

Welcome to our November edition of Forte Your Practice Matters Bulletin.

Hello and welcome to our November issue of Forte Your Practice Matters Bulletin.

If we think back to how life was this time last year, the last 12 months have been a testing time for the whole world, and none more so than all of us in the healthcare sector. With the pandemic, we have seen you, as frontline key workers, jump at the challenge by adapting and evolving to help your patients and communities when they needed it most. We at Forte have been no different, and have been a hive of activity in altering our services and model to best assist our members and meet the needs of their patients.

We know how important it is for you to have the help you require, and your Business Development Managers (BDMs) are, and always will be, on hand to assist you. We have initiated protocols to allow our BDMs to be COVID-19 compliant, with the use of face masks, sanitiser and adherence to the social distancing rule at all times. So if you are comfortable and would like to meet – we are in a position to offer this service. If we can't meet in person, the team can be reached via email, telephone, FaceTime and Microsoft Teams for a virtual face to face.

In this new digital world, virtual is becoming more and more important to our daily and business lives.

Our website **www.forte.uk.com** is designed to assist your practice in getting the most out of your membership with clear and transparent reporting in the 'My Account' section as well as a smooth ordering process through both our FL and SL services. If you require any assistance, please contact your BDM who will be happy to help.



*We are constantly improving and evolving our website **www.forte.uk.com** to aid you as much as possible. If you have any ideas about how we can better serve you via our website, please feel free to contact us with your ideas at: **info@forte.uk.com***

We also know everyone is feeling the financial pinch and so we are working hard to enhance our offering and prices to ensure our members are as healthy as possible. Check out our new MDS on page nine. We will be continuing to add to our portfolio and look forward to updating you with some exciting commercial opportunities specifically for our Forte members over the coming months.

Take care and stay safe.

The Forte Team

EXPANDING OUR DIGITAL OFFERING

As part of our continued digital revolution, Alliance Healthcare is pleased to announce the launch of our very own LinkedIn page. Being able to share news from our Forte business as well as from around Alliance Healthcare, on one of the most widely used social media channels, direct to you, our target audience, is a really exciting step forward.

Follow us on



*Get ready to connect with us at **Alliance Healthcare in the UK** to get the latest news and updates!*

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COVID-19 AND ITS IMPACT ON RURAL INEQUALITIES

By Ailsa Colquhoun – Freelance journalist and writer, DDA Member

It has been true throughout the NHS's taxpayer-funded history that when the British economy sneezes the NHS catches a cold. What, then, of the impact on the health service of COVID-19?

According to a new NHS Confederation report, NHS Reset. Economic and Social Recovery, the UK now faces an unprecedented recession as a result of COVID-19. Its effects are equally unknown: greater than expected unemployment, unprecedented government fiscal intervention and industrial damage of a type not seen since the war. And, with the UK already one of the most regionally imbalanced countries in the OECD, the country's ability to 'level up' and narrow the existing inequalities that erode the prosperity and health of communities is already severely stretched.

For rural populations, inequality is a familiar enemy: service provision, increased costs and disproportionately low public funding are known factors of rural life, and rural GP services are far from immune.

Negative changes to drug reimbursement and limitations on private income generation make service innovation difficult at the best of times, and in the aftermath of a global pandemic, impossible to fund on a sustainable basis. Recent analysis of dispensing GP earnings and expenses –

a dataset that predates COVID-19 - paints a gloomy picture of rural GP finances.

Yet, digital transformation of the NHS continues apace, spurred on by the need for COVID-safe ways of working. The full impact of the costs to GPs of their immediate pandemic response and those associated with service users' long-term behaviour change is yet to be seen.

But, if rural patients and practices are actually to gain equal benefit from the new digital NHS services there will need to be timely and increased investment in the rural infrastructure (network connectivity) as well as in the processes that support the face to face service of the rural NHS GP.

Many things in life can be fully digitised, but care cannot. And while virtual GP appointments followed up by a seamless online pharmacy experience will have their place in the years to come, for many people they are a short-term fix that will not be missed when they're gone. It would be nice to think dispensing practice will still be in business to greet them when that time comes.

