

Surrey Heartlands

Primary Care Network

Pharmacy Staff

Induction Pack

Staff Member: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Clinical Supervisor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Line Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mentor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

FINAL DRAFT Version (V9)

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***If any links are found to not work, or any information requires updating, please e-mail:*** [***Rachel.mackay3@nhs.net***](mailto:Rachel.mackay3@nhs.net)*(please put in the message heading “PCN Pharmacy Induction pack”)*

**Introduction**

Welcome to Surrey Heartlands, perhaps you are new to the area; you may not know how “Pharmacy” is placed within the local health economy – undoubtedly, you will have some questions (even if you have worked here before). We hope that this pack will help to direct or remind you of some of the information that will assist you to settle in quickly and be an effective and integral part of the Pharmacy and Medicines Optimisation system.

Working as a member of the Primary Care Network pharmacy team, to improve medicines optimisation is a demanding and rewarding career. There are opportunities to provide specialist expertise in the use of medicines, helping to address both the public health and social care needs of patients within a PCN and to help tackle inequalities by helping to improve access to care.

Primary Care Networks are groups of local GPs and other partners operating at a very local level to plan and buy care for local populations of generally between 30,000 and 50,000 people. This will help bring services even closer to patients. We now have 24 Primary Care Networks across Surrey Heartlands. You can see an NHS video explaining the role of Primary Care Networks [here](https://youtu.be/W19DtEsc8Ys)

Primary Care Networks are a key part of the NHS Long Term Plan and specific areas where PCNs are expected to make a difference to include:

* Tackling health inequalities at local level
* More structured review of patient’s medications
* Enhanced healthcare in care homes
* More personalised care
* Supporting early diagnosis of cancer
* Better planning with patients and carers about individuals’ care needs
* Improved prevention and diagnosis of cardiovascular disease
* Chronic disease management of other health conditions e.g asthma, COPD, Type 2 diabetes

PCN Pharmacists and pharmacy technicians are expected to play a big part in supporting the medicines optimisation elements within the [Network Contract Directed Enhanced Service.](https://www.england.nhs.uk/gp/investment/gp-contract/#des-21-22)

This pack is not designed to answer all the possible questions you have, but may we firstly point out that you have joined a very welcoming and accommodating wider Pharmacy and Medicines Optimisation team, and if you have questions please just ask!

Any areas for development that arise from undertaking the induction should be included as short-term objectives in your personal development plan (PDP) with your clinical supervisor / line manager / mentor.

We wish you all the best in your new venture and we look forward to seeing how your contribution will inevitably add to the diversity and capability of the Primary Care Network team and the wider Surrey Heartlands Pharmacy network.

**Pharmacy roles**

Health Education England (HEE) have produced an Interactive Pharmacy Careers Map; with animated pharmacy roles in a virtual town, with a range of different pharmacy settings. It provides a great insight into the range of roles that pharmacy professionals undertake. It also includes several case studies where individuals talk in more detail about their role.

[Home - Pharmacy Careers (careersinpharmacy.uk)](https://careersinpharmacy.uk/)

**Primary Care Network Induction Checklist**

|  |  |
| --- | --- |
| **Name of Staff Member:**  **Name of Line Manager:**  **Name of Clinical Supervisor:**  **PCN:**  **PCN Clinical Director:**  **Employing Organisation:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| General Induction – Employing organisation | **✓** | **By who** | **Date** |
| **Personal** | | | |
| Introduction |  |  |  |
| Hours/days of work |  |  |  |
| Work schedule |  |  |  |
| Issuing of equipment: Laptop, mobile Phone, iPad (where applicable) |  |  |  |
| Email account: how to set up email signature, out of office, calendar |  |  |  |
| Flexible working / remote working |  |  |  |
| Microsoft teams account – how to use |  |  |  |
| Completion of Declaration of Interest form |  |  |  |
| Mandatory training requirements |  |  |  |
| Identification badge |  |  |  |
| Sickness reporting |  |  |  |
| Annual leave process |  |  |  |
| CPPE 18-month pathway |  |  |  |
| Study leave process |  |  |  |
| Overtime |  |  |  |
| Claiming expenses |  |  |  |
| Indemnity insurance considerations (if applicable) |  |  |  |
| Incident reporting/escalation/concerns |  |  |  |
| Complaints management |  |  |  |
| Working within competence |  |  |  |
| Professional registration |  |  |  |
| Car Parking – car pass (if applicable) |  |  |  |
| Lone working |  |  |  |
| Electronic Staff Record (ESR) |  |  |  |
| Accessing a Smartcard (where applicable) |  |  |  |
| Working from home arrangements e.g remote access (to be agreed with your line manager) |  |  |  |
| IT help desk and portal |  |  |  |
| Policies and Procedures   * Annual Appraisals * Health & Safety * Confidentiality * Information Governance / GDPR * Conflicts of Interest * Fraud in the NHS * Security in the NHS |  |  |  |
| **Primary Care Network Induction – Clinical Director** |  |  |  |
| PCN Structure / area / catchment / patient demographics |  |  |  |
| Location of work / hours /days |  |  |  |
| Flexible working / Remote working |  |  |  |
| CPPE 18-month pathway / Independent prescribing course *(if applicable)* |  |  |  |
| Study Leave process |  |  |  |
| Clinical supervisor / buddy / mentor / peer support |  |  |  |
| Meetings to attend e.g. PCN meetings, practice clinical meeting, Place based (local) Pharmacy meetings (including the local Pharmacy Network meetings) |  |  |  |
| Network Contract Directed Enhanced Service **(**DES**)** Specification |  |  |  |
| **IT Systems** |  |  |  |
| EMIS / Vision / System One - Access to handbook and help videos |  |  |  |
| Navigating the patient record:   * View patient details * View and add consultations * View investigations/test results * View letters/clinical correspondence * Attaching and printing patient letters * Amend, add and remove medication within scope of practice * Read / Snomed codes * Medication record * Templates |  |  |  |
| Introduction to searches   * How to perform a basic search * How to manipulate and export searches into Excel |  |  |  |
| Appointment book, tasks, screen messages, internal mail |  |  |  |
| How to use DOCMAN |  |  |  |
| ICE   * Requesting blood tests * Downloading blood tests |  |  |  |

