

## Helpful Information from your Practitioner Champions to support you through the Festive period and beyond

### CONTRACT PREPARATION PAYMENTS 2008/2009

The Scottish Government circular PCA (P) (2008)20 advises contractors on the next phase of contract preparation payments which can be claimed between now and March 2009.

The circular is available at: [http://www.sehd.scot.nhs.uk/pca/PCA2008\(P\)20.pdf](http://www.sehd.scot.nhs.uk/pca/PCA2008(P)20.pdf)

There are five strands (or elements) to the contract preparation payments. These are outlined below.

Strand A	£1800	Implementation of e-AMS
Strand B	£ 900	Data collection as part of a Workforce Audit
Strand C	£ 900	Data collection for MAS and Unscheduled Care (UC)
Strand D		Data collection to support modelling work for the financial arrangements of the new contract
Strand E		Participation in patient safety campaigns

Details about strands D and E will be released later.

Contractors who are eAMS enabled should start work on all three strands now. Contractors who are not enabled for eAMS can start work on Strands B and C now.

Details of what you need to do and how you can make claims can be found in the table below.

#### **Further support**

To support the electronic transmission of audit information and claim forms the Scottish Government is giving all contractors who wish it the software package - Microsoft Office 2003. To claim this contact CPS on [software.package@communitypharmacyscotland.org.uk](mailto:software.package@communitypharmacyscotland.org.uk), leaving the name and address of where you wish this sent.

NHS SHOW website: [www.communitypharmacy.scot.nhs.uk](http://www.communitypharmacy.scot.nhs.uk)

Community Pharmacy Scotland website [www.communitypharmacyscotland.org.uk](http://www.communitypharmacyscotland.org.uk)

#### **Contact details**

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South East Edinburgh	June Edwards	0131 669 4428
South West Edinburgh	Pamela Chisholm	0131 334 4694
West Lothian	Susan MacFarlane	<a href="mailto:susan.macfarlane2@nhs.net">susan.macfarlane2@nhs.net</a>
ePharmacy Facilitator NHS Lothian	Louise Galloway	<a href="mailto:louise.galloway@nhs.net">louise.galloway@nhs.net</a> 0131 537 5917 / 07769 671348

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### Contract preparation payments

Strand		What is required	Funding available	How to claim payment
Strand A	<b>Implementation of e-AMS</b>	<p>Complete the following activities:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Consider and implement changes to work process including new e-AMS housekeeping arrangements</li> <li><input type="checkbox"/> Update SOP to include e-AMS</li> <li><input type="checkbox"/> Brief all pharmacy staff on e-AMS</li> <li><input type="checkbox"/> Submit electronic claims where possible</li> </ul> <p>The SHOW and CPS websites will give guidance on getting started, a template SOP, and claim advice.</p>	£1800	<p>Complete self certification form Annex A (for single outlets) or Annex F (for multiple outlets) Strand A claim form. Send by <b>7<sup>th</sup> day of month</b> to Moira Hanley            NHS National Services Scotland            Fax 0131 275 7532 or Email <a href="mailto:moira.hanley@ppd.csa.scot.nhs.uk">moira.hanley@ppd.csa.scot.nhs.uk</a></p>
Strand B	<b>Workforce Audit</b>	<p>Download workforce audit form from CPS website or as Annex D in circular.            Complete it based on workforce as at 1<sup>st</sup> November 2008            Post to Val Findlay at NHS Education Scotland or email to <a href="mailto:Val.Findlay@nes.scot.nhs.uk">Val.Findlay@nes.scot.nhs.uk</a></p>	£900	<p>Complete Annex B (single outlets) or annex G Strand B claim form. Send by <b>7<sup>th</sup> day of month</b> to Moira Hanley            NHS National Services Scotland            Fax 0131 275 7532 or Email <a href="mailto:moira.hanley@ppd.csa.scot.nhs.uk">moira.hanley@ppd.csa.scot.nhs.uk</a></p>
Strand C	<b>Data collection of eMAS and unscheduled care</b>	<p>Download excel spreadsheet from CPS website or from Annex E in circular.            Complete audit form over two separate weeks:  <b>WC 24<sup>th</sup> November 2008 and WC 23<sup>rd</sup> February 2009</b>            Send completed form / spreadsheet to MAS survey. Community Pharmacy Scotland, 42 Queen Street. Edinburgh, EH2 3NH or email to <a href="mailto:mas.survey@communitypharmacyscotland.org.uk">mas.survey@communitypharmacyscotland.org.uk</a></p>	£450 for each audit completed	<p>Complete Annex C (single outlets) or Annex H (multiple outlets) Strand C claim form. Send by <b>7<sup>th</sup> day of month</b> to Moira Hanley            NHS National Services Scotland            Fax 0131 275 7532 or Email <a href="mailto:moira.hanley@ppd.csa.scot.nhs.uk">moira.hanley@ppd.csa.scot.nhs.uk</a></p>

