



Community Pharmacy
South Central



Newsletter: July 2018

Hello and welcome to your first and very special edition of our new monthly CPSC newsletter.

The intention for the monthly newsletter is to help you and your teams identify service/training opportunities locally, alongside celebrating success in the community and sharing best practice knowledge from teams across the area, working together to make our pharmacies and pharmacy teams the best that they can be.

On the evening of the 11th July 2018, in Southampton, CPSC held their second pharmacy awards night. The purpose of the CPSC Awards is to provide an opportunity for contractors and their teams to showcase examples of outstanding professional performance within our locality.



Following the event I contacted each of the 4 winners to ask them for any suggestions, or best practice based on their achievements, to share with the wider community. Here's what they said:

Pharmacy of the Year – A R Pharmacy, Netley Marsh, Southampton

They were the first Independent pharmacy to be recognised as an HLP in Hampshire. Consistently in the top 5 in the country for providing NMS, ranked 2nd for number of flu vaccines last season (+2000 NHS & Private), not only have they provided services within the branch, they have reached out to wider communities to provide Health Checks and vaccinations. Their engagement, innovation and commitment has lead to improving profitability and sustainability for the future.

James' advice:

"We are a services driven pharmacy. We work together as a team to organise the dispensary, allowing the pharmacist more time to provide services to the community. In order to drive our services, we ensure we have regular conversations with our customers, always offering opportunities to help them. We believe maintaining communications and having a good working relationship with your GP surgery is key"



Pharmacy Service of the Year – Mandy Wood - Boots, Isle of Wight. Childhood Flu Immunisation.

The IOW Childhood Flu Vaccination service, which allows vaccines to be delivered at school offering convenience and increasing uptake, has highlighted how community pharmacy can save NHS money by preventing flu admissions, unwanted sickness, missed education and extra GP appointment time.



Mandy and her team are moving to a new model with an Independent Prescriber and using suitably trained Pharmacy Technicians to deliver the vaccines. This demonstrates a great example of using the wider team, developing new ideas and meeting the needs of the community. This work has also enhanced the working relationship with commissioners and other healthcare teams.

Mandy's advice:

“For us it’s all about continuity and the level of service provided. We work together as a team to put the patient first. We believe strongly in forward planning and preparation and most of all to be open to providing all the services available to you - ‘You’ve Got To Be In It To Win It’...”

Community Pharmacist of the Year Award – Penny Masters - Laly's Pharmacy, Fawcett Road.

Penny has consistently demonstrated passion and enthusiasm for her role as community pharmacist. Alongside her attendance at local coffee mornings, encouraging social interaction as an essential for health and wellbeing, her exemplary leadership skills are reflected in the high level of staff retention with the pharmacy. Penny has also put in place an innovative model of care through a prescribing programme which not only provides patients with more accessible healthcare, but also reduces the pressure on other local healthcare organisations.

Penny's Advice:

“In my experience, I have found that patients feel at ease discussing their health issues with me, however sometimes the advice and treatment I could offer was limited and still required referral back to the GP. By implementing our Minor Ailments Plus prescribing service, I am now able to offer a better patient experience, with timely access to a high standard of healthcare in a comfortable environment. Receiving this award was a real surprise & privilege and has been made possible by my strong team at Laly's enabling me to spend the extra time necessary to provide this service”



Pharmacy Team Member of the Year Award – Ewa Piwowarczyk - Laly's Pharmacy, Guildhall Walk.

Ewa has organised many targeted Public Health campaigns such as meningitis, stop smoking, sexual health and the Pharmacy First scheme for minor ailments. She recognises the importance of understanding the local geography and needs of where she works and has developed greater opportunities for the large student population. The increased access by students to services in the pharmacy, driven by Ewa's initiatives has reduced the need to access other NHS services and has led to better engagement with the university – a key local organisation.

Ewa has championed the HLP agenda within her team resulting in increased awareness of the wide variety of services the team provide within the pharmacy and enabling the community to benefit further from the wider team's expertise.

Ewa's Advice:

To us at Laly's, we see the importance of exemplary and quality customer service. We take time to listen to our communities by having regular conversations and ensuring that their needs are met. We endeavour to do our best and illustrate this to our customer at all times through offering various services and advice. We would say that being aware of your local demographic, being dynamic and creative is vital to survive within the current climate.



CPSC would like to thank and congratulate all the nominees and winners from each category. A fantastic evening was enjoyed by all who attended and it was a wonderful opportunity for you and your teams to celebrate your professional achievements. Your entries truly demonstrate the professionalism, care, initiative, innovation and talent that is available to the public every day across Southampton, Hampshire, Isle of Wight and Portsmouth - to us you are all winners.



We would be really interested to hear from you with any best practice or suggestions you may have for other teams, or simply to celebrate success within your own teams. It would be fantastic to share this with all pharmacies across Southampton, Hampshire, Isle of Wight and Portsmouth

Please email the CPSC with any stories you are happy to share at:

admin@cpsc.org.uk

And finally for this month.... There are some really great websites available full of useful local information, training resources and news/information to utilise....

- For example, have you registered your teams on:



- The Virtual Outcomes platform offers a wide variety of useful training and resources relevant to HLP and Health Champions which help you to keep up to date with various Public Health campaigns.

They provide informative online training courses and podcasts, all free of charge.

Visit <https://www.virtualoutcomes.co.uk> for more information.

- July's edition of the PSNC CPN magazine is available here: <http://psnc.org.uk/our-news/july-edition-of-cpn-magazine-now-available/>

This edition features Endorsement guidance; Flu Vaccination Service webinar; Opening hours factsheet; and CEO's diary

Don't forget to also visit us at <https://www.cpsc.org.uk> where you can find a wealth of information and resources for you and your pharmacy teams, plus up to date training and development events, CPPE information, HLP, local and national pharmaceutical news, contact details for CPSC members and much more....