**Shadowing**

It cannot be stressed how important it is to familiarise yourself with the work of the team by immersing yourself in shadowing experienced members. It is important to ensure you follow your mentor in the first few weeks – partly to familiarise yourself with your working environment and partly to get to know the job role.

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| --- | --- | --- | --- |
| Shadowing opportunities according to the needs of the employee to build on clinical knowledge, consultation skills and the overall running of the practices.   * GP * Nurse * HCA * Paramedic * Pharmacist / pharmacy technician * Prescription clerk * Reception team * Specialist clinics – diabetes, COPD, asthma |  |  |  |
| Identify and discuss individual learning and development needs with the clinical director, and potential education and training opportunities. Consider a personal development plan (this will be including the plan for the **CPPE pathway** and training to use **PINCER**)  Notes: |  |  |  |

**GP Practice Induction Checklist (one for each practice)**

This induction checklist should be completed for each individual practice that the individual will be working in. The checklist should be completed during the first few weeks of working at the practice.

|  |  |
| --- | --- |
| **Name of Staff Member** |  |

|  |  |
| --- | --- |
| **Practice Name:** |  |
| **Practice contact details** |  |
| **Practice Telephone Number:** |  |
| **PCN Lead** |  |
| **GP Prescribing Lead** |  |
| **Practice Manager** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | **✓** | **Date** |
| **Practice Orientation** | | | | |
| Background to the practice:   * List size * Sites * Dispensing/non-dispensing * Training/non-training * Opening hours * Signing in/out * Door codes/access * Out of hours service * Services/clinics provided * Practice meetings schedule * Protected learning sessions schedule * Locality/cluster meeting schedule * How practices are paid * Quality & Outcomes Framework (QoF) * Non-medical prescribers | | |  |  |
| Practice staff profile (where you are able, shadow as many practice staff to gain an insight into as many practice roles as you can):   * Practice manager/deputy manager * GPs (partners/salaried/locums/GP registrars) * PCN lead for the practice * Prescribing lead * Clinical Pharmacist / PCN pharmacist * Advanced nurse practitioners * Practice nurses * Health care assistants * Phlebotomist * Prescription clerk * Reception staff * Other; e.g. paramedic, physiotherapist, physicians associate. | | |  |  |
| Other locally based staff e.g.   * Matron * District nurses * Health visitor * Community Hub pharmacists * Midwife * Community Psychiatric Nurse (CPN) * Local community pharmacies / Community Pharmacy PCN Lead * Dietitian * Social prescribing contact * Social worker * Care homes * Single point of access * Other: | | |  |  |
| Tour of the building | | |  |  |
| Fire/evacuation procedures | | |  |  |
| Emergency procedures (e.g. panic alarm) | | |  |  |
| Confidentiality | | |  |  |
| Use of Practice Data | | |  |  |
| Incident reporting | | |  |  |
| Complaints procedure | | |  |  |
| Practice process for security of prescription pads | | |  |  |
| Infection control processes (handwashing, clinical waste) | | |  |  |
| Sharps injury process | | |  |  |
| Practice handbook | | |  |  |
| Mandatory Training Processes | | |  |  |
| Health and Safety procedures | | |  |  |
| HR processes e.g. process for reporting in sick, booking annual leave | | |  |  |
| **Administration Processes** | | | | |
| Telephone system:   * Extensions * Transferring calls * Practice procedure on leaving messages for patients (e.g. on answering machine, leaving message with family/carers) | | |  |  |
| Reception processes:   * Incoming and outgoing correspondence/mail * Letterheads/template letters * Contact List for local services for referral * Fax system | | |  |  |
| **Computer System** | | | | |
| Personal login/password   * Desktop * EMIS * DOCMAN * ICE * Footfall * Teamnet * AccuRx * Mandatory training system eg Bluestream Academy. | | |  |  |
| Intranet access (if applicable) | | |  |  |
| Shared drive/saving documents | | |  |  |
| Internal processes   * Tasks * Notifications * Workflow * Footfall * Communication within the surgery e.g internal emails, screen messaging * NHS mail | | |  |  |
| Appointments system *(if applicable)* | | |  |  |
| **Patient Management** | | | | |
| Patient management principles - respect, privacy and dignity | | |  |  |
| Patient chaperone processes *(if applicable)* | | |  |  |
| Process for dealing with challenging/difficult/complex patients – location of panic button *(if applicable)* | | |  |  |
| Practice process for managing and acting on clinical correspondence *(if applicable)* | | |  |  |
| Practice process for requesting and acting on test results *(if applicable)* | | |  |  |
| Practice process for referring patients to other services *(if applicable)* | | |  |  |
| Understanding prescribing processes:   * Ordering system for repeat medicines * Prescribing processes standard operating procedures including electronic Prescribing Services (EPS) and electronic Repeat Prescriptions (eRD) * Issuing repeat prescriptions * Issuing acute prescriptions * Batch prescription processes (if applicable) * Repeat reauthorisation process * Medication review process * Medicines reconciliation | | |  |  |
| Chronic disease review, templates used and recall processes *(if applicable)* e.g.:   * Structured medication reviews * Hypertension * Asthma * COPD * Diabetes * Chronic heart disease * Heart failure * Epilepsy * Other: | | |  |  |
| Locally Commissioned Services for prescribing that the practice has signed up to | | |  |  |
| Vaccination processes (flu, childhood, holiday) *(if applicable)* | | |  |  |
| **Staff Member Signature:** |  | **Date:** | | |

