



Newsletter

5th April 2024

Week 14

This newsletter contains useful information for community pharmacy owners and staff in Kent



To download the April 2024 Deadline Tracker click [here](#)



Dear Colleagues,

I am delighted to announce that Pharmacy First: Community Pharmacy Consultation Service received an award from Healthwatch Medway and Kent in the Collaboration category. This recognition is testament to collaborative working between our GP colleagues and Community Pharmacies in improving primary care access for people living in our communities.

A massive well done and thank you to Michelle Mcmanus (ICB Project Manager Primary Care Transformation Team), Priya Mattu (LPC Pharmacy First project lead), Adeyinka Jolaoso (LPC Service Development Manager) and all involved in providing support for this service.

The LPC facilitated 290 Pharmacy First training places and update webinar to support our pharmacists and locums. In addition, crib sheets of all the PGDs were also produced for ease of reference. We have continued to track each referral daily to ensure it is completed timely. This has helped provide confidence across the healthcare service and improve patient journey.

Healthwatch Kent and Medway is the voice of people living in our communities which makes this recognition award so special.

Thank you to all our GP and Community pharmacy colleagues for all you do to support the health and wellbeing of people in our communities.

Many thanks

Mark Anyaegbuna
CEO Community Pharmacy Kent (Kent LPC)



Contractor Webinar (New)

The LPC will be holding a contractor teams 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 16th April 2024.
- Time: 7.30pm-9pm

https://teams.microsoft.com/l/meetup-join/19%3ameeting_NjE3Y2IzYTItZjYzNy00N2MwLTIODctOGFmMGEzODZmYzg4%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

- Meeting ID: 315 441 367 944
- Passcode: FWz3Zs



LPC Pharmacy First Update (New)

Thank you for all the fantastic work supporting patients over the bank holiday weekend, this has been a tremendous benefit to our patient population.

We have a couple of action points to help continue effective service provision:

- Please ensure we are communicating referral capacity with local surgeries. This regular communication helps support good patient experience.
- Inappropriate referrals for conditions that fall outside of the service specification - such as chest infection should not be actioned as part of the pharmacy first service. Please ensure that such referrals are rejected and this information is fed back to the surgery so that the patient can be seen promptly by another service provider. If a surgery requires further training or support with referrals into the service please encourage them to contact the LPC for training – admin@kentlpc.org.uk

National Pharmacy First update (Reminder)

Pharmacy owners are reminded that from 1st April 2024, they must have an otoscope available, and all clinical pathways must be provided in bricks and mortar* pharmacies registered to provide the Pharmacy First service.

Click [here](#) to read more.



Pharmacy Pressures Survey 2024:
We want to hear from you.

Survey now closing 12 noon on Monday 8th April

Community Pharmacy England

The banner features the Community Pharmacy England logo on the left, a central row of five small photographs showing pharmacy staff interacting with customers, and a decorative graphic of a purple square and a teal square on the right side.

Deadline extended for 2024 Pharmacy Pressures Survey (Reminder)

**The Pressures Survey will now close at 12 noon on Monday 8th April.
How to participate**

To participate, simply click one of the relevant links below:

- [Pharmacy team members survey](#) (we are particularly keen to hear from this group.)
 - [Pharmacy business owners/head office representatives survey](#)
-

The NHS Prescription Charge from 1 May 2024 is

£9.90

per item

[Prescription charge to rise to £9.90 on 1 May 2024 \(NEW\)](#)

The Department of Health and Social Care (DHSC) has announced that from **1st May 2024**, the NHS prescription charge will **increase to £9.90 per prescription item** (note: some items may incur more than one charge). For [prescriptions dispensed in April 2024](#), the NHS prescription charge will remain at £9.65.

For poster and to read more click this link [Prescription charge to rise to £9.90 on 1 May 2024 - Community Pharmacy England \(cpe.org.uk\)](#)



Data Security and Protection Toolkit 2024

Pharmacy owners are required to submit their pharmacy's Data Security and Protection Toolkit by **30th June 2024**.

You can now view a recorded version of the CPE workshop and the slides used via the links below:

For webinar recording click [here](#)

For webinar slides click [here](#)



[Independent Pharmacy Awards \(New\)](#)

This year's **Independent Pharmacy Awards** programme is now open for entries, with the event itself taking place on Friday 27th September for all finalists at the House of Commons.

- Link to the Entries Leaflet in flipping book format [here](#) . It is downloadable from that link in pdf format if you wish.
- Link to the awards for entering: [Independent Pharmacy Awards 2024](#)

The LPC will support any of our independent contractors that choose to enter this award.



