

Newsletter – November 2024

In this update: Welcome, Services, MP visits, LPC Spotlight,
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Welcome to the Community Pharmacy Thames Valley Newsletter



As we approach Winter things have never been tougher in Community Pharmacy – and I am looking forward to finding out if our new Labour Government are going to invest in the Pharmacy Network and deliver a much needed, and long overdue increase in funding. We are still several weeks away from finding out what the future looks like, but in the meantime we need to ensure the funding we have access to, is maximised for your business.

Pharmacy First still remains a challenge and the amount of referrals from General Practice is patchy. We have, however, seen an increase in referrals from 111, and an increasing number of patients walking in for treatment for one of the 7 Common Conditions. Looking at the latest BSA data it is clear that some Pharmacies are still struggling to deliver Pharmacy First – with around 45 Pharmacies claiming for less than 10 Consultations (including Minor Illness and Urgent Supply a month). Please talk to your local practice (or ask Kevin to help) and ensure they are aware of all you can do to give them more patient appointment capacity.

We are seeing great success in several Pharmacies across Thames Valley where they are now getting GP Referrals for regular BP checks for patients that need them (eg ADHD, pregnancy etc) – all you need is authority to carry these checks (text/letter/email etc) – and obviously keep up the good work on opportunistic checks – around 6000 month at time of writing. I am also pleased to report that we are working with our colleagues in Dental Practices as part of a pilot, where they are completing BP checks and will be referred to their local Pharmacy for further testing, if necessary (and can be claimed by you as a BP check under the Hypertension Case Finding Service) – further details in the Newsletter!

We also need to increase the number of Pharmacies that are registered to deliver consultations for Oral Contraception (Initiation and Continuation) – to assist that we are working with CPPE to deliver some Face to Face training in the New Year (details to follow)

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Finally, I would like to welcome Lorna Girling, our new engagement officer, who comes with several years of Community Pharmacy experience. She is helping us to really build our social media presence, and is currently helping organise visits to Pharmacies from our 23 MPs across Thames Valley.

Don't forget to visit our website where you can find information and resources for you and your pharmacy team, plus up to date training and development events and much more cptv.org.uk and please don't hesitate to contact us if we can help in any way. *David Dean, Chief Officer*

Services



Greater collaboration between GP practices, community pharmacies, and across the wider Primary Care Network (PCN) is vital to improve patient outcomes, increase communication, and enhance services. Here are some collaborative initiatives demonstrating how community pharmacies are working with practices to achieve win-win outcomes for patients:

1. **Shared Goals and Responsibility:** Over the past eight months, one practice has closely collaborated with five local community pharmacies on the contraceptive service. They've been sending text messages to patients, encouraging visits to their local pharmacy for both initiation and supply of contraception medication.
2. **Complementary Services:** Across three PCNs, a project is underway where practices refer patients with specific conditions requiring blood pressure checks or monitoring to their local community pharmacies. With additional funding for this project, an IT solution for referrals and BP reading monitoring is being considered.
3. **Building Patient Trust:** Collaboration between GPs and pharmacists fosters trust and engagement with both services. This teamwork should extend beyond medication dispensing to include services like Pharmacy First.
4. **Support Through Communication:** Effective communication is crucial for collaboration and changes in working methods. Without it, both GPs and community pharmacies might face increased workloads and frustration. The appointment of Community Pharmacy PCN Leads, who will collaborate with



Clinical Directors and the wider PCNs on mutually beneficial projects, is a new approach.

Knowing your local Community Pharmacy PCN Lead and engaging with them is essential. Even if there are no visible projects yet, it's important to keep collaborating with local healthcare providers. Many new community pharmacy services require referrals from other healthcare providers, so engaging with practices, trusts, and services like 111 is vital to improving patient care.

The Pharmacist highlights ongoing challenges, but we must continue seizing opportunities for collaboration. As one event at the House of Commons emphasized, there's always more we can do to collaborate across professions.