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| **Medicines Management / Optimisation Teams** | | | |
| Team structure *(to provide organogram of the Place based (local) structure / ICS Pharmacy Leadership structure)* – pharmacists, technicians, medicines management nurse, dietitian, data analyst, admin assistant   * Arrange time to meet with Medicines Optimisation Team members to discuss role and scope of practice for each team member |  |  |  |
| Overview of:   * Surrey Heartlands * Integrated Care Systems (ICS) * Provider Alliances at Place * Primary Care Networks (PCNs) – Practices, Clinical Directors, PCN Pharmacists and clinical pharmacists working in GP practices, Pharmacist-led clinics running within the locality * Acute providers * Mental Health provision   Community providers – e.g. to include stoma, continence, wound management, dietetics, speech & language, MOCH team   * Local Community pharmacies |  |  |  |
| Prescribing Leads  Discuss role of the GP Prescribing Lead(s) and arrange opportunity to meet |  |  |  |
| Prescribing Schemes   * Provide details of current schemes and themes from previous schemes |  |  |  |
| Pharmacy / Medicines Optimisation meetings at Place:   * Acute Trust Drugs & Therapeutics Committee * Medicines Optimisation Group (MOG) * ICS Pharmacy meetings:   + Medicines Optimisation & Pharmacy Board,   + Area Prescribing Committee (APC)   + Primary Care Operational Group   + Medicines Optimisation Operational Group   + Medicines Safety Committee |  |  |  |
| QIPP plans, including current priorities |  |  |  |
| Accessing the Surrey PAD / Joint Formulary *(if applicable)*, local guidelines, ONPOS & DACs (Direct Appliance Contractors) e.g who supply ostomy appliances etc |  |  |  |
| Current projects and work plan |  |  |  |
| Contact lists to be provided for:   * ICP Medicines Optimisation team members * ICS Medicines Optimisation team members * PCN pharmacists & Clinical Pharmacists in GP practices * Pharmacy / Medicines Optimisation contacts for other provider services (mental health, acute, community) * Community pharmacy – LPC (Local Pharmaceutical Committee), local community pharmacies, local PCN Pharmacy Leads,( can be found here: <https://communitypharmacyss.co.uk/healthcare-landscape/primary-care-networks-pcns/pcns-in-surrey/> * NHS England contracts team, * CD Accountable Officer * NHS Digital – EPS team |  |  |  |
| Glossary of abbreviations |  |  |  |

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| --- | --- | --- | --- |
| **Resources** |  |  |  |
| **Professionalism**  GPHC Standards of Conduct of pharmacy professionals  <https://www.pharmacyregulation.org/standards-for-pharmacy-professionals>  Royal Pharmaceutical Society Foundation Pharmacy Framework for Pharmacists  <https://www.rpharms.com/resources/frameworks/foundation-pharmacy-framework-fpf>  Royal Pharmaceutical Society Faculty: (Pharmacists Only)  The Faculty is a professional development and recognition programme to show the knowledge, skills and experience you have gained.  <https://www.rpharms.com/development/credentialing/faculty/about-faculty>  Association of Pharmacy Technicians (APTUK) – Foundation Pharmacy Framework for Pharmacy Technicians (where applicable)  <https://www.aptuk.org/foundation-pharmacy-framework> |  |  |  |
| **Introduction to Information Resources** | | | |
| Surrey Heartlands Medicines Management Team Resource List – see appendix 1 for the resources frequently used by the Medicines Management Team |  |  |  |
| Prescribing Advisory Database (PAD) user guide  <https://surreyccg.res-systems.net/PAD/Content/Documents/PAD-User-Guide-V2.pdf> |  |  |  |
| PHE Self Care Resources  <https://www.selfcareforum.org/resources/> |  |  |  |
| Dysphagia website:  <https://www.sps.nhs.uk/articles/how-can-people-who-need-thickened-fluids-take-medicines/> |  |  |  |
| Formularies *(if applicable)*   * Provider formularies * Place based (local) formulary e.g. Guildford & Waverley Net Formulary |  |  |  |
| NICE / NICE CKS  <https://www.nice.org.uk/> / <https://cks.nice.org.uk/> |  |  |  |
| PresQIPP – user name and log in |  |  |  |
| Surrey & Sussex library and knowledge services  <https://www.surreyandsussexlibraryservices.nhs.uk/> |  |  |  |
| FutureNHS Platform  The FutureNHS Collaboration Platform is the only virtual collaboration platform from the NHS that supports people working in health and social care to make change, improve and transform across organisations, places and professions.  The platform allows members to respond quickly to the changing health and care landscape, most recently supporting its members to collaborate at scale during the COVID-19 pandemic and the implementation of the Long-Term Plan.  [FutureNHS Collaboration Platform](https://future.nhs.uk/about#about_futurenhs) |  |  |  |
| Access to Medicines Complete allowing access to the following resources:   * Drug administration via enteral feeding tubes * Drugs in Pregnancy and lactation * Palliative care formulary * Stockley’s drug interactions * Stockley’s Herbal Medicines Interactions * Herbal Medicines   You will need to register with NHS OpenAthens:  Register once at [https://openathens.nice.org.uk](https://scanmail.trustwave.com/?c=8248&d=gtOM3icgVlalDPbyJWkozvP5bR9GybgMuz4ubPq9BA&u=https%3a%2f%2fgbr01%2esafelinks%2eprotection%2eoutlook%2ecom%2f%3furl%3dhttps%253A%252F%252Fopenathens%2enice%2eorg%2euk%252F%26data%3d02%257C01%257CNic%2ePotter%2540rpharms%2ecom%257C8b2d3cfb71c94d895fcf08d7d655b5e1%257C99193c61658d4076952f07c345a3be97%257C0%257C0%257C637213535922892828%26sdata%3d92gYFxqNGf4YpZYhGMzYQ8784qxFok%252B%252FLA9HYc%252FaIac%253D%26reserved%3d0) for anytime, anywhere access to online journals, databases and other evidence sources including Medicines Complete and BMJ Best Practice |  |  |  |

