

CHECKLIST OF KEY ISSUES FOR COMMUNITY PHARMACY CHAMPIONS TO DISCUSS WITH PHARMACISTS

VERSION 2. 12TH MAY 2010.

NB INFORMATION ABOUT CMS IS EVOLVING SPEEDILY. THERE WILL BE FREQUENT UPDATES TO THIS CHECKLIST. THEY WILL BE MADE AVAILABLE ON THE NHS LANARKSHIRE SECTION OF WWW.COMMUNITYPHARMACY.SCOT.NHS.UK

GUIDANCE FOR PHARMACY CHAMPION VISITS:

- DISCUSS ALL THE ISSUES IN THIS CHECKLIST AND TICK THE BOX WHEN COMPLETE.
- MAINTAIN A RECORD OF THE PHARMACY NAME, ADDRESS AND CONTRACTOR CODE ON THIS FORM.
- MAINTAIN A RECORD OF THE NAME OF THE PHARMACIST(S) YOU HAD THE DISCUSSION WITH.
- RECORD KEY POINTS REQUIRING FEEDBACK.
- LEAVE A COPY OF THIS CHECKLIST WITHIN THE PHARMACY.
- **RETURN ALL COMPLETED FORMS TO ANNE BUCHANAN AS SOON AS PRACTICAL.**

1. Context for Champion Visits

	Tick when discussed
The responsibility for successfully implementing CMS lies with the Pharmacy Contractor. The Health Board and Champions have a role to play in facilitating successful implementation. The purpose of this checklist is to provide assurance of a structured discussion about the key elements for successful implementation.	

2. Background Reading

Item	Location of Document or Item	Action Required	Tick when discussed
Professor Lewis Ritchie Report- Establishing Therapeutic Partnerships	Sent to all pharmacists in Scotland and on the CPS website www.communitypharmacyscotland.org	Pharmacists should read this report to provide background information on CMS	
NES Chronic Medication Service- Implementation Pack	Sent to all pharmacists in Scotland and on the CPS website www.communitypharmacyscotland.org	Contractors should complete the CMS NES pack, Action plan and staff training log to claim QED payment of £1000	
Chronic Medication Service Specification	PCA (P) (2010) 8 Sent to all pharmacies in Scotland and on the CPS website www.communitypharmacyscotland.org	Pharmacists should read the service specification to understand the full service requirements.	
Chronic Medication Service Directions and implementation Plans	PCA (P) (2010) 10 Sent to all pharmacies in Scotland and on the CPS website www.communitypharmacyscotland.org	Pharmacists should read the directions and implementation plan to ensure you fulfil the requirements of the service providers. A summary of the key issues has been included in this checklist	
Pharmacy Care Record Manual	When available CPS website	Pharmacists should read the manual when available so they understand how to use the electronic patient record	

3. Implementation Support

Item	Location of Document or Item	Action Required	Tick when discussed
Infrastructure Support Payment-IT connection	PCA (P) (2009) 9 Sent to all pharmacies in Scotland and on the CPS website www.communitypharmacyscotland.org	No action required as payments will be made automatically. Value of £250 at connection then £100 per month ongoing	
Infrastructure Support Payment-One Off	PCA (P) (2010) 7 Sent to all pharmacies in Scotland and on the CPS website www.communitypharmacyscotland.org	Annex B must be returned to Moria Hanley at PSD indicating what you have spent your money on. Value of £500 NB Be careful if you buy an extra PC that it can be connected to an N3 connection	
Quality, Evaluation and Development Payment-CMS Implementation Pack	PCA (P) (2010) 3 Sent to all pharmacies in Scotland and on the CPS website www.communitypharmacyscotland.org Claim form on CPS website	Claim form must be sent to Moria Hanley by 7 th June 2010 once Action Plan and Staff Training log is completed. As previously identified £1000	

4. Pharmacy Care Record Passwords

Issue	Tick when discussed
The web based Pharmaceutical Care Record will be the most novel aspect of the service. Further detail including the training manual is yet to follow. We will pass this on as soon as it is available. Meantime passwords are provided which will allow access to the website and allow pharmacists to familiarise themselves with the care plan software for some trial patients.	
It is important that each pharmacist has a password. This is arranged by sending a request form to Anne Buchanan. Most pharmacists have already done this.	
a) For pharmacists whose password has arrived they are provided now in a sealed envelope for each person. Please sign the sheet indicating that you have received the password and return this to Anne Buchanan by fax 01698 245091 as soon as practical.	
b) If there are any pharmacists who have requested a password but not received one yet let champion know so they can tell Anne Buchanan.	
c) If password is not yet requested the pharmacist should contact Anne directly on 01698 245058 to arrange one	

