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Newsletter

19/02/2025

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.

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LPC News



A focus on Brighton Integrated Neighbourhood/Community Teams - what have we done so far?

Marie Hockley, Deputy Chief Officer, at Community Pharmacy Surrey and Sussex is the Place Lead for Brighton on the Sussex Primary Care Provider Collaborative Board and as part of this new role and structure across Sussex will be sharing information with three Community Pharmacy Integrated Neighbourhood Leads (INT) across Brighton who then forward information onto the Community Pharmacy PCN leads and then onto all pharmacies.

Your INT community pharmacy leads in Brighton are:

Dervis Gurol - Healthy U pharmacy = East Brighton

Brijesh Thakker - Coldean pharmacy = Central Brighton

Henrietta Adu - Burwash pharmacy = West Brighton

Further information will be sent out to pharmacies on this new structure as it develops.

What have we been doing and what has been happening in the area? A

snapshot!!

On the 26th of February, Marie has a presentation slot at the Brighton GP Federation meeting, which is for neighbourhood GP leads, to update them on pharmacy services, actioned outcomes from the health panels and asking them how they will collaborate with us.

East and Central Brighton PCN Pharmacy First Training - On the 11th of February Marie and Dervis did a face-to-face training session with PCN Pharmacists and practice colleagues who will be working at Robert Lodge walk in center. They were trained on how to digitally refer to Pharmacy First, training resources were shared with the colleagues and questions answered. Dervis and Marie supported the team to understand Pharmacy First, what the walk-in criteria is, minor illness information, what the referral looks like in the pharmacy and reasons why they should ensure digital referrals. Dervis gave a great insight into how the service works in practice and some examples of inappropriate referrals and how this can cause patient bounce back to the GP Practice. They were joined by Poppy John, Community Pharmacy Integration project manager from NHS Sussex ICB, who can also support GP practices to start using the referral route.

Pharmacy First meeting, A Test and Learn discussion - A Teams meeting on the 11th of February with Marie, Dervis and Kaye and her team from Trust for Developing Communities in Brighton to discuss the gap in knowledge around community pharmacy services and how to access them. We spoke about how quickly information is out of date if printed, however, we agreed that a flyer with QR codes could be produced with a caveat 'at time of printed was correct' with the Public Health pharmacy service links and the NHSE 'find a pharmacy' links as these are kept up to date.

West Area Health Forum - A mixture of patients and professionals about 50-60

people attended at St Richards on the 5th of February Henrietta and Marie presented pharmacy services, discussed top line CPCF and how this works, where to find the Public Health services information, criteria on Pharmacy First walk and Henrietta gave an insight into how this works in practice. This was really well received and from it Marie developed patient resources to help them understand the symptoms associated with the walk in Pharmacy First conditions.

Healthy Hearts event - Mile Oak Medical Centre on Thursday 30th January 10-12pm - Marie attended the event to promote community pharmacy, talk about Hypertension Case-Finding and Pharmacy First services, Tina Fowler from Change Grow Live joined Marie to discuss alcohol awareness with patients and they spoke to over 40 people, it was a busy event and leaflets on Pharmacy First were handed out to explain the criteria.

Central Integrated Community Team (ICT) meeting - On the 22nd of January Brijesh attended his first meeting as INT lead and built relationships with Tom Gayton, one of the Clinical Directors who is interested in how they could utilise the Hypertension Case Finding service and increase referrals. The GP authorisation letter was shared. This will be sent out across Sussex as another support solution for GP practices Marie will let pharmacies know when this is going out Sussex Wide. She is in the process of signing off communications, this process is already live in Brighton East Area ICT. Dervis has supported rolling this out in the two PCNs to ensure pharmacies are aware they can now act on the letter and don't need any further referrals for the identified cohorts of patients.

Local Services



East Sussex Pharmacies only - Making Every Contact Count Training for Pharmacies

Making Every Contact Count is a national training programme delivered for FREE by One You East Sussex. The aim of the training is to help people to recognise opportunities for, and have skilful conversations with, individuals about their physical and mental health and to provide up-to-date information on how you can find a local or national service that is best placed to help that person.

