



on behalf of East Sussex, West Sussex and Surrey
Local Pharmaceutical Committees

Local news, views and support for community pharmacy teams

Surrey, East Sussex, West Sussex
Usually every two weeks | Issue 40 | wk. beg 19 October 2020

These **LPC Bulletins** share vital information with you. They're a snapshot of the key issues we're working on right now on your behalf. And through them we highlight shifts and developments in local policies, signpost you to content and support designed to help you provide efficient and effective services and help you to improve patient and visitor understanding and experience of our sector.

In order to be effective and timely we aim to send out at least one **LPC bulletin** every fortnight, but from time-to-time (like with this week) we are flexible with our distribution and delay in order to include information that is emerging and important. We know you are busy and knee-deep in paperwork, flu, Covid and much, more, so we will do our best to keep them short and easy to skim read.

Do keep an eye on our website for our most up-to-date news via the homepage and don't forget to follow us on Twitter [@CPSS LPCs](#)

We also publish a fortnightly round-up of local partners' news, with links to newsletters and anything else relevant to you and your teams. Please look out for it. It is important too.

LPC news

Income protection for LCS ... coronavirus latest

As we all continue to adapt to the current situation, the LPCs are still committed to making sure that income from locally commissioned services that have been paused, or cut-back, is not adversely affected. Over the last few weeks' the staff team have secured the following assurances from public health commissioners for Q3:

- For Locally Commissioned Service in Surrey please read the [Surrey Letter](#)
- For Locally Commissioned Service in West Sussex, East Sussex and Brighton & Hove, commissioners are moving towards a return to activity-based payment, as most pharmacies have started to provide services again. We have secured a commitment to review the situation if there are any local lockdowns imposed. Further details will be communicated in the coming weeks.

Patients queuing outside premises in adverse weather

On 12 October 2020 West Sussex LPC received a case study with formal recommendations for action from Healthwatch West Sussex. The report highlighted older and vulnerable patients queuing outside premises in adverse weather. The message accompanying the report asked us to help Healthwatch West Sussex understand how pharmacies are reviewing access to avoid people being left out in the rain and cold.

- Please make time to read [our response to the five formal recommendations](#) in HealthWatch case study report called *Baby it's cold*

outside, and make your teams aware too. The implications reach beyond West Sussex and are relevant to all of community pharmacy in Surrey and Sussex, with reassurances for contractors around actions the LPC will and will not support in relation to this topic.

Supporting patients in West Sussex coming out of hospital

LPC staff have represented community pharmacy on local working groups to ensure a phased implementation of TCAM across Surrey and Surrey since East Sussex first went live 18 months ago. Now, West Sussex is about to join the digital portal connecting pharmacy with secondary care and primary care, with referrals commencing from Western Sussex Hospital sites of St Richard's and Worthing from 16th November 2020. TCAM has many benefits, including improving the safety of dispensing and being able to positively challenge prescribing. But more than that, it's critical to deliver the new Discharge Medicines Service, a new essential service being added to the CPCF later in 2020-21.

- West Sussex pharmacies should see below (*Support*) for specific information about going live
- More about TCAM [here](#)
- Our briefing note about TCAM and the new Discharge Medicines Service [here](#)
- Online TCAM briefing (West Sussex only) - to book your space [register here](#).

****FREE** we still have stickers to give away **FREE****

All pharmacy staff across Sussex and Surrey are urged to have a flu jab and wear a sticker to promote the vaccination to others. [Read more](#)

NPA and Boots help spread the word about our storytelling initiative which started in East Sussex



The [NPA's comms team](#) and Boots social media team have lent their weight to our local storytelling initiative. Both have engaged with our content. [Here is our next story. It's about G](#), a young adult carer in St Leonards, East Sussex. We still want to

hear experiences from young people in community pharmacy during this COVID-19 pandemic: whether they've found innovative ways to overcome challenges they've faced, kept a positive spirit, gone above-and-beyond to take care of patients – pharmacists, counter staff, dispensers, volunteers and more. Submit a story [here](#)

Covid readiness messages about meds supply and deliveries in Tier's 2 and 3

Maintaining consistent public messaging, and encouraging stakeholders to amplify them is a key part of our communications and engagement strategy over the coming months. Here are our four key messages:

- Pharmacies no longer receive any financial support from Government to help you continue delivering medicines to patients' homes (ie: there is no NHS funded medicines delivery service), but you may be able to arrange a delivery for a small fee; speak to your pharmacy team

- Your LPC would engage in discussions with local commissioners about a locally commissioned delivery service for vulnerable and older people
- Ask friends, family or volunteers to go to the pharmacy for you if you can't go yourself
- Consider shopping or going to the pharmacy at quieter times of the day
- Consider using the NHS responders programme, or another local volunteer organisation if you concerned about collecting your medicines

ID Checking for the Supply of Controlled Drug Prescriptions

Concerns have been raised locally about delays in the supply of prescriptions for controlled drugs, mainly with substance misuse service clients.

There is a legal requirement for pharmacists to establish whether a person collecting a Schedule 2 CD is the patient, the patient's representative or a health care professional acting within their professional capacity.

Please refer to [PSNC guidance in terms of ID checks for controlled drugs](#).

