

National resources available to support the community pharmacy contract (England and Wales)

Essential service 1 – Dispensing

- RPSGB guidance on how to develop and implement SOPs
www.rpsgb.org/pdfs/sops.pdf.
- Pharmaceutical Journal article 'Writing SOPs'
www.pjonline.com/Editorial/20031004/news/news_sops.html
- The NPA guidance pack on SOPs. The pack consists of an introduction to writing SOPs and guidance on applying this to the six areas of the dispensing process. NPA members can request packs form GlaxoSmithKline on 0800 221 441
- PSNC advice on their website regarding SOPs. To access see
www.psn.org.uk/uploaded_txt/SOP%20top%20tips.pdf
- CPPE and WCPPE multimedia distance learning pack called SWEEP which covers writing SOPs. It comes with a training guide, three CD-ROMs and a procedure folder to put the completed SOPs in. The SWEEP pack is aimed at helping pharmacists write procedures for a variety of tasks within their pharmacies, not just dispensing. Website: www.cppe.man.ac.uk or www.cf.ac.uk/phrmy/WCPPE (contact WCPPE on 02920 874784)
- CPPE and WCPPE have many resources for pharmacy technicians, support staff and pharmacists on their respective websites
- Information on the NPSA reporting system and significant event auditing on the National Patient Safety Agency website www.npsa.nhs.uk
- NPA top tips for ES1, available from NPA sales
- NPA Drug Tariff Handbook – a guide to those items allowed on NHS prescriptions including those used by dentists and nurses. Available from NPA sales and electronically at www.npa.co.uk (from January 2006)
- Resource materials to assist pharmacists in meeting the DDA requirements are available at www.primarycarecontracting.nhs.uk/98.php.
- PSNC guidance on DDA www.psn.org.uk/dda
- Information and guidance on DDA – new section for New Directions pack, available from NPA Sales
- NPA information leaflet on compliance aids

Essential service 2 – Repeat dispensing

- CPPE distance learning pack '*From Pathfinder to Practice*'. This has been sent to all registered pharmacists in England.
- CPPE repeat dispensing web page
www.cppe.manchester.ac.uk/learningprogrammes/currentinterest/repeat_dispensing

- WCPPE distant learning pack 'Repeat Dispensing, arrangements in Wales'. This is available from WCPPE
- Repeat Dispensing Resource Pack for Wales
www.wales.nhs.uk/pharmacycontract
- The PSNC guidance 'How to Get Started with Repeat Dispensing'. See [www.psn.org.uk/uploaded_txt/PCL\(S\)%20053%20-%20Repeat%20Dispensing%20-%20contractors.pdf?PHPSESSID=930dd2fa5d1aaa480fc221995e80abc7](http://www.psn.org.uk/uploaded_txt/PCL(S)%20053%20-%20Repeat%20Dispensing%20-%20contractors.pdf?PHPSESSID=930dd2fa5d1aaa480fc221995e80abc7)
- Additional information on repeat dispensing and lessons learned in implementing repeat dispensing available in the NPC resource *Dispensing with repeats*, November 2004;
www.npc.co.uk/mms/extras/dispensing_with_repeats.pdf. This guidance refers to regulations that have now been updated and amended so care must be taken to work within the current contractual and legal framework.
- MMC service improvement guide on repeat dispensing
www.npc.co.uk/mms/extras/SIG%20-%20Repeat%20Dispensing.pdf
- The NPA SOP for the repeat dispensing service at www.npanet.co.uk (members only)
- NPA top tips for ES2, available from NPA sales
- Prescription Pricing Authority website is www.ppa.org.uk
- Health Solution Wales website is www.wales.nhs.uk/sites3/home.cfm?OrgID=166

Essential service 3 – Disposal of unwanted medicines

- NPA SOP on dealing with returned medicines which covers the risks involved in sorting mixed returns and will help contractors ensure that waste medicines are dealt with safely www.npa.co.uk
- Safe Custody Regulations and good practice on the handling of medicines see *The safe and secure handling of medicines: a team approach* by the RPSGB. www.rpsgb.org.uk. Also see the *Medicines, Ethics & Practice Guide*.
- RPSGB interim guidance on hazardous waste for community pharmacists
www.rpsgb.org.uk/pdfs/hazwastecommphguid.pdf
- PSNC guidance on waste www.psn.org.uk/waste
- PSNC guidance on disposal of obsolete dispensing stock at www.psn.org.uk/index.php?type=more_news&id=2101&k=9
- NPA information leaflet on waste available at www.npanet.co.uk (members only) or from NPA Sales

