WORKING IN WIRRAL

A GUIDE FOR COMMUNITY PHARMACISTS

To be completed by Pharmacist
Please indicate on the table below (by placing a tick in the final column) the services that you are trained to provide and have copies of the relevant certificate/signed PGDs etc.

Pharmacy Services		**Commissioner**	**Can Provide**
Locally Commissioned Services	Needle Exchange	Change, grow, live (CGL)	
	Supervised Consumption	Change, grow, live (CGL)	
	Urgent Palliative Care Medicine Service	NHS Cheshire and Merseyside ICB	
Nationally Commissioned Services	Appliance Use Review (AUR)	NHS England	
	Flu Vaccination Service	NHS England	
	Hypertension Case-Finding Service	NHS England	
	LFD Service	NHS England	
	New Medicine Service (NMS)	NHS England	
	Pharmacy Contraception Service (PCS)	NHS England	
	Pharmacy First Service	NHS England	
	Smoking Cessation Service (SCS)	NHS England	
	Stoma Appliance Customisation (SAC)	NHS England	

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WHY HAVE WE WRITTEN THIS GUIDE?

This guide is aimed at pharmacists, including contractors and locums, who need to know what services they will be expected to provide in pharmacies across Wirral, and how they may wish to focus their CPD.

You may find this document useful because you

- Are new to working on the Wirral
- Work occasionally on the Wirral
- Are looking to move between pharmacies in the area
- Want an easy-to-use reference guide for the pharmacy team

There are guides available for each of the HWB areas within the Community Pharmacy Cheshire & Wirral LPC (CPCW) footprint – Cheshire East, Cheshire West & Chester, Warrington and Wirral and these are available on the LPC website.

The document also provides information about the role the LPC and contact details should you require them.

ABOUT CPCW

The role of CPCW is to support contractors to maximise income through the consistent delivery of high-quality NHS and locally commissioned services for the benefits of the patient

Who are CPCW?

- A local organisation for community pharmacy across Cheshire and Wirral.
- The 11 members are community pharmacists who are representative of all sectors of community pharmacy including multiple and independent which are in all trading environments for example supermarkets, high streets, villages
- We are concerned with all aspects of NHS primary care that are relevant to community pharmacy
- LPC's must be consulted on
    - New contract applications, applications for contract relocations, etc
    - Impact analyses for Local Pharmaceutical Services (LPS) bids
    - Any NHS England decision to require a pharmacy to change its hours
    - Conditions for Enhanced Services
- LPC's expect to be (and are) consulted on all issues relevant to contractors, such as:
    - Any arrangements affecting pharmacy services
    - Changes to local NHS structures – LIFT etc
    - Arrangements for monitoring the pharmacy contract
- We work with NHS England, ICB's, Local Authorities and other healthcare professionals to influence policies and decisions and to help plan services for the benefit of patients
- We seek to identify and access additional local funding for pharmacy services

Practical information worth a mention

- The LPC typically meets 5 times a year
    - Agendas for the upcoming meetings are shared on the LPC website approximately a week before the meeting
    - Once ratified a copy of the LPC minutes are uploaded to the website
    - Observers are welcome to attend any of the LPC meetings – you just need to contact the LPC office (alison@cpcw.org.uk)
- The LPC is supported by a team including a Chief Executive Officer, a Pharmacy Services Manager, an Engagement Officer and a Business Support Officer
- The LPC circulates a weekly newsletter to over 500 recipients (sign up information on Page 10)
- The LPC has a website (www.cpcw.org.uk) which contains a diverse range of information (About the LPC, Services, Pharmacy Contracts and Management and Pharmacist Training and Professional Development)

THE IMPORTANCE OF FULFILLING RESPONSIBLE PHARMACIST DUTIES – EXPECTATIONS & RESPONSIBILITIES

As pharmacy has evolved, there are now many more things to consider beyond the basic dispensing and supply of prescriptions.

Most, if not all, pharmacies now provide clinical services, both national and local, which commissioners expect to be delivered across the full range of a pharmacies opening hours. Some of these are essential services, which MUST be completed by the pharmacist on duty, eg the Discharge Medicines Service.

Patients also expect that when they attend a pharmacy to receive a service, they will not be turned away.

