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Newsletter

12/12/2024



Please note this will be our last newsletter of the year

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:

- * Reminder patient referral process back to NHS 111 for Pharmacy First
- * Pancreatic Enzyme Replacement Therapy (PERT) shortages information
- * Surrey Heartlands Pharmacy First videos
- * Sexual Health and Contraception Needs Assessment – Survey Now Live
- * Safeguarding
- * Surrey Heartlands ICB provides a free of charge needlestick injury occupational health service via Heales for community pharmacy
- * Support available from Surrey Heartlands ICB Quality Team

LPC News



Reminder patient referral process back to NHS 111 for Pharmacy First

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.



Pancreatic Enzyme Replacement Therapy (PERT) shortages information

You will be aware of the difficulties in sourcing PERT highlighted by the Medicines Supply Notification issued 9th May 2024 which was subsequently superseded by the [National Patient Safety Alert : Shortage of Pancreatic enzyme replacement therapy \(PERT\)](#) (recently updated on 12/09/2024).

AS well as availability through a pharmacies usual wholesalers due to this remaining an ongoing issue there has been agreement with the Oxford Pharmacy Store (OPS) ([Oxford Pharmacy Store UK specialist wholesaler of pharmaceutical products.: Oxford Pharmacy Store](#)) that they will fulfil orders from Community Pharmacies in Surrey, Sussex and Frimley for stocks of Pangrol (import) where required.

For further information on sourcing Pangrol and details required for prescribing and endorsing of prescriptions please see [here](#).

We hope this information is useful in helping you support your patients currently prescribed PERT.

Local Services



Surrey Heartlands Pharmacy First videos

There is now available a Pharmacy First peer-to-peer explainer video, which features Dr Amy Blakemore (GP Partner), Ness Shahidi-Giles (Clinical Pharmacist), and Rebeka Waite (Patient Services Advisor) answering FAQs on Pharmacy First.

The video was filmed with the team at Cranleigh Medical Practice and is designed to be comprehensive. While it runs 6 minutes and 38 seconds, it's structured into clear sections using question visuals, so it's easy to follow.

You can watch it here: [Pharmacy First Explainer Video](#).

In addition, a local pharmacist's 60-second video urges Surrey residents to 'Think Pharmacy First'

In this [one minute video](#) Jay Amin, from Woodbridge Pharmacy in Surrey, explains why it's a great idea to 'Think Pharmacy First' when you're feeling unwell.

In another [short video](#), Surrey resident, Melissa, shares how a sore throat led her to 'Think Pharmacy First' – and why she'll do the same again in the future.

These videos can be used across the area.

Newsletters

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



Additionally you may be interested in.....



Brighton Drug and Alcohol Strategy - out for consultation

The Drug and Alcohol strategy is out for public consultation; you can find the survey here: [Your Voice Brighton & Hove](#). Please complete or cascade onto your anyone in Brighton interested in expressing their voice.



Sexual Health and Contraception Needs Assessment - Survey Now Live

Surrey County Council are undertaking a Sexual Health Needs Assessment, with a focus on sexual health services for both Sexually Transmitted Infections (STIs) and Contraception. This work will help us to deliver the best services we can to support

the sexual health and contraception needs of all Surrey residents.

Share your views

To inform this important work, we would like to hear the views and experiences of those working to support the sexual health needs of Surrey residents. This could be as a healthcare professional providing sexual health services or contraception, or perhaps you offer sexual health advice as part of a wider community-based role.

Whatever your role, **we would like to hear your views**. Please complete the short, confidential survey, **by following this [link](#)**. The survey will be open from 26th November to **29th December 2024**.

Supporting resident engagement

We would also like to hear the views of Surrey residents via a separate confidential survey. Residents have the chance to enter a prize draw to win a £20 'Love2shop' voucher on completion of the survey, and the survey is available in Screen Reader accessible format, Easy Read, and large font. Please help us to hear the voices of all Surrey residents by publicising the residents survey. Please see the following

attachments that you can use to promote the residents' survey:

- [Flyer with link/QR code to survey](#)
- [Poster with link/QR code to survey](#)
- [Written information sheet with link/QR code to survey](#)
- Social media assets [1](#), [2](#), [3](#)
- [Suggested text to go alongside social media assets with link to survey](#)

If you have any questions, please contact JSNAfeedback@surreycc.gov.uk. Thank you in advance for your support in improving sexual health in Surrey.



Safeguarding

Safeguarding is the action we take to promote the welfare of adults & children and protect them from harm. Everyone who comes into contact with adults & children at risk of harm has a role to play. Due to recent deaths we have included some information to support your team recognise signs of deterioration so that your team are aware of any signs that a patient may need extra support..

Safeguarding is an emotive subject but having an increased awareness of and knowing what to do when these concerns arise is important, please use this information to complete CPD and refresh your knowledge.

It is important to raise any concerns with your local team and follow your safeguarding policy.

Community Pharmacies see lots of people everyday and many of these will be your regular patients, there are some signs that a regular patient may be deteriorating

- Does the patient have difficulties paying for prescriptions if so remind that about the [Prepayment Certificates](#), [potential benefits](#) that could be claimed and dependent on condition eligibility for Medical exemption (via Gp)
- being smelly or dirty
- being hungry or not given money for food

- having unwashed clothes
- having the wrong clothing, such as no warm clothes in winter
- having frequent and untreated nappy rash in infants

Children

- aggression or bullying.
- anti-social behaviour, like vandalism.
- anxiety, depression or suicidal thoughts.
- attention seeking.
- constant or regular sickness, like colds, headaches and mouth ulcers.
- drug or alcohol use.
- eating disorders

Adults

- Physical injuries.
- Clothing worn, or heavy make-up, to cover injuries, for example long sleeves or a scarf in hot weather, or sunglasses inside or when cloudy.
- afraid or anxious to please their partner.
- without access to their own money: for example, not being able to pay by card, or trying to use a card in their partner's name.
- withdrawn and unwilling to engage in friendly conversation.
- meek, fearful or extremely apologetic

We have included the links to your local safeguarding contact details on our website for further information under Safeguarding -

<https://surreysussex.communitypharmacy.org.uk/a-z/p-t/>.



Surrey Heartlands ICB provides a free of charge needlestick injury occupational health service via Heales for community pharmacy

NHS Surrey Heartlands ICB has a contract with Heales Medical for Occupational Health, providing support around needlestick injuries for all staff working in primary care on exposure to potential Blood Borne Viruses (BBV), 52 weeks of the year (normal working hours 9am-5pm Monday-Friday, excluding bank holidays). Details have been sent directly to community pharmacies, if you need any further information, please contact us at lpc@communitypharmacys.co.uk.



Support available from Surrey Heartlands ICB Quality Team

If you have a quality issue or question on infection control and you would like some help, please do not hesitate to contact Erika Bowker or Kirsty Winder via syheartlandsicb.qualityteam@nhs.net and they will do their best to support you with your issue.

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