Views

Potential changes to wound care supplies at NHS Surrey CCG

[Surrey LPC has responded](#) to a letter to community pharmacies in [Surrey from NHS Surrey CCG](#) about a review of systems and process with regards to the supply of dressings. Our response was shaped by views from local pharmacies providing the ONPOS service, so thank you to those of you who let us know your concerns. Slides from the specific CCG engagement event held for community pharmacies are [available here](#).

LPCs seek contractor views ahead of November meetings

Please use [this feedback form](#) to tell us about the main challenges you are facing working in your community pharmacy that you need help with locally from the LPC and/or any specific issues you would like raised for consideration at your LPCs next LPC meeting.

- Meeting dates: West Sussex 4 November; East Sussex 5 November; Surrey 11 November 2020. [Agendas will be published here](#) when ready (*you will have to scroll down the page then choose your LPC from the list*). [Read how your LPCs continue to meet during Covid](#).

What are you doing about winter queuing? Please share your examples of good practice

Above, we reported that Healthwatch has formally approached us to highlight concerns for older and vulnerable people queuing outside in order to access their pharmacy. Read [our response](#).

Now, in order to fully complete our response, we're collecting examples of where contractors have already considered this issue, and maybe even put measures in place to help.

- Please help us by telling us if you have put measures in place for the welfare of those queuing outside your pharmacy in the winter. Email lpc@communitypharmacys.co.uk, putting winter queues in the subject line.

Support

Pharmacy Quality Scheme (PQS)

On 5 October 2020 108 contractors in Surrey and Sussex still had to claim for Part 1 scheme to the NHSBSA. We recommend that you complete this ASAP. The following local information is required:

PQS Part 1 Criteria 5: Along with the national testing programme there is support locally for testing which can be found [here](#). Criteria 8: Local information for updating your Business Continuity Plan can be found [here](#).

You will need the following for **PQS Part 2: Domain 1: Infection Prevention & Control and AMS** (awareness of local antibiotic formulary)

- Please find Surrey [here](#) | Coastal West Sussex [here](#) | Crawley [here](#) | Brighton and Hove, High Weald Lewes Havens [here](#) | Eastbourne, Hailsham, Seaford and Hastings and Rother [here](#).

Two other domains will be delivered at a local level, which seek to encourage pharmacies to collaborate and work together on, as part of ongoing steps to engage with Primary Care Networks (PCNs). We have started to support contractors with this, including

- Helping contractors to identify their primary PCN if there have been changes
- Checking and updating local data of pharmacies / PCNs and updating our [PCN information on our website](#)
- Re-engaging PCN leads (and facilitating appointments where needed – we now have around 15 gaps in Surrey & Sussex)
- Support for PCN Leads to Feb 2021 – individual level, local briefings and online webinars – first one on Tuesday 27th October 2020

Business continuity planning as Covid-19 cases rise

Following the National Medical Director Professor Stephen Powis and colleagues' [briefing](#) last week (12 October) on rising numbers of COVID-19 cases, NHS leaders are urging all providers to plan for consequences for staff, staffing levels and increased patient activity, and to continue to meet local activity safely.

- **Please read your [business continuity plan](#)** and consider whether it needs to be updated to reflect the current and emerging situation. See [B for business continuity](#) in our [website A-Z](#) for a list of contact details for some of community pharmacies most important local external stakeholders.
- **Clearly display the [COVID-19 poster](#)** at points of entry to your pharmacy

Local COVID-19 alert level guidance and guidance for people who are clinically extremely vulnerable

Government guidance has been updated to [support the clinically extremely vulnerable in protecting themselves from exposure to coronavirus](#) (COVID-19). In addition to the rules at each level, the guidance sets-out additional precautions for patients and citizens to protect themselves as well as the help that is available to them.

The guidance also recognises that a small number of individuals may require additional support to follow the guidance at local COVID alert level: very high. It encourages this small number of people to contact their local authority helpline if they need assistance:

- Contact details for [local authority helplines across Surrey and Sussex](#)
- Download and read: [NHS Volunteer Responders: Practical guide and tips for primary care and community health professionals](#) (published 6 May 2020)
- Our poster called '[collecting a prescription for someone else?](#)' which lists key pieces of information for people who are picking-up medicines from a pharmacy on behalf of someone else.

New / updated on our website

- **P for PPE** – details of how to use the PPE portal for FREE supplies
- **F for formularies** - with links to [all five CCG formularies](#) across Surrey and Sussex

You are invited - two locally significant events organised by your LPCs

West Sussex briefing and updates on recent

- Monday 9 November 2020 – 7:30pm – 9:00pm
Online Zoom event for West Sussex community pharmacy teams to book your space [register here](#)
Update on Transfer of Care Around Medicine , WSCC PGD updates on EHC and Smoking and update from CGL on Substance Misuse Services.

Community Pharmacy Primary Care Network (PCN) Leads and prospective Leads

- Tuesday 27 October 2020 7:30pm for about an hour – online
Online zoom meeting for all current PCN leads, and those thinking about becoming a lead, to help share experiences and knowledge of the role and answer any questions you may have about what the PCN lead role involves for this year's Pharmacy Quality Scheme (PQS).
Further details [here](#) and reserve your space simply by emailing us at lpc@communitypharmacyss.co.uk with your name and pharmacy details.

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- **Issue 41 is due in two weeks in the week beginning 2 November.** What would you like to see in your next newsletter?
- **Issue 8 of our regular round-up with links to partners regular newsletters, press releases and assets was distributed yesterday. Please look out for it as it contains important information.**
- **View [news archive](#)**

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