

[View this email in your browser](#)

14th June 2023



**This LPC newsletter is for community pharmacy contractors, managers and team members in Surrey and Sussex. It contains local information and local news items, local diary dates and other local topics to help effectively manage NHS and locally commissioned contracts.**

Visit our [Newsletter page](#) for an archive of previous issues.  
[Sign up to PSNC](#) to receive nationally significant news and guidance on national contracts.

## LPC News

### **Community Pharmacy Surrey and Sussex regional runner up for NHS Parliamentary Awards 2023**

We are proud to announce that CPSS has been named as the 2023 regional runners-up, selected by NHS leaders in the South-East, in the NHS Parliamentary Awards for the following categories:

- The Excellence in Primary Care and Community Care Award.
- The Health Equalities Award.

Community Pharmacy Surrey and NHS Sussex project 'AccuRx initiative to increase collaborative working and identification of undiagnosed hypertension' was nominated by MPs Maria Caulfield, Nick Gibb, Tim Loughton, Huw Merriman and Lloyd Russell-Moyle.

Please see news article: [Huw nominates innovative local blood pressure check service for NHS award | Huw Merriman](#).

## Local Services

### **Surrey County Council Sexual Health Condom distribution service**

A community pharmacy condom distribution pilot locally commissioned service is underway in Surrey, this cohort of pharmacies are commissioned to provide condom distribution service (excluding registration) to enable young people to get free condoms via the Condom Distribution (C-Card) Scheme.

There are a number of outlets that young people can visit to get free condoms, it is a free and confidential condom distribution network for young people aged 13–24 years old in Surrey.

### **How does a young person get free condoms?**

#### **Step one: registering with the scheme**

A young person registers for a c-card with a trained professional, once registered they receive a C-Card that gives them regular, easy access to free condoms at any outlet displaying the Surrey Sexual Wellbeing logo.

#### **Step two: accessing supplies**

They can visit any [open access outlet](#) with their C-Card to get additional condoms supplies. The card can be used up to ten times, at which point a young person will need to be directed to do a quick re-registration/review at a registration outlet.

#### **Step three: the review process**

After 10 visits the young person will have a quick review with their registration point- this gives them the chance to ask any questions they might have or find out about other sexual health services

Please download the poster [here](#) to signpost young people to the service.

### **NHS 111 CPCS Referrals back to the service – use of ‘Starline’ in Sussex and Surrey Heartlands (Frimley pharmacies use a different phone number)**

‘Starline’ is the way healthcare professionals can access clinical advice via the 111 number, for example for 111 CPCS referrals that need to be onward referred back to 111. The NHS 111 - Health Care Professional (HCP) Starlines are prioritised to enable them to go to the top of the call queue; pharmacists must press the star number at the appropriate time for the service to work, there are approximately 3 minutes of national comms before you get through to the local service and can use the star number function. If you put the star number in at the wrong time you will join the back of the call queue, the average call answering time for an HCP call within the local service is 45 seconds. Contact [lpc@communitypharmacy.co.uk](mailto:lpc@communitypharmacy.co.uk) if you would like a pharmacy team A4 poster on the ‘Starline’.

### **Service Clinics**

If you would like support with service claiming, training, delivery etc including Locally Commissioned Services. Bookable Service clinics in 30-minute increments are available on the following dates:

**Wednesday 4th July 9am-4pm**

**Tuesday 11th July 9am-8pm**

Please email [Mariehockley@communitypharmacys.co.uk](mailto:Mariehockley@communitypharmacys.co.uk) to book a slot.

### **Training**

### **Surrey County Council presents Providing inclusive services to the LGBTQ+ population training webinar Tuesday 10th October 7:00pm-8:30pm**

This event is aimed at Community Pharmacy Teams in **SURREY ONLY** and is open to all colleagues working in those community pharmacies.

Many service providers assume that because they provide their service to everyone that they do not need to make any changes to enable those that feel excluded to use their service.

