



Royal Cymdeithas
Pharmaceutical Fferyllol
Society Frenhinol
of Great Britain Prydain Fawr

Welsh Pharmacy Board | Bwrdd Fferylliaeth Cymru

WELSH PHARMACY BOARD WINTER 2008

PHARMACYMRU

A Bright New Year for Pharmacy



As we approach the year end, it's tempting to look back over the old year, however, for pharmacy it's probably more appropriate to keep looking forward. By the time you read this newsletter all members will have received a copy of the blueprint for the new professional body for pharmacy. *The New Professional Body for Pharmacy – the Prospectus* has been developed as a result of TransCom, the independent committee, listening to the profession and reflecting their wants and needs.

The prospectus outlines a model that takes a bottom up approach that will be lead by members for members. This blueprint has landed on our desks/dispensary benches at the busiest time of year, both professionally and personally. The Welsh Board urges all pharmacists to try to make time to read the Prospectus and be aware of these important changes.

Any comments are requested by the 9 January 2009 either using the free post form at the back of the document or by using the feedback facility on the TransCom Website (www.transitionalcommittee.com)

Gelli dod o hyd I fersiwn Cymraeg o'r prospectws yn (www.transitionalcommittee.com)

We hope that as many pharmacists as possible make themselves aware of the changes and talk to their colleagues about it. It's more important than ever to have your say. If you don't, how can we ensure the new Professional Body will meet your needs and be a strong and authoritative voice for the profession?

The Prospectus proposes a range of services for the new Professional Body which include:

- Leadership, representation and advocacy;
- Professional development and education;
- Professional support; and
- Professional networking publication

What next?

The feedback will be reflected in the final proposals that will shape the new Professional Body for pharmacy. Changes to the RPSGB Royal Charter will be required to establish the new body. This process, including a vote of members, will take place during 2009.

Responsible Pharmacist Regulations

The Medicines (Pharmacies) (Responsible Pharmacist) Regulations 2008 were laid before Parliament on 29 October 2008 but they will not come into force until 1 October 2009. The regulations are on the Department of Health website www.dh.gov.uk. The Welsh Pharmacy Board have undertaken to keep all pharmacists in Wales informed as this goes forward and will ensure all pharmacists have access to the information and support they need in putting these new requirements into practice.

Delivering the New NHS for Wales



December saw the Welsh Assembly Government publish the follow up consultation paper highlighting its proposals for reorganising NHS structures in Wales (www.wales.gov.uk/consultations). The paper proposes the dissolution of the 22 Local Health Boards and seven NHS Trusts in Wales and the establishment of seven new local health bodies.

These new bodies are to be established as Local Health Boards (LHBs) and the consultation document provides details of their proposed model, membership and functions. Sitting alongside them will be two groups, a Stakeholder Reference Group and a Professional Forum, both of which will provide advice to the new LHBs.

The work to establish the new structures provides a unique opportunity to ensure that these organisations are able to deliver the best possible services to the people of Wales. With the use of medicines as a key element of these services, the Welsh Pharmacy Board will continue to lobby hard to ensure that the unique skills and expertise of the pharmacy profession are fully utilised at both a strategic and operational level.

The Welsh Pharmacy Board will be maintaining this as a key priority during 2009, building on recent activities such as meeting with the Health Minister, key civil servants and Assembly Members and producing material to support the pharmacist role in policy initiatives (see diabetes resource pack on page 3)

But it isn't just about lobbying, the recently published Welsh Audit Office report on the Management of Chronic Conditions in Wales by the NHS has highlighted that further work is needed to turn policy into practice. The Board fully supports the direction of travel outlined by the Model and Framework for Chronic Conditions and firmly believes this is one key area where pharmacy can make an important difference in terms of turning policy into practice on the front line. The reorganisation of the NHS offers an exciting opportunity to fully engage the pharmacy profession in the development and delivery of these and other key plans for Wales.

The Board will be replying to the reorganisation consultation and would welcome comments from members to inform its response. Please feed your comments to the Board via wales@rpsgb.org.

Message from your Chairman



At the beginning of this year, the Welsh Board made a clear promise to communicate and engage with our members in Wales. I hope you will agree that we have tried very hard to fulfil that promise, through welcoming the RPSGB Council to Wales for the first time, by holding regional awareness events, by publishing our newsletter and by attending numerous meetings and events across Wales. We've received a positive response from you but, as always, if there is anything else you would like to see us doing, we are happy to listen.

