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Welcome

The LPC is immensely proud of all the hard work and amazing patient care that was delivered during 2022 by Thames Valley Pharmacies, a year that will go down in history as one of the toughest ever for community pharmacy – starting in January with the Omicron variant of Covid-19 fuelling the pandemic, and ending in December with a Strep-A outbreak and severe shortages of antibiotics.



So, what does 2023 have in store? The first quarter requires you all to make your PQS submissions and complete year 4 of the CPCF, with April commencing with the current contract's final year. The new Oral Contraceptive service will go live nationally in the next couple of months, we are piloting additions to NMS for Anti-Depressants in some pharmacies in Frimley, and we will be asking interested pharmacies across Thames Valley to take part in the Early Cancer Diagnosis Trial – more info to follow soon.

As a result of the National RSG Vote in June 2022, some things will have to change at local LPC level. A larger part of the levy that is paid to the LPC will now go to the PSNC (rebranded as Community Pharmacy England from April) and this means that our income will be reduced. We are already one of the most efficient LPC's in England, with our levy being amongst the lowest, and we are investigating ways of becoming even more efficient. We have approached Bucks LPC to ask their contractors if they would like to merge with Pharmacy Thames Valley. Pooling our resources would result in economies of scale for all our contractors. Also, in line with our Constitution, we will shortly be appointing a new LPC Committee, so do listen out for your opportunity to represent your fellow contractors across Thames Valley.

We are also working closely with BOB and Frimley ICS's to ensure that community pharmacy is well represented at all levels in the instigation and implementation of local healthcare services. To help us with this, each ICS has recruited a Community Pharmacy Integration Lead to enable us to capitalise on any opportunities that may exist. To this end, I would like to welcome Subrina and Yinka who will be working for BOB and Frimley respectively (see page 3). Finally, in light of the current financial challenges, we are aware of a large number of sales of pharmacies that are progressing at the moment and we look forward to welcoming those new owners/pharmacy teams to the Thames Valley community.

Good luck to you all throughout 2023. As always, we are here to support you, so please don't hesitate to give myself, Kevin or Amanda a call, or attend one of our regular webinars over the coming months.

David Dean, Chief Officer



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Thames Valley LPC Review



2022 Highlights

- 90% of Thames Valley pharmacies delivered flu vaccinations (with 117 administering over 500, and 40 over 1,000)
- 10,904 GP CPCS Referrals
- Introduction of new services for Ondansetron and UTI in Frimley
- Successful negotiation of several Substance Misuse Contracts
- New Emergency Meds Provision Contract in BOB
- Contractor levy for contractors maintained at the same level for the 7th consecutive year
- Monthly clinical webinars delivered with over 400 attendees
- Successful funding bid for GP CPCS Practice training and HEE grant to help deliver leadership training for PCN leads and potential IP's in 2023

2023 Opportunities

- Thames Valley Contractors to Pilot Early Cancer Diagnosis
- NMS Anti-Depressant Pilot in Frimley
- New Palliative Care Contract for Frimley
- New Minor Ailments Service to be piloted in Slough Q2
- Funding bids in for backfill for "neighbourhood leads" (PCNs) across BOB and Frimley

Contractor Support Officer Update

Happy New Year! I wanted to take this opportunity to update you on GP CPCS across our patch. There has been a massive increase in referrals since BOB ICB starting using EMIS/PharmOutcomes in April 2022 so well done to everyone, particularly given the increased workload from September on. Looking at the detail, over the past 9 months, our 15 Top Performing pharmacies have completed an average of 157 referrals each, with only around 6 not completed, earning them over £2,000 per pharmacy. At the other end of the scale, our 15 Lowest Performing pharmacies missed out on over £13,000 of income which is very disappointing when other income streams are reducing. So, I wanted to share some tips from our top performers:



1. Have PharmOutcomes open all the time and make sure a member of the team checks the system at least 5 times a day.
2. For morning referrals, phone the patient by the end of the day, and by the following morning for afternoon referrals. If you can contact the patient sooner, well done as you will be exceeding the patient's expectations.
3. Depending on the minor ailment, either do the consultation over the phone and complete PharmOutcomes, or invite the patient into the pharmacy for a consultation in your consultation room.
4. In the event of an unplanned closure, make sure you amend your DOS right away as this will stop referrals being made to your pharmacy, so patients will not be disappointed.

Any questions, just give me a call. *Kevin Barnes, Contractor Support Officer*

Foundation Trainee Pharmacist Recruitment

Registration is now open for the National Foundation Trainee Pharmacist Recruitment 2023 (2024 intake) via Oriol. The Employer Handbook, detailing the process, timeline and programme information is [available here](#). The deadline for registration is 1st March 2023.



HEE will be running Employer Drop-In Sessions to answer any queries on the following dates:

Thursday 2nd February 1 - 2pm; Monday 6th February 1 - 2pm; Thursday 9th February 7 - 8pm

To register [click here](#).