Essential service 4 – Promotion of Health Lifestyles (Public Health)

- Choosing health through pharmacy
www.dh.gov.uk/assetRoot/04/10/74/96/04107496.pdf
- Choosing health: making healthier choices easier
www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4094550&chk=aN5Cor

- ‘Public Health: Assessing needs for Pharmacy Development’ is available from CPPE. See www.cppe.man.ac.uk. or WCPPE www.cf.ac.uk/phrmy/WCPPE
- Public Health: a practical guide for community pharmacists’ www.psnc.org.uk/uploaded_txt/Public_Health_Book_ALL.pdf
- ‘A role in promoting healthy lifestyles’, *Pharmaceutical Journal*, 2 October 2004 p269, vol 273, no 7319.
- CPPE “Public Health Framework for Practitioners”
- National Public Health Service for Wales (has a pharmaceutical public health branch that is supporting various aspects of the new contract including production of multidisciplinary audits) at www.wales.nhs.uk/sites/home.cfm?OrgID=368

Essential service 5 – Signposting

- The ‘Ask About Medicines Week Health and Medicines Information Guide & Directory’ published in 2004 provides a list of some national patient group websites and help-lines and is a useful resource to use when providing the signposting service. Copies have been sent to each pharmacy in England and Wales. A searchable web based version of the guide and a PDF to download are available from the Ask About Medicines Week website www.askaboutmedicines.org/Homepage/Interactive_Directory/default.aspx
- PCOs may be developing local resources so please contact your PCO
- CPPE “Public Health Framework for Practitioners”
- NPA information leaflet on Self help and support organisations available from www.npanet.co.uk (members only) or from NPA Sales

Essential service 6 – Support for Self-care

- Self care - A Real Choice from DH www.dh.gov.uk/assetRoot/04/10/17/02/04101702.pdf
- Self-care support: A compendium of practical examples across the whole system of health and social care from DH www.dh.gov.uk/assetRoot/04/11/24/18/04112418.pdf
- Examples of Self-care devices and Assistive Technologies to Support Self-care from DH www.dh.gov.uk/assetRoot/04/11/50/25/04115025.pdf
- Pharmacists may wish to highlight the [NHS Direct self-help guide](#) to people seeking to develop their own self-help knowledge.
- A minor ailments training programme is available from CPPE and WCPPE. See www.cppe.man.ac.uk or www.cf.ac.uk/phrmy/WCPPE. Workshops include minor ailments, winter ailments, complementary therapies and minor ailments (paediatrics).

Essential service 8 – Clinical Governance

- See information on SOPs under Essential Service 1

- RPSGB and NCGST e-learning on clinical governance for community pharmacists available at www.cg4cp.org.uk
- RPSGB website contains sample audit templates at www.rpsgb.org/audit
- The National Electronic Library for Health (NeLH) can be used to access up to date information to support clinical practice. www.nelh.nhs.uk
- Separate guidance on fitness to practice requirements and procedures is available at www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4108206&chk=IDn0rv
- RPSGB Child protection guidance www.rpsgb.org.uk/pdfs/childprotectguid.pdf
- RPSGB guidance on protection of vulnerable adults www.rpsgb.org.uk/pdfs/vulnadultsprotectguid.pdf
- RPSGB Guidance on raising concerns www.rpsgb.org.uk/pdfs/raisingconcernsguid.pdf
- RPSGB interim guidance on identifying and remedying poor performance at www.rpsgb.org.uk/pdfs/pharmpoorperf0501.pdf
- RPSGB guidance on pharmacy visits from external monitoring bodies www.rpsgb.org.uk/members/clingov/clingovdocs.html#visits
- NPSA online learning programme for Root Cause Analysis, available free of charge to all NHS staff and can be accessed at http://www.npsa.nhs.uk/health/resources/root_cause_analysis/conditions
You can also access the National Reporting and Learning Scheme at <http://www.npsa.nhs.uk/health/reporting>
- CPPE and WCPPE offer a variety of workshops and e learning tools around clinical governance issues. For information on their training in risk management, clinical effectiveness, and staffing and staff management contact the Centre for Pharmacy Postgraduate Education Email: info@cppe.man.ac.uk Website: www.cppe.manchester.ac.uk/home.asp or the Welsh Centre for Pharmacy Postgraduate Education www.cf.ac.uk/phrmy/WCPPE
- Patient Safety Incident reporting tools at www.psn.org.uk/index.php?type=more_news&id=1698&k=9
- Welsh Pharmacy Contract Clinical Governance Information www.wales.nhs.uk/sites/page.cfm?orgid=498&pid=11862