You should familiarise yourself with the services on offer prior to accepting a shift as the expectation has to be that where a pharmacist is on duty, they will do their utmost to provide the contracted services.

With this in mind, we would ask that you have Declarations of Competence (DoC) in place for all of the services on offer. CPPE (www.cppe.ac.uk) list the suggested learnings and provide the forms which can be completed online.

An overarching DoC can be quickly updated to include any local service specifications, eg for a minor ailments service with a PGD, and all of the training and accreditation requirements for the local services can be found in this guide, and also on our website (links provided within each service section).

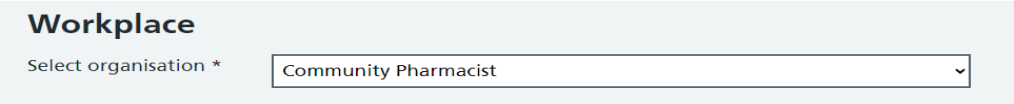
It is very easy for the public and the commissioners to lose faith in us as a service provider and, where referrals fall down, we undergo significant reputational damage as a profession. This can impact the future sustainability of Community Pharmacy and so it is vital that we play our part in the bigger overall NHS picture. More services will continue to come our way and will need to be adopted into your daily practice to become business as usual.

SMARTCARDS – INFORMATION AND HELP

MLCSU are providing smartcard support across Cheshire and Wirral. They can assist with smartcard applications, local sponsor permissions, smartcard expiries and replacement smartcard.

To log smartcard requests this can be done by completing the online application HERE.

When completing the form, it is important to add as much information as possible, please ensure a description of your request is annotated within the notes on the bottom of the page. When selecting organisations, it will always be logged as community pharmacist for all requests coming from community pharmacies.



For all community pharmacies there should be someone at branch level assigned as the pharmacies local sponsor. As a local sponsor they will be able to assist with smartcard issues including unblocking and site permissions. Each pharmacy requires a local sponsor if you are unsure if you have a local sponsor or unsure who your local sponsor is please contact sara@cpcw.org.uk who will be able to assist.

For site permissions to be allocated this needs to be requested by the local sponsor via the Care Identity Manager. Please see both pathways to add positions HERE.

For any site permission request that appear as pending approval you will need to log these via the MLCSU portal. This will then be assigned to an agent who be able to authorise permissions. As the NHS Spine Portal is 'National' system, it's not linked to the localised ML service desk.

For smartcard expires it's important that all pharmacies can access the care identity to renew certificates before a smartcard expires. If you are unable to renew via the care identity management system or you've received an error code of "Problem renewing smartcard – the system encountered a problem when renewing the smartcard. This is most likely because the workstation is not set up correctly. Contact your local IT team quoting this error message: INF1004: Creating keys ERR5008: Failed to create keys" this is likely to be an issue with your IT platform please contact your IT/PMR provider explaining you are unable to update your smartcard via the application. If they are unable to resolve the issue, please contact Sara Davies on sara@cpcw.org.uk who will be able to assist.

MLCSU have also now released a live chat bot to assist with issue surrounding smartcard enquiries. You will be able to access the chatbot Mon-Fri 8am-5pm to provide assistance and answer any questions relating to smartcard enquiries. Remember the chatbot is there to answer questions and resolve escalations. All requests must still be submitted via the Smartcard/RA form smartcard/RA form

When accessing the chatbot you will need to add your name, email address, and will ask for organisation in this box you will select Cheshire and Merseyside ICB. You will then be asked whether this is an existing issue or to log a new issue please select log new issue. You will then be asked to select what your issue relates to, please select Registration Authority/Smartcard requests and issues. You will then be given the option to speak to RA agent please select and this will connect you to agent. You can access the live chatbot HERE

Please see useful links below

- RA Smart Form: Smartcard/RA form
- AVA ChatBot: Livechat
- Smartcard Video Tutorials: User & Video Guides
- CPCW Website: Support Documents

PHARMOUTCOMES

Most locally commissioned service claims are recorded on PharmOutcomes and every pharmacy on the Wirral has unique log-in details. Things to note:

- The administrator using this default log-in can set up individual logins for staff members;
- If you have been provided with different personal logins for a number of different pharmacies, ask the PharmOutcomes Helpdesk about setting up "Switching Identities"; this will allow you to use a single username and password but then select the appropriate pharmacy from a list.

