



Community Pharmacy Patient Safety Group meeting

Date	28 October 2020
Venue	Zoom Meeting
Chair	Janice Perkins

Patient Safety conference

The Community Pharmacy Patient Safety Group had planned a conference for June 2020, the intention was for this to be co-located with the NPA conference. The conference was postponed because of the COVID-19 pandemic. The group is now considering holding a virtual conference. Preliminarily the group is considering February 2021. The group discussed themes/asks, timings and the approach.

Share and Learn: Amitriptyline and Amlodipine, LloydsPharmacy

Colleagues from LloydsPharmacy provided an update on the LloydsPharmacy challenge to eliminate Amlodipine and Amitriptyline errors by November 2020, which was launched at the SaferCare Conference in November 2019. As part of this, a number of actions have been implemented across the network, which have had positive results. LloydsPharmacy plan to publish the results in due course.

Red Steroid Cards

The National Patient Safety Alert regarding the introduction of a new Steroid Emergency Card “red steroid cards” was discussed. It was noted that the original intention was for community pharmacies to provide replacement cards only. Due to the impact of Covid on face to face consultations CP will also issue cards in the following circumstances:

- if a patient requests a card
- if a health professional requests a card for a patient
- if the patient has a letter from a healthcare professional
- if in the professional judgement of the pharmacist the patient should receive one

It was noted that pharmacists should also put a note on the PMR to say a card has been supplied.

CPPSG members raised concerns, that although cards are available for free in England, the mechanism for getting cards in Scotland and Wales is not yet clear. It will be difficult for businesses to communicate the alert until cards are available in Scotland and Wales. The intention is for CPPSG members to commence implementation from January onwards.

NHS E/I consultation on Framework for Patient involvement in safety

CPPSG’s final response was shared with members for their records. CPPSG to discuss with NHS E/I before considering how to take forward suggestions regarding the group’s engagement with a Patient Safety Partner (PSP).

Private electronic prescriptions

Due to an increased number of queries, CPPSG are preparing a paper outlining the legalities of private electronic prescriptions. It will be published in the coming weeks to help raise awareness of the challenges the use of new technology and operating in a Covid environment can bring.

Pharmacy Quality Scheme templates

Amends to the PQS risk review templates were noted.

CPPSG safeguarding paper



Members approved the finalised safeguarding paper which has been updated to reflect the new schemes to highlight the increase in cases of domestic abuse. This will be published on the website.

MHRA update

Representatives from CPPSG met with MHRA recently. They will now meet with the Head of DMRC to discuss concerns with regards to the communication and decision making of safety alerts and recalls.

Patient Safety Incident Management System (PSIMS)

Lucie Mussett will attend the next Community Pharmacy Patient Safety Group meeting to discuss PSIMS. Ahead of this, members discussed questions they would like Lucie to answer.

Any other business

- PSNC request: Members discussed PSNC's request for contractors to reconsider the delivery of services which are not funded and fall outside of CPCF.
- Emergency Hormonal Contraception: Members discussed a recent EHC refusal which received press coverage. It was the view of the group that it is often how refusals are handled, rather than then the actual refusal which is problematic. A piece of work reminding pharmacy teams of their professional responsibilities may be necessary.
- Clozapine and constipation: A member shared documents from Derbyshire CCG about risks of clozapine and constipation. This issue was discussed at a recent CPPSG meeting.
- Dispensing labels - best practice: Members discussed best practice on how dispensing labels should display instructions. Discussion included the removal of passive language and not writing numbers next to each other. Good practice guidance was highlighted. NB: guidance is from 2007 so was thought to be out of date and may not reflect the current language and understanding of patients

Attendees

Alex Reimmer	LloydsPharmacy	Leigh Taor-Yunusova	Superdrug
Alison Crompton	PCT Healthcare	Margaret Meehan	Boots
Chris Kenny	Lincolnshire Co-op	Mark Donaghy	Kamsons
Elaine Aldham	Dudley Taylor	Martin Sadr-Kazemi	Rowlands
Elaine Hand-Griffiths	Well	Nisha Mistry	NPA
Emily James	CPPSG /CCA	Phil Day	P2U
Jackie Giltrow	Paydens	Rachna Chhatralia	Day Lewis
Jacque Lee	Numark	Ruby Munglah	Superdrug
Jasmine Shah	NPA	Trevor Povey	Asda
Janice Perkins	Well	Victoria Steele	LloydsPharmacy
José Moss	Boots		