'RETURNS' ON THE ALLIANCE HEALTHCARE PORTAL

Last edition we gave you an insight into the move of 'Your Docs' to our business-to-business portal, known as myahportal, and showcased some great feedback from some of your peers on how useful it has been. Continuing with our digital revolution, 'Returns' on the portal is now mandatory and again we've received a great response from Dispensing Doctors in supporting this time saving feature!

Suzanna Stanley, Dispensary Manager at Fenny Compton & Shennington Surgeries, told us: "Both of our dispensaries are very busy departments and we are forever wading through paperwork, having the ability to organise returns on the Alliance Healthcare Portal has eased our workload. Staff have said that it doesn't feel like too much of a task now that you can do it in a few clicks online, it feels more efficient and has improved previous delays in the return process."

By now you will have received a letter or email from Alliance Healthcare with more details on this change as well as seen our promotions adverts on the portal, but in the meantime, here are a few questions you might be looking to have answered as part of this move.

Q. Can I amend a claim form once I've submitted my return online?

You can make changes to your online return when it is saved in draft format. Once submitted, you cannot make changes. You can, however, cancel the claim and resubmit a new one.

Q. How do I cancel the return I've just submitted?

In 'submitted returns', view and then select cancel as the status in the dropdown options.

Q. Can I return a full tote without completing each line individually?

Unfortunately not right now. MHRA guidelines require an itemised list to accompany all goods. Listing additional products within the same invoice on the returns note is however very quick and easy.

Q. Will the portal show my credit has been actioned?

Yes. From within the 'submitted returns' page, press the 'search credit note' button and the Your Documents section will show your credit note on the screen. Physical/paper credit notes will continue to be delivered via your driver in the normal way.

Q. Will I receive an email confirming my return has been actioned?

Not at this time. We keep a digital record for you, via the 'submitted returns' page where you can review the claim, or reprint a returns note if needed and view the corresponding credit note.

As Dorne Towler at Hilary Cottage Surgery in Fairford says: **"I have just been in to use the new portal and I think it is so much better. You can see exactly where to go for what you need, i.e. statements, credits etc. Easy access to returns, spends and credits."**

If you require any further information on 'Returns', please contact the Customer Portal Team at CustomerPortal@alliance-healthcare.co.uk with 'Portal Returns' in the title of your email. Alternatively you can call Customer Service on **0330 100 0448**.

Look out for further beneficial features on myahportal.co.uk coming soon!

REPORTING Be able to see your spend reports, VAT statements, ordered in error lines, credit limit and check your qualifying spend without leaving the portal

NEWS FLASH!

FORTE.UK.COM

Check out our website to find out more about the benefits of becoming a Forte member.

We now have 771 members who are enjoying the benefits that Forte membership brings. Our website offers a comprehensive digital space for everything you could need to help manage your account with us including a streamlined ordering system and complete transparency.

As Lisa Catchpole, Dispensary Manager, Shipdham Surgery says: ***“We love being a member of Forte as they cover all our needs - from branded products to great value generics all on one account. The customer service support is far superior to their competitors, which is really important to us and makes us feel valued as a customer.”***

Here is just a quick overview of the services our members have at their fingertips:

- ▶ **Start shopping** – flexibility to order via both your full and short line accounts at the click of a button
- ▶ **Industry News** – to keep you up-to-date with the ever changing dispensing doctor market, including digital copies of our Your Practice Matters Bulletin
- ▶ **Useful info** – service updates, Medical Directory, statement guides, supply chain arrangements, E-missings and more. Everything you could need to know about your service and supply from Alliance Healthcare
- ▶ **Help and Support** – direct contact with Alliance Healthcare Customer Services, Forte Membership Team and your Business Development Manager



Alison Soon, Practice Manager, Eye Health Centre: ***“I really enjoy being a member because I feel that I am well supported and advised. Any issues that occur are dealt with quickly and efficiently. Time is precious in primary care at present so having the full support package that is provided works really well for Eye Health Centre.”***

► **My account** – our exclusive members area to find everything related to your Forte membership, including:

Account info

Showing you all your practice, Forte Commercial and MDS scheme information

<https://forte.uk.com/account-info/>



My reports

Purchase, PA item, MDS Rebates, Quarterly Enhanced Discount and RWD Reports to help you manage your purchasing and profitability with complete transparency

<https://forte.uk.com/my-reports/>



Your Docs

Link to Alliance Healthcare Your Documents portal for your practice statements and invoices