|  |  |  |
| --- | --- | --- |
| I have completed the above induction programme and have been provided with information on all areas listed. | | |
| **Staff Member Signature:** |  | **Date Completed:** |
| **Line Manager Signature:** |  | **Date:** |

**Useful Information for Primary Care Network Pharmacy Workforce**

|  |  |  |
| --- | --- | --- |
| **Suggested Training** | **Supporting Information** | **Completed** |
| Understanding influences on prescribers  Influencing prescribers and changing practice  Completion of the CPPE training course “Fundamentals of working with GPs” | <https://www.cppe.ac.uk/> |  |
| **How Prescribing decisions are made** | **Supporting Information** | **Completed** |
| What is the Area Prescribing Committee (APC)?  Which geographical areas does it cover?  How are the decisions ratified?  Where can the decisions made be found – Prescribing Advisory Database (PAD)  What are the Traffic Light colours used by the APC and why?  What is the role of Regional Optimisation Committees (RMOCs)?  What is the role of NICE in drug decision making? | Discussion with mentor / local (place-based) Medicines Optimisation Team  Accessing the Prescribing Advisory Database (PAD)  <https://surreyccg.res-systems.net/PAD/>  <https://www.england.nhs.uk/medicines/regional-medicines-optimisation-committees/>  <https://www.nice.org.uk/> |  |
| **Prescribing Policy process**   * **Interface and Pharmaceutical Commissioning** * **NHS standard contract and drugs excluded from national tariff** | **Supporting Information** | **Completed** |
| What is shared care?  Where can I find more information on shared care?  Interface Prescribing Policy  [Surrey guidance: Private to NHS/Private Prescriptions for NHS patients](https://surreyccg.res-systems.net/pad/Guidelines/Detail/4410)  Discharge Medicines Service (DMS) using PharmOutcomes N.B this service was formally known as the Transfer of Care Around Medicines (TCAM)  Evidence supporting the use of Discharge Medicines Services (formerly known as the Transfer of Care Around Medicines) | Responsibility for Prescribing between primary care and secondary/tertiary care:  <https://surreyccg.res-systems.net/PAD//Content/Documents/2/Responsibility-prescribing-between-primary-secondary-care-v2.pdf>  <https://surreyccg.res-systems.net/PAD/Guidelines/Detail/6193>  https://surreyccg.res-systems.net/PAD/Guidelines/Detail/6192  https://surreyccg.res-systems.net/pad/Guidelines/Detail/4410  Discussion with mentor / local (place-based) Medicines Optimisation Team on local implementation  <https://www.ahsnnetwork.com/about-academic-health-science-networks/national-programmes-priorities/transfers-care-around-medicines-tcam>  https://bmjopen.bmj.com/content/6/10/e012532 |  |
| **Prescribing Policy process – Primary Care** |  |  |
| Medicines Management Guide to Prescribing  Medicines Shortages and MIMS tracker  Non-medical prescribing Guidance  Safe and Secure Management of Prescription Stationary guidance  How to notify of Prescriber Staff Changes (including non-medical prescribers)  Repeat Prescription Management and Re-ordering guidance  How to record non-GP prescribed medicines | <https://surreyccg.res-systems.net/PAD/Guidelines/Detail/4401>  <https://surreyccg.res-systems.net/pad/Guidelines/Detail/6082>  <https://surreyccg.res-systems.net/PAD/Guidelines/Detail/6246>  <https://surreyccg.res-systems.net/pad/Content/Documents/2/Prescription%20Security%20recommendations%20-%20review%20July%202018%20V2%20FINAL.pdf>  <https://surreyccg.res-systems.net/pad/Content/Documents/2/Non-medical%20Prescribers%20joining%20and%20leaving%20practices%20-%20Guide%20for%20Practices%20-%20final.pdf>  <https://surreyccg.res-systems.net/pad/Guidelines/Detail/5198>  [https://surreyccg.res-systems.net/PAD//Content/Documents/2/Guidance%20for%20Practices%20on%20Recording%20Non-GP%20meds%20Medicines%20Safety%20Group%20v2.pdf](https://surreyccg.res-systems.net/PAD/Content/Documents/2/Guidance%20for%20Practices%20on%20Recording%20Non-GP%20meds%20Medicines%20Safety%20Group%20v2.pdf) |  |
| **Understanding and using Prescribing data** | **Supporting Information** | **Completed** |
| How to identify cost efficiencies  Access to prescribing data  Understanding Prescribing measures and when to use them  Understand difference between specials – tariff/ non-tariff.  How medicines costs are reimbursed and pricing Structure of medications – Part 8 of drug tariff  Contingency budget, end of year adjustments, expensive list  Identifying and managing unwarranted variation in prescribing – policy and SOP  FingerTips – PHE Data | PrescQIPP  <https://www.prescqipp.info/>  E-PACT2 user guide:  <https://www.nhsbsa.nhs.uk/epact2/user-guides>  Open Prescribing FAQs  <https://openprescribing.net/faq/>  <https://webarchive.nationalarchives.gov.uk/20180307182940/http://content.digital.nhs.uk/prescribing/measures>  [http://www.drugtariff.nhsbsa.nhs.uk/#/00456166-DA\_1/DA00456165/Part VIIIA - Basic Prices of Drugs](file:///\\10.236.160.17\cifs_wbccg\SHARED\Medicines%20Management\Prescribing%20Support\Personal%20Document%20Folder\sam%20melling\Training\Practice%20Work%20Training%20updated.docx)  PSNC website <https://psnc.org.uk/dispensing-supply/>  <https://surreyccg.res-systems.net/PAD//Content/Documents/2/Expensive%20Drugs%20and%20Feeds%20for%202018-19%20v2.pdf>  [https://surreyccg.res-systems.net/PAD//Content/Documents/2/FINAL%20-%20%20Recommendations%20for%20managing%20unwarranted%20variation%20in%20prescribing%20updated%20March%202017.pdf](https://surreyccg.res-systems.net/PAD/Content/Documents/2/FINAL%20-%20%20Recommendations%20for%20managing%20unwarranted%20variation%20in%20prescribing%20updated%20March%202017.pdf)  <https://fingertips.phe.org.uk/> |  |
