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Newsletter

01/08/2024

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.

Quick Glance IN THIS EDITION:

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* NHS England, Workforce, Training & Education Directorate, Pharmacy
South East Pharmacy Technician Network Hub
* East Sussex Pharmacy Contractors – on behalf of East Sussex County
Council

LPC News



We are now on LinkedIn! Please give us a follow [here!](#)



GP Patient Survey

The [GP patient survey 2024](#) has been published, which includes information on patient experience of general practice, NHS dentistry and, new for this year, community pharmacy.

Nearly 700,000 questionnaires were completed and returned during the collection period of 2 January and 25 March 2024 and shows that patients value their

experience in community pharmacy.

Key findings about patients' overall experiences are:

- More than seven in ten patients (**73.9%**) had a good overall experience of their GP practice.
- Seven in ten (**69.2%**) had a good overall experience of NHS dental services.
- For the first time, the survey asked patients about their experience of using NHS pharmacy services. Of those who had used these services in the past 12 months, **86.8%** had a good experience of using pharmacy services.



Updated Incident Reporting Approved Particulars

[New Incident Reporting Approved Particulars](#) have been published to the NHS England website (as of 23 July 2024). This document will replace the previous Approved Particular which has been in place since 2012. Contractors should familiarise themselves with the content of this new document to ensure they understand what is required should an incident occur, including being familiar with what is considered an incident.

Local Services



NHS 111 Pharmacy First Referrals

Reminder the process has changed for escalating a patient back to NHS 111 when needed following a Pharmacy First referral. Now instead of Starline numbers, just phone 111 and use option 3 for healthcare professionals when prompted.

The LPC can provide a flow chart for this process just contact us at

lpc@communitypharmacys.co.uk.



West Sussex Alcohol brief intervention and advice service

Your LPC has been working hard with West Sussex County Council Public Health to secure a significant uplift for the alcohol brief advice and intervention service.

The service fee is live now and updated on PharmOutcomes.

For patients receiving an Audit C scratchcard – 150% Increase in fees.

For patients who receive brief intervention leaflet and signposting- 100% increase in fees.

Please do make use of this service and encourage all patients to use the

scratchcard as alcohol awareness is a key priority for preventing long term dependency and illness.



West Sussex Provider forum - for all commissioned pharmacies who deliver SCS and NHS Health checks on Thursday 26th September 9.30am - 3.00pm at the Charis Centre, Crawley (RH11 7EL) - parking on site.

We are delighted to announce the next West Sussex provider forum, detailed in the link below. Whilst this event will support those delivering smoking cessation and/or NHS Health Checks. This aims to be a unique annual training day to support and educate providers on the existing smoking cessation and NHS Health Check services you are delivering.

Lunch and refreshments will be provided.

Should you wish to attend please complete the short questionnaire within the link to register for your space at the event on Thursday 26th September, we hope to see you there. To register click [here](#).



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.](#)

Training

**REGISTER
YOUR INTEREST**

Independent Prescribing

NHS England Workforce, Training and Education have announced they are currently in the process of finalising the arrangements for Independent Prescribing course provision in 2024/25. They are expecting to release details of funded places during Summer 2024. Details of providers and intakes in 2024/25 will be listed on their website in due course.

If you would like to be added to the distribution list for future information, please [register your interest](#).

University providers are now taking applications. Don't miss out – check your eligibility and apply now. For more information please click [here](#).



CPPE NHS Pharmacy First: Clinical assessment and examination skills full-day workshop – only 7 spaces left!

A further CPPE [NHS Pharmacy First: Clinical assessment and examination skills full-day workshop](#) in the South East is open for booking.

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.



Accuracy Checking Pharmacy Technician Funded Places

The CPPE *Accuracy checking pharmacy technician (ACPT)* programme is being funded by NHS England for a further 80 places until 31st March 2025, with a portion of these places reserved specifically for community pharmacy technicians.

The *Accuracy checking pharmacy technician (ACPT)* programme is a 3–12-month training and development programme available to pharmacy technicians, with employer support. The course is designed to support pharmacy technicians in meeting a range of competencies during their training in order to deliver safe and effective patient care.

The programme has been designed to assure employers in each sector that pharmacy technicians who successfully complete the set learning and assessments are able to undertake the role and have the appropriate knowledge, skills and behaviours to deliver high-quality, consistent checks of medicines. It includes tasks that will develop leadership skills to support the team and drive performance.

