



## Newsletter

19th July 2024

Week 29

This newsletter contains important information for  
Community Pharmacy Kent owners and staff in Kent & Medway



In today's edition:

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### **Global IT Outage**

We are continuing to monitor the impact of the outage on Community Pharmacies locally. Note the request for GP connect to be turned off urgently. The message sent to out to GP practices today can be found [here](#).

This only means that completed referrals can be sent back via NHS mail.

**You may start to see more FP10 paper prescriptions today so do plan for this accordingly.**

The current update from NHSE is that all pharmacies should be up and running but various systems might be slow or down mainly the cloud-based systems. NHS spine is extremely slow or not working for various pharmacies. There is no need to notify the Pharmacy hub team unless you have to close. In

that case simply submit temporary notices of suspension of service as normal. Forms can be found [NHS England » Pharmacy template forms](#).

Please email the LPC office on [admin@kentlpc.org](mailto:admin@kentlpc.org) or call 01634649141 if you need additional information or support.

**Thank you for staying open and ensuring that our patients have access to medicine and their pharmaceutical needs are met.**

**Message from Gaye Lewington ICB Chief Pharmacist**

“I want to extend a huge thank you to all our colleagues in community pharmacy for continuing to welcome and support our patients as much as they are able during the IT outage. Once again, under pressure Community Pharmacy is there at the coal face helping people in Kent and Medway keep safe and healthy.”

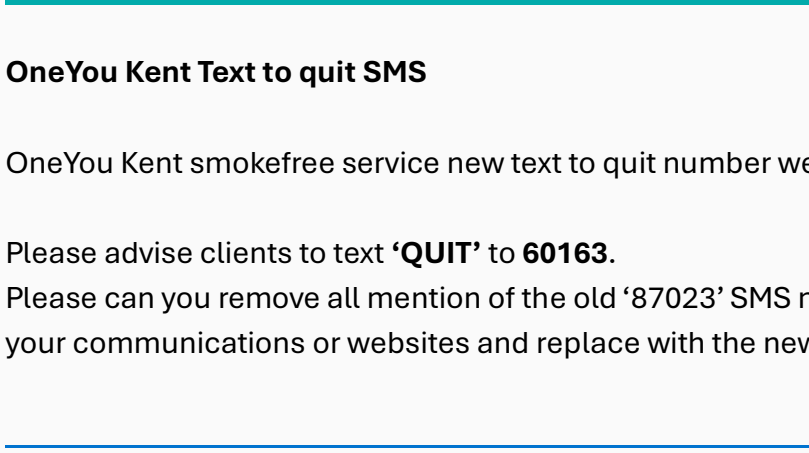


**Virtual outcome**

All Kent pharmacies should have access to Virtual outcome training platform. Please use this as you wish for the training and development for your team.

Click the link to access [Pharmacy Training - Virtual Outcomes](#) and enter your ODS

Access update

[illegible]

OneYou Kent smokefree service new text to quit number went live on 12th July.

Please advise clients to text **‘QUIT’** to **60163**.

Please can you remove all mention of the old ‘87023’ SMS number from any of your communications or websites and replace with the new number.

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# General Pharmaceutical Council

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## **GPHC and Kent LPC**

As part of our ongoing efforts to explore sustainability within the pharmacy sector, the GPhC is conducting a themed review focusing on "What does good sustainable pharmacy services and medicines use in community pharmacy look like?" This initiative aims to identify and highlight best practices in sustainable pharmacy services, encompassing several key areas such as:

- Tackling medication waste
- Education and training
- Stock management and control
- Clinical services

If you would like to take part, please  
email [Amira.Chaudry@pharmacyregulation.org](mailto:Amira.Chaudry@pharmacyregulation.org)  
Or contact the LPC office.

We encourage pharmacies that have done some work in areas above to participate.

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## **NHS Services update**

- **COVID-19 Vaccinations**

A new expression of interest process for pharmacy owners that wish to take part in the COVID-19 Vaccination Service from a location away from their pharmacy and are able to assist with the provision of further fixed sites services and/or outreach vaccination services.

Community Pharmacy England has published a news article to highlight the guidance, the websites where local opportunities will be published by NHSE regional teams and the link to where the invitation to tender information will be available.

[NHSE opens EOI process for additional capacity for C-19 vacs service - Community Pharmacy England \(cpe.org.uk\)](https://www.cpe.org.uk/news/2021/01/nhse-opens-eoi-process-for-additional-capacity-for-c-19-vacs-service)

- **Lateral Flow Device Service**

A service finder tool is now available on the NHS website to assist members of the public and healthcare professionals to search for a pharmacy that offers the service.

[The pharmacy COVID-19 rapid LFD test supply service finder](https://www.nhs.uk/servicefinders/lateral-flow-devices)

- **Pharmacy Contraception Service**

Additional promotional resources have been added to the service page, including, a digital poster and a business card leaflet to assist with promotion of the service around university sites, suggested social media messages & text messages and social media tiles.

## Common Ailments



### **West Kent Common Ailments Scheme**

The West Kent Common Ailments Scheme has been reviewed and a formal decision has been made to decommission the service with effect from Saturday, 31 August 2024.