| **Clinical Audits** | **Supporting Information** | **Completed** |
| How to design and carry out a clinical audit  Clinical Audits used in your area (place-base) | <https://www.bmj.com/content/336/7655/1241>  <https://www.nice.org.uk/media/default/About/what-we-do/Into-practice/principles-for-best-practice-in-clinical-audit.pdf> |  |
| **Medicines Safety** | **Supporting Information** | **Completed** |
| Aware of the different types of safety alerts e.g. MHRA Drug Safety Updates  Patient Safety Alerts  Reporting medication errors using the LFPSE (Learn From Patient Safety Events) e-form  Medicines Safety Matters newsletters / Medicines Safety Group  Preventing Prescribing Errors (e.g. PINCER, QOF Quality Improvement Domain)  Reporting and learning from medication related incidents  Finding prescribing data on medicines safety  Using OptimiseRx to support medicines optimisation | <https://www.gov.uk/drug-safety-update>  <https://improvement.nhs.uk/resources/patient-safety-alerts/>  [Learn from patient safety events (learn-from-patient-safety-events.nhs.uk)](https://record.learn-from-patient-safety-events.nhs.uk/)  <https://surreyccg.res-systems.net/PAD/Search/DrugConditionProfile/6118>  <https://www.nottingham.ac.uk/pincer/pincer.aspx>    <https://www.england.nhs.uk/wp-content/uploads/2019/05/gms-contract-qof-guidance-april-2019.pdf>  <https://www.thelancet.com/journals/lancet/article/PIIS0140-6736(11)61817-5/fulltext>  <https://improvement.nhs.uk/resources/learning-from-patient-safety-incidents/>  EPACT2 dashboards linked to medicines safety  <https://www.nhsbsa.nhs.uk/epact2/dashboards-and-specifications> |  |
| **Antimicrobial Stewardship** | **Supporting Information** | **Completed** |
| Systems and processes for effective antimicrobial use, including TARGET resources  PrescQIPP webkit | <https://www.nice.org.uk/guidance/ng15>  <https://elearning.rcgp.org.uk/course/view.php?id=553>  <https://www.prescqipp.info/our-resources/webkits/antimicrobial-stewardship/> |  |
| **Prescribing Decision Software** | **Supporting Information** | **Completed** |
| How OptimiseRX works  Accessing and interpreting OptimiseRX reports | <https://www.fdbhealth.co.uk/solutions/optimiserx>   * **Fully integrated with patient record** within the GP Clinical system * **Patient specific & Clinically Intuitive recommendations** taking into account the full patient history * Designed to produce messages at points in the prescribing workflow where clinicians normally work * **Feedback function** to allow end users to communicate with CCG and FDB * Recommendations, alerts and prompts based on **evidence based best practice, safety and only then, cost**   Training provided by Surrey Heartlands Optimise Rx team |  |
| **Locally Commissioned services for GP Practices – drug related** | **Supporting Information** | **Completed** |
| Anticoagulation (warfarin / DOAC)  Drug Monitoring  Denosumab  Long-acting antipsychotics administration in primary care  ADHD in Childhood  Chronic disease management – Diabetes and Respiratory/spirometry  Flu | Available from local (place-based) Medicines Optimisation team |  |
| **Other** | **Supporting Information** | **Completed** |
| Surrey Heartlands Medicines Optimisation Strategy | (Access via FutureNHS platform – registration required) – <https://future.nhs.uk/system/login?nextURL=%2Fconnect%2Eti%2FPIMOsurreyics%2Fgrouphome> |  |
| **Community Pharmacy / Prescription services / self-care / compliance aids** | **Supporting Information** | **Completed** |
| Community Pharmacy Contractual Framework  Electronic Prescription Service (EPS)  Repeat Dispensing and Electronic Repeat Dispensing (eRD)  Surrey wide Community Pharmacy scheme for the on-demand availability of drugs for palliative care (locally commissioned service)  Over the Counter medicines guidance  Medicines compliance aids and 7-day scripts | <https://psnc.org.uk/contract-it/the-pharmacy-contract/>  <https://psnc.org.uk/dispensing-supply/eps/electronic-prescription-service-eps-sitemap/>  <https://psnc.org.uk/services-commissioning/essential-services/repeat-dispensing/>  <https://surreyccg.res-systems.net/PAD/Guidelines/Detail/4408>  <https://surreyccg.res-systems.net/pad/Guidelines/Detail/4411>  <https://surreyccg.res-systems.net/pad/Guidelines/Detail/4859> |  |
| **Care Homes** | **Supporting Information** | **Completed** |
| MOCH Team and processes | Available from the local (place-based) Medicines Optimisation team |  |
| Care homes resources on PAD | <https://surreyccg.res-systems.net/PAD/Search>  In the search facility type in Care Homes to bring up the care home resources. |  |
| How to search for information and structure an answer for medicines related queries in primary care | <https://www.medicineslearningportal.org/p/about_3.html>  <https://www.sps.nhs.uk/articles/resources-to-support-answering-medicines-related-questions-in-primary-care/> |  |

