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| **Summer 2023 Newsletter** |

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| **New CPSW Committee**As of July 1st the CPSW committee have started a new term of office, and you can find all of our member details [here](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=eab41dbaa1&e=0e67bb3669). We are really keen to stay closely connected with our contractors to ensure we represent you in the best possible way, so we have an open invitation to any member of the pharmacy team to join us at our committee meetings. Our 2023 AGM is due to be held on Thursday September 21st at 10am at the BSW ICB Offices in Chippenham – more details will be available soon and we would love for you to join us.   |

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| **Communication**We would encourage all local community pharmacy team members to join our [**CPSW Telegram Group**](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=5bcd328d18&e=0e67bb3669) to get quick updates from the CPSW Team (We use Telegram rather than WhatsApp, as this does not require users to share their personal mobile numbers with the whole group). As well as the CPSW members and team, there is the opportunity to connect with Helen, our ICB Community Pharmacy Clinical Lead, and other local pharmacy teams. |

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| **BSW System Engagement**BSW ICS has published an Implementation Plan which outlines how the aims set out in its strategy will be delivered across BSW; providing a roadmap for the next five years. Community pharmacy is recognised within the plan as ‘a key clinical provider in our primary care team’ and we are thrilled with the system commitment to the future of community pharmacy; including implementing the GP Access Recovery Plan, addressing workforce challenges and spearheading independent prescribing in the community pharmacy setting.  It is admittedly a long read but search ['community pharmacy’](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=f3a422bd84&e=0e67bb3669) for a quick view of where we feature! As CPSW we are excited about partnering in this journey as highlighted in our own recently published [strategy](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=dff4b34059&e=0e67bb3669). |

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| **Local Leadership**BSW ICB & CPSW are delighted to announce that the important role of Community Pharmacy PCN Leads will continue to be funded in Swindon & Wiltshire for another year. Expressions of Interest (EOI) will be going out to all pharmacies within PCN areas without a current established Community Pharmacy PCN lead. This funding also includes a joint South West leadership training and development programme delivered by Captivating Training Solutions (CTS). If you are interested in taking on the CP PCN lead role then please be in touch with us at CPSW and keep a look out for the EOI email(P.S. The CTS programme delivered last year has just been shortlisted as a finalist for a Training & Development Award at the [Chemist and Druggist Awards](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=5e9f6d5971&e=0e67bb3669)!) |

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| **Local services update****Minor ailments PGDs (BSW ICB commissioned)**The BSW lower Urinary Tract Infection (UTI) PGD Service has been updated from Monday 24th July.This update indicates Nitrofurantoin as the first line antibiotic treatment of acute uncomplicated lower UTI, in line with [BSW Management of Infection Guidance for Primary Care](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=bbf1dd19d2&e=0e67bb3669).Full details are available within PharmOutcomes, and the template has been updated to reflect this change.----------------------------------------------------------------------------------------------Since December (in line with the experience with the antibiotic shortages/Strep A) BSW ICB have agreed to fund price concessions for the Minor Ailments PGD services, and to the end of 22/23 over £2000 has been reimbursed to contractors.  We will continue to calculate these payments on a quarterly basis, and arrange reimbursement to the contractor. |

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| **Swindon only**A newly commissioned community pharmacy EHC service is being rolled out across Swindon. Pharmacies that have previously expressed an interest will receive a detailed email with all the service details over the next few weeks. If you are interested in being involved in this service please be in touch. As a reminder all the signposting details for the Swindon sexual health clinics and associated services are available [here](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=99694e9720&e=0e67bb3669).   |

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| **Important CPE updates**PSNC has recently changed its name to Community Pharmacy England (CPE).  You might need to check your junk mail to make sure that you are still receiving information/newsletters from CPE. You can add the new emails to your contact list to stop this happening.------------------------CPE recently sent out [comms](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=5485581beb&e=0e67bb3669) reminding contractors to ensure they have the correct information available to the public as to their arrangements for dealing with complaints, since the change of delegated commissioning to ICBs.  Please see confirmation of the local details that you may need below (more detail is available [here](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=668cc6eee3&e=0e67bb3669))*People wishing to make a complaint or concern about the care received from a pharmacy must contact the South West regional complaints team or the healthcare provider directly.  The contact information for the South West regional complaints team is listed below:** *Email:* *england.southwestcomplaints@nhs.net*
* *Phone: 0300 561 0250*
* *More information about how to make a complaint is available on the* [*ICB website*](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=9e547e3401&e=0e67bb3669)
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| **Did you know?**In BSW there is a Community Urgent Eye Care Service (CUES).  If a patient is not suitable to be treated within a pharmacy setting, pharmacists can signpost patients to access urgent eyecare, free of charge. The service provides initial contact, telephone triage, remote consultations and where necessary face to face assessments and management of recent onset symptomatic or urgent ocular presentations. Presenting symptoms may typically include a red or painful eye, foreign body, a sudden change in vision or flashes and floaters. As this is an urgent eyecare service, recent onset symptoms such as mild itching or irritation may not be eligible. If in doubt, please signpost to a local CUES practice who can do a triage and eligibility check and advice the patient accordingly. Pharmacies can signpost a patient to their local  CUES practice via the [BSW ICB  website](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=337e2ea57d&e=0e67bb3669)where there is a list of opticians or a search function option for the nearest CUES practices.  |

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| **TAPR**As a CPSW committee we are committed to implementing the contractor voted RSG proposals. As part of our current work on this a working group with committee members from CPSW and Community Pharmacy Avon (Avon LPC) has been established to consider the possibility of a merger across the two LPCs. If you have any feedback that you would like to input into this working group around the merger concept, or any other part of the RSG proposal implementation please contact Chris Shields (Chair of CPSW). |

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| **Research**CPSW is committed to engaging in research, with our focus on opportunities for community pharmacy. Tim Rendell, CPSW Vice Chair, is on the steering group for the [South West Pharmacy Research Network (bath.ac.uk)](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=7f169da2cb&e=0e67bb3669). The South West Pharmacy Research Network is a new initiative to promote pharmacy research collaboration between pharmacy teams, healthcare organisations and universities across the south west of England; aiming to increase pharmacy research activity and the engagement of practicing pharmacy staff in research. All ‘job roles’ and all ‘levels of experience and seniority’ are encouraged to join the network.  There are many ways you can get involved; you could join their mailing list, be a part of the journal club or attend their annual innovation day – all details available [here](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=e318c53d56&e=0e67bb3669). |

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| **Communication**Are you a new contractor or member of staff working in Community Pharmacy in Swindon & Wiltshire? Join our new CPSW [Telegram group](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=cde40b047a&e=0e67bb3669) to keep up to date and in touch with CPSW staff and committee members.***Do you want to know more about Swindon & Wiltshire LPC and the work we are doing?***Why not visit our website and find out…[About us – Community Pharmacy Swindon & Wiltshire](https://cpsw.us18.list-manage.com/track/click?u=cde253b9a7a0d756abff54699&id=e2b5e115e4&e=0e67bb3669)If you wish to attend an LPC meeting to discuss an issue, or have an item included in the agenda, please feel free to contact us./var/folders/jt/ssf8xjds2p9ghbc3vkj05ypw0000gn/T/com.microsoft.Word/WebArchiveCopyPasteTempFiles/dfdfb1c2-b609-4c0f-93db-dc8a051c75d8.jpg |

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