Please excuse me if I briefly look back and celebrate our successes in 2008. We have been as busy as ever promoting the pharmacy profession. Our briefings are widely used and often quoted by politicians and other key stakeholders – we have even moved into film production! (See Pharmacy Promotional Film on page 3)

Looking forward to 2009, once again there's a lot going on! Next year will see advances towards the establishment of the General Pharmaceutical Council and new Professional Body, the re-organisation of the NHS in Wales, the implementation of the Responsible Pharmacist legislation, along with development in Information Technology and Chronic Conditions Management. To communicate and engage with all our members around these

important issues will be challenging to say the least but nevertheless one of our most important tasks.

With such a full year ahead, there is a lot of work on the horizon. But this isn't something that twelve Board members and five staff can deliver alone – we need your support and we welcome your involvement!

On behalf of myself, the Welsh Board and the staff in the Welsh office, I would like to wish the whole pharmacy team a very happy Christmas and best wishes for the New Year and to offer a thank you for your engagement and interaction this year.

We look forward to working with you in 2009 Nadolig Llawn a Blwyddyn Newydd Dda!

Marc Donovan
Chairman, Welsh Pharmacy Board

Competency and Training Frameworks

Agreement has been reached in Wales on the training and accreditation that will be required to support the delivery of enhanced services under the community pharmacy contract. This will ensure that once accredited, a pharmacist can deliver the service from any area in Wales. The work has been linked to the work of the Harmonisation of Accreditation in England to ensure cross border recognition.

The services covered are:

- Smoking Cessation
- Needle and Syringe Exchange
- Supervised Consumption
- EHC
- Services to Care Homes
- Minor Ailments

These competency and training frameworks were developed through the Welsh Committee of Profession Development of Pharmacy. They are available to download from our website
www.rpsgb.org/wales/news.html.



Unscheduled Care in Wales

The Welsh Audit Office is calling on members of the public to share their experiences of unscheduled health and social care. The current unscheduled care system is complex and includes provision in pharmacies, NHS Direct and out of hour's services. Please encourage the public to respond to this consultation to aid pharmacy inclusion in this service provision in future. Comments can be made via the online questionnaire (www.wao.gov.uk/whatwedo/unscheduledcare.asp), by telephoning 029 2032 0610 or by emailing stephen.lisle@wao.gov.uk.

Pharmacists Training Doctors

The Pharmacy Department at Ysbyty Gwynedd hospital are in the early stages of rolling out a Medicines Management programme to trainee doctors providing relevant input to specific clinical undergraduate placements and post graduate medical education at North West Wales NHS Trust.

This will promote patient safety through:

- Safe prescribing and use of medicines in clinical practice.
- Reducing medication errors.
- Meeting the Risk Management, Patient Safety Saving 1000 Lives campaign agenda.

Further details will be available in the next edition of our newsletter.

New Pharmacy Regulator

On Tuesday 9 December, the Department of Health, on behalf of England and Wales, and the Scottish Government launched a statutory consultation on proposals contained within the Pharmacy Order 2009 to establish a new regulator for pharmacy – the General Pharmaceutical Council (GPhC). We are encouraging all members, registrants and wider stakeholders to participate in the consultation, which provides an opportunity to comment on the functions of the GPhC.

Pharmacists urge men to be 'less macho'

The Welsh Pharmacy Board 'hooked up' with one of Wales's best known rugby internationals in a campaign to encourage more men to visit their local pharmacy to seek medical advice.

The campaign, launched by James Hook and Welsh Pharmacy Board representative, Elen Jones, at Cardiff Arms Park on 17 November, urged men to take advantage of the services that are offered by their local pharmacy.

Welsh in the Work Place

Communication is key to pharmacy service delivery and there is now greater emphasis on diversity and language awareness within healthcare. Pharmacy in Wales has a key role to play, as highlighted by recent research by Dr Louise Hughes and colleagues from the Welsh School of Pharmacy at Cardiff University and the Welsh Institute for Health and Social Care. The study highlighted the real communication needs of Welsh speakers and why the language is an intrinsic part of good customer care.

So what practical measures can pharmacies in Wales take?

- If you have Welsh speaking staff, encourage them to wear the 'Working Welsh' badges available free from: www.byig-wlb.org.uk
- Free translation

If you need to put up any local posters or signs, contact the Linkline to Welsh and get a free translation on **0845 6076070** or linkline@byig-wlb.org.uk

- Promoting the Welsh language

For further advice and assistance in promoting the Welsh language in the pharmacy contact your local Menter Iaith (language initiative) www.mentrau-iaith.com

- LHB Welsh language officers and translators
- All LHBs in Wales are served by Welsh language units who not only provide assistance with translation but also offer advice on all aspects of Welsh language provision. They may be able to advise on language awareness training (free resources available) and local shared best practice and resources amongst primary care practitioners.