Contractors will be able to process any outstanding claims on PharmOutcomes until Monday, 30 September 2024, after this time the service will be deactivated on the system. Please submit any invoices for payment by Thursday, 31 October 2024 at the latest.

As the service was only offered in west Kent it has created unintended inequity for the population of Kent and Medway as patients from other areas cannot access the service.

NHS Kent and Medway are encouraging patients to self-care for minor ailments and utilise other means of support such as Pharmacy First which encompasses the Community Pharmacy Consultation Service.

If you have any questions, please email: [kmicb.wkmedman@nhs.net](mailto:kmicb.wkmedman@nhs.net)

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### **CPPE - NHS Pharmacy First: Clinical assessment and examination skills workshop**

A further CPPE [\*NHS Pharmacy First: Clinical assessment and examination skills full-day workshop\*](#) in the South East is open for booking from yesterday the 18<sup>th</sup> of July.

The workshop is on **Sunday 10 November, from 9:30am to 5:00pm** at The Holiday Inn Reading South, Basingstoke Rd, Reading RG2 0SL.

You can access more information and book the workshop from the link above.

The workshop will be supported by a medic, a clinical demonstrator and local CPPE teams.

The aim of the workshop is to improve your confidence with history taking skills, identifying red flags, and ensuring your approach is person centred as well as having time in a safe space to practice your hands on Ear Nose and Throat examination skills – all in one day!

PLEASE NOTE: You will not be able to book this workshop if you have already attended the *NHS Pharmacy First: Ear, nose and throat clinical assessment skills* workshop or the *NHS Pharmacy First: clinical assessment essential skills* online workshop

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## Pharmacy Technician Practice and Policy Strategic Oversight Group

We are pleased to announce that NHS England has established a Pharmacy Technician Practice and Policy Strategic Oversight Group in response to the new legislation that enables pharmacy technicians to supply and/or administer certain medicines under patient group directions (PGDs).

The group will, in collaboration with key stakeholders, consider updating NHS advanced and nationally agreed enhanced clinical service specifications to ensure that the changes to the regulations have the most positive benefits for patients. Implementation plans will consider current arrangements, clinical governance, competency frameworks and appropriate training requirements.

While this work is being done, we are encouraging pharmacy technicians to take part in new learning opportunities including: [CPPE Pharmacy technicians: using patient group directions in practice e-learning programme](#). In addition, please visit [the SPS website for resources and information that support pharmacy technicians working under patient group directions](#).



**Community Pharmacy Assurance Framework (CPAF) screening questionnaire (Deadline!)**

Pharmacy contractors should soon receive confirmation from NHSBSA that the CPAF screening questionnaire will go live on **1 July 2024** and will be available for completion until midnight on **31 July**.

Users of the [NHSBSA's Manage Your Service \(MYS\)](#) portal will be able to complete this year's CPAF by logging in. The very small number of contractors who do not have a sign in for MYS will be able to complete the questionnaire online and will receive email details on how to do this.

Completion of the screening questionnaire is compulsory, and the results of the questionnaire will form the basis of which contractors will be asked to complete the full CPAF survey and may be visited later.



#### **Pharmacy Owner Event, South East (Wednesday 24th July 2024) (Deadline!)**

Community Pharmacy England will be holding a roadshow for all Southeast pharmacy owners. This is part of a series of regional roadshow event across the country.

*Event details are as below:*

Location: Crowne Plaza London - Gatwick Airport, 90 Langley Dr, Crawley RH11 7SX

Timings: **7:30pm - 9pm**, with doors open from 6:45pm when a hot buffet and light refreshments will be available.

The events are all free to attend, but you are asked to register in advance. Please note, attendance is for pharmacy owners only, places are made available on a first come first served basis.

Bookings for this event will close on **Wednesday 17th July**, unless we reach maximum numbers earlier.

**To book to attend** click this link [Pharmacy Owner Event, South East \(Wednesday 24th July 2024\) \(office.com\)](#)

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**medway** school  
of pharmacy

**NHS**  
Kent and Medway

**Kent and Medway Pharmacy Professionals Conference 8th September 2024**  
***Register to attend, nominate colleagues for awards and submit your posters***

You are all invited to **Kent and Medway's first face-to-face Pharmacy Professionals' Celebratory Conference on 8<sup>th</sup> September, Hosted by Medway School of Pharmacy.**

This event will be an opportunity for pharmacy professionals from across the system to come together, hear about local initiatives and collaborative working, celebrate success with awards, share project posters and network to build stronger links.

1. **Save the date and register for your free place** using the link <https://buytickets.at/nhskentandmedway1/1281519> or QR code:  
(See attached poster for details)



2. **Nominate your colleagues or yourself for an award** using the link: <https://forms.office.com/e/pCTtqw2uWg> or QR code:



Winners will be presented with an award at the conference, 5 categories to choose from.

3. **Submit a poster of a recent project** to showcase your success and share your learning. Use the poster submission form attached and if you have not yet created a poster, use the attached suggested template as a guide. Live voting for best poster and runner up on the day.

If you have any questions about the event or award or poster entries, please email [mariastaines@nhs.net](mailto:mariastaines@nhs.net)

Click [here](#) for suggested poster template.

Click [here](#) for poster submission form.



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

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### **Community Pharmacy Kent**

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