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Newsletter

09/05/2024

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 CPE to receive nationally significant news and guidance on national contracts.

LPC News



Pharmacy First Top Tips!

Thank you to all our pharmacy teams on your hard work with Pharmacy First! Whilst this service is new and very exciting, it can come with its challenges as we continue to implement this within our work. We have put together a one pager on 'Top Tips' based on feedback from the pharmacy survey we ran. We have also included common challenges faced with Pharmacy First and how you may be able

to overcome them. We hope you find this useful, please click here for our top tips!

[Pharmacy First Hints Tips](#)

Local Services



East Sussex Stop Smoking Locally Commissioned Service Very Important Information

As part of the service specification the ordering of equipment including consumables and the calibration of the monitors are provided free of charge via OYES, if you are commissioned to provide the service, please ensure you have the required equipment on site.

As detailed in the service specification below:

All equipment used in stop smoking services must be used in line with manufacturer guidance and protocols for safe and effective use. CO monitors and associated consumables -mouthpieces, adaptors/T-Pieces are available free of charge to pharmacy stop smoking service providers from One You East Sussex This can be done by telephone on **01323 404600** or by secure email at oneyou.eastsussex@nhs.net.

CO Monitor Protocol: All monitors should be calibrated in line with the manufacturer's instructions for the make and model of the CO monitor being used. Calibration of CO monitors is available from the specialist stop smoking service at

annual update sessions on request. Further advice on calibration of CO monitors is available from One You East Sussex.

Please contact Casey Ingold Public Health Commissioner

casey.ingold@eastsussex.gov.uk if you have any issues obtaining a CO monitor, ordering equipment or booking a calibration visit from One You East Sussex (OYES).

Training



Vape Training Swap to Stop scheme

To support pharmacy teams to understand the scheme (**currently only available as a locally commissioned service in Brighton**) the Office for Health Improvement and Disparities, in conjunction with [NCSCT](#) have launched a **brand-new online training module** for all staff delivering the **Swap-to-Stop scheme**.

Introduced by NCSCT Clinical Consultant Lou Ross, the course includes insights from Martin Dockrell (Tobacco Control Evidence Lead at the Department of Health and Social Care) and examples of what to do and say throughout the whole process by Lara, including answering common questions asked by clients and posed by David.

The **Swap-to-Stop online training module** is available [here](#).



Are you interested in building your discussion skills around vaccine hesitancy?

Let's Talk About Vaccines is a training session to help build your confidence, skills and knowledge to open up discussions with patients about vaccination decisions.

This 2.5-hour online, interactive session is **free to staff across the South East**. It will explore the issues, myths and barriers around vaccine hesitancy, providing you with the techniques and approaches to help people make informed choices. You will learn skills that can be used in your everyday contact with patients as an opportunity to discuss vaccine uptake.

Feedback from attendees:

"I feel more confident in my approach towards patients that are vaccine hesitant."

"I will be able to put this training into practice daily in my job role."

Next available training dates:

Thu 9 May 24	1800 – 2030
Mon 13 May 24	0930 – 1200
Wed 15 May 24	0930 – 1200

Further details and training dates are on the [Let's Talk About Vaccines webpage](#).

To sign up, email bobicb.personalisedcaretraining@nhs.net with your name, organisation, role and preferred training date.

Newsletters

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

To read the latest edition of the Frimley ICB Prescribing Newsletter click [here](#).

To read the latest edition of the Surrey Heartlands Medicines Safety Matters click [here](#).



Additionally you may be interested in.....



AccuRx webinar for community pharmacies

A recording of the community pharmacy webinar held recently can be accessed via the link below.

[Webinar: Accurx for pharmacies – supporting the delivery of Pharmacy First \(youtube.com\)](#)

Also available are [interactive demos](#) to explore their patient messaging and Pharmacy First questionnaire features.

For access to the questionnaires – [sign up to the waiting list](#).

If you have any questions, you can contact them via pharmacy@accurx.com.

Choosing the right help for you and your baby

NHS Surrey Heartlands Maternity Contact Details

A telephone triage for **urgent** maternity and newborn concerns is now available, from 16 weeks of pregnancy until community midwifery discharge post birth. This is available to those booked for maternity care at Epsom & St Helier, Ashford & St. Peter's, and Royal Surrey hospitals.

