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**Welcome**

As you can see below, we have two very worthy winners of the LPC Pharmacy Heroes Award 2022. It was a real pleasure to get so much positive feedback from patients in communities across Berkshire and Oxfordshire, really reinforcing the importance of community pharmacy in all healthcare pathways across Thames Valley. To further raise of our profile, the LPC has arranged a meeting with all the representatives of Healthwatch next month to ensure that they understand the opportunities that community pharmacy offers and to help ensure that we are recognised as ideal candidates for many local services.



For this newsletter however, I really want to focus on the new Hypertensive Case Finding Service which commenced in October but is now starting to gather momentum as the NHS media campaign kicks in. Over two-thirds of pharmacies in the Thames Valley have registered and are now in a position to check the blood pressure of every 40+ year old visitor to their pharmacy. There are over 5 million patients with undiagnosed hypertension in England, and this service will go some way to ensuring that they are given the chance of an early diagnosis by their GP. Remember that also, as part of the service specification, you are able to work with your local GP Practice and help with the BP measurements of any patient that needs a regular check that is referred to you by email or letter of authority. This is an ideal way to help alleviate GP workload and build strong, collaborative links within your PCN.

I look forward to meeting many of you at our face-to-face evening training sessions that we are planning for later in the year but, in the meantime, I just wanted to thank you for all your hard work, and I hope you get a chance to enjoy some of the kinder summer weather that lies ahead of us.

*David Dean, Chief Officer*

**2022 Pharmacy Hero Award Winners**



We had a great response to this year's Pharmacy Hero Awards which is testament to the fantastic work of all our pharmacies. The full list of nominees is overleaf.

Congratulations go to Yasin Jussab and the team at Topside Pharmacy, and Ashok Kumar and the team at Keycircle Pharmacy, who are the respective Oxfordshire and Berkshire winners. Both pharmacies received glowing commendations from patients and primary care colleagues alike, and each received a trophy and £200 prize.



*Ash & the team at Keycircle Pharmacy*



*Yasin & the team at Topside Pharmacy*

# Contractor Support Officer Update



I thought I would take this opportunity to update you on GP CPCS across our patch. You are no doubt aware that the LPC supports pharmacies in both Frimley and BOB ICSs. Frimley ICS has been using the PharmOutcomes/EMIS GP CPCS pathway as the referral system for GP CPCS since June 2021. As this system is easy for general practices to use, over 6,000 patients have been referred to community pharmacy and Frimley is the leading ICS for the NHS across the South East of England.

The BOB (Buckinghamshire, Oxfordshire and Berkshire West) ICS last year elected to use NHSmail as the referral mechanism for GP CPCS. This is a very clunky system which has resulted in BOB referrals being only about 10% of Frimley's. The good news is that BOB has now purchased PharmOutcomes and it will be going live across BOB at the end of May/beginning of June. This should see many more practices starting to use GP CPCS and a significant increase in referrals to community pharmacies across BOB.

The LPC has been commissioned to train reception staff across BOB. So far, 44 practices have been trained with a further 90 practices to do. Since the announcement that PharmOutcomes will be used across BOB there has been a marked increase in requests for GP reception staff training. I will be training at least four days a week in Berkshire West and Oxfordshire during June/July. Hopefully this will result in an increase in community pharmacy income and raise our profile by supporting GPs with the treatment of minor ailments. Although I will be training GP reception staff, I will still be focusing on community pharmacies so please do not hesitate to contact me if you require support. *Kevin Barnes, Contractor Support Officer*

## 2022 Pharmacy Hero Award Nominees

Congratulations go to all our Pharmacy Hero Award Nominees, along with a big thank you to them and all our Thames Valley pharmacies for all your hard work.



Asda, Lower Earley



Bretts Pharmacy



Chipping Norton Pharmacy



Cookham Pharmacy



Day Lewis, Sonning Common



Keycircle Pharmacy



Kidlington Pharmacy



Rowlands, Manzil Way



Superdrug, Cowley



Topside Pharmacy



Wessex Pharmacy



Woodstock Road Chemist



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## Review Steering Group (RSG)



Following the Wright Review, the RSG was tasked with reviewing current PSNC and LPC structures and responsibilities to ensure that support and services offered to contractors are fit for the future. Agreement has now been reached on a proposed way forward, and the RSG have published their proposals setting out a range of ways in which they believe PSNC and the LPCs could work better together to ensure that contractors get the best possible representation. This includes setting a vision for community pharmacy, reducing duplication between LPCs and PSNC, and ensuring contractors get the same levels of support, wherever they are in the country.

Community pharmacy contractors are being asked to consider the proposals and vote on whether they would like these changes to PSNC and the LPCs to be taken forward, with a three-week voting period beginning on Friday 27th May. The LPC would strongly encourage all independent contractors to vote. (CCA and AIMp voting will be done through head offices.) Full details are available on the RSG web site at <https://pharmacy-review.org/>

If you would like more information and have not yet been able to attend an RSG event about the proposals, there will be a further opportunity on Tuesday 7th June 2022 at 19:00 - [click here](#).

## Smartcard Renewals



### Higher than usual volume of smartcards due for renewal at the end of June 2022

Nationally, around 230K smartcard certificates are due to expire on 27 June 2022 due to work completed in 2020 on the Certificate Authority (which meant that 3-4 months' worth of smartcards were not issued for the full 2 years). Users will receive their renewal reminders 90 days before they expire.

To minimise the impact this renewal could have, we encourage users to either self-renew (please do this activity when other smartcard users are available with working cards) or see your local RA Sponsor who will be able to 'RA Renew' smartcards for you during the 90-day renewal window.

