

Pharmacy Pressures Survey 2024

Community Pharmacy England (CPE) has extended the deadline for pharmacy owners and teams to complete the Pressures Survey. If you haven't already done so, please complete it **before 12 noon on Monday 8th April 2024**. See the CPE news story [here](#) for further information!

Services Information

Palliative Care Formulary Service – Reminder to Submit Your Quarterly Audit

If you are a pharmacy which provides the Palliative Care Formulary Service and have not yet submitted your quarterly audit return for the latest quarter, (January to March 2024), please remember to do so ASAP. The quarterly audit submission should be completed on the PharmOutcomes platform – see “Palliative Care Service (NHS England) – Quarterly Audit”. Thank you.

Leeds Pharmacy First Service – Confirmed Name Change to Leeds Pharmacy Access to Self Care (ASC)

With the National Pharmacy First Service launch on 31st January 2024, to avoid confusion, the Primary Care Board has confirmed the service is to be renamed to the **Leeds Pharmacy Access to Self Care (ASC)**. Now this name change has been confirmed, we will shortly amend the PharmOutcomes module and our website to reflect this. If you provide this service in Leeds, please ensure you pass this information onto your team in the pharmacy.

National Centre for Smoking Cessation and Training (NCSCT) Update

The National Centre for Smoking Cessation and Training (NCSCT) has published a substantial update to commissioning, delivery and monitoring guidance (CDMG) for local Stop Smoking Services and support. The publication page can be found [here](#), where the guidance document and feedback form can be found.

Pharmacy First – National Advanced Service

Two full months have now passed with the Pharmacy First Service in full swing – how are referrals going in your pharmacy? Here are some suggestions to help support the service:

- **Engage with your local surgeries** – we have seen the most referrals in areas where there is a good working relationship between the pharmacy and the surgery. There may be a reluctance to do formal referrals in some areas so you may need to work to highlight the benefits e.g. full audit trail, continuity of care for the patient, saved appointments.
- **Be aware of the major exclusion criteria** – this will save you time as you will know straight away if a patient is not suitable for the Pharmacy First Service. This saves you time with “walk in” patients going through a full pathway consultation when the most appropriate course of action may be self-care or a referral to a GP.

- **Ensure your whole team is involved in providing the service** – the pharmacist must complete the consultation, but your team can help in other ways! They can help collate information for walk in patients, contact patients to arrange a face-to-face appointment and manage patient expectations for other services e.g. calling back for prescriptions during busy times. Also, do not forget other members of the team can be trained to provide BP checks for the Hypertension Case-Finding Service which can help free up pharmacist time!

Otosopes and Full-Service Provision

From 1st April 2024, an otoscope **must** be available, and you must be able to offer **all** clinical pathways. You must also ensure the service is available throughout the pharmacy's full opening hours (i.e. core and supplementary). Please ensure you have made arrangements for this to occur and manage any periods where the service is unavoidably not provided by updating the DoS team in line with the [service specification](#).

Managing Patient Expectations

As patients become more aware of the clinical services offered by pharmacies, you may be asked to examine a patient who does not meet the criteria for a clinical pathway consultation, e.g., a suspected ear infection in an adult.

If the pharmacy is the patient's first point of call, terms of service require the pharmacy to offer the patient an OTC consultation and self-care advice. Pharmacies must not ask the patient's surgery to send a Pharmacy First referral unless the surgery signposted the patient to them.

Community Pharmacy England (CPE) advises that there is no obligation on the pharmacist to conduct a clinical examination and you should explain to the patient that you can offer them advice and over the counter treatment if appropriate.

If the patient insists on being examined, pharmacies should advise the patient to contact their GP practice for an appointment. If the surgery has no appointments available, they may choose to refer the patient to the pharmacy for a Pharmacy First consultation. There is still no requirement for the pharmacist to examine the patient's ear if the patient does not meet the criteria for a clinical pathway consultation, but the pharmacist may choose to do this if they feel it would be helpful.