To record on PharmOutcomes:

- Go to www.pharmoutcomes.org.uk
- Log in (or select "Help" if needed) - *note that Multi-Factor Authentication is required*
    - Any messages are displayed on the Home Page
- Select the "Services" tab
- Accredited services for the pharmacy are listed on the left-hand side in orange
    - Click on the appropriate service to create a new record
- Recent Provisions are listed in the centre/right in Blue
    - These can be re-opened/edited by clicking on them
    - Editing information will over-write existing information
    - Editing after status has changed to "claimed" will not change payment details
- Outstanding Referrals are shown above Recent Provisions
    - Click on the Referral for information about the patient/reason for referral
    - Completing the action associated with the referral will move the referral from the top of the screen to the "Recent Provisions" section

The LPC has developed a getting started with PharmOutcomes guide that staff new to PharmOutcomes may find useful and can be accessed from the LPC website at https://cpcw.org.uk/resources/pharmoutcomes/

WHERE TO FIND MORE INFORMATION

- Check out the LPC Website http://www.cpcw.org.uk
- Sign up for LPC newsletters and bulletins by sending your name and email address to alison@cpcw.org.uk
  (It is helpful if you tell us where you work (ie which pharmacy(ies), approximate geographical area if relief or locum)

PHARMACY SERVICES ACROSS WIRRAL

Below is a list of all available services that are open to community pharmacies across the Wirral footprint. Services that are offered will vary from pharmacy to pharmacy and you will need to check.

Each pharmacy should be able to provide you with a list of the services that it is commissioned to provide.

Pharmacy Services		**Commissioner**	**Can Provide**
Locally Commissioned Services	Needle Exchange	Change, grow, live (CGL)	
	Supervised Consumption	Change, grow, live (CGL)	
	Urgent Palliative Care Medicine Service	NHS Cheshire and Merseyside ICB	
Nationally Commissioned Services	Appliance Use Review (AUR)	NHS England	
	Flu Vaccination Service	NHS England	
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	LFD Service	NHS England	
	New Medicine Service (NMS)	NHS England	
	Pharmacy Contraception Service (PCS)	NHS England	
	Pharmacy First Service	NHS England	
	Smoking Cessation Service (SCS)	NHS England	
	Stoma Appliance Customisation (SAC)	NHS England	

Service specifications should be available within the pharmacy, however these are available on the LPC website (www.cpcw.org.uk) for services commissioned locally and on the CPE website (https://cpe.org.uk/) for nationally commissioned services.

The following pages provide details of the requirements of each service specification. To be able to work extensively across the Wirral footprint you should endeavour to have the required accreditations, CPPE Declarations of Competencies and signed PGDs as detailed in this document.

USEFUL CONTACT DETAILS

CPCW

- Adam Irvine - Chief Executive Officer |E: adam@cpcw.org.uk | T: 07795 123165
- Sara Davies - LPC Engagement Officer | E: sara@cpcw.org.uk | T: 07544 873687
- Alison Williams – Business Support Officer |E: alison@cpcw.org.uk | T: 07828 832782
- LPC Website: www.cpcw.org.uk

Change, grow, live (CGL)

- Gerry Pangalis - Supervised Consumption and Needle Exchange | E: Gerry.Pangalis@cgl.org.uk

NHS Cheshire and Merseyside ICB

- Sharps Return | E: customerservice@sharpsmart.co.uk |T: 01388 810310
- General NHSE (C&M) |E: cmpharmacy@cheshireandmerseyside.nhs.uk
- To inform NHSE (C&M) of an incident other than a CD incident | E: england.cww-pharmacyincidents.nhs.net
- To report a controlled drugs incident | E: england.cmcd@nhs.net

PERSONAL INFORMATION

Full Name: (as it appears on your GPhC registration):	
GPhC Registration No:	
Contact email address:	
Contact Tel No:	
For services involving a PGD you must demonstrate compliance with the competency levels specified in the NICE Competency Framework for Health Professionals using Patient Group Directions: competency-framework-for-	**Yes/No**

If you are a locum and want to use this as a working document for several branches, with a copy for each:

Pharmacy Name:	
Pharmacy Address:	

GENERAL THINGS FOR LOCUMS TO CONSIDER AND ESSENTIAL SERVICES

Essential and Advanced Services

- You should have a working smartcard with a 5F locum access profile
- You should have completed the Summary Care Record (SCR) Access Training module and CPPE Declaration of Competence (DoC)
- You should have completed your eRD learning and self-declaration

The Essential Services listed below are offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework (CPCF), also known as the 'pharmacy contract'.

