cfm?orgid=498&pid=11862
- Patient Survey – two options for supporting Members. NPA Resource Pack ‘do it yourself’ and supported option from Customer Research Technologies or CFEP-UK Surveys

PHARMACY ELEMENT	ORGANISATION	INITIATIVE	CONTACT
ADVANCED SERVICES			
Medicines Use Review	Bristol PCT	Produced a FAQ document and an assessment sheet to help identify learning needs	JH
	Cornwall and the Isles of Scilly PCT	Local guidance produced on Priority Patients for Identification of MURs	LC
	Devon PCT	Formed a study group to assist in accreditation. Resource pack of suitable guidance available to pharmacists	
	Devon LPC	The LPC designed a series of workshops to support contractors in delivery of MURs based on different therapeutic areas. Resource packs provided for each event. General resource pack produced jointly with Gloucestershire LPC for circulation to pharmacies	ST
	Gloucestershire LPC	Developed care pathway for MURs	EB
	Torbay Care Trust	23 of 38 pharmacies are currently accredited to provide MURs. Priority areas for focus have been agreed and circulated.	CB
Prescription Interventions	Bristol PCT	Produced a FAQ document and an assessment sheet to help identify learning needs	JH

Premises Accreditation			
Competency Assessments for Pharmacists			

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Advanced Services (MURs and PIs)

- Guidance on starting an MUR service, a model SOP and promotional material is contained in the NPA’s MUR resource pack, available from NPA Sales
- A triplicate book to record MURs is also available from NPA Sales
- Key PSNC MUR resources at www.psnc.org.uk/advanced
- CPPE and The School of Pharmacy at The University of Manchester developed the on line MUR assessment which can be found at www.cppe.man.ac.uk/mur
- Wales Advanced services information www.wales.nhs.uk/sites3/page.cfm?orgid=498&pid=7551
- Welsh forms for MURs at www.wales.nhs.uk/sites3/page.cfm?orgid=498&pid=7558 or from your local Business Services Centre

PHARMACY ELEMENT	ORGANISATION	INITIATIVE	CONTACT
ENHANCED SERVICES			
Matrix of Advanced and Enhanced Services Provision	Bristol PCT	Identified through Needs Assessment – hoping to develop Community Pharmacy Database	JH
	Cornwall and the Isles of Scilly PCT	Minor Ailments Scheme covering conjunctivitis, cystitis, impetigo and nappy rash using Patient Group Directions. Emergency Hormonal Contraception, supervised administration of prescribed medication, needle & syringe exchange scheme, care home support and Gluten Free. The following are under development; Parkinson's Disease, Nicotine Replacement therapy and Asthma	LC
	Devon PCT	Smoking Cessation just started - has the ability to be anonymous. Rationalized paperwork on former schemes	
	Cornwall and the Isles of Scilly PCT	Services already being provided (EHC on a PGD, Supervised consumption) have remained but are being re-assessed. There are plans to provide EHC in every pharmacy and to commission Minor Ailments Scheme. The provision of postal Chlamydia test kits has been set	CN

		up as an enhanced service in relevant locations. EHC PGD has been extended following several training events and this is ongoing. SLA for care homes enhanced service has been re-designed	
	Devon PCT	Substance misuse in place, plans to develop EHC, stop smoking and Chlamydia screening for 2006/7	PW
	Gloucestershire PCT	Have a number of enhanced services which have been in place for a number of years. In the process of matching current specifications to the national templates. The services include- EHC under a PGD, NRT voucher scheme, advice to care homes, OOH rotas, supervised methadone and needle exchange	LB
	Torbay Care Trust	Advice to Care Homes scheme under review in partnership with Devon and Plymouth PCTs. Training is being put in place to give pharmacists smoking cessation advisor accreditation	CB
	Plymouth tPCT	EHC started early 2007	JG
Supplementary Prescribers			

Evaluations	Devon PCT	Evaluated the care homes support scheme which is currently being redesigned	PW
	Swindon & Wiltshire PCTs	Reviews of the Teenage Pregnancy Service were built into the original protocol. The LPC expect all such Services to have periodic assessments built into the protocols	Adele Radice (adele@connexionsws.org.uk)
OOHs in Full	Bristol PCT	Matrix of late night pharmacies compiled from supplementary hours. A 100 hour pharmacy now up and running within 0.5 mile of PCT. Have Enhanced service for special bank holidays – Christmas Day, Boxing Day, New Years Day and Easter Sunday	JH
	Torbay Care Trust	There are two 100 hour pharmacies in Torbay with an application for a third currently under consideration by the Pharmacy sub-committee. There is a paid additional hours rota in operation in Brixham for Sundays and across the Bay for bank holidays	CB

