

PHARMACY SERVICES UPDATE – DECEMBER 2024

Holiday Reminders

Bank Holiday rota for Christmas and New Year 2024-2025 is available [here](#). All pharmacies have been emailed this information also. Please check this carefully and consider what orders you may need to make in terms of antibiotics, palliative care and antiviral drugs to cover the bank holidays. Pharmacies contracted to hold palliative care drugs are listed [here](#) and antiviral drug holders are listed [here](#).



The number of Urgent Repeat Requests coming from 111 is likely to increase over the holiday period – a reminder to check the SCR for date of last supply and the EPS tracker to ensure there are no scripts awaiting dispensing before deciding to supply. Particular attention should be paid to the legal classification of a drug, number of days' supply made and the potential risks of supplying the medication.

Latest Updates from CPE

CPE has a checklist of important dates for community pharmacies regarding services and requirements. See this information [here](#). Please ensure you are regularly checking your emails for updates from CPE. The most up to date information can be found on their News page [here](#). Sign up to the mailing list [here](#).

Pharmacy Services Resources

Earlier this month we sent out some [resources](#) to each pharmacy. If you would like to make a one-off order for any more of these to be sent to your pharmacy, please email to ahwlpc@gmail.com by the 31st January 2025, stating your f-code and what you would like to order from:

- BP business cards
- PFS business cards
- PFS A4 posters
- BP A4 posters
- OC A4 posters
- BP A6 flyer

NHS Pharmacy Contraception Service (PCS): delivering high quality consultations workshop

7:30pm – 9:30pm Wednesday 22nd January 2025 Bank House Hotel, Bransford, Worcester, WR6 5JD



Speaker presentation covers practicalities and experiences of running a PCS service. Interactive activities to discuss scenarios with your peers, gain confidence in supporting people who are starting, restarting or switching oral contraceptives, and plan your next steps to be service ready. PCS is likely to be bundled with PFS and BP service for the monthly threshold payments from April. Limited places available. Booking is essential. Please contact ahwlpc@gmail.com to request the keycode required. Then visit the [CPPE website](#), select 'choose an event', find this workshop in the list and book your place using the keycode.

Advanced Case-finding Hypertension Service

Just a note on the impact of blood pressure readings during vaccination clinics. It is important to consider the difference between taking a reading before or after the vaccination(s) are given and how the services can work best together to give the most accurate BP readings. It is also important to ensure that where indicated patients are offered an ABPM reading. It is part of the Service Agreement that the pharmacy has an ABPM machine and nationally a 10% 'conversion to ABPM' is expected.

Pharmacy First Referrals

We understand the frustration with the thresholds for PFS payments being hard to reach and the need to balance other workload pressures. Of particular concern to contractors is the levels of referrals for PFS from GP surgeries. It is important to remember that while it is frustrating to get verbal referrals/signposting rather than electronic referrals, surgeries are not compelled to send referrals. To work towards this best practice of sending PFS referrals we must work collaboratively with our closest surgeries. We have had instances of hostile messages between pharmacies and surgeries that only work against this goal. Always remember that communication and feedback to surgeries should be respectful and professional. If there are any issues with getting referrals from surgeries for PFS that you have addressed directly with surgery but would like further support with then please email us at ahwlp@gmail.com and we will try to support.

Sharps Services

Pharmacies are required to take back unwanted medicines from patients for safe disposal, however sharps (needles & syringe) are categorised as a device and not a medicine, consequently **pharmacies are not mandated to accept these from** patients unless they have agreed to do so through a local contract with the district council which has been arranged via CPHW.

In **Worcestershire**, there is a contract for this. Details of this contract and contact details can be found [here](#). The pharmacies signed up to this service are listed [here](#), we have requested a new list from the district council and hope to be able to communicate this to you. In **Herefordshire** patients should return their sharps bins to their GP surgeries.

Pharmacies are required to manage the disposal of their own sharps from provision of services (e.g. covid, flu) except where this is including in contract arrangements (e.g. needle exchange).

Pharmacy First Events – held November 2024

Unfortunately, we had to cancel our planned event for HW that was planned for November due to low numbers signed up. We did hold an event in Coventry Warwickshire that covered off several important topics in moving 15 min focus groups: Clinical note taking, increasing referrals, Increasing walk-in and other advanced services. We also provided contractors with opportunity to take home and feedback on a wide range of resources. We will aim to cover off the highlights of this session at our CPPE OC evening on 22nd Jan 6.30-7.30. Top tips included:

- physically flagging products with high link to Clinical Pathways (eg cystitis sachets),
- how delaying treatment (when appropriate) within Clinical Pathway results in lower antibiotic usage and an additional Clinical Pathway consultation for the few who do return
- the hidden importance of detail in clinical note taking.
- knowing what you can or cannot claim for in PFS (you will be surprised what you may not know- see chart on last page!)
- The key gateway points for each of the seven conditions and how well they are understood by our teams

We will bring some additional advanced service advertising resources to our CPPE event on the 22nd of January 2025.

PEM Notifications

A reminder to keep a check on post-event messages on IT platforms for provision of advanced services. It is a contractual requirement to make sure these are sent to the GP surgery and marked as such once sent. This will only apply where surgeries have not registered an email for receipt of notifications. Some services generate multiple PEMs and it is important to not let these build up.

Winter Vaccinations – Reminder

Thank you to our pharmacy teams for their hard work in vaccinating patients against flu and covid. Please continue to contact eligible people and promote the vaccine offer to ensure as many people as possible are protected going into the winter period. The last available appointment date on the National Booking Service (NBS) will be Friday 20th December 2024 for both flu and COVID-19 although vaccinations can continue to be provided after this date (outreach activities for COVID-19 vaccination should continue to be delivered to underserved communities until Friday 31st January 2025. Flu vaccinations will be available until Monday 31st March 2025).

Table below details Covid delivery key dates

Key Dates	Information
Friday 13 December	Last TDM and Exceptions Approvals for delivery on Wednesday 18 December
Wednesday 18 December	Last site deliveries before Christmas
Thursday 19 December to Monday 6 January 2025	No deliveries to sites
Thursday 2 January	Exceptions process re-opens for Approvals for delivery on Tuesday 7 January
Tuesday 7 January	Deliveries to sites recommence for the outreach period

PFS: What can we claim for?