Please click on the service you want to learn more about, and this will link you to CPE's website page which contains all of the information relating to that service.

Discharge Medicines Service (DMS)	https://cpe.org.uk/national-pharmacy-services/essential-services/discharge-medicines-service/
Dispensing Appliances	https://cpe.org.uk/national-pharmacy-services/essential-services/dispensing-of-appliances/
Dispensing Medicines	https://cpe.org.uk/national-pharmacy-services/essential-services/dispensing-of-medicines/
Disposal of Unwanted Medicines	https://cpe.org.uk/national-pharmacy-services/essential-services/disposal-of-unwanted-medicines/
Healthy Living Pharmacies	https://cpe.org.uk/national-pharmacy-services/essential-services/healthy-living-pharmacies/
Public Health (Promotion of Healthy Lifestyles)	https://cpe.org.uk/national-pharmacy-services/essential-services/public-health/
Repeat Dispensing and eRD	https://cpe.org.uk/national-pharmacy-services/essential-services/repeat-dispensing/
Signposting	https://cpe.org.uk/national-pharmacy-services/essential-services/signposting/
Support for Self-Care	https://cpe.org.uk/national-pharmacy-services/essential-services/support-for-self-care/

LOCALLY COMMISSIONED SERVICES

NEEDLE EXCHANGE PROGRAMME

Pharmacies will provide access to sterile needles and syringes, and sharps containers for return of used equipment.

Service details: https://cpcw.org.uk/wirral-2/nxsc/
LPC Service Summary Sheet: https://cpcw.org.uk/wp-content/uploads/sites/19/2022/02/Wirral-NX.pdf

Available from all pharmacies?	No
Service Specification – Needle Exchange Programme	Read the service specification and read and signed the SOP **Yes/No**
PGD?	No
Required Training	CPPE Declaration of Competence **Yes/No Date:**
Recommended Training	• Needle Exchange Programme • Substance Use and Misuse • Safeguarding Children and Vulnerable Adults
Additional Notes:	

SUPERVISED CONSUMPTION PROGRAMME

This service will require the pharmacist to supervise the consumption of prescribed medicines at the point of dispensing in the pharmacy, ensuring that the dose has been administered to the patient.

Service details: https://cpcw.org.uk/wirral-2/nxsc/
LPC Service Summary Sheet: https://cpcw.org.uk/wp-content/uploads/sites/19/2022/02/Wirral-SC.pdf

Available from all pharmacies?	No
Service Specification – Supervised Consumption Programme	Read the service specification and read and signed the SOP **Yes/No**
PGD?	No
Required Training	CPPE Declaration of Competence **Yes/No Date:**
Recommended Training	• Supervised Administration of Prescribed Medication • Substance Use and Misuse • Safeguarding Children and Vulnerable Adults • Consultation Skills
Additional Notes:	

URGENT PALLIATIVE CARE MEDICINE SERVICE

Selected pharmacies will hold the stock of an agreed range of drugs used in palliative care. The Service provider must order and continuously hold the range and quantity of stock specified for the total number of hours the pharmacy is open, including bank holiday and rotas and during any periods of locum cover.

Service details: https://cpcw.org.uk/resources/cmnhse/icb-urgent-palliative-care-medicine-service/

Available from all pharmacies?	No
Service Specification – Urgent Palliative Care Medicine Service	Read the service specification and read and signed the SOP **Yes/No**
PGD?	No
Required Training	There are no mandatory training requirements for locum or relief managers for this service. However, in accordance with the service specification pharmacists (including locums) involved in the provision of the service should have relevant knowledge to provide this service.
Additional Notes:	

NATIONALLY COMMISSIONED SERVICES

APPLIANCE USE REVIEW (AUR)

AURs can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home.