Another underutilized resource is the local Patient Participation Group (PPG). In one memorable meeting, the local community pharmacy wasn't mentioned until I highlighted it at the end. The PPG was apologetic and even sent flowers the next day, acknowledging the pharmacy team's fantastic work.

While collaboration is key, we also need to enhance the services we offer in our pharmacies. Effective marketing is crucial for communicating with patients. Consider:

1. **Window Posters:** Replace irrelevant or old posters with ones promoting services like Pharmacy First or flu vaccinations to generate income.
2. **Facebook Communication:** Use Facebook to connect with your customers, especially for announcements about new services or events, like new owners or NHS and private services.

We need to shift our 'old' mindsets and work collaboratively with healthcare providers for the benefit of our patients.



Minor Ailments Scheme (BOB ICB) – Extended to March 2025

The local Minor Ailments Scheme is available for pharmacies in the Buckinghamshire, Oxfordshire, and Berkshire West (BOB) ICB area. This service is aimed at supporting patients on low income and their dependents with a selection of OTC medicines. The service will run over the winter and has been extended until **31st March 2025**.

This service is paid in addition to the CPCS referral fee, or can be used for walk-in patients that are eligible. The Service Specification is [available here](#).

This initiative is a valuable opportunity to enhance community healthcare support, particularly for those most in need during the winter months.



The Oxfordshire Pharmacy Take-Home Naloxone Service is now live!

Public Health Oxfordshire County Council is inviting Oxfordshire-based community pharmacies to sign up to deliver the take-home naloxone service.

Potent synthetic opioids such as nitazenes are being seen more often in local drug supplies and there are concerns that they may become much more prevalent. There is good evidence that naloxone can reverse the effects of potent synthetic opioids and so it is crucial to widen the availability of take-home naloxone to people who might need it and are not in contact with treatment.

Full details of the take-home naloxone service can be found in the attached [service specification](#). For any questions or to sign up to deliver the service, contact lfy.Enemuo@Oxfordshire.gov.uk; 07554103332.



MPs Visit Pharmacies in Thames Valley to Address Community Healthcare Challenges

Following the recent General Election, Community Pharmacy Thames Valley invited local MPs to visit pharmacies in their constituencies. This initiative aims to showcase the vital work pharmacies do in supporting patients and the public, to talk about the Pharmacy First service and to discuss the challenges they face, including closures due to critical funding and operational pressures.

The visits help ensure constituents understand the essential services provided by pharmacies, such as dispensing medications, offering health advice, and supporting public health initiatives. These visits highlight the valuable role pharmacies play in the healthcare system, especially given the increasing strain on local healthcare services.

A key issue also being discussed during these visits is the wave of pharmacy closures across the Thames Valley area, largely due to funding shortages and operational pressures. Community Pharmacy Thames Valley is advocating for urgent funding interventions to prevent further closures and support the sustainability of pharmacy services.

Several MPs have participated and requested future visits, include:

Peter Swallow MP for Bracknell

Callum Anderson MP for Buckingham

Greg Smith MP for Mid Buckinghamshire

Clive Jones MP for Wokingham

Yuan Yang MP for Earley and Woodley

Lee Dillon MP for Newbury

Freddie van Mierlo MP for Henley and Thame

Layla Moran MP for Oxford West and Abingdon

Laura Kyrke-Smith MP for Aylesbury

Joshua Reynolds MP for Maidenhead

If you would like to get involved and host an MP visit please contact office@cptv.org.uk we will be able to provide resources and assistance.

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Training and Events



Pharmacy Contraception Service – Save the date!

CPPE will be hosting a training event for the Pharmacy Contraception Service. The event will be held at CIM, Moor Hall, Cookham, Maidenhead, Berkshire, SL6 9QH, on Sunday, 19th January 2025, from 10–1pm. Booking details will be published shortly in the weekly Digest.