This session looks at what you can do to make your services more accessible and inclusive for those that identify as LGBTQ+.

You are invited to attend an awareness session about the LGBTQ+ population. The session aims to: Identify support that may be required, improve knowledge and be able to confidently signpost appropriately.

By looking at:

- Size of population
- Identity
- Specific health issues
- Sexual health
- Prejudice and discrimination
- Where you can signpost to statutory and voluntary organisations
- What you can do to make your service more inclusive

Please book your place [here](#).

## Newsletters

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

## Additionally you might be interested in.....

### **NHS Surrey Heartlands advice on Nutramigen 2 with LGG 400g tin supply Issues**

Nutramigen 2 with LGG extensively hydrolysed hypoallergenic formulas for infants

with cow's milk allergy from 6 months of age, is anticipated to be out of stock in community pharmacies until mid-July 2023. As an interim arrangement if parents or carers present prescriptions to community pharmacy which cannot be filled, please advise them to contact their GP for to issue a prescription for Nutramigen 1 with LGG. Nutramigen 1 with LGG is now ACBS approved both from birth to 6 months, and as part of a weaning diet from 6 months of age. GPs may use this as an opportunity to review the ongoing need for formula prescription as for infants with mild to moderate Non-IgE CMPA specialist formula prescriptions should be reviewed when they reach 12-15 months of age in line with the [local guidelines for management of Cow's Milk protein allergy](#).

### **NHS Surrey Heartlands - DOAC prescribing – message from the Medicines Management Team**

During financial year 2023-24, GP practices in Surrey Heartlands will continue to focus on optimising the anticoagulation of patients with Atrial Fibrillation by undertaking extensive AF reviews.

You may see an increased number of patients attending your pharmacy with prescriptions for either a different DOAC (direct acting oral anticoagulant), a different dose of their usual DOAC or new initiations for a DOAC.

Please help improve patient safety by:

- Carrying out an NMS where appropriate and stress once daily dosing if the DOAC has been changed from apixaban or dabigatran **to edoxaban**.
- Checking old prescriptions for DOACs are not inadvertently dispensed or collected. Be extra vigilant of patients on repeat dispensing who may still have active DOAC prescriptions in the system downloaded ready for dispensing or patients with uncollected DOAC prescriptions sitting on the shelf. Please check with the patient and/or the surgery if there is **any doubt** as to which DOAC the patient should be taking. The patient must not be given two different DOACs or multiple strengths of the same DOAC.
- Patients may also bring in their old DOAC for disposal when picking up their new prescription. Please prompt patients to hand in any old DOACs to the pharmacy.

Where a change to a patient's DOAC has occurred, the GP Practice will endeavour that:

- Prescriptions carry a pharmacy message reminding community pharmacists that a NMS could be carried out.
- Patients are advised to return unwanted DOACs to the pharmacy.
- Repeat dispensing prescriptions are cancelled centrally by the Practice.

By working together, these measures will improve anticoagulant safety by ensuring that patients are not in possession of two different DOACs or DOAC strengths.

Many thanks for your support with this project.

### **Community Pharmacy information for potassium permanganate**

When dispensing potassium permanganate tablets (Permitabs®) or the solution, check that you remind the patient that this is not for oral consumption. There have been several incidents reported through the National Reporting and Learning System in England of patients ingesting either the tablets or the solution. Although the packaging clearly states potassium permanganate should not be swallowed it would be good practice to remind the patient that it is not for oral use.

Prescriptions should include clear instructions to dilute before use and dispensing labels should include the warning 'HARMFUL IF SWALLOWED'

A [patient information leaflet](#) on how to use potassium permanganate solution is available from the British Association of Dermatologists website.

[View news archive](#)

**Support | Develop | Promote**

Our mailing address is [LPC@communitypharmacyss.co.uk](mailto:LPC@communitypharmacyss.co.uk)

*Copyright © 2021 All rights reserved.*

**Community Pharmacy Surrey and Sussex**

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