

CPWY CONNECT...

WITH YOUR COMMITTEE



As the Pharmacy Quality Scheme (PQS) payment declaration window is upon us how are we all feeling? It's been a busy few months after news of the flat funding of the 5-year contract, winter pressures, flu vaccinations, bank holidays and the significant amount of work related to the PQS, but I suggest that we reflect on the positives.

We, as pharmacy teams based in our local communities, have taken on the challenge of the extra workload at short notice and completed it to our full potential to maximise PQS points in addition to our regular service. I believe we have had an excellent opportunity to prove how well we perform and the difference that we make every day to patients. The audits have created extra work but just think how many conversations we have had with our patients regarding diabetes eye and foot checks, pregnancy prevention programmes, NSAIDs that otherwise may not have happened and the number of people we have signposted as a result of these conversations. This gives patients confidence in us as healthcare professionals, demonstrating that we care about their overall health and wellbeing - it shows community pharmacy delivers more than just a dispensing service.

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The PQS CPPE training has been a great learning tool to be shared with the whole pharmacy team as the learning around sepsis is a particularly hot topic at the minute. This ensures that pharmacy teams know how to recognise the signs and symptoms of sepsis and manage appropriately, essential in our day-to-day over the counter self-care conversations and in provision of the Community Pharmacist Consultation Service (CPCS). The Look Alike, Sound Alike (LASA) training is something we all can use to improve our awareness and help prevent errors.

The Department of Health and Social Care (DHSC) published a news story that highlights the success of the new CPCS. In the first 10 weeks of the service, since CPCS launched on 29th October 2019, over 114,000 patients have been referred to community pharmacy. Even though you may be thinking the footfall for this service is low numbers in your pharmacy, rest assured that the view from the DHSC, our customer, is that the service is going really well and taking the pressure of our A&E departments.

I also want to talk about Primary Care Networks (PCNs). This is another element to the PQS payment, PCNs are part of the future NHS plans and I urge all contractors to engage with the other pharmacies within their local PCN and make contact to share stories via the Gaggle Group set up for each PCN. This will help build relationships between neighbouring pharmacies to provide even better service availability to our communities. After very successful Community Pharmacy West Yorkshire Leadership Events at the start of this year, our PCN Community Pharmacy Representatives are equipped with the skills and information they need to help showcase what pharmacy can offer to PCNs.

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All in all, I would say community pharmacy has had a positive start to 2020. As a profession, we are proving time and time again that we are underutilised and bring so much value to our communities. Through the new Community Pharmacy Contractual Framework (CPCF), we have been given the opportunity to showcase our clinical skills and knowledge as health care professionals. Let's see the positives and embrace the opportunities.

On a final note just remember there is a lot of support available to contractors from Community Pharmacy West Yorkshire (CPWY). The [CPWY website](#) complements the [PSNC website](#) and contains lots of local information including on [Services](#) and [PCNs](#). The CPWY weekly [News Digests](#) provide key updates and links. The monthly CPWY [Deadline Tracker](#) provides a reminder of things to do each month. The monthly CPWY Connect Events, which rotate around West Yorkshire from Bradford, Calderdale / Kirklees, Leeds and Wakefield enable you to meet and get updates from the CPWY team and an opportunity to engage with other pharmacy teams.

The [CPWY team](#) is also more than willing to support and help contractors and their teams be the best they can for the benefit of our patients.

Lynne James

[Committee Member](#) of Community Pharmacy West Yorkshire

Sign up to the PSNC mailing list to ensure you receive the weekly newsletters, alerts and updates [here](#).

Sign up to our mailing list [here](#).

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