Service details: https://cpe.org.uk/national-pharmacy-services/advanced-services/aurs/

Available from all pharmacies?	No
Service Specification – Appliance Use Reviews	Read the service specification and read and signed the SOP **Yes/No**
PGD?	No
Required Training	Full details of the registration and training process can be accessed on the CPE website https://cpe.org.uk/national-pharmacy-services/advanced-services/aurs/
Additional Notes:	

FLU VACCINATION SERVICE

A service whereby community pharmacies offer a seasonal influenza (flu) vaccination service for patients in at-risk groups.

Service details: https://cpe.org.uk/national-pharmacy-services/advanced-services/flu-vaccination-service/

Available from all pharmacies?	No
Service Specification – NHS Flu Vaccination Service	Read the service specification and read and signed the SOP **Yes/No**
PGD?	Yes (signed and dated – **Yes/No**)
Required Training	• You must be accredited and trained to provide this service • In accordance with the Service Specification a copy of the DOC should be completed and retained in the pharmacy for inspection purposes. This should be completely annually to ensure that any changes to the specification are understood. • Further details can be accessed on the CPE website: https://cpe.org.uk/national-pharmacy-services/advanced-services/flu-vaccination-service/
Specific Pharmacy Instructions?	In accordance with the Service Specification a copy of the Signed PGDs should be retained in the pharmacy for inspection purposes
Additional Notes:	

HYPERTENSION CASE-FINDING SERVICE

The service has two stages – the first is identifying people at risk of hypertension and offering them blood pressure measurement (a 'clinic check').

The second stage, where clinically indicated, is offering 24-hour ambulatory blood pressure monitoring (ABPM). The blood pressure test results will then be shared with the patient's GP to inform a potential diagnosis of hypertension.

Contractors opting to provide the service must undertake both stages of it, where clinically required, ie it is not possible to just undertake clinic BP readings and not ABPM.

Service details: https://cpe.org.uk/national-pharmacy-services/advanced-services/hypertension-case-finding-service/

Available from all pharmacies?	No
Service Specification – Hypertension Case-Finding Service	Read the service specification and read and signed the SOP **Yes/No**
PGD?	No
Required Training	• Be familiar with the NICE guideline (NG136) Hypertension in adults: diagnosis and management • Complete training (e-learning or face-to-face) on how to use the BP monitoring equipment which should be provided by their equipment manufacturer. Many equipment manufacturers provide short video guides/training on how to use their equipment.
Additional Notes:	

LATERAL FLOW DEVICE (LFD) SERVICE

The objective of this service is to offer eligible at-risk patients access to LFD tests to enable testing at home for COVID-19, following symptoms of infection.

Service details: https://cpe.org.uk/national-pharmacy-services/advanced-services/lfd-service/

Available from all pharmacies?	Yes
Service Specification – LFD Service	Read the service specification and read and signed the SOP **Yes/No**
PGD?	No
Required Training	No training is required
Additional Notes:	

NEW MEDICINE SERVICE (NMS)

The NMS service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is initially focused on particular patient groups and conditions.

Service details: https://cpe.org.uk/national-pharmacy-services/advanced-services/nms/

Available from all pharmacies?	Yes
Service Specification – New Medicines Service	Read the service specification and read and signed the SOP **Yes/No**
PGD?	No
Required Training	• Pharmacists must have the necessary skills and knowledge and are required to sign the NMS self-assessment form to declare this. • You must complete the NMS self- assessment and a copy of the self-assessment must be kept in the pharmacy for monitoring purposes. (CPPE provide a range of workshops and e-learning materials which may support you to complete the self-assessment).
Additional Notes:	

PHARMACY CONTRACEPTION SERVICE (PCS)

This service enables community pharmacists to initiate oral contraception, via a PGD, and provide ongoing clinical checks and annual reviews.

Service details: https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-contraception-service/

Available from all pharmacies?	Yes
Service Specification – Pharmacy Contraception Service	Read the service specification and read and signed the SOP **Yes/No**
PGD?	Yes
Required Training	• Pharmacists should have evidence of competence in the clinical skills and knowledge required to deliver all aspects of the service. The appropriate clinical skills and knowledge are covered in training modules on the https://www.cppe.ac.uk/ and/or the https://www.e-lfh.org.uk/
Additional Notes:	

PHARMACY FIRST SERVICE

This service enables community pharmacists to initiate oral contraception, via a PGD, and provide ongoing clinical checks and annual reviews.

