



**Community Pharmacy Kent**  
**Commissioned Services Newsletter Volume 3**  
**12th April 2024**  
**Week 15**

Welcome to our bimonthly Community Pharmacy NHS Services Newsletter for Kent and Medway.

We would like to say a massive thank you to all our pharmacy teams across our county for their hard work in promoting the health and wellbeing of people living in our communities.

This newsletter is aimed at maximising the uptake of NHS services available in Community Pharmacy

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### **Community Pharmacy Kent Webinar**

The LPC will be holding a contractor team webinar

The webinar is to provide you with update information on locally commissioned service contracts. These webinars are also a listening forum to see how we can continue to support you

#### ***Agenda are as below:***

- Welcome: 7.30pm – 7.40pm
- ICB Update: 7.40pm – 7.50pm
- End of Life Update: 7.50pm – 8.00pm
- Change Life Grow (CGL) Update: 8.00pm – 8.30pm
- Pharmoutcome Update: 8.30pm – 8.50pm
- Question/Closing: 8.50pm – 9.00pm

#### ***Webinar details are as below...***

- Date: Tuesday 16<sup>th</sup> April 2024.
- Time: 7.30pm-9pm
- You can join the webinar by clicking this link [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_NjE3Y2IzYTItZjYzNy00N2MwLTIiODctOGFmMGEzODZmYzg4%40thread.v2/0?context=%7b%22Tid%22%3a%225d6ba29e-40ce-481b-b82f-d26bcc71de77%22%2c%22Oid%22%3a%2241f44a95-e796-4247-aa39-3886a3b12fac%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NjE3Y2IzYTItZjYzNy00N2MwLTIiODctOGFmMGEzODZmYzg4%40thread.v2/0?context=%7b%22Tid%22%3a%225d6ba29e-40ce-481b-b82f-d26bcc71de77%22%2c%22Oid%22%3a%2241f44a95-e796-4247-aa39-3886a3b12fac%22%7d)



### **PHARMACY FIRST UPDATES**

Great to see a significant engagement on the face-to-face ENT training organised for 28<sup>th</sup> January 2024 and the 3<sup>rd</sup> March 2024, in collaboration with Kent LPC and CPPE. All together Kent and Medway in collaboration with CPPE have trained a total of 240 pharmacist across the county.