The training will go through a host of concepts from recognising language that helps us identify an individual's openness to long term behavioural change to providing information about specialised local services and how to refer into them.

Making Every Contact Count not only looks to make a difference in the lives of individuals, but also on a local and national scale – if we can help someone make a positive lifestyle improvement change now, we may be able to reduce their chances of suffering from some of the medical conditions linked to unhealthy lifestyle choices thereby reducing the pressure on both local and national services.

This is an online event and a link will be sent prior to the course date. See below to sign up!

Tuesday 18th March 10am – 11.30am [Sign up here.](#)

Thursday 20th March 6pm – 7.30pm [Sign up here.](#)



East Sussex County Council: Live in East Sussex & want £40 to take part in a 60-minute virtual focus group?

ICE Creates, are a team of behaviour change specialists, working in partnership with East Sussex County Council to help reduce smoking and alcohol-related harm in East Sussex. Their focus is on engaging individuals who are either heavy smokers or at risk of alcohol dependency to gather insights. They want to make sure the voices of local people are heard, especially when it comes to future commissioning decisions.

They are conducting virtual focus groups and telephone interviews, with local people. Participants will receive a £40 shopping voucher as a thank-you.

Share your views on why people drink alcohol and smoke, & what type of support would help them cut down.

Scan the QR code to register for a group or contact their researchers on 07377542022 adam.courtney@icecreates.com.



Training



Change Grow Live CORE MAT Progress Meeting – slides and webinar recording

On Wednesday 29th January 7pm, CPSS hosted a webinar where our CGL colleagues, Kulvinder Dosanjh and Tina Fowler provided an update on how the service is being taken up across East and West Sussex. Kulvinder and Tina reviewed the individual components of the service, provided advice and support and addressed questions from contractors.

The session was a great insight to the success of the Core MAT service. If you are based in East and West Sussex and would like to sign up to the service, please contact us on LPC@communitypharmacyss.co.uk or Tina on Tina.Fowler@cgl.org.uk.

To watch the webinar on demand, please click [here](#).

Slides to the webinar can be found [here](#).

A contract performance report for West Sussex can be found [here](#).

A contract performance report for East Sussex can be found [here](#).



Severe Mental Illness Training webinar to view on demand

A training webinar is available to support pharmacy teams to understand and raise awareness of Severe Mental Illness Healthchecks, if you would like to watch on demand, please view [here](#).

People with schizophrenia, bipolar disorder or other psychosis (severe mental illness) face a shorter life expectancy by an average of 15-20 years, mostly due to deaths from cardiovascular disease, but also from COPD and liver disease. We know that for many people with severe mental illness, their local pharmacist is a familiar and trusted individual who can advise on health matters.

Dr. Lindsay Hadley FRCGP, NHS Sussex lead for physical health checks for people with severe mental illness, led the session that covered why people with severe mental illness have such poor health outcomes and how the health check can make a difference. She talked through how to spot signs of worsening mental health and what to do about it, how you can directly help to improve health outcomes for this vulnerable group of people, by sharing information and reassuring them about booking and attending an annual physical health check with their GP Practice.

People with SMI face stark health inequalities and **are less likely to have their physical health needs met**, both in terms of identification of physical health concerns and delivery of the appropriate, timely screening and treatment.

Compared to the general population, individuals with SMI

- ♣ Face a **shorter life expectancy** by an average of 15–20 years.
- ♣ Are **three times more likely to smoke**.
- ♣ Are three-and-a-half times **more likely to lose all teeth**.
- ♣ Are at double the risk of **obesity and diabetes**, three times the risk of **hypertension and metabolic syndrome**, and five times the risk of **dyslipidaemia**.
- ♣ Recently published data showed that people with SMI were more likely to die of Covid

There are resources on this [webpage](#), including a factsheet which will act as a helpful “crib sheet” for professionals . There is also a postcard available for pharmacists to hand to a client.