Our programme offers a blended approach to learning that includes resources for self-directed study, e-learning and practice-based activities. It is flexible so that it meets the needs of stakeholders. Following comprehensive assessment, pharmacy technicians will be able to use this learning to support optimisation of skills in the dispensing process.

Up to 10 funded places will be available per month, and will be offered on a first-

come, first-served basis on the first of each month starting on **Thursday 1 August at 10:00am.**

For more information, including how to book your place, please visit: www.cppe.ac.uk/career/acpt



Paediatric prescribing webinar 12th September 1-2pm

The next regional webinar for primary care is on paediatric antimicrobial prescribing to be held Thursday 12th September 1-2pm via Teams

Please feel free to share the attached the flyer [here](#) with other pharmacy colleagues.

If you would like to attend the webinar, then please complete registration [here](#). Further details of topics and speakers will be provided in due course.

Newsletters

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

To read the latest edition of the NHS BSA Hints & Tips Issue 56 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 Management Matters click [here](#).

Additionally you may be interested in.....

NHS England, Workforce, Training & Education Directorate, Pharmacy South East Pharmacy Technician Network Hub

NHS England WT&E South East Pharmacy Technician Network Hub

Welcome to the Pharmacy Technician Network Hub

The purpose of the workspace is to create a network hub for our stakeholders within the South East.

We aim to work collaboratively across the six ICSs within the South East to be able to train, retain and grow the pharmacy technician and pharmacy support staff workforce. This will include building a repository of resources that stakeholders can utilise when promoting pharmacy as a career, and developing career pathways and training opportunities for the pharmacy workforce.

Within our employer area, we provide a space for employers of PTPTs and pharmacy technicians from various backgrounds to have an opportunity to collaborate and discuss topics with their peers, as well as share resources. We currently have forums for the following sectors:

- PTPT Employers
- Clinical / Medicines Management
- Community Health Services
- Health & Justice
- ICB
- Pharmacy Support Staff
- Primary Care - Community Pharmacy
- Primary Care - GP
- Technical Services

PTPTs commissioned by NHS England will have access to a forum and resources for them to utilise.

Our events held for employers of PTPTs and PTPTs themselves, can be seen in our South East Events calendar.



NHS England, Workforce, Training & Education Directorate, Pharmacy South East have launched a Pharmacy Technician Network Hub on the Future NHS platform.

Initially set up to support our stakeholders who employ commissioned Pre-registration Trainee Pharmacy Technicians (PTPTs), with access to resources and a

forum, it has quickly developed into a space for pharmacy technicians to be able to network with other pharmacy technicians from their sector or speciality, including:

- Clinical / Medicines Management
- Community Health Services
- Health & Justice
- ICB
- Pharmacy Support Staff
- Primary Care - Community Pharmacy
- Primary Care – GP
- Procurement & Distribution
- Technical Services

If you would like to join the workspace and network with other pharmacy technicians, please email the team: england.wtepharmacy.se@nhs.net.



East Sussex Pharmacy Contractors – on behalf of East Sussex County Council

East Sussex County Council has been invited to submit an expression of interest to oversee a programme of Bootcamps. These are short level 3+ vocational courses aimed to move unemployed people into work, or to upskill existing staff in a specific area in order to enable them to undertake a new and additional task(s). They can also support self-employed people to develop skills to unlock contracts. There is a cost for workforce development courses (SMEs pay 10% of a course that

would normally cost approx. £4000) but the provision is free to unemployed people wanting to move into a specific sector.

East Sussex County Council would like to hear from their local businesses as to:

1. Whether or not there are vacancies in your sector that need filling - and what short training provision would be most useful to people applying for those roles?
2. Would employers pay 10% of a course costs to upskill their staff (£300-£500)- and be prepared to release their staff for learning (60-80 hours over up to 16 weeks) and if so, what training would help their staff improve their skills to deliver new work?
3. Whether you anticipate having a number of specific roles that you will need to fill next year - what are they and would you consider ringfencing them for participants on this provision, should we decide to proceed with a full bid.

To proceed with a full application there needs to be an appetite for this provision from local businesses - as job outcomes and in work progression are key payment milestones for this funding.

Please can you reply to East Sussex County Council by 5th August on SkillsEastSussex@eastsussex.gov.uk to let them know your thoughts.

Community Pharmacy Surrey & Sussex

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