5. Implementation – This section contains a summary of some of the key points from PCA (P) (2010) 10

Issue	Tick when discussed
The legal framework for CMS is as an ADDITIONAL service. All pharmacies were lettered on 13 th May offering the opportunity to sign up to this service. If you have not already done so you should seek to do so as soon as you have read and understood all the requirements.	
It has been agreed with Community Pharmacy Scotland (CPS) that the Chronic Medication Service (CMS) will be implemented from 11 th May 2010 until 31 st December 2010.	
The purpose of the implementation is to allow GPs and community pharmacists a period of time to familiarise themselves with CMS and to establish working processes within and between each setting to support the subsequent roll out of CMS.	
<p>The plan requires community pharmacists to:</p> <ul style="list-style-type: none"> a. identify all the patients with long term conditions who they believe will benefit clinically from CMS; b. registration of no more than 50 patients per community pharmacy premises for the CMS; and c. provide CMS to those patients during the implementation phase 	
The implementation phase has been designed to provide each community pharmacy contractor who signs up to provide CMS with maximum flexibility to begin providing CMS in an orderly way and at a pace which allows them to fully prepare for and provide the service as described in the previous paragraph up to and including 31 st December.	
The implementation phase will be supported by a CMS Implementation Payment (CIP). An additional circular providing details on the CIP arrangements will issue in due course.	
The implementation phase will be subject to a continuous process of monitoring and resolution of issues arising by a national CMS Reference Group. The work of the Group will be informed by continuous review based on agreed management measures and will work alongside the existing support processes already in place through the ePharmacy Programme and the NES educational programme. Operational and practice issues will be addressed where appropriate as they arise. For that reason, all contractors are encouraged to share their experience/thoughts/concerns as they gain experience. They can do so by contacting their Champion or George Lindsay directly who will collate local experience and pass it on to the CMS reference group.	
From 1 st January 2011 CMS can be provided to all eligible patients. The rate at which pharmacists roll out CMS is determined by the individual pharmacist taking into account all their available resource and professional responsibilities.	

<p>It will be important to prepare SOPs for the</p> <ul style="list-style-type: none"> • Registration • Care Planning • Serial Dispensing processes <p>Templates for these SOPs are anticipated to appear on the CPS website in due course.</p> <p>www.communitypharmacy.scot.nhs.uk</p>	
<p>All patients registered with a doctor's surgery in Scotland and who get regular prescriptions to treat a long term condition are eligible for CMS.</p> <p>Such patients may therefore be registered and have a care plan developed.</p> <p>However, at this stage, only patients with an age or medical prescription charge exemption are eligible for the serial prescribing aspect of the service.</p>	
<p>Advertising</p> <p>It is important to note that pharmacies may only issue or display the official SGHD publicity material. A copy of the publicity material is available on www.communitypharmacy.scot.nhs.uk</p> <p>We will communicate further about this when we know the timescales and plans for hard copies becoming available.</p>	
<p>All relevant information will be published/communicated in hard copy/e-copy as appropriate and can be assessed via www.communitypharmacy.scot.nhs.uk</p> <p>The NHS Lanarkshire section will contain issues especially relevant to Lanarkshire and all pharmacists are encouraged to access this regularly.</p>	
<p>A multidisciplinary awareness road show about CMS will be held in every Health Board.</p> <p>The date for Lanarkshire is 22nd June 2010 6.30pm-9.00pm at the Ronald Miller Education Centre in Wishaw General Hospital.</p> <p>More detail will follow.</p>	
<p>The Frequently Asked Questions section of the www.communitypharmacy.scot.nhs.uk website is very useful. It provides a quick reference guide to many practical issues.</p> <p>If you have a question which cannot be answered from the website contact your Champion, George Lindsay or Delia Bryce who will seek an answer and seek to have it added to the FAQs</p>	
<p>The IM&T infrastructure is very important. Advice from Delia Bryce is that it is crucial that pharmacists familiarise themselves with their PMR systems and software updates which are happening rapidly. Delia can be contacted on 01698 377801 and is very happy to advise on IM&T issues.</p>	

6. Feedback

KEY POINTS OF INTEREST OR CONCERN WHICH THE PHARMACISTS WANTS TO FEEDBACK	
NAME OF PHARMACY	
ADDRESS	
NAMES OF PHARMACISTS INVOLVED IN DISCUSSION WITH CHAMPION	
NAMES OF PHARMACIST WHOSE PASSWORDS WERE DELIVERED	
NAME OF CHAMPION, SIGNATURE AND DATE	