Please view the postcard and factsheet below

- ♣ SMI Physical Health Checks [Factsheet to aid conversations – for professionals](#)
- ♣ SMI Physical Health Check [Postcard for patients](#)

Jules Haste, Clinical Pharmacy Lead at Langley Green and independent prescriber at Sussex Partnership NHS Foundation Trust, said:

“People with SMI are at a greater risk of poor physical health and have a higher premature mortality than the general population and die on average 15 to 20 years earlier than the general population. There are many factors involved with this increased risk including smoking, poor diet and social isolation. The use of psychotropics (including antipsychotics, mood stabilisers and some antidepressants) can increase the risk not only of diabetes but also of metabolic syndrome.

“Regular physical health checks are essential for people living with severe mental illness (SMI), helping to detect and manage conditions like cardiovascular disease and diabetes at an early stage. As a mental health trust, we fully support the vital role that pharmacies play in delivering accessible health checks, offering a trusted space for proactive monitoring, intervention, and advice. By working together, we can improve health outcomes and reduce health inequalities for people with SMI.”



Trauma Informed Practice Webinar - slides and webinar recording

Working on the front line, our community pharmacy team are exposed to everything and it's important to have the ability to face everything and anything! Whilst we're confident our teams are excellent in communicating and handling challenging situations, it's great to have experts provide advice and suggestions of how to tackle certain situations.

On Tuesday 28th January 7pm, CPSS welcomed Casey Ingold, Health Improvement Specialist (Tobacco Lead) to deliver a webinar on Trauma Informed Practice. The session provided pharmacy colleagues with the fundamentals of Trauma-Informed Practice and how to apply it in a community pharmacy setting.

The session explored the following topics:

- What is Trauma-Informed Practice?
- Why is it important for Community Pharmacy to be Trauma-Informed?
- Key principles of Trauma-Informed Practice
- Applying Trauma-Informed Practice in Community Pharmacy
- Evidence for Implementing Trauma-Informed Practice in Healthcare in the UK
- Promoting Trauma-Informed Practice in your Pharmacy
- Vicarious Trauma in Healthcare
- Trauma-Informed Practice Resources

Slides to the webinar can be found [here](#).

To watch the webinar on demand, please click [here](#).

Newsletters

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



Additionally you may be interested in.....



East Sussex Pharmaceutical Needs Assessment

The East Sussex Pharmaceutical Needs Assessment is currently being undertaken. To support publication of the new PNA by October 2025, the public survey is currently being launched. To support responses to this a poster is being sent out to all pharmacies, please support public responses for the PNA by displaying the poster. A copy of the letter can be found [here](#) and the poster [here](#).

Note due to the workload pressures within community pharmacy, at the request of the LPC, it has been agreed that a pharmacy survey for the PNA will not be conducted.

Repeat prescriptions?



Thank you for only ordering what you need

If you have enough medicine at home, there's no need to
order now – you can request more in future.

Surrey Heartlands ICB - Help promote the medicines waste 'Only order what you need' campaign

Surrey Heartlands ICB has launched a new medicines waste campaign: 'Only order what you need'. They are asking Community Pharmacies to join them to make a difference by getting involved and sharing campaign messages.

It is estimated that 1.2 million repeat prescription items are wasted in Surrey Heartlands each year. As you are aware, when medicines are wasted, they can't be reused or recycled, and this adds to pollution and harms wildlife. It also means that valuable NHS resources are being wasted.

The aim of the campaign is to encourage people on repeat prescriptions to check what medicines they have at home before they order.

You can help to **publicise the campaign via your digital screens and displaying posters at your pharmacy**, please find artwork [attached here](#).

You can also like and share our '**Only order what you need**' campaign posts on our social channels.

Find more information on the Surrey Heartlands website:

surreyheartlands.org/medicines-waste.

If you have any questions about the campaign or require campaign resources,
please email: syheartlandsicb.comms@nhs.net.

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