For further information on the above or any other Welsh language issues, please contact Nia Davies of the Health and Voluntary Sector Unit at the Welsh Language Board on **029 2087 8000** or nia.davies@byig-wlb.org.uk

Ask about Antibiotics

Supporting the Welsh Assembly Government campaign for raising awareness on the use of antibiotics, the Welsh Pharmacy Board has redistributed its "Ask about your Antibiotics" leaflet to all community pharmacies across Wales. The campaign aims to inform the public on the appropriate use of antibiotics.

RPSGB's "Ask about your Antibiotics" is available in English and Welsh from www.rpsgb.org/wales/news.html

WAG's 'Get Better Without Using Antibiotics' Leaflet is available at <http://new.wales.gov.uk/dphhp/publication/protection/communicabledisease/antibiotics/antibioticse.pdf?lang=enlink>

Diabetes Resource Pack

In response to the new Welsh Diabetes Consensus Guidelines for adults with diabetes, a resource pack for service planners in LHB's and Trusts has been developed to encourage the increased inclusion of pharmacists in diabetes care across Wales. Published by the Welsh Assembly Government in September 2008, the new Guidelines are based upon the best available evidence and aim to drive up standards in the care of adults living with diabetes. Our resource pack highlights areas where pharmacy can play a crucial role in the prevention, detection and ongoing management of diabetes and includes a number of case study examples to demonstrate the effectiveness of pharmacy interventions in diabetes care. Further details of the new Consensus Guidelines for diabetes can be found at

<http://wales.gov.uk/dhss/publications/health/guidance/diabetesconsensus/diabetese.pdf?lang=en>

We are currently looking for pharmacists with an interest in Diabetes to work with us on various projects, please contact the office if you would like further details.

Pharmacy Promotional Film

We all know that many people don't fully understand the full range of pharmacist's skills, their potential and knowledge. To help us spread the message a short promotional film on pharmacy in Wales has been produced. Funded by the Trust Chief Pharmacist Committee and developed by the Welsh Pharmacy Board, the 3 minute film illustrates pharmacists working in hospital, community and GP settings and is aimed at key opinion formers. The film can be viewed at

www.rpsgb.org/wales/videos/RPSGBWales.wmv and copies of the DVD are available from the Welsh office on request.

We hope that members will use this film to promote the profession if they get an opportunity to do so. The Welsh Board plan to share this film with politicians and patient groups during 2009. If anyone has any suggestions for ways of using the film please get in touch with Welsh office.



IT Update

New information

To aid members in Wales keep up-to-date with IT developments, the Welsh pharmacy Board, in conjunction with Community Pharmacy Wales and the Primary Care Informatics Programme at the Welsh Assembly, have produced a series of fact sheets on IT developments.

- Infrastructure Project for Community Pharmacy
- NHS Connectivity Services for Community Pharmacy
- NHS Email Pilot for Community Pharmacy
- ETP Service for Community Pharmacy
- Electronic Transmission of Claims for Community Pharmacy

The fact sheets are available to download from www.rpsgb.org/wales.

Patient Confidentiality

The revised Foundation Manual for Caldicott Guardians was launched in November.

To support this manual a new website and online guide to help NHS Wales staff protect patient confidentiality is now available. Copies of the manual can be downloaded from the website (www.wales.nhs.uk/caldicott).

Map of Medicine



The Map of Medicine (www.wales.nhs.uk/ihc/page.cfm?pid=26669) is an online clinical knowledge resource, designed and developed by healthcare professionals to provide specialist-level information to the right person at the right time. It was selected by Informing Healthcare as the clinical pathways tool to help healthcare professionals plan the best possible treatment programmes for Welsh patients.

MedicinesComplete



MedicinesComplete is the online service from RPS Publishing; it offers online access to some of the world's leading drug and healthcare references. A free trial is available at www.medicinescomplete.com/mc/trials.htm.

Deputy Minister for Social Services Gwenda Thomas AM, took the opportunity to have her blood pressure checked

Healthy Living Week

For the third year running, the Welsh Board was pleased to support Healthy Living Week by joining over twenty other organisations in hosting a stand in the Senedd Oriel on 4 November. The event provided an opportunity to promote the message that pharmacists have a key role to play in supporting healthy living. Further information at www.jeffcuthbert.co.uk/healthyliving.

Help is at Hand

We are living in difficult times and it is important to remember that at times of great stress there is help available. Examples of help and support available include those provided by the profession and by the NHS in Wales.