CPE does not recommend pharmacies undertake any work they are not paid to do.

MFA Guidance from NHS England

We have been made aware of some official communication from the NHSE National Team, following the recent changes to PharmOutcomes and PharmRefer without prior notification. Please feel free to share this information with any local surgeries still experiencing access issues with PharmRefer.

"As part of an ongoing programme of security improvements EMIS have had to introduce multi-factor authentication (MFA) to some of their NHS facing products, including PharmOutcomes and PharmRefer from Tuesday 12th March 2024. MFA is an industry standard method common to many applications and most users will have experience of using MFA on things like mobile banking and social media.

Actions on GPs and pharmacies:

- All users must have a unique email address associated with their account.
- Download an appropriate authenticator application, Microsoft Authenticator is recommended by the NHS which can be either a mobile app on a smartphone, a text message or a phone call. Guidance can be found [here](#).

EMIS are continuing to manage with live services through daily meetings and has increased capacity in their call centre to support this work. See the FAQs for PharmOutcomes [here](#) and for PharmRefer [here](#)."

Further Resources & CPE FAQs

Further resources are available on our website [here](#) to help support you in delivering the service and in conversations with your local GP practices. CPE is also continually updating their Pharmacy First FAQ page – please go [here](#) for help with a wide range of Pharmacy First related queries.

Information for Pharmacies across West Yorkshire

Switching Between Lithium Formulations

We have been asked to share the document below with pharmacies in West Yorkshire, regarding switching between lithium formulations. Please read and share with your colleagues.

[Switching Between Lithium Formulations](#)

NHSmail Multi-Factor Authentication Reminder

If you haven't done so already, please ensure you set up the Multi-Factor Authentication on NHSmail to protect your account. NHSmail emailed every NHSmail account on Tuesday 2nd April with instructions on how to set this up. See more information [here](#).

Pharmacy Technicians – Greater Powers to Supply and Administer Medicines

The Department of Health and Social Care (DHSC) has announced plans to update legislation, allowing pharmacy technicians to supply and administer medicines under a patient group direction. The changes will enable pharmacy teams to better support patients and make great use of the pharmacy team's skill mix. Read more on the CPE website [here](#).

Exploring How Community Pharmacies Can Help Reduce Health Inequalities and Enable Fair Access to Healthcare Across the UK

In a recent article for the Pharmaceutical Times, Yeyenta Osasu, National Pharmacy Integration Lead at NHS England, discusses health inequalities in the UK and explores how community pharmacies play a crucial role in enabling fair access to healthcare as they are predominantly situated in the heart of local communities. Read the full article [here](#).

'Want to Know More About... Bowel Cancer' Webinar Thursday 18th April 2024 at 10am

April is Bowel Cancer Awareness Month! This session will be jointly delivered Leeds Public Health, Leeds Health Awareness Service and Leeds, Harrogate and York Bowel Screening Service and will cover things like:

- *What bowel cancer is, signs and symptoms and when to seek support.*
- *The National Bowel Cancer Screening Programme – who is eligible and what it involves.*
- *Bowel cancer in Leeds – current screening uptake and examples of work to support uptake.*
- *How you can help – signposting and resources.*
- *Q&A.*

To reserve a spot – please visit the Leeds Public Health Training webpage [here](#) where you will find full details of all 'Want to Know More About...' sessions and Eventbrite booking links.

Latest Updates from CPE

CPE has 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](#).

Training and Development

- **CPWY Events** – details of upcoming events will be posted on our website.
- **CPWY e-Learning** – [click here](#) to see the latest Virtual Outcomes e-Learning modules available for West Yorkshire pharmacy teams to access!
- **CPPE Events** – [click here](#) to see the current workshops available to pharmacists, pre-registration pharmacists and pharmacy technicians, **from March 2024**.

CPWY Connect

[CPWY Connect](#) has been set up on the social media site Telegram with the aim of connecting pharmacy teams across West Yorkshire and we'd love you to join by [clicking here](#).