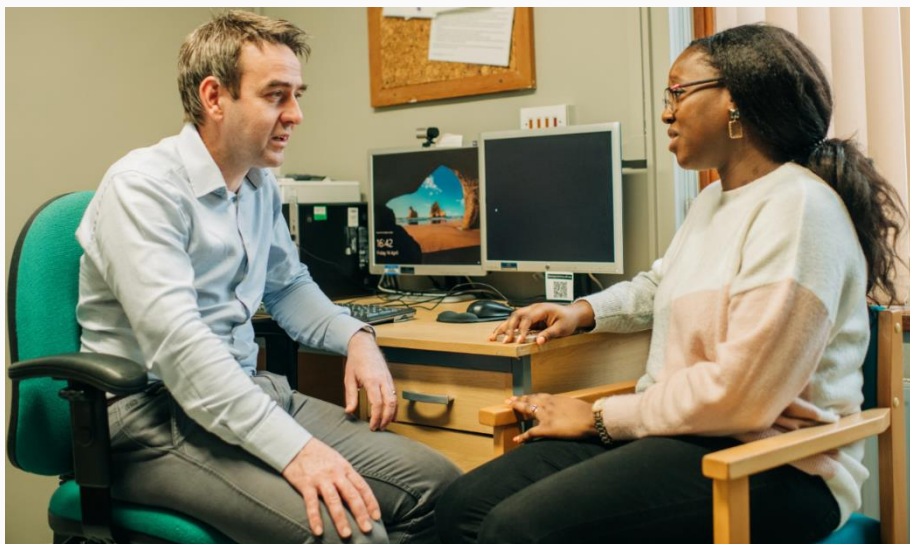
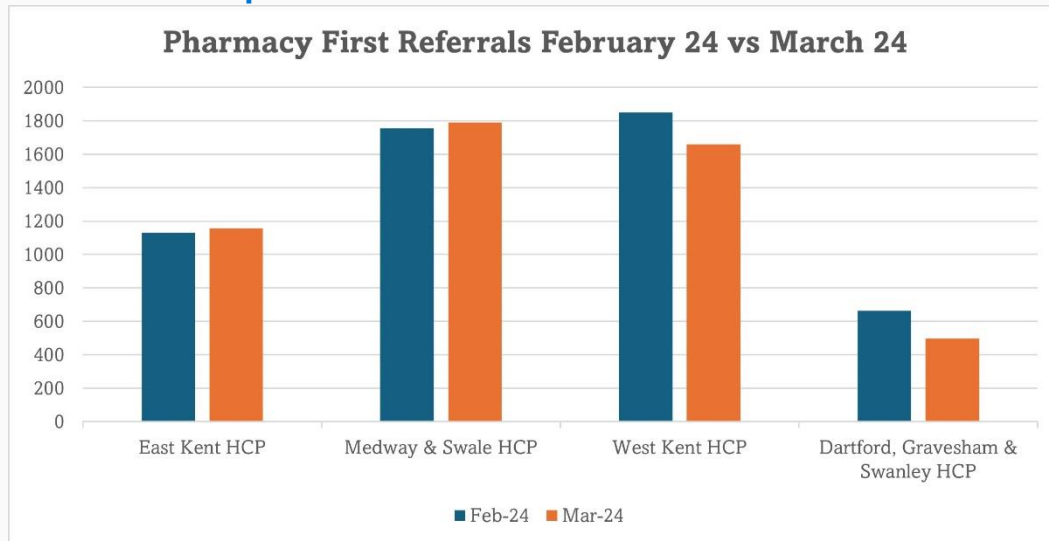
There has been an issue with the Pharmoutcomes log in requiring a multi-factor authentication. Please click [here](#) for guidance and process if you are still having an issue or alternatively contact PharmOutcomes on 03454506279. ***The director of phramoutcome will be at the webinar above to give an update.*** In addition, you can contact the LPC on 01634549101 or email [admin@kentlpc.org.uk](mailto:admin@kentlpc.org.uk) for support.

Key information and best practice:

- Great to see over 7000 referrals from the GP for the first three months of the service. This data was based on referrals from GP system directly to pharmacy and does not include walk ins.
- The LPC are working closely with Primary Care Transformation team to track and review all referrals into community pharmacy. Please feedback any pharmacy related issue to the LPC.
- Ensure your IT system is checked at least twice daily to ensure that referrals are not missed and actioned in a timely manner.
- In line with the NHS National guidance all pharmacies will need to have an otoscope before the **1<sup>st</sup> of April** to provide the Otitis Media pathway.

- When referring to another pharmacy, please ensure that you call them ahead and ensure that the pharmacy can provide the service as this will help facilitate the patient experience and prevent delay in care.

