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| **Minutes of** **Community Pharmacy Walsall Meeting 13th March 2024****Held at The Beverley Hotel from 1:30pm****Present:**Jas Pannu - Independent (in the Chair) Harmeet Grewal – Independent Onkar Singh - AIMp Nav Matharu – Independent Jatin Patel – Independent Daljit Sandhu - CCASukhy Somal – Service Development Officer Jan Nicholls - CO Hema Patel – ICB Liaison **Apologies:** Chetan Rai, Harj Sadhra The Chair welcomed everyone to the meeting. **Planning Groups** – restart April meeting**Services/ICB Report - Hema****Sexual Health**: in her absence Lesley Talbot had submitted the SLA for circulation. Lesley would welcome feedback and plans to attend in April.* Circulate to members √

Concerns were raised at the February meeting; CGL added a reporting element into the **Supervised Consumption** service which is outside the current SLA**.** Hema has raised the issue with CGL and awaits a response. CPW have asked for the latest SLA.No data are available for **Advanced Services** yet other than sign-up numbers - see **Pharmacy First** below.**Contraception**: available as part of PF**CP Services:** CUES, Palliative Care and Minor Ailment services have all been recommissioned for a further year, some with minor changes to harmonise services across BC footprint.**ICB Report*** Request sight of documents for circulation
* ICB Safety Group - seek meeting details – SS to consult her calendar

**Closure of the Modality POD, May 31st**ICB comms released a statement announcing the closure of Modality Rx ordering hub. The ICB had alerted pharmacies in the immediate vicinity of Modality practices and CPs identified as dispensing Rxs from them in and around Walsall. Alternative arrangements do not mention CP, nevertheless, the committee voiced concerns that change will significantly increase the volume of requests in pharmacies from patients unable to order a repeat prescription. The POD evaluation was not shared with CPW, making it hard to judge the likely impact in CPs of patient visits/phone calls. CO used SHAPEatlas data to scope the extent of possible issues/pharmacy; most prescriptions issued by Modality practices are dispensed within Walsall LA boundary. NEWSLETTER.The ICB strategy centres on encouraging use of the NHS App. Pharmacy staff are already promoting the App with patients:* Onkar suggested ***practices*** use text/telephone messages to alert patients to the change
* Add language needs/IT skills to ***patient notes***
* ICB, practices and pharmacies research/promote NHS App training resources
* CO to research successful strategies in study raised by Chetan (South London)

**Pharmacy First:**Overwhelming support for the service at launch.Latest figures show 66/67 pharmacies signed up for PF. The deregistration document identifies contracts by Fcode only – yet to complete search.Not clear whether all contracts had *full connectivity* @ end of February (not to mention PharmOutcomes outage).* Nationwide **PharmOutcomes connectivity problems** from evening of 5th March (possible cause: suspected data breach). The incident triggered an unplanned change in log-in procedure; multi-function authentication was introduced with no warning or explanation. Contractors have reported little support available from Pinnacle; some have had responses by email, very few by telephone.
* **The issues have not been resolved** alternative: use pdf/paper process

Other issues:* EMIS not fully updated with 7 PF conditions
* Compile list of contractors offering PF
* Essential ALL staff are trained to update DoS regularly (daily if necessary) to ensure referrers have up-to-date information on the status of the pharmacy
* DoS does not include locally-commissioned services (still managed by WM Ambulance service?) Hema to investigate
* Stress importance of **referrals.** Triage in the pharmacy is time-consuming and trying for all concerned, particularly if the “gateway criteria” are not met and there is no audit trail
* CPW welcome specific examples of “patient merry-go-round” to promote referral from practices
* Practice staff training – can we encourage dialogue between practice and pharmacy?

 Onkar introduced **EMIS/Proscript** ordering system for repeat Rxs eg for MDS using AI technology, available to practices gratis:GDPR compliantRecognises repeat/non-repeat items Produces PDF/document for surgeryAny plans to implement an **NHS digital messaging/ordering platform**?* Jeff, transforming 10 Care?

**ICB Safety Group** – Sukhy to attend.**Service Development Report - Sukhy**WA set up for contractors/pharmacists **Pharmacy Champion training** well received, around 50 staff attended. Presentation circulated to attendees. Other staff contact methods logged/checked/used for PF comms. WA group being populated.Single POC for queries? Areas to follow up:DATA/Referrals from GPs/Meds ManagementBarriersDoS profiler – regular changesReferrers – use NHS Find a PharmacyICB comms specialist - Penny GibbsExplore patient panel feedback – local/Healthwatch Newsletter – template (CO) √Monitor service data/repeat patientsEngaging practice staffImportance of referrals to success of PF **Data essential:** **DMS** – Walsall show good referral numbers, completion rate hovers around 50% **SC** – follow up questions on:* repeat patients – PO will not allow a second quit attempt
* no. of days NRT supplied at source - not always sufficient √

**Supervised Consumption** Contractors providing the service are being asked to alert CGL when service-users do not pick up, an additional activity not included in the SLA. Alerts from pharmacies are not acknowledged.CDAO department contacted: failure to pick up is not necessarily considered a CD incident but recording of missed doses is good practice.**Black Country Minor Ailment Service**SLA covers BC and is available for enrolment/sign-up on PharmOutcomes when connectivity is restored.**CP Walsall Meetings**July meeting cannot be accommodated @ The Bev, discuss alternativesCO checked school calendar (thanks Sukhy) against future meeting dates to March 2025. No clashes identified.**Information Governance**See Closed businessNext meeting Wednesday April 10th from 1pm @ The Bev. Please confirm your attendance one week beforehand for quorum/catering purposes. |
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