



Community Pharmacy Patient Safety Group meeting

Date	18 November 2020
Venue	Zoom Meeting
Chair	Janice Perkins

Lucie Mussett, Patient Safety Incident Management System lead

Lucie Mussett, the Patient Safety Incident Management System (PSIMS) lead attended the Patient Safety Group meeting to provide an update to progress and outline community pharmacy considerations. She noted that PSIMS have [launched a new website](#).

- NHSE/I have engaged with a number of vendors, including RL Datix, Ulysses, Day Lewis, Radar, Pharmapod, Pharmsmart, ZincDigital, PromaticaDigital, InPhase, RiskEx. A list of compliant vendors will be published in due course. If members are aware of other vendors which are not listed, they should inform NHS E/I.
- All vendors, (that NHS E/I have engaged with) should have full details of how to become compatible. NHS E/I are awaiting vendors timescales for implementation. It will be for vendors to determine how they reflect changes (format, sequence, design etc) but in essence they must include all PSIMS fields (including how the question and any guidance text is worded and the available answer options); additional locally-determined fields can still be collected alongside them.
- It was noted that PSIMS accreditation is for the software rather than the individual customer. This means that once a vendor is compliant, they can roll out to all customers (i.e. different businesses).
- The ambition is that PSIMS will link in with other reporting systems, e.g. Yellow Card and Controlled Drug reporting, however more work is needed.
- NHS E/I are hoping public beta will roll out in March 2021. Contractors are requested to start using SIMS as soon as they can. NRLS will only be shut down when all contractors have been moved across.
- Attendees discussed the data that contractors will be able to access, it was noted that work is still ongoing.
- PSG raised concerns that a move to deanonymize submissions could discourage individuals from submitting reports.

Patient Safety Group priorities

The Patient Safety Group discussed their priorities for 2021.

- Members broadly support the continuation of the current workstreams. It was felt more should be done to increase the profile of the group.
- PSG routinely engages with a wide number of stakeholders including NHS E/I, MHRA, NHS Digital, CPPE and others. Member would welcome increased engagement with national GP and nursing bodies and secondary care, PSNC, pharmacy schools and PHE, as well as colleagues in Scotland and Wales.
- Alongside existing issues, the following issues were raised:
 - Long COVID
 - Duty of candour
 - Mental health & wellbeing and resilience of colleagues and patients
 - Safeguarding

Updated priorities will be launched in the new year.

NHS Digital, Darren Powell and Paul Wright

Darren Powell and Paul Wright provided an update of recent NHS digital activity.

- EPS has been rolled out for 600 non-GP primary care settings (using TPP or EMIS).
- [EPS Phase 4](#) has now been rolled out to GP practices (using EPS with a nomination is still the refereed option).



- The NHSmail service is moving fully to Microsoft Office 365.
- Shortened aliases for NHS shared mailboxes have been introduced.
- COVID-19 specific codes have been added to summary care records. PSG questioned how information, particularly with regards to the code for suspected and confirmed COVID status, which is included in the additional information, is kept up to date.
- Over the coming weeks, community pharmacies using PharmOutcomes or Sonar will be able to send [electronic notifications for flu vaccinations](#) to all GP practices using EMIS or TPP

Discussion:

- PSG asked whether SCR could have a display for women or girls of childbearing potential who are prescribed valproate medicines with a status that a pregnancy prevention programme is in place. It was noted that this would be extremely helpful.
- Could consideration be given for future developments of EPS for a feedback loop from community pharmacy to GP practice e.g. items with a status of 'Not Dispensed' to flow to General Practice system.
- Issues with regards to the communication of urgent prescriptions were raised. PSG requested NHS D and NHSX/E/I write to General Practice to reinforce the message about lines of communication between prescribers and dispensers. It was felt this would have more weight coming from NHS D and E/I, than from PSG.

Opioid stewardship

An incident was shared in which a patient complained because he was unable to purchase opioid containing OTC medicines online, without providing photo ID. He went on to buy opioid containing OTC medicines from several other online pharmacies and complained that the original pharmacy was out of line with others. The group discussed ID requirements. Whilst not all members request ID when selling such products, they do make other checks to prevent repeat purchases (e.g. checks on names, addresses and IP addresses, credit cards and geographical checks).

PSG conference discussion

The group discussed a patient safety group conference which will take place in early March 2021. More details will follow.

Any other business

- Methotrexate: Following a discussion at the Staffordshire MSO meeting about an incident involving a patient taking methotrexate daily instead of weekly, details of an initiative to encourage patients to take methotrexate on the same day each week were shared: "Methotrexate Monday".
- Emollients: PSG have been asked to write a blog on emollients in Guidelines for Pharmacy.
- Codeine Linctus: Concerns noted by GPhC about codeine linctus were highlighted.

Attendees

Alison Crompton	PCT Healthcare	Leigh Taor-Yunusova	Superdrug
Binal Shah	Tesco	Margaret Meehan	Boots
Caroline Parkhurst	Day Lewis	Mark Donaghy	Kamsons
Claude Pereira	AIMP	Martin Sadr-Kazemi	Rowlands
Chris Kenny	Lincolnshire Co-op	Mary Gough	CCA
Elaine Aldham	Dudley Taylor	Nicola Goodberry	Weldricks
Elaine Hand-Griffiths	Well	Nisha Mistry	NPA
Emily James	CPPSG /CCA	Peter Fulford	Morrisons
Jackie Giltrow	Paydens	Peter Glover	Day Lewis
Jacque Lee	Numark	Phil Day	P2U
Jasmine Shah	NPA	Trevor Povey	Asda
Janice Perkins	Well	Victoria Steele	LloydsPharmacy
José Moss	Boots		