<https://www.myahportal.co.uk/login>



E-Consultancy

Your independent practice advisor

<https://forte.uk.com/e-consultancy/>



Inbox

Important communications sent directly to our members regarding your membership and market

<https://forte.uk.com/inbox/>



KEEPING THE FOCUS ON YOUR DISPENSARY PROFITABILITY

By **Alistair Carmichael** – Owner, AJC Pharma Services

In these last six months, more than ever before there have been many new and fundamentally different issues to act on and think about in general practice, let alone in dispensing practice. However, keeping track of your dispensing business and its performance still remains vitally important for your practice, and in this short article, I want to highlight some of the trends I have seen over the last year as well as some pointers to ongoing success...

THE LAST FINANCIAL YEAR:

Up to March 2020 the dispensing world was a different place, not only pre-lockdown, but also because of supplier issues and dispensing fees.

Before COVID-19 hit, we had the growing uncertainty of Brexit (yes it was only last year that the pressure was building!) and suppliers having problems with sufficient quantities of brand and generic stocks for the UK, thus driving prices higher. This continued the trend of massive numbers of price concessions each month, and the lack of knowledge of whether we could buy medications at or below Drug Tariff prices.

Add to this, dispensing fees had been reduced in October 2019 by 10%, reducing gross profits by at least 8%. However, they have gone back up again in April 2020.

ONLINE PHARMACY ACTIVITY:

There has been a growing move of small numbers of patients using online pharmacies to fulfil their prescriptions, driven mainly by convenience for the patient, and this is clearly more pronounced when a practice is EPS Live.

To counter this movement, make sure your dispensary and practice is doing everything it can to keep your dispensing business, without using prejudicial language, and focusing on service levels. Most practices report that they often see their patients returning after they have tried using such pharmacies, but why wait for the losses?

RECOMMENDATION

Do not jump from one wholesaler to another since these factors have been affecting everyone in the market. Complete a benchmarking exercise or do a review of your true dispensing gross profitability to ascertain what actions need to be taken.

GP Name	DR XXX		Month of Claim	07.2013	
CTP Payment Date	01.10.2013		Prescribing/Dispensing(PID)	D	
No.of Forms	857		No.of Prescriptions	1776	
No.of Items Referrd Back/Disallowed	3				
	Total Credits			Total Debits	
Basic Prices		11845.70	Discount	% 9.60	1137.19
On Cost	0.00	0.00	Adv.No.Charges Items		0.00
Additions	0.00	0.00	No.Elastic Hosiery		0.00
Dispensing Fees	202.90	3603.50	Amt Elastic Hosiery		0.00
Container Allowances		0.00	No.Current Charge Rate	140.00	
Oxygen,Basic Prices		0.00	Amt Current Charge Rate		1099.00
Oxygen,Rents & Fees		0.00	No.Prev Charge Rate	0.00	
VAT	344.47		Amt Prev Charge Rate		0.00
Adjustments for Description		0.00	Adjustments for Description		
Advances for Prescriptions	08	13115.61	Advance Recovery for	06	14346.93
Interim Payment Amount	2045.00	0.00	Previous Interim Amount		0.00
Total Credit		28909.28	Total Debit		16583.12
			Total Payment		12326.16



