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21 March 2022

Dear Colleague

Letter 6: Public Health pharmacy services

Following my previous Letter 5 to you in July 2021 regarding service provision, and the subsequent issue of the Public Health pharmacy contract 2022-25 and accompanying service specifications 2022-23, this is to update all pharmacies once again on the Public Health pharmacy services to ensure that you have all the necessary information in one place.

Public Health pharmacy contract

The deadline for signing and returning the Public Health pharmacy contract 2022-25 and accompanying service specifications 2022-23 **was 18 March**. This information was emailed to the pharmacy shared NHS Mailbox (or your regional manager / head office contact) by the commissioning team (email: ahs.commissioning@durham.gov.uk).

The service specifications were summarised in the Covering Information. This information also confirmed that there will again be a Durham County Council staff flu vaccination service (including to DCC maintained schools) in 2022-23.

A further copy of the Covering Information and all the service specifications are enclosed, and updated information is described below:

NRT e-voucher scheme

From 1 April 2022, NRT vouchers will be supplied free of charge to all clients (including those who normally pay a charge on a prescription).

From 1 April 2022, the Stop Smoking Service will move to providing clients with a unique NRT voucher code for a pharmacy to enter this unique voucher code onto PharmOutcomes in order to redeem a NRT e-voucher and supply against it.

During this period of transition:

- The new e-voucher claims template will be available to view only from mid-March to enable pharmacies to become familiar with the template. The template will contain a top tips guide under the Service Support section (a copy of which is also enclosed).
- The existing NRT Voucher Scheme 2021 claims template will remain in place until **1 July** in order to allow pharmacies to enter the final claims for the paper vouchers. For claims entered after 1 April, the template will include an additional question asking if the voucher processing date is before 1 April. If yes is selected, then the Levy Status box will remain. If no is selected (i.e. the date of the first supply against a voucher is after 1 April) then the Levy Status box will no longer appear.
- Pharmacies can continue to receive paper NRT vouchers up until **15th April**, after which time the Service should have moved to fully implementing e-vouchers.

The Service will provide clients with their unique voucher code in the following ways:

- Text message to the client (default method).
- Printing off a paper copy of the e-voucher for the client.
- Emailing the pharmacy with the e-voucher code. These emails are titled '*NRT e-voucher code from Smokefree County Durham – Client initials*'.

Adult and Health Services

Durham County Council, County Hall, Durham DH1 5UG
Main Telephone 03000 26 0000 Minicom (0191) 383 3802

Supervised consumption service

As part of contingency planning, pharmacies will be required to inform the Recovery Centre clinical lead if the pharmacy is reaching its capacity for a safe client list to see if any arrangements can be made to mitigate this, e.g. staggering of client supervision days.

For clients established on a stable dose, the Recovery Workers will aim to:

- See clients a few days in advance of when their next script is due and will emphasize to clients to take the script to the pharmacy on the day of their appointment with the Recovery Worker.
- Emphasize to clients the need for client ID at the pharmacy (especially for the first visit to the pharmacy, and on all follow up visits particularly in the case of locum pharmacists, etc).

New clients, or clients who require a dose re-titration, are seen by a Non-Medical Prescriber who will:

- Issue a prescription at that dose titration appointment (therefore prescriptions will not be available in advance for pharmacies).
- Re-introduce the use of the pharmacy-client contract (emailed to the pharmacy shared NHS Mailbox).
- Emphasize to clients the need for client ID at the pharmacy (especially for the first visit to the pharmacy, and on all follow up visits particularly in the case of locum pharmacists, etc).

A copy of the substance misuse Annual Update Briefing 2022-24 is enclosed.

New features on the PharmOutcomes claims template that will go live on 1 April:

- As part of contingency planning, the template will contain a flag to check clients telephone numbers once a month (for the purposes of contacting clients in the event of a service disruption).
- Each staff member who accesses the template will be required to enrol. This enrolment will ask for confirmation of information from the lead pharmacist as described in Appendix 5 of the service specification.

The naloxone (Prenoxad) supply service

A copy of the substance misuse Annual Update Briefing 2022-24 is enclosed.

New features on the PharmOutcomes claims template that will go live on 1 April:

- Each staff member who accesses the template will be required to enrol. This enrolment will ask for confirmation of information from the lead pharmacist / lead registered pharmacy technician as described in Appendix 3 of the service specification.

Alcohol brief intervention service

A copy of the Annual Update Briefing 2022-24 is enclosed.

New features on the PharmOutcomes claims template that will go live on 1 April:

- Updated Service Support materials including a copy of the information used by the GP practice service *Drinking causes damage*.
- Each staff member who accesses the template will be required to enrol. This enrolment will ask for confirmation of information from the pharmacy service lead as described in Appendix 8 of the service specification.

Yours Sincerely



Claire Jones
Public Health Pharmacy Adviser