**Appendix1**

**Surrey Heartlands Medicines Optimisation Team Resource List**

The Medicines Optimisation Team manages the Surrey [PAD](https://surreyccg.res-systems.net/pad) (Prescribing Advisory Database) which is a web-based resource for all locally agreed guidelines and recommendations for Primary Care prescribing. PAD user guide is [here](https://surreyccg.res-systems.net/PAD/UserGuide). In addition to this, we receive / have access to a broad range of regular publications, clinical reference sources and data analysis tools (see tables below).

**Table 1 – Clinical reference sources**

|  |  |  |  |
| --- | --- | --- | --- |
| Title | Source | Typical content | Access: |
| Electronic Medicines Compendium |  | Summaries of Product Characteristics (SPCs)  Patient Information Leaflets (PILs) | <http://www.medicines.org.uk/emc/> |
| NEWT guidelines | Betsi Cadwaladr University Local Health Board (East) | Guides to administration of medicines to patients with enteral feeding tubes or swallowing difficulties | <http://newtguidelines.com/>  Upgraded access for all Surrey Heartlands Medicines Optimisation Team  Username: plumage6  Password: election |
| Renal Drug Database | UK Renal Pharmacy Group | 800 drug monographs that comprise concise information on clinical use, dosing, important drug interactions, metabolism and drug administration | Access <https://renaldrugdatabase.com/>  Licence for up to 3 users [Syheartlandsccg.nwsmmt@nhs.net](mailto:Syheartlandsccg.nwsmmt@nhs.net)  Free access for RPS members via e-library |
| PrescQIPP | Subscription organisation that supports cost-effective prescribing | Bulletins, Webkits, Webinars, e-learning, sharing good practice, data and newsletter (see below) | Register at <https://www.prescqipp.info/>  Contact our PrescQIPP champion Alex Soares [alexandra.soares@nhs.net](mailto:alexandra.soares@nhs.net) for further info |
| Surrey & Sussex Library Services | Surrey & Sussex Healthcare NHS Trust | Access to medical journals e.g. BMJ  Evidence searches  Journals and article searches | [www.surreyandsussexlibraryservices.nhs.uk](http://www.surreyandsussexlibraryservices.nhs.uk)  Will provide Registration and Athens password, also needed to use resources  Training and search support available |
| Ashford & St Peter’s Library Services | Ashford & St Peter’s NHS Foundation Trust | As above | <http://www.knowledgenet.ashfordstpeters.nhs.uk/>  As above |
| Royal Surrey Library Services | Royal Surrey Foundation Trust | As above | <https://www.libraryroyalsurrey.nhs.uk/>  As above |
| Specialist Pharmacy Service | The NHS Specialist Pharmacy Service – commissioned by NHS England | Medicines Optimisation resources  Specific medicine-related articles, RMOC  Horizon scanning for new medicines  Shortages, discontinuations, patent expiries  Guide to resources for answering medicines related questions in primary care | Registration required for full access  <https://www.sps.nhs.uk/>  SPS resources for query answering guide:  <https://www.sps.nhs.uk/articles/resources-to-support-answering-medicines-related-questions-in-primary-care/> |
| Medicines & Healthcare Products Regulatory Agency (MHRA) | Government agency sponsored by the Department of Health | Drug and device alerts and safety updates  Yellow Card reporting  Marketing licenses and authorisations  CAS (Central Alerting System) alerts | <https://www.gov.uk/government/organisations/medicines-and-healthcare-products-regulatory-agency>  To register to receive CAS alerts:  [safetyalerts@mhra.gov.uk](mailto:safetyalerts@mhra.gov.uk) |
| National Travel Health Network & Centre (NaTHNaC) | Network of agencies - commissioned by the Department of Health to provide travel health advice | Health advice for travellers  Disease outbreak and management advice | <https://travelhealthpro.org.uk/> |