### Performance update

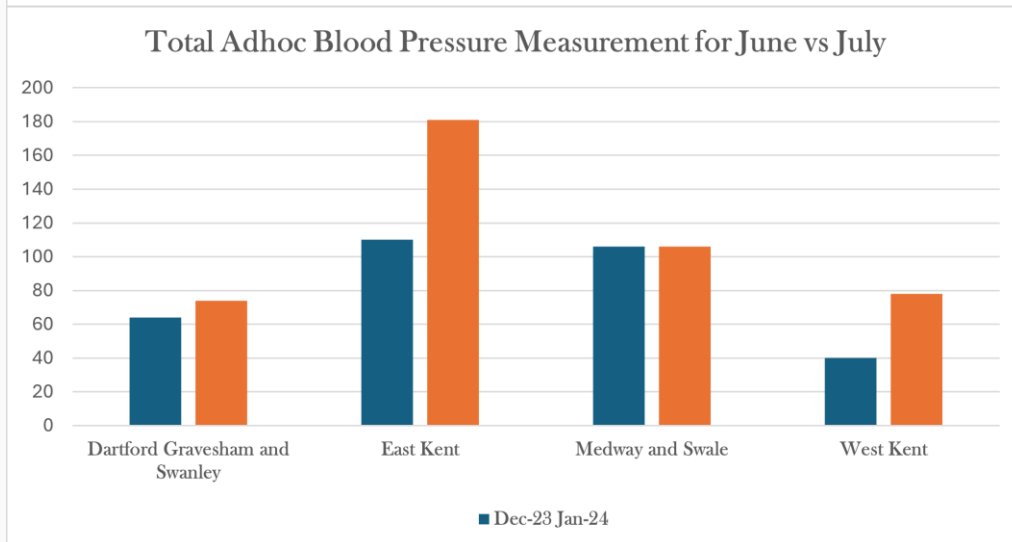
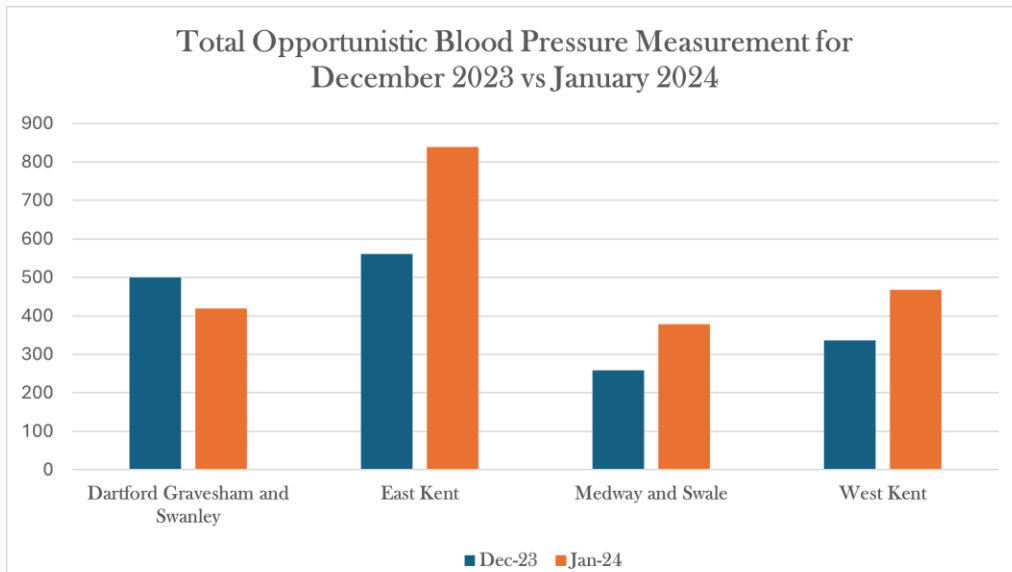


### Hypertension Case Finding Service Update

We are delighted to announce that we have 277 pharmacies that have signed up to the service. Please sign up on MYS if you have not done so already. Please ensure you are providing the service that you signed up to deliver.

HCP	Total Number of Pharmacies	Signed up to the Service	Providing the Service	Not Providing Service
DGS	48	35	27	8
East Kent	122	112	94	18
West Kent	65	58	50	8
Medway and Swale	77	62	50	12
<b>Total</b>	<b>312</b>	<b>267</b>	<b>221</b>	<b>46</b>

Click [here](#) to view the list of pharmacies that have signed up to the service.