CPPE courses

CPPE have a wide range of interactive online workshops available for you this November.

Why not take a few hours out of your busy life to focus on your development as a pharmacy professional by attending a CPPE interactive workshop?

Online

19th November [Atrial fibrillation: improve detection and person-centred care - focal point : CPPE](#)

18th November [Hypertension – focal point : CPPE](#)

18th & 27th November [Deprescribing : CPPE](#)

13th November [The Mental Capacity Act 2005 and covert administration of medicines : CPPE](#)

14th & 27th November [Asthma: optimising adherence to medicines – focal point : CPPE](#)

14th November [Lewy Body Dementia : CPPE](#)

14th November [Type 2 diabetes: supporting people better – focal point : CPPE](#)

18th & 25th November [Valproate: the hard conversations : CPPE](#)

21st November [Preparing to train as an independent prescriber \(you can access e-course via your learning record\) : CPPE – part of the prepare to train as an independent prescriber programme \[Preparing to train as an independent prescriber : CPPE\]\(#\)](#)

21st November [Mental health and wellbeing in primary care : CPPE](#)



	<p>25th November Familial hypercholesterolaemia: supporting people better – focal point : CPPE</p> <p>26th November Falls prevention : CPPE</p> <p>Newly Qualified Pharmacist programme – next cohort starts on 4th November get your application in. Don't miss out on the opportunity of learning and support with the CPPE Newly Qualified Pharmacists Programme. The programme is open to all pharmacists that have qualified from 2022 who are not already on a work arranged programme (Hospital or Boots) Find out more and apply at Newly qualified pharmacist programme : CPPE</p> <p>Community Pharmacy Technician Advancing Your Role. Community pharmacy is changing and the Community Pharmacy Technician Advancing Your Role programme has been designed to support pharmacy technicians with learning to develop your role and embracing changes with confidence. This four-month programme is also open to pharmacy technicians working in the health and justice sector. Find out more and apply at Community pharmacy technician: advancing your role : CPPE</p> <p>If you have any questions, please do not hesitate to contact Sarah Hounsell, CPPE Thames Valley Regional Tutor sarah.hounsell@cppe.ac.uk, or info@cppe.ac.uk</p>
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LPC Spotlight



Lorna Girling

We're very pleased to introduce Lorna Girling, our new Engagement Officer. Lorna oversees LPC administration, communications, and events, and also manages the Community Pharmacy Thames Valley weekly Digest and quarterly Newsletter.

Lorna brings valuable pharmacy experience from Lloyds Pharmacy, where she supported Area Managers and later went on to become a Pharmacy Manager. She has also worked with Community Pharmacy Hertfordshire (LPC) as a Business Officer. Lorna is a passionate

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advocate for pharmacy services and loves sharing contractors' best practices. If you have anything you would like to share in our weekly Digest please email: office@cptv.org.uk

Communications



Signal Messaging Group

We run a [Signal Group](#) for CPTV pharmacy contractors, team members and locums that is useful for quick queries and support, sharing ideas and finding medicines in short supply. To be added to the group you need to install the Signal app first, then send your name, pharmacy and the mobile number that you signed up with to office@cptv.org.uk. Please note we don't allow advertising in any form (including job vacancies, locum requests or any other business activity).



Mailing List

Join our mailing list to receive our weekly News Digest (circulated each Thursday) by signing up on the front page of our website (www.cptv.org.uk) or emailing your name, pharmacy and email address to Lorna on: office@cptv.org.uk.

Contact Us

We are here to support all CPTV contractors and pharmacy teams. If there is anything we can help with, please don't hesitate to contact us:

David Dean, Chief Officer – 07702 209197 – chiefofficer@cptv.org.uk

Kevin Barnes, Contractor Support Officer – 07777 671596 – cso@cptv.org.uk

Lorna Girling, Engagement Officer – 07702 683277 - office@cptv.org.uk