**Table 2 – Data analysis tools and resources**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title | Source | Frequency | Typical content | Access: |
| Locally produced data analysis reports | Various |  | Trend analysis, therapeutic area analysis, financial reporting, QIPP trackers, benchmarking etc | See Data Availability Index for a list of reports and their location on the shared drive: [S:\Medicines Management\Finance-QIPP-Projects-Data analysis\Data Analysis](file:///S:\Medicines%20Management\Finance-QIPP-Projects-Data%20analysis\Data%20Analysis) |
| PrescQIPP | <https://www.prescqipp.info/> | Monthly | National, CCG, CCG Cluster and Practice level data for numerous, predefined prescribing indicators | Register at <https://www.prescqipp.info/>  Contact our PrescQIPP champion Alex Soares [alexandra.soares@nhs.net](mailto:alexandra.soares@nhs.net) for further info |
| ePACT2 | NHS BSA Prescription Services | Monthly | Primary Care prescription data for all dispensed prescriptions by CCG and practice.  Pre-built dashboards for national prescribing priorities e.g. OTC Medicines, Prescribing Safety measures, Antimicrobials, Diabetes, Respiratory plus many more | New users to follow the registration process at:  <https://www.nhsbsa.nhs.uk/epact2>  Contact your local (place-based) Medicines Optimisation Team |
| Open Prescribing | NHS Digital and NHS Business Services Authority | Monthly | National, CCG, STP, PCN and Practice level data for numerous, predefined prescribing indicators and the ability to define own comparative measures.  Useful blogs and monthly updates | <https://openprescribing.net/>  Register for monthly email updates about prescribing changes for your practice/PCN |
| Fingertips (National General Practice Profiles) | Public Health England |  | Health a social demographics at CCG and practice level  Prevalence information  Practice health profiles | <https://fingertips.phe.org.uk/profile/general-practice> |
| NHSE Medicines Optimisation Dashboard | NHS England and NHS Business Services Authority | Monthly | CCG and Acute Trust comparisons of various clinical, quality and community pharmacy scheme indicators | <https://www.england.nhs.uk/medicines/medicines-optimisation/dashboard/> |

**Table 3 – Publications**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title | Source | Frequency | Typical content | Access: |
| PrescQIPP newsletter | Subscription organisation that supports cost-effective prescribing | Monthly | New / updated PrescQIPP site content  New / updated data sets  Latest webinars / training opportunities  Upcoming events  Opportunities to input into PrescQIPP work | Sign up to PrescQIPP monthly newsletter:  <http://prescqipp.us2.list-manage.com/subscribe?u=7e7659db46e568cca5e047f43&id=009717c01d> |
| Medicines Management Matters, Medicines Safety Matters & Microbial Matters | Surrey Heartlands Medicines Optimisation team | Monthly | Latest APC guidance and recommendations  Safety updates, SPC changes  Other news relating to medicines / prescribing  Antimicrobial stewardship | Sent out to GP practices, and Surrey Heartlands Medicines Optimisation team members. |
| Drugs & Therapeutics Bulletin | BMJ Group | Monthly | Selection of independent reviews of medical treatments | Contact your local (place-based) Medicines Optimisation Team if access is required |
| NICE Medicines & Prescribing Associate feedback | NICE | 4 to 5 times a year | Summary of key points from NICE and Prescribing Centre | Available from Helen Marlow [h.marlow@nhs.net](mailto:h.marlow@nhs.net) |
| NICE:  Update for Primary Care, Medicines and Prescribing Alerts,  Medicines Awareness Service | NICE Medicines and Prescribing Centre | various | Latest published and forthcoming guidance  Implementation advice  Consultations, meetings and events  Latest news, features and stories  Evidence summaries: new medicines, unlicensed / off-label medicines  Overview of latest evidence-based information | Sign up online at:  <https://www.nice.org.uk/news/nice-newsletters-and-alerts>  Subscribe to:   * Important New Evidence (INE) * Medicines Awareness Weekly |
| Medicines Use & Safety Updates | Specialist Pharmacy Service | Monthly | Summary of recent publications / resources from SPS | Subscribe via indicated preferences on website <https://www.sps.nhs.uk/> |
| Drug Tariff | Dept. of Health and NHS Prescription Services | Monthly | Drug and appliance prices paid to pharmacy contractors, price of generic medicines  Dispensing fees, allowances and endorsement rules | <http://www.nhsbsa.nhs.uk/924.aspx> |
| Dictionary of Medicines and Devices | NHS Digital / NHSBSA | Monthly | Database of all medicines and devices used on clinical systems | <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dictionary-medicines-and-devices-dmd> |
| MIMS | Published by Haymarket – pharmaceutically sponsored | Monthly | Prices of drugs – useful for some of the brands not included within the Drug Tariff  Medicines shortages tracker | Limited subscription – contact your local (place-based) Medicines Optimisation Team if access is required |