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Enhanced services

- NPA Stop Smoking, Implementing a Community Pharmacy Scheme in England. Copies available from nhs.dev@npa.co.uk or www.npa.co.uk
- Flu Vaccination in Community Pharmacy available from nhs.dev@npa.co.uk or www.npa.co.uk
- Guidance on Enhanced services in Wales as well as National Enhanced services templates
- www.wales.nhs.uk/sites3/page.cfm?orgid=498&pid=7552
- Service specifications and guidance for enhanced services
- www.psnc.org.uk/index.php?type=page&pid=108&k=2
- Clinical Governance Framework for Pharmacist prescribers
- www.rpsgb.org.uk/pdfs/clincgovframeworkpharm.pdf

PHARMACY ELEMENT	ORGANISATION	INITIATIVE	CONTACT
L.P.S.			
PHARMACEUTICAL NEEDS ASSESSMENT			
CONTROL OF ENTRY	Bristol PCT	Have PCT group to make decisions on C of E issues reports back to PEC. Have had out of town application, internet application, and new pharmacy application	JH
TRAINING AND DEVELOPMENT			
Education & Training Programmes	Bristol PCT	Pharmacy Forum in place	JH
	Cornwall and the Isles of Scilly PCT	The following training has been provided during 2005: - <ul style="list-style-type: none"> - Repeat dispensing - Minor Ailments - Concordance - Supplementary prescribing - Emergency Hormonal Contraception - Benzos - Brief Intervention Training - Immunisation - Gluten Free 	LC

		<p>The following have already been scheduled for 2006: -</p> <ul style="list-style-type: none"> - Dermatology update for pharmacists - Minor Ailments 	
Engaging GPs and other Healthcare Professionals	Bristol PCT	Have informed other healthcare professional on specific issues e.g. MURs or DDA through clinical forums. Have worked across the health community on getting Medicines Compliance assessment toolkit accepted across community	JH
	Torbay Care Trust	Training has been given on repeat dispensing and advice to care homes. 2007 will see training on motivational interviewing, brief interventions and smoking cessation	CB
	Cornwall and the Isles of Scilly PCT	Presentations to GP prescribing group and Practice Managers to inform on MURS, Repeat Dispensing and Gluten Free	LC
INFORMATION TECHNOLOGY	Bristol PCT	EPS Project board set up for health community	JH
	Cornwall and the Isles of Scilly PCT	Meeting attended with Cornwall IT Services who have implemented issue of Smart Cards in General practice – to discuss issue of Smart Cards to pharmacy	LC

	Gloucestershire PCT	Undertaken a baseline assessment of current IT systems in the community and are linking closely with our IT department	LB
	Torbay Care Trust	The majority of pharmacies are set up for ETP. Registering pharmacies for access to NHS mail is currently underway.	CB

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IT

- Connecting for Health website has some useful information in regards to IT issues www.connectingforhealth.nhs.uk
- PSNC information around IT available at www.psnc.org.uk/IT

PHARMACY ELEMENT	ORGANISATION	INITIATIVE	CONTACT
FINANCE			
QUALITY MONITORING AND REVIEW	Bristol PCT	Joint process defined with primary care development team. Visits schedule for March- April 06 with self-assessments due in February	JH
	Cornwall and the Isles of Scilly PCT	Monitoring visits completed in Oct/Nov 2005 to 30 pharmacies using Community Pharmacy Assurance Framework	LC
	Torbay Care Trust	Contract monitoring visits take place on a three-yearly rolling programme and actions are to be completed within three months of the visit report being agreed. Pharmacies who are not visited are requested to complete and return the self assessment form	CB
COMMUNICATIONS STRATEGY AND PLANS	Bristol PCT	Developed strategy with Communications Team, - includes newsletter and PR activity	JH
	Devon PCT	Directory of Health and Social care support has been sent to all pharmacies. Working on a resource pack to help on other aspects of the contract such as DDA and Repeat Dispensing	PW