Pharmacist Support



Pharmacist Support
Working for Pharmacists & their Families

Pharmacist Support (formerly The Benevolent Fund) is an organisation working for pharmacists and their families to provide help and support in times of need. The support services include a variety of programmes developed in consultation with pharmacists to offer a helping hand to colleagues who find themselves confronted by difficult circumstances, for whatever reason. Services provided include:

- Listening Friends
- Specialist Advice Services
- The Pharmacists Health Support Programme
- Grants and Financial Assistance
- Signposting

If you are currently affected by any issues relating to financial hardship, stress, employment problems, alcoholism, drug or any other addiction, please do not hesitate to contact Pharmacist Support by calling the freephone number **0808 168 2233** or via www.pharmacistsupport.org. Your enquiry will be dealt with promptly and in total confidence.

Primary Care Support Service



PCSS is a service funded by WAG to provide a range of support services for pharmacists working in community pharmacy. The range of services include:

- Counselling
- Peer support network
- Support for those undergoing investigation for complaints or possible professional underperformance
- Coaching
- Conflict resolution (mediation) service

Further information is available at www.primarycaresupport.wales.nhs.uk.

PSCC are currently seeking pharmacists to help provide the peer support service, if you are interested please contact Yvonne Hanspal on **01792 607412** or email yvonne.hanspal@nphs.wales.nhs.uk.

Welsh Language in Healthcare Awards

Nominations are now being sought for the Welsh Language in Healthcare Awards. Now in its sixth year, the main aim of the programme is to improve Welsh language provision in healthcare for both patients and the public. The deadline for nominations is 27 February 2009. For further information visit

www.wales.nhs.uk/sites3/page.cfm?orgid=415&pid=33836

If anyone is interested in applying and wants some help then ring the office on **029 2073 0310** and speak to Jocelyn or Cath.

Bursaries for Prescribing Courses

The Welsh Assembly Government has agreed to fund a limited number of training places on courses provided by Higher Educational Institutes in Wales during 2009.

Additionally there are a limited number of bursaries to assist pharmacists who are providing community pharmacy services in rural areas of Wales with the cost associated with studying to become an independent prescriber.

The courses must commence between January and March 2009 to qualify for funding. Application forms and further information on the bursaries are available from the Head of Pharmacy & Medicines Management at each Local Health Board.

Applications from supplementary prescribers wishing to apply for the conversion course are also welcome (the Jan-March 2009 conversion course will be the last conversion course provided by Cardiff University).

The Welsh Board continues to promote the services of pharmacist prescribers, as seen in a recent Western Mail Article (www.walesonline.co.uk/news/health-news/2008/11/17/nurses-and-pharmacists-believe-independent-prescribing-can-cure-the-nhs-ills-91466-22271508/), but need more examples of good practice. Please can current prescribers let us know what services they are currently involved in by emailing the office on wales@rpsgb.org.

Branch News

Gwent Branch

There will be a joint meeting with Hospital Pre-Reg Students and WCPPE on 'Managing Patients With Asthma' on Tuesday, 13 January 2009 at the Hill Conference Centre in Abergavenny. A buffet will be available at 6.30pm and the course will run from 7.15pm – 9.15pm. Speaker: Petula A Garner, Respiratory Nurse, Powys LHB, Ystradgynlais Hospital. For further details please contact Rachel Hopkins on Rachel.Hopkins@pennpharm.com.

Morgannwg Branch

The Morgannwg Branch has had a busy few months. In September, Nigel Clarke, Chairman of TransCom gave an excellent presentation on the New Professional Body -What do Pharmacists want? This was well attended and members were enthused to go away and inform colleagues who were unable to attend about the work of TransCom. In November, a meeting was held on Veterinary Pharmacy - Is it for you? Speaker Rod Jones, gave an informative presentation which was well received by attendees. December saw our Christmas quiz which proved to be a very enjoyable evening! If you would like further details of future Branch meetings please contact Marilyn Davies on marilynd@hotmail.co.uk.

Ceredigion Branch

The Branch is hoping to organise a meeting in January to discuss the future of the Society. It is hoped that Council Member, Andrew Gush will speak. Please contact Huw Evans on huw.evans@tesco.net for further information.

Thank You!

Our thanks go to Andrew Evans and Olga Forsyth for taking time out of their busy schedules to work with the Society in leading workshops at the British Lung Foundation Wales Conference and to Rachel Beckett for promoting the role of pharmacy in delivering the Older People's NSF at a recent event in Cardiff. If anyone is interested in getting involved in events like please contact the office.



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Pharmacymru – Your Newsletter!

This is your newsletter, so please let us know if you would like to include anything in future editions.

2 Ash Tree Court, Cardiff Gate Business Park, Pontprennau, Cardiff CF23 8RW
Telephone: 029 2073 0310 Fax: 029 2073 0311 e-mail: wales@rpsgb.org