**Table 4 – Other key resources**

|  |  |  |  |
| --- | --- | --- | --- |
| Title | Source | Typical content | Access: |
| Pharmaceutical Services Negotiating Committee (PSNC) |  | Pharmaceutical Contractual Framework  Drug tariff updates and Category M prices  Supply issues and price concessions  Information on all contracted services provided by community pharmacies | <http://psnc.org.uk/> |
| Learning From Patient Safety Events (LFPSE) | NHSE/I | Database of safety incident reports  Upload local reports  View local and Nationally reported incidents  Reporting of incidents in primary care | [NHS England » National patient safety incident reports](https://www.england.nhs.uk/patient-safety/national-patient-safety-incident-reports/)  [Learn from patient safety events (learn-from-patient-safety-events.nhs.uk)](https://record.learn-from-patient-safety-events.nhs.uk/) |
| Medicines Information Department  (Confirm with the Senior Clinical Pharmacist if there are local MI arrangements in place before using Guys & St Thomas’) | Guys & St Thomas’ Hospital | The team at Guys & St Thomas’ offer medicines information advice and support with enquiries and evidence reviews etc | Contact the Medicines Information department at  [medicinesinformation@gstt.nhs.uk](mailto:medicinesinformation@gstt.nhs.uk)  Direct dial for external calls: 0207 188 8750  Open 9am-5pm 7 days a week |
| Royal Pharmaceutical Society | Library and e-books | e-books include Dale and Appleby, Maudsley guidelines, renal drug handbook  Full list here: <https://www.rpharms.com/about-us/library/rps-e-library> | Membership of Royal Pharmaceutical Society required. |

**Appendix 2** – Template example (shared by a PCN educational supervisor) to support a review between a clinical pharmacist and the educational / clinical supervisor to support structuring the review discussion.

**CLINICAL PHARMACIST EDUCATIONAL AND ROLE REVIEW**

This form is designed to facilitate a discussion focussing on:

* **Looking back over the past review period** to review your clinical and educational achievements; issues that have arisen or excellence achieved and the impact of any learning and development undertaken.
* **Looking forward** to review and agree your objectives and identify future development needs

The process is intended to be mutually beneficial and the review gives you a chance to discuss issues that are important to you and to help you, the practice and the Primary Care Network to realise your potential and recognise your contribution.

**Structure of the discussion**

**Part 1: Your Educational and Role Development**

The first stage will provide an opportunity for you to look back over the past review period and review your learning and role development and the extent to which you have progressed towards your agreed objectives. As well as celebrating your successes, it will provide a chance to openly discuss any difficulties that you may have encountered and how these can be mitigated going forwards.

**Part 2: Future Learning objectives and actions**

This section will then allow discussion about the future with the aim of agreeing with your reviewer your educational objectives for the forthcoming review period. This will lead to a Personal Educational and Role Development Plan with some focused agreed learning objectives and actions

**Preparation**

**To help you and your supervisor prepare for this discussion, please complete Part 1of this form and submit it to your reviewer no later than 2 weeks before your meeting.**

**Details of individual and reviewer**

Please enter your name and current position.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of Pharmacist** |  | | |
| **Position** |  | | |
| **Place[s] of work** |  | | |
| **Name of reviewer** |  | **Date of Review** |  |
| **Position of reviewer** |  | | |

**Roles and Responsibilities**

Please outline your current roles and responsibilities within your GP Practice[s] and/or PCN and comment on any clinical areas and skills that you feel you would like to develop before your next review:

|  |  |
| --- | --- |
| Roles and Responsibilities | Comments |
|  |  |

**Part 1: Your achievements**

**[a] Objectives**

Please list your previously agreed educational and role objectives from either within or separate from your last personal development plan and comment on your perceived progress towards these objectives over the past review period

|  |  |
| --- | --- |
| **Objective** | **Comment on progress towards objectives** |
|  |  |

**[b] Challenges**

Please highlight below any clinical or organisational challenges that you have encountered that you feel may have had an impact on your perceived level of progress and achievement. Comment on any ways that you feel these challenges could be overcome:

|  |  |
| --- | --- |
| **CHALLENGES** | **COMMENTS** |
|  |  |

**[c] Learning and Role Development**

Please list below any learning and personal role development activities undertaken during the past review period. For each activity, please try to comment on how it may have helped you to progress towards your objectives and improve your ability or confidence to fulfil your role. Please include all types of activity ranging from attendance at formal training courses to on the job skill development.

|  |  |
| --- | --- |
| **ACTIVITY** | **COMMENT** |
|  |  |

**Part 2 : Summary of Educational and Role Progression and Proposed Actions**

**To be completed by the reviewer after discussion with the pharmacist at the review**

Please comment on the progress towards any specific educational and role objectives as well as overall progress throughout the current review period and how this has impacted on the Pharmacist’s input into the practice or Network

|  |  |
| --- | --- |
| Objective | Progress towards this objective |
|  |  |
| Any additional comments on the overall educational and role progression and how this has supported the Practice or Network Team | |
|  | |
| Comment on any **broad** suggestions for educational and clinical development that would be beneficial before the next review and how these may be best achieved | |
|  | |

**Personal Educational and Role Development Plan [PERDP]**

**Reviewer to complete this PERDP at the end of the review after mutual discussion and to be agreed with the Pharmacist**

|  |  |  |
| --- | --- | --- |
| **EDUCATIONAL AND CLINICAL/**  **SKILLS DEVELOPMENT**  **NEEDS** | **AGREED ACTION PLAN**   * **Define the objective** * **How to be achieved** * **How to be measured [SMART]** | **TIMESCALE** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**When the review is finished please ensure that it is signed by both the reviewer and pharmacist and that a copy is held by both.**

**Next Review Planned for : 6/12 months [delete as applicable]**

**Signatures**

|  |  |  |  |
| --- | --- | --- | --- |
| **Pharmacist** |  | **Date** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Reviewer** |  | **Date** |  |