If you have an older style card (please look at the number on the back right hand side of the card – it will begin with 05/06) these can be automatically exchanged for a new style card without attempting self-renewal. The self-renewal service has been established for several years. Previous issues have been fixed and the service is working well. Link to how you can self-renew or please see the attached document .

Please do contact us on 0300 561 0429 or email [scwcsu.smartcards@nhs.net](mailto:scwcsu.smartcards@nhs.net) if you have any queries regarding the above or to exchange an older style card.

## Staff Mental Health Hubs



"You Matter" (Oxfordshire & West Berkshire) and "Wellbeing Matters" (East Berkshire) are our local health and wellbeing hubs, providing a confidential, safe space for pharmacy staff - both individuals and teams. They can help with a variety of issues including feeling down, depressed or hopeless; sleep problems; having no interest in or enjoyment of anything; or eating too much or not enough.

They have a number of offers – for teams they can provide wellbeing support and REACT manager training; and for individuals they offer individual clinical screening, mental health assessments and CBT.

For more information visit:

- "You Matter" (Oxfordshire & West Berkshire) - [www.oxfordhealth.nhs.uk/youmatter/](http://www.oxfordhealth.nhs.uk/youmatter/)
- "Wellbeing Matters" (East Berkshire) - [wellbeingmatters.berkshirehealthcare.nhs.uk/](http://wellbeingmatters.berkshirehealthcare.nhs.uk/)

## EPS User Survey



Help improve the Electronic Prescription Service (EPS)

NHS Digital would like to talk to prescribers and dispensers across different care settings about their experience of using EPS, including any challenges. User feedback is essential to help inform future improvements and the next generation of the system. If you can spare some time to take part and provide your views, please go to:

<https://tinyurl.com/survey-eps>

# Mental Health Signposting



Talking Therapies (Berkshire) and Talking Space Plus (Oxfordshire) are friendly and approachable NHS services supporting people with a range of mental health difficulties like depression, stress, anxiety or phobias, and also with the emotional impact of long term physical health conditions such as long Covid, Diabetes and MS. Open to people aged 17 and over, with no upper age limit, they can support anyone registered with a local GP practice. Clients can refer themselves online without having to see their GP, or health professionals can also make a referral for a client using a quick and simple health professional referral form.

## Berkshire - Talking Therapies

Web: [talkingtherapies.berkshirehealthcare.nhs.uk](http://talkingtherapies.berkshirehealthcare.nhs.uk)

[Self Referral Form](#)

[Professionals Referral Form](#)

Tel: 0300 365 2000 (option 2)

Email: [talkingtherapies@berkshire.nhs.uk](mailto:talkingtherapies@berkshire.nhs.uk)

## Oxfordshire - Talking Space Plus

Web: [www.oxfordhealth.nhs.uk/talkingspaceplus](http://www.oxfordhealth.nhs.uk/talkingspaceplus)

[Self Referral Form](#)

[Professionals Referral Form](#)

Tel: 01865 901 222

Email: [talkingspaceplus@oxfordhealth.nhs.uk](mailto:talkingspaceplus@oxfordhealth.nhs.uk)

# CPPE Online Summer Workshops



From June to September, CPPE is pleased to offer the following:

**NEW e-learning - Culturally competent communication in person-centred care** - this programme explores how culturally competent communication is essential to improving the use of medicines, patient safety and the health and wellbeing of people we interact with. People with lived experience of prejudice, discrimination, and inequality provide their tips on culturally appropriate language to reduce the risk of causing offense and promote a sense of belonging, inclusion, dignity and respect.

## Evening Workshops

**Hypertension** - learn to interpret and apply clinical guidance to support people with hypertension. You will consider how to optimise their treatment and use a shared decision making approach to empower people with hypertension to self-manage their condition. [www.cppe.ac.uk/programmes/l/hyper-ew-01/](http://www.cppe.ac.uk/programmes/l/hyper-ew-01/)

**Emergency Contraception** - featuring an expert speaker on contraception and sexual health, get the knowledge and skills you need to deliver effective EC services. [www.cppe.ac.uk/programmes/l/ehc-ew-01/](http://www.cppe.ac.uk/programmes/l/ehc-ew-01/)

**Mental Capacity Act** - learn to manage and optimise care for patients who might lack mental capacity to make a specific decision relating to their medicines. [www.cppe.ac.uk/programmes/l/mentalcap-ew-01/](http://www.cppe.ac.uk/programmes/l/mentalcap-ew-01/)

**Consultation Skills** - an introduction to the consultation skills for pharmacy practice programme which supports you in delivering high-quality, person-centred consultations. [www.cppe.ac.uk/programmes/l/consult-ew-01/](http://www.cppe.ac.uk/programmes/l/consult-ew-01/)

# Upcoming Events

For details of these and all our events visit: [www.pharmacythamesvalley.org.uk/our-events/](http://www.pharmacythamesvalley.org.uk/our-events/)

Date	Event	Audience	Venue
7th June 2022, 19.00-21.00	Review Steering Group (RSG) Contractor Briefing	Contractors & Pharmacy Teams	Online
9th June 2022, 19.30-20.30	HRT & Menopause with presentation by Dr Azmy Birdi	Pharmacists & Technicians	Online

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**Contractor Support Officer** - Kevin Barnes 07777 671596 [cso@pharmacythamesvalley.org.uk](mailto:cso@pharmacythamesvalley.org.uk)

**Engagement Officer** - Amanda Dean 07702 683277 [amanda.dean@pharmacythamesvalley.org.uk](mailto:amanda.dean@pharmacythamesvalley.org.uk)

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