A lack of awareness from service users and staff has been identified about where to seek help during the maternity and early postnatal period. As a result, an infographic found [here](#) has been developed to support both service users and staff to seek advice from the correct service including details of the new telephone triage number.



Supply constraint of Creon® 10000 Creon® 25000 (Pancreatin)

Creon 25,000 and Creon 10,000 supply

Following the recent supply issues Viatrix have issued an update [here](#) advising they will be "releasing a regular amount of Creon 25,000 stock into major wholesalers on a planned cycle each month" while "in an endeavour to ensure that patients receive Creon® 10000, our short term intention is to provide limited stock into wholesalers". It is unclear the volumes of either product that will be available. Some patients will have been receiving larger prescriptions of Creon 10,000 due to Creon 25,000 stock challenges, which may need to be reversed dependent on the stock available. An update to the national pancreatic enzyme replacement therapy position statement will be issued shortly.

confident to provide support and developmental aid to foundation trainee pharmacists across all sectors.

This training offer provides 250 places exclusively for prospective DPPs, in addition to 250 places for other educational supervisors, including DSs, (previously known as pre-reg tutors).

[Sign up now for Educational Supervisor training for the pharmacy workforce which will be delivered by ProPharmace.](#)

Who is eligible:

- **Educational supervision programme** - Pharmacy technicians and pharmacists who supervise trainees
- **DPP programme** - independent prescribers who supervise foundation trainee pharmacists. Regulatory changes in 2019 mean that experienced independent prescribers of any profession can apply for DPP training to support pharmacists to become independent prescribers.

About the training: The training will be delivered flexibly to accommodate work schedules and will allow learners to develop their skills and knowledge around delivering educational supervision whilst keeping patient safety and person-centred care at the forefront. Online modules are split into bite-size lessons that last 20-30 minutes.

Modules in the **Educational supervision programme** cover the following topics:

- Introduction to educational supervision
- Facilitating Learning
- Giving effective feedback
- Assessing & Monitoring
- Supporting trainees

Modules in the **DPP programme** cover the following topics:

- Introduction to DPP supervision in pharmacy
- Facilitating Learning
- Giving effective feedback
- Assessing & Monitoring
- Developing as a DPP

Assessments will include a choice of reflective account, multisource feedback, and peer observation of supervision skills.

Further information

- To register for the Educational supervisor training, visit the [ProPharmace Website](#).
- **For any further enquiries about this exciting training offer, please contact info@propharmace.com**

Further support and information on alternative courses is listed below.

Educational Frameworks

London and South East Pharmacy have developed frameworks for both the Educational and Practice Supervisor roles within pharmacy for primary and secondary care staff who manage and deliver training.

The frameworks can be used as a standalone tool for supervisors to identify the competencies relevant to their role(s) and to demonstrate competence against criteria set by mapping their experience to them and identifying learning needs.

The frameworks can be found here:

<https://www.lasepharmacy.hee.nhs.uk/workforce-and-quality/>

e-Learning for Health (eLfH): Educational Supervisor and Practice Supervisor Training

eLfH provide online training for Practice Supervisors. There are two programmes which can be accessed:

- Core Skills for Pharmacy Practice and Educational Supervisors: designed for those that are new to the role of a supervisor and/or those that have not undertaken the role for a number of years.
- Enhanced Skills for Pharmacy Practice and Educational Supervisors: designed for supervisors looking to further develop in their role.

These programmes have been written for pharmacy professionals; however, pharmacy support staff will also be able to achieve key development skills from completing this course via eLfH.

Access to the programmes can be found here: https://portal.e-lfh.org.uk/myElearning/Index?HierarchyId=0_51859&programmId=51859

Practice Educator and Assessor Preparation (PEAP)

eLfH provide online training for Practice Educators. This training is aimed at a multi-professional audience. Although it does not directly link to pharmacy supervision standards, it is still very applicable to pharmacy.

Practice supervisors will need to complete:

- Units 1 to 6
- End of training assessment
- Workbook which must be signed as complete by a supervisor

All practice supervisors should be aware of the appropriate supervision standards for their pharmacy trainees including:

- [Standards for the initial education and training of pharmacists](#)
- [Standards for the initial education and training of pharmacy technicians](#)

- [Foundation training year - guidance for foundation training supervisors \(pharmacyregulation.org\)](https://www.pharmacyregulation.org)
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