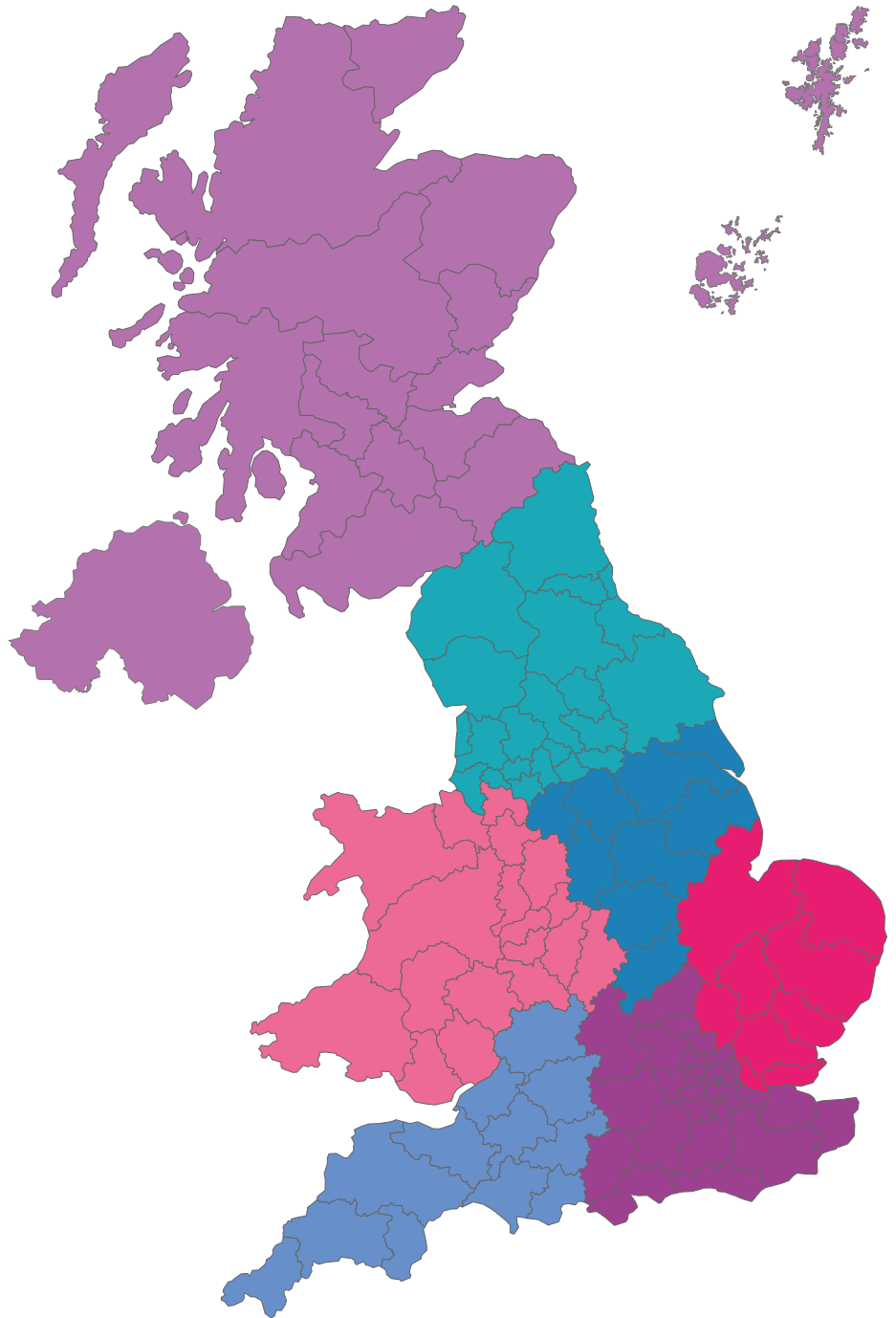
...keeping track of your dispensing business and its performance still remains vitally important for your practice...



CONTACT US

Streamline your practices product ordering and save valuable time and money.

Please contact one of our BDMs directly.



Howard Foulkes



Contact Howard on
07891 117210

Ryan Newell



Contact Ryan on
07896 565946

Joanne Aspinall



Contact Joanne on
07887 056232

David Wood



Contact David on
07904 807216

Steve Smith



Contact Steve on
07875 280596

Natalie Roach



Contact Natalie on
07891 117347



MEET THE TEAM

Steve Smith

BDM for South west of England



1. What was your first ever job?

Trade Sales Assistant for a power tools and fixings company. The banter from those builders at 16 gave me a good grounding for future sales roles!

2. What was your favourite TV show as a child?

Top of the Pops or Match of the Day. Music and sport have always been my passion.

3. What car do you dream of owning?

As a kid it was always the Escort RS Turbo although finding one today may be a bit difficult!

4. What are you afraid of?

Everton winning the Premier League!

5. Where is your ideal holiday destination?

Turkey. Beautiful country, nice people but most of all, the best beer in the world!

6. If you weren't working with Dispensing Doctors, what would you have been?

Ideally in a sales role for a sport or music company.

7. What's your favourite meal?

Not a massive foodie but I enjoy Mexican or Italian if I must.