Change of Postal Address for SE Complaints Hub (New)

As you will be aware, there are two ways people can make a complaint about GPs, dentists, optometry practices or pharmacies:

They can complain to the healthcare provider: this is the organisation where they received the NHS service, for example a GP practice, a dental practice, a community pharmacy or an optometry practice **or**

They can complain to the commissioner of the service: this is the organisation that paid for the service or care they received.

In the South East, complaints made to the commissioner are managed by

the South East Complaints Hub which is hosted by NHS Frimley ICB and works on behalf of the ICBs in the South East.

The postal address for the South East Complaints hub has recently changed to:

South East Complaints Hub
NHS Frimley Integrated Care Board
King Edward VII Hospital
St Leonards Road
Windsor
SL4 3DP

The phone number and email address remain the same:

Phone number: 0300 561 0290

Email address: Frimleyicb.southeastcomplaints@nhs.net

Please can you update the information you have for patients about how to make a complaint.



[2024/ 25 NHS priorities and operational planning guidance](#)

The 2024/25 NHS priorities and operational planning guidance has now been published.

To read the full document click [here](#)



In February 2024, NHS England published [‘Report of a UK survey of pharmacy professionals’ involvement in research’](#). Supported by the four UK chief pharmaceutical officers, the report sets out recommendations to embed a research culture in pharmacy careers, develop a clinical academic pathway for pharmacy and provide a pipeline of pharmacy research leaders.

The recommendations are for all UK nations. and cover themes including research training, mentoring, engagement, and protected time. While these recommendations were developed to be as inclusive as possible, it is recognised that the pace and order of implementation may vary across the devolved administrations, to suit the national context.

Only a minority of pharmacy professionals are research-active, and they are under-represented in clinical research compared to other healthcare professionals.

It’s important that both pharmacists and pharmacy technicians have the opportunity to take part in research.

Applications are open until 17 April for expressions of interest from pharmacists and pharmacy technicians to join the Pharmacy Research Advisory Group (PRAG), a new group tasked with advising on the implementation of these recommendations, which will be co-chaired by David Webb, Chief Pharmaceutical Officer for England and Professor Christine Bond, Emeritus Professor (Academic Primary Care), University of Aberdeen.

To apply, please [complete this form](#).



ADHD Medicines Supply Disruption update 02.04.24 (New)

Message from the K&M ICB on ADHD medicine supply to GPs.

Please see the attached latest information including updates to the clinical information and re-supply dates.

For full update ICB guidance click [here](#)

For DHSC Medicines supply notification on Guanfacine click [here](#)

Some key points regarding the shortage:

- Even with the dates stated, it may take time for supplies to reach the front line.
- The stock situation remains fluid so please do speak to patients to understand their current supply.
- The national advice is not to start new patients on any affected products until the supply situation resolves.
- Non-pharmacological advice and coping strategies can be suggested to patients who are impacted by the supply disruption, the specialist services will have expertise in this area.

In light of the Medicine Supply Notification (MSN): Lisdexamfetamine (Elvanse®) capsules, primary care and community pharmacy teams should:

- Work collaboratively to understand local stock availability of alternative strengths and issue a prescription to make up the required dose if possible;
- Check the SPS ['Prescribing available medicines to treat ADHD'](#) page for up-to-date information on availability of Elvanse capsules and anticipated resupply dates;

- Ensure lisdexamfetamine is prescribed on a separate prescription (FP10) or an electronic prescription. Do not send the electronic prescription to the nominated pharmacy unless it has been confirmed that the medicine is in stock at that pharmacy
- Consider prescribing unlicensed products only where licensed alternatives are not appropriate.
- Prescribers should work with local pharmacy teams to ensure orders are placed within appropriate time frames as lead times may vary; and if the above options are not considered appropriate, advice should be sought from specialists on management options.

We appreciate that the supply disruption will cause anxiety for patients and their families, a reminder that NHS Kent and Medway has set up a non-clinical helpline for patients who would like more information on the supply disruption (01634 335095 option 3 then option 3, ADHD Medicine Shortages). This may help you to support the messaging for patients.

A gentle reminder that community pharmacies will ONLY be able to dispense what is written on the prescription, therefore new prescriptions will be needed for changes to the drug/dose/strength. This is a legal requirement, please bear this in mind. A phone call to local pharmacies to understand stock levels prior to prescribing is recommended.



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

To read the latest edition of the Medicines Optimisation Newsletter click [here](#).

The Medicines Optimisation Newsletter contains:

[Prescribing Oral Nutritional Supplements \(ONS\) Quick Reference Guide](#)

[Oral Nutritional Supplement \(ONS\) Formulary Product Guide](#)
[Guidelines for Primary Care Prescribing of Oral Nutritional Supplements \(ONS\) in Adults](#)
[Impact of C. Difficile Infections and Management Update Venue- MS Teams \(Virtual\)](#)
[Kent and Medway Dry Eye Guidance](#)

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