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### USEFUL WEBSITES

Two of the most useful websites for community pharmacy contractors are:

<b>On the SHOW Community Pharmacy website</b> <a href="http://www.communitypharmacy.show.scot.nhs.uk">www.communitypharmacy.show.scot.nhs.uk</a> under	
Unscheduled care	Unscheduled care PGD
	Direct referral Template
	GP Fax Template
Health Boards	Lothian- Who's who
	Local Formulary incl. MAS
	AMS hints and tips
	Stop smoking service ISD data form
Documentation	e-pharmacy toolkit
	PCA(P) circulars
	Guide to Rx endorsing
	NES packs
ePharmacy	Information on MAS, AMS, CMS, PHS, ePharmacy Certificate Management Tool
Links	useful links to Travax, Yellow card ADR Reporting
	Multimap
	Drug Tariff & many more
Medicines Complete	BNF, Martindale,
	Stockley's Drug Interactions & more
<b>On the Community Pharmacy Scotland.org website</b> <a href="http://www.communitypharmacyscotland.org.uk">www.communitypharmacyscotland.org.uk</a> under	
NHS Care Services -	Ostomy NHS Services
	Heat Targets
	Contract Preparation Payments
Infrastructure	Premises
	Workforce
	ePharmacy
	Vaccine Supply
Contractor Services	FAQ's & Endorsing tips
	Latest info on oxygen & shortages
Publications	Part 7 Blacklisted & disallowed Items
	Guide to endorsing
Useful Information	Stationary contact & supplies
Useful links	MHRA
	Scottish Drug Tariff
News, Press & Publications, About Us	Up to date useful information on latest news, press releases, publications & legislation

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Issued on behalf of NHS 24

## Key Messages from NHS 24 for the Festive Season

- NHS 24 expects to receive over 107,000 calls between the 22<sup>nd</sup> December and the 4<sup>th</sup> January. The greatest demand is expected on Saturday the 27<sup>th</sup> December and Saturday the 3<sup>rd</sup> January with approximately 14,000 calls expected on each of these 2 days. At peak times between 9am-12pm we expect approximately 380 calls every 15 minutes. NHS 24 will be referring patients to community pharmacy who have run out of their medication or for minor ailments. Please ensure all staff working particularly at weekends and public holidays are aware of PGD for urgent supply of repeat medication and appliances and direct referral process.
- Remember if you feel the patient's symptoms cannot wait until the GP is next open or you cannot supply via the PGD or emergency supply route, then please use the direct referral process to the Out of Hour's (OOH). This will enhance the patient journey; reduce calls to NHS 24, thus avoiding potential long waits for patients to be called back for non urgent symptoms.
- If you cannot supply the patient with over the counter medication or self care advice, but feel their symptoms do not warrant an urgent appointment with an OOH GP, please make sure the patient understands that it is their own GP they need to see and inform them when they are next open. OOH GP service is only for patients whose symptoms cannot wait until their GP is next open.
- Ensure all locums that are working on public holidays have signed the PGD
- Ensure you have enough CPUS forms and that all staff know where they are kept
- Ensure that the direct referral numbers are available for all staff, particularly locums
- Make sure that all dosette boxes have been collected or delivered prior to pharmacy closure, as different carers may be in place and will not necessarily know when their clients box is to be collected or know when the pharmacies are open over the festive period
- If you supply a residential or nursing home, please ensure they know when you are closed and what alternative arrangements there are
- All substitution therapy patients are aware when the pharmacy is closed and that there is no alternative provision for supply in the Out of Hour's period
- [www.nhs24.com](http://www.nhs24.com) contains the opening hours of community pharmacies and self help guides. Please check the internet contains the correct details for your pharmacy
- Please feedback to NHS 24 on [pharmacyenquiries@nhs24.scot.nhs.uk](mailto:pharmacyenquiries@nhs24.scot.nhs.uk)