	Devon LPC	LPC produces a bi monthly newsletter that is circulated to all pharmacy contractors and locums as well as PCT personnel. Communicates also through website www.devonlpc.org	ST
	Cornwall and the Isles of Scilly PCT	Files for pharmacy and locums completed with relevant information concerning new contract and including contacts directory within PCT	CN
	Swindon & Wiltshire PCTs	The LPC's principal line of communication with contractors is via a Newsletter (published 10-12 times a year) and through via the LPC website – www.pharmacy-wiltshire.co.uk	CD
	Torbay Care Trust	A list of Key contacts within the Trust has been circulated to all Pharmacies along with a directory of health and social care support. There are plans for a quarterly newsletter with updates and reflections.	CB
FITNESS TO PRACTICE/STAFF SUPPLEMENTARY PERFORMERS LIST			
CONDUCT OF MEETINGS	Cornwall and the Isles of Scilly PCT	We have a Community Pharmacy Strategic Review Group that meets monthly, group includes representation	LC

		from Cornwall and the Isles of Scilly PCT, North and East PCT, West of Cornwall PCT, the LPC, finance and primary care	
WORKFORCE DEVELOPMENT	Bristol PCT	Bid to agency for access to training for pharmacy staff pending	JH
CHOOSING HEALTH THROUGH PHARMACY	Bristol PCT	A survey of Pharmacy-based Public Health activities in Bristol was conducted During August 2005. The report of the study summarises the evidence-base of effective public health interventions in community pharmacy; presents the results of the survey; shows existing levels of public health activity; and tries to communicate an appreciation of the reception of current developments by pharmacists. This is done with particular respect for the barriers they perceive to increased participation and their developmental needs to facilitate greater involvement. Each subject section of the report gives information from the literature search, outlines the national targets, presents and summarises the survey findings and makes recommendations for action	JH

	Cornwall and the Isles of Scilly PCT	Healthy lifestyles campaigns and close working with Public Health to develop the health campaigns. See Section 2.4 for more detail of services provided in pharmacy	LC
	Devon PCT	Working on Chlamydia Screening	
	Devon PCT	Healthy Lifestyles campaigns focus on Choosing Health priorities. Close working with public Health to develop LES for Chlamydia screening, EHC and smoking (EHC and smoking joint projects with Plymouth)	PW

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Additional resources

- Guidance on Practice payments, a Department of Health and PSNC statement on dispensing staff levels

www.dh.gov.uk/PolicyAndGuidance/MedicinesPharmacyAndIndustry/CommunityPharmacyContractualFramework/CommunityPharmacyContractArticle/fs/en?CONTENT_ID=4117298&chk=t91mgY

- Primary Care contracting draft community pharmacy assurance framework to aid monitoring of the pharmacy contract at

www.primarycarecontracting.nhs.uk/114.php

- NHS Clinical Governance Support Team chaperone policy

www.cgsupport.nhs.uk/downloads/Primary_Care/Chaperone_Framework.pdf

- Commissioning resource pack from the NPA available at

www.npa.co.uk/publications/nhsdev/commissioning_resource_pack_aug_05.pdf

This is mainly aimed at PCTs to support understanding of the key commissioning routes for primary care services in England and how to utilise these to commission services from community pharmacy.

- Sources of funding guide at www.psn.org.uk/resources
- CPPE leaflet detailing which of their learning programmes support the essential services available at www.cppe.ac.uk/NHS_Plan/NPC.pdf
- PSNC and DH guidance on dispensing staff levels and the practice payment

www.dh.gov.uk/PolicyAndGuidance/MedicinesPharmacyAndIndustry/CommunityPharmacyContractualFramework/CommunityPharmacyContractArticle/fs/en?CONTENT_ID=4117298&chk=t91mgY

- PSNC guidance on SLAs

www.psn.org.uk/uploaded_txt/LPC%20Briefing%20-%20SLAs.pdf

- PSNC Community Pharmacy News Special Editions including the new contract workbook
www.psn.org.uk/index.php?type=page&pid=27&k=
- The medicines management collaborative at the NPC is developing a number of service improvement guides related to minor ailments, repeat prescribing, waste management and risk management. These will be available on their website
www.npc.co.uk/mms
- New directions – the complete NPA guide to the new pharmacy contract, available at www.npanet.co.uk (members only) or hard copies available from NPA sales. This covers all the essential services and includes SOP templates.
- NPSA Seven steps to Patient Safety for Primary Care at

www.npa.nhs.uk/health/resources/7steps

NATIONAL PHARMACEUTICAL ASSOCIATION (NPA) RESOURCES

Enhanced Services

"Enhanced Services Toolkit: A practical guide for community pharmacists on commissioning enhanced services" Available to NPA members at www.npanet.co.uk and non members (PDF file only) email m.mcdonald@npa.co.uk

"Developing medicines management services in England: A signposting document". Available to members at www.npanet.co.uk and non members www.druginfozone.nhs.uk/home/default.aspx

Commissioning - general

"A quick reference guide to the Quality Indicators in the nGMS contract 2006-7". Available to members www.npanet.co.uk and non members www.druginfozone.nhs.uk/home/default.aspx