### Best practice for Hypertension Case Finding:

- Patients with borderline or high Blood Pressure (BP) reading will need to be offered an **Ambulatory Blood Pressure monitoring (ABPM)**.
  - Work in collaboration with your PCN lead and local surgeries to increase the number of BP referrals in your area.
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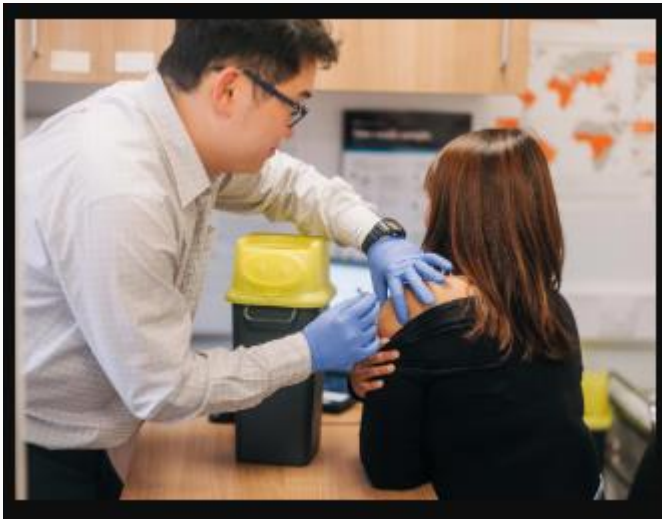
### NIMS Updates

- Great to see an improved engagement in Kent and Medway as we have moved closer to the 9,000 completed NMS.
- The maximum number of NMS that can be claimed in each pharmacy is 1% of the total NHS item and completing 10% of the maximum NMS claimable will attract a payment of £25 per NMS completed, 20% will attract a payment of £26 while 30% will attract a payment of £27 and completing 40% or more will attract a payment of £28 for each completed NMS.

- For the month of November 2023, only 61 contractors are maximizing their NMS income out of 306 contractors

HCP	Number of Pharmacies maximizing their NMS Income	Total number of Pharmacies in the HCP
East Kent	14	120
West Kent	10	63
Dartford Gravesham and Swanley	12	46
Medway and Swale	25	77

- For more information and FAQs on NMS click [here](#)



### [Covid Vaccination Updates](#)

- Newly approved sites that will be partaking in the Spring Vaccination programme should have receive their foundry log in detail please if you have not, do check you junk mail or email.
- From the 8<sup>th</sup> of April, Sites will be able to access their Q-flow to upload their calendar and be able to book appointment and the national booking system will be open to the member of the public from the 15<sup>th</sup> April, and they will be able to book an appointment from the 22<sup>nd</sup> of April 2024.
- Vaccines are expected to be delivered on the week commencing 8<sup>th</sup> of April and 15<sup>th</sup> of April and stocktake expected to be completed at least once a week.

If you have any issues, Kent and Medway point of contact is [kmicb.svoc@nhs.net](mailto:kmicb.svoc@nhs.net)

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### **KCHFT/ONE YOU Update**

The invoicing module has now gone live on the system, and it can now be seen on the report icon showing on the top menu bar of the Bionical Health Management System. There are number of sites that are not able to do this, however due to the time of the year, the finance officer at KCHFT will generate all the outstanding invoices from November 2023 through to February 2024; affected contractors have already been notified via email but they must all note that going forward, they must start to do this themselves and they can contact [kenthft.oythirdpartysupport@nhs.net](mailto:kenthft.oythirdpartysupport@nhs.net) for further support. Please note that you will have 5 working day period to review payment and if there are any discrepancies in the figure, please contact David Beaney at [David.beaney@nhs.net](mailto:David.beaney@nhs.net).

An issue has been identified with the system that has caused a confusion with some pharmacies who have or have tried to take payment for NRT for client using the One you service. Any NRT that has been charged has been refunded to the client. The system had a field that read "Prescription fees paid" on the voucher dispensing section, and it is this that was part of the issue and has since been hidden from view on that screen. Please note that there is no charge for NRT products, regardless of the prescription exemption status.

The Service Specification for the one you Kent has been updated for 2024-25 so a contract variation has been sent to all pharmacies that signed up to deliver the service. Please can you ensure that this is signed



and return as soon as possible.

Smokefree training update:

- There would be an additional training schedule for the month of July and September 2024. Please look out for these days and book your team member in for upskilling their knowledge to be able to provide the service in your practices. Also, there are also refresher courses, and this is available to everyone.
- All new advisers will need to complete and pass the National Centre for Smoking Cessation Training (NCSCT) practitioner training as a pre-requisite to these courses.



To read the latest edition of the NHSE Primary Care Bulletin click [here](#)

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