Service details: https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-first-service/

Available from all pharmacies?	Yes
Service Specification – Pharmacy First Service	Read the service specification and read and signed the SOP **Yes/No**
PGD?	Yes
Required Training	• Pharmacy owners must ensure that pharmacists and pharmacy staff providing the service are competent to do so, and are familiar with the clinical pathways, clinical protocol and PGDs. For some staff, this may involve completing some training programmes, but the learning needs of the individual will determine what training they need to undertake. • Several online training resources on use of otoscopes are available, including from https://www.cliniskills.com/community-pharmacists/ (which is NHS England funded).
Additional Notes:	

SMOKING CESSATION SERVICE (SCS)

This service enables NHS trusts to refer patients discharged from hospital to a community pharmacy of their choice to continue their smoking cessation care pathway, including providing medication and behavioural support as required; in line with the NHS Long Term Plan care model for tobacco addiction.

Service details: https://cpe.org.uk/national-pharmacy-services/advanced-services/smoking-cessation-service/

Available from all pharmacies?	No
Service Specification – Stop Smoking Advanced Service	Read the service specification and read and signed the SOP **Yes/No**
PGD?	No

Required Training	• Pharmacists must have read and understood the operational processes to provide the SCS as described in the service specification, and;
	• Have successfully completed the following National Centre for Smoking Cessation and Training (NCSCT) courses and satisfactorily passed the assessments (where applicable):
	  ○ Stop Smoking Practitioner training and certification;
	  ○ Mental health and smoking cessation course;
	  ○ Pregnancy and smoking cessation course; and
	  ○ E-cigarettes: a guide for healthcare professionals course, and;
	• Have read the NCSCT Standard Treatment Programme (STP), which will be used to support consultations

Additional Notes:	

STOMA APPLIANCE CUSTOMISATION (SAC)

The service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.

Service details: https://cpe.org.uk/national-pharmacy-services/advanced-services/sac/

Available from all pharmacies?	No; The service can be provided by pharmacies that normally provide stoma appliances in the normal course of their business
Service Specification – Stop Smoking Advanced Service	Read the service specification and read and signed the SOP **Yes/No**
PGD?	No
Required Training	
Additional Notes:	

DECLARATIONS

Pharmacist:	Print Name: Signature: Date:
Pharmacy Manager or person verifying competencies	Print Name: Signature: Date:

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PHARMACY SERVICE CHECKLIST FOR PHARMACISTS – WIRRAL

To be completed by Pharmacy Manager

This document is to support you and your locums/relief managers to have the correct accreditation for the pharmacy services you provide. Please indicate on the table below, by placing a tick in the final column, the services that your pharmacy provides.

Pharmacy Services		**Commissioner**	**Can Provide**
Locally Commissioned Services	Needle Exchange	Change, grow, live (CGL)	
	Supervised Consumption	Change, grow, live (CGL)	
	Urgent Palliative Care Medicine Service	NHS Cheshire and Merseyside ICB	
Nationally Commissioned Services	Appliance Use Review (AUR)	NHS England	
	Flu Vaccination Service	NHS England	
	Hypertension Case-Finding Service	NHS England	
	LFD Service	NHS England	
	New Medicine Service (NMS)	NHS England	
	Pharmacy Contraception Service (PCS)	NHS England	
	Pharmacy First Service	NHS England	
	Smoking Cessation Service (SCS)	NHS England	
	Stoma Appliance Customisation (SAC)	NHS England	

If you are providing the above service(s) please ensure you read the following and have copies of ALL required documentation available in accordance with the service specification(s). Service specifications should be available within the pharmacy; however, these are available on the LPC website for services commissioned locally and on CPE for nationally commissioned services (as detailed in this document).

If you do not have the required accreditations/CPPE Declarations of Competencies/signed PGDs, you should signpost to the nearest pharmacy which can provide this service eg for PGD services such as Emergency Contraception.

Notifiable Incidents: You (or your pharmacy Head Office if part of a multiple group) must inform the commissioner of any notifiable incidents. Contact details are listed on page 10 of this document.

The previous pages provide details of the requirements of each service specification; you should complete the relevant parts and **provide copies of your CPPE DOC/signed PGDs** where required.

Copies must be retained within the pharmacy for inspection purposes.