ICB Community Pharmacy Clinicals Leads

Our local Integrated Care Boards (ICBs) have each appointed a Community Pharmacy Clinical Lead to provide clinical and strategic leadership across the ICS's, and to support the implementation and optimal delivery of existing and upcoming [Pharmacy Integration Programme Clinical Services](#):

Subrina Ramdarshan - BOB - a Community Pharmacist by background, Subrina has worked in both independent and multiple settings. She has held several positions within the NHS as a PCT Community Pharmacy Commissioning Manager, CCG Prescribing Advisor and Practice-Based Pharmacist, GP Clinical Pharmacist and most recently as a Liaison and Engagement Clinical Development Pharmacist for a London LPC representing over 500 Pharmacy Contractors. Subrina is passionate about Community Pharmacy and raising the profile, achievements and highlighting the unique role CP has at a local/neighbourhood level.



Subrina Ramdarshan

Yinka Kuye - Frimley - also a community pharmacist by background, Yinka has spent over 20 years with a large multiple doing all sort of different roles from being a store-based pharmacist to working in Head Office for the prescribing team as an independent prescriber. She has also worked in other sectors of pharmacy, with her role prior to joining the ICS being Principal Pharmacist for Education, Training and Workforce Development at an acute Trust. Both Subrina and Yinka look forward to working collaboratively with Thames Valley community pharmacies and the LPC. They can be contacted on:



Yinka Kuye

subrina.ramdarshan2@nhs.net, and yinka.kuye1@nhs.net.

Vitamin D

We have had reports of patients presenting in pharmacy to buy Vitamin D OTC being directed to contact their GP for a prescription. This is not in line with current guidance. Please ensure your teams are familiar with current prescribing guidelines which are available at: [Oxfordshire](#); [Berkshire West](#); [East Berkshire](#)

NHS Shared Email

A reminder that it is a contractual requirement to regularly access and use your NHS shared mailbox. This is now a key communication tool for referrals and vital communications, and all pharmacies should have a routine in place for checking and managing the account at regular intervals throughout the day.

Pen Cycle



Pharmacies are encouraged to sign up to the Pen Cycle Scheme which allows patients using Novo Nordisk pre-filled pens for diabetes, weight management or growth hormone treatment to recycle their pens. To find out more about the scheme and to sign up visit: <https://www.pen-cycle.co.uk/pharmacists.html>

Student Placements



Reading School of Pharmacy are redesigning their MPharm programme to include more placements and clinical time in line with GPhC changes. They are holding a community pharmacy engagement event from 1-2pm on 10th February to discuss the changes. To find out more and register [click here](#).

Oxfordshire Hospital Discharge Report



Healthwatch Oxfordshire has just completed a report outlining the experiences of patients discharged from the Churchill, Horton, John Radcliffe or Nuffield Orthopaedic Centre hospitals with prescribed medicines. This was in response to a request from OUH to gain insight into patient experience of its Patient Medicines Helpline, which provides patients leaving hospital with medicines with support via email and phone from a pharmacist. 113 patients took part in the survey, with a key finding being that few respondents had heard of the Helpline. They also identified other themes around clear and timely communication about medicines and discharge waiting times. The full report and recommendations are available on the Healthwatch Oxfordshire [website here](#).

Medicines Optimisation Communications

Following the introduction of ICS's, Medicines Optimisation communications previously published by CCGs, will now be produced by BOB and Frimley ICS. This means Prescribing Points (Oxfordshire CCG), MOP UP (Berkshire West CCG) and the Medicines Management newsletter (Buckinghamshire CCG) have been replaced by the BOB Medicines Optimisation Bulletin, and Frimley CCG Prescribing Newsletter will become the Frimley ICB Prescribing Newsletter:

- [BOB MOB Newsletter](#)
- [Frimley ICB Prescribing Newsletter](#)

CPPE Spring Workshops



From January to March, CPPE will be offering daytime sessions on CPCS and Medicines Optimisation in Care Homes, and evening workshops on Opioid Deprescribing in Chronic Pain, Type 2 Diabetes - Supporting People Better, COPD, Mental Capacity and Hypertension. For full details [click here](#).

Upcoming Events

For details of these and all our events visit: www.pharmacythamesvalley.org.uk/our-events/

Date	Event	Audience	Venue
19th January 2023, 19.00-21.00	COPD CPPE Focal Point	Pharmacists & Technicians	Online
22nd January 2023, 9.30-12.45	NHS CPCS: Essential Skills	Pharmacists & Technicians	Online
24th January 2023, 9.15-10.45	Handling Difficult Patients Training	All Pharmacy Staff	Online
24th January 2023, 19.00-21.00	Health Inequalities: Focus on Vaccine Hesitancy Optimisation	All Pharmacy Staff	Online
26th January 2023, 19.30-20.30	Pharmacy Vision Engagement Event	All Pharmacy Staff	Online
1st February 2023, 9.15-12.15	Patient Services Training (for wider primary care)	All Pharmacy Staff	Online
2nd or 6th February, 13.00-14.00 or 9th February, 19.00-20.00	National Foundation Trainee Pharmacist Recruitment Employer Drop-In Events	Pharmacies interested in taking on a Foundation Trainee	Online
8th February 2023, 19.00-20.00	Frimley ICS Polypharmacy Community of Practice	All Pharmacy Staff with an interest in polypharmacy	Online
9th February 2023, 19.30-20.45	Contractor Workshop - Eye Conditions	All Pharmacy Staff	Online
10th February 2023, 13.00-14.00	Reading School of Pharmacy Student Placement Event	Pharmacies interested in offering placement	Online

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