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**ALL COMMUNITY PHARMACISTS
IN NHS LANARKSHIRE
PLEASE SHARE WITH ALL LOCUMS
AND SUPPORT STAFF AS
APPROPRIATE**

Date 19th March 2010
Your Ref
Our Ref GL/AB
Enquiries to George Lindsay
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Dear Colleague,

CHRONIC MEDICATION SERVICE IMPLEMENTATION – HEALTH BOARD SUPPORT

All community pharmacies will by now have received 3 important documents:

- NES Chronic Medication Services Implementation pack.
- Establishing effective therapeutic partnerships
- PCA (P) (2010) 3 which describes a quality evaluation development payment for completion of the resource pack.

All are important national documents which support the introduction of CMS. Those available in electronic form are available on www.communitypharmacy.scot.nhs.uk

As well as these national materials it is very important that each Health Board also provides support to enable the successful implementation of CMS. Within NHS Lanarkshire we plan to do this in a number of ways.

1. Pharmacy Practitioner Champions

With CMS being the biggest challenge of the 4 core services making up the new contract, the value of the champions will be maximised. We are also conscious that CMS is entirely dependent upon IM&T systems and there are a range of PMRs in use. For that reason, there has been a significant realignment of the Champions role so that they are now organised on a PMR familiarity basis rather than a geographical basis, and a list of the Champions associated with each pharmacy is attached as Appendix 1. The champions will soon be arranging times to make a site visit to each of their associated pharmacies.

The Practitioner Champions have attended a regional study day about CMS on the 24th February and met locally on the 16th of March. We agreed to develop a checklist of key points from the above 3 documents to discuss with each community pharmacist during their site visits and the process of putting together this checklist is underway.

We are acutely aware that pharmacist's time is at a premium – both the champion's time and the time of the pharmacists they see during site visits. For that reason we are keen to make a single site visit in which all relevant information can be discussed. We are also aware that the final specification for CMS has not yet been published and this will have a great influence on the information which the champions need to discuss with each pharmacy. For that reason and bearing in mind the Easter holidays, we have agreed that the Practitioner Champions will seek to make their visits from the 3 weeks commencing Monday the 19th April 2010.

2. IM&T Facilitator

The IM&T links are going to be vital for this process. Delia will therefore have a very significant part to play. As greater clarity about the systems required e.g. for accessing the web based pharmacy care records becomes available Delia and the Champions will communicate further on this.

3. Liaison with GPs & Practice Managers.

This service is not one which is based on pharmacy alone. It is important that GPs and indeed Practice Managers are also kept abreast of the issues and the opportunities to refer patients for the CMS Service. Plans are afoot for multidisciplinary meetings to agree the best ways of joint working and indeed to have multidisciplinary awareness/training evenings. This will of course be dependent upon the finalised service specification and the publication of NES training packs specifically designed for this purpose. At this stage all we can say is that it is our firm intention to run such awareness/training events in NHS Lanarkshire and detail will follow as soon as it is known.

Meantime, there are two specific actions I would recommend that all pharmacists take:

1. All pharmacists, but particularly contractors, should familiarise themselves with PCA(P)(2010)03 and the requirements to be completed before 1st June 2010 in order to prepare their practice for CMS and claim the QED payment.

2. All pharmacists who will provide CMS require a unique username and password to access the NHS Scotland Pharmaceutical Care Record website. Pharmacists can apply for these details using Appendix 2 of this letter. This access detail is like a PIN and can be used in whatever pharmacy the pharmacist is working in; therefore locums need only apply once regardless of where in Scotland they plan to work. It is important that the details are kept securely and we plan to deliver each pharmacist details (in a sealed envelope) to the pharmacy of their choice at the time of the champions visits. In order for us to achieve this we need the pharmacists to apply for their passwords as soon as possible and by 30th March 2010 at the latest. Applications received beyond that time will still be honoured but the process of distributing may be less efficient and may require a pharmacist to visit the Health Board to obtain their details.

I hope you find this letter useful in telling you the plans we have locally for the successful introduction of CMS.

Yours sincerely

**GEORGE LINDSAY
CHIEF PHARMACIST
NHS LANARKSHIRE PRIMARY CARE**

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Copy to: All Pharmacy Practitioner Champions
Delia Bryce, IM&T Facilitator