Advanced Service (MURs and PIs)

- Guidance on starting an MUR service, a model SOP and promotional material is contained in the NPA's MUR resource pack, available from NPA Sales
- A triplicate book to record MURs is also available from NPA Sales
- Key PSNC MUR resources at www.psn.org.uk/advanced
- Details of MUR course and assessment providers at www.psn.org.uk/inmdex.php?type=more_news&id=1468
- CPPE and The School of Pharmacy at The University of Manchester developed the on line MUR assessment which can be found at www.cppe.manchester.ac.uk/mur/

- Wales Advanced services information
www.wales.nhs.uk/sites3/page.cfm?orgid=498&pid=7551
- Welsh forms for MURs at
www.wales.nhs.uk/sites3/page.cfm?orgid=498&pid=7558 or from your local Business Services Centre
- Service Specification at
www.psn.org.uk/uploaded_txt/Service%20Spec%20AS1%20-%20Medicines%20Use%20Review-Prescription%20Inter..pdf
- PSNC and DH guidance on claiming payment for MURs at
www.psn.org.uk/index.php?type=more_news&id=2097&k=9
- PSNC PREM2 form – request for consent to carry out MURs at alternative premises at www.psn.org.uk/index.php?type=more_news&id=2062&k=9

Enhanced services

- Guidance on Enhanced services in Wales as well as National Enhanced services templates
www.wales.nhs.uk/sites3/page.cfm?orgid=498&pid=7552
- Service specifications and guidance for enhanced services
www.psn.org.uk/index.php?type=page&pid=108&k=2
- Clinical Governance Framework for Pharmacist prescribers
www.rpsgb.org.uk/pdfs/clincgovframeworkpharm.pdf
- CPPE enhanced services webpage
www.cppe.manchester.ac.uk/NHS_Plan/pharmacy_contract/EnhancedServices.asp
- Long term Conditions: Integrating Community Pharmacy – the evidence showing the positive contribution of pharmacists in the management of LTCs at www.rpsgb.org/pdfs/ltcondintegcommphsumm.pdf

IT

- Connecting for Health website has some useful information in regards to IT issues www.connectingforhealth.nhs.uk
- PSNC information around IT available at www.psn.org.uk/IT

Additional resources:

- Guidance on Practice payments, a Department of Health and PSNC statement on dispensing staff levels
www.dh.gov.uk/PolicyAndGuidance/MedicinesPharmacyAndIndustry/CommunityPharmacyContractualFramework/CommunityPharmacyContractArticle/fs/en?CONTENT_ID=4117298&chk=t91mgY - Primary Care contracting draft community pharmacy assurance framework to aid monitoring of the pharmacy contract at
www.primarycarecontracting.nhs.uk/114.php
- NHS Clinical Governance Support Team chaperone policy
www.cgsupport.nhs.uk/downloads/Primary_Care/Chaperone_Framework.pdf

- Commissioning resource pack from the NPA available at www.npa.co.uk/publications/nhsdev/commissioning_resource_pack_aug_05.pdf. This is mainly aimed at PCTs to support understanding of the key commissioning routes for primary care services in England and how to utilise these to commission services from community pharmacy.
- Sources of funding guide at www.psn.org.uk/resources
- PSNC guidance on SLAs
www.psn.org.uk/uploaded_txt/LPC%20Briefing%20-%20SLAs.pdf
- PSNC Community Pharmacy News Special Editions including the new contract workbook www.psn.org.uk/index.php?type=page&pid=27&k=
- The medicines management collaborative at the NPC is developing a number of service improvement guides related to minor ailments, repeat prescribing, waste management and risk management. These will be available on their website www.npc.co.uk/mms
- New directions – the complete NPA guide to the new pharmacy contract, available at www.npanet.co.uk (members only) or hard copies available from NPA sales. This covers all the essential services and includes SOP templates.
- A general pharmacy contract page from CPPE available at www.cppe.manchester.ac.uk/NHS_plan/pharmacy_contract/
- NPSA Seven steps to Patient Safety for Primary Care at www.npsa.nhs.uk/health/resources/7steps
- Primary Care Contracting website
www.primarycarecontracting.nhs.uk/88.php