8. Which three guests (living or dead) would you invite to a dinner party?

Bruce Springsteen - 50 years of music tales and he can provide the entertainment for the evening. Jurgen Klopp (what a laugh!). And to listen to someone who's been so successful in sport would be a dream dinner conversation! My mum who passed last year. I miss her every single day.

9. What is your biggest challenge in life?

Getting hold of Liverpool FC home tickets!

10. What superpower would you have?

To be able to fly. The M5 in the summer months is no fun!

MDS available via Alliance Healthcare

MDS only available via Alliance Healthcare	
SUPPLIER	NOTES
Alk Abello	
Amco	
Astellas	Net Price Off Invoice
Bayer	
Beiersdorf	
Boehringer Ingelheim	Spiriva and Spiolto
Eisai	
Eisai Aricept	
Flynnpharma	
Gedeon Richter	
Kora Healthcare	
Leo Pharma	
Lundbeck	
Medical Developments	
MedRX	
Neoceuticals	
UCB	
Venture Healthcare	

MDS available via Alliance Healthcare and NWOS Spend	
SUPPLIER	
Advancis	
Clinimed	
L&R Medical	
Optimum	
Smith & Nephew	
Urgo	
Vernacare	

MDS available via Alliance Healthcare and other wholesalers	
SUPPLIER	NOTES
A Menarini	
Abbott Nutritional	
Agamatrix	
Alliance Pharma	
Almirall	
Aspire	
B Braun	
Chiesi	
Cipla	
Clement Clarke	
Daiichi-Sankyo	
Ethypharm	
Ferndale	
Forum	
Forum (Takeda)	
Galen	
Glenmark	
Kyowa Kirin	
Logixx	
Menarini Diagnostics	
Mentholatum	
Mylan	
NAPP	
Qdem	
Recordat	
Ridge Pharma	Manufacturer Pay
Roche Diabetes	
Scope Ophthalmics	
Stirling Anglian	
TEVA (Braltus, Duoresp, Qvar, Axasain and Zacin)	Manufacturer Pay
Thea	
Thornton & Ross	
Visufarma	
Vitaflo	

For further information please contact your BDM or www.forte.uk.com

MANUFACTURER UPDATE



MDS New

JULY-SEPTEMBER 2020

Supplier	Product	PIP Code	MDS Discount
LOGIXX	PREDNISOLONE 5MG/5ML ORAL SOLUTION	120-2472	25%
ETHYPHARM	FENCINO TRANSDERMAL PAT 12MCG	364-9936	25%
	FENCINO TRANSDERMAL PAT 25 MCG	364-9977	25%
	FENCINO TRANSDERMAL PAT 50 MCG	364-9969	25%
	FENCINO TRANSDERMAL PAT 75MCG	364-9951	25%
	FENCINO TRANSDERMAL PAT 100MCG	364-9944	25%
	IPINNIA XL PR TAB 2MG	394-8858	25%
	IPINNIA XL PR TAB 4MG	394-8874	25%
	IPINNIA XL PR TAB 8MG	394-8890	25%
GEDEON RICHTER	UPOSTELLE TABS	383-7317	10%
THEA	HYABAK 0.15% PRES-FREE (10ML)	335-5112	40%
	THEALOZ DUO EYE DROPS (10ML)	392-7142	25%
	LIQIVISC 0.25% OPHTHALMIC GEL (10G)	301-1541	45%
	MONOPOST 50 MICROGRAMS/ML EYE DROPS	377-8396	40%
UCB	CORACTEN Range 35%	084-6659	35%
		084-8069	35%
		257-7724	35%
		257-7716	35%

MDS Amendments

JULY 2020

Supplier	Product	PIP Code	MDS
KORA HEALTHCARE	FLUOMIZIN 10MG VAGINAL TABLETS	398-5348	20%
VISUFARMA	VISUXL EYE DROPS 0.1%	405-1199	0-14 PACKS = 0% 15-29 PACKS = 15% 30+ PACKS = 30%
VISUFARMA	VISUXL GEL 10ML	414-0059	0-14 PACKS = 0% 15-29 PACKS = 15% 30+ PACKS = 30%

AUGUST 2020

Supplier	Product	PIP Code	MDS Discount
TEVA	AXSAIN	033-4243	30%
	ZACIN	250-2375	30%



We're delighted to share with you the following updates which are available to you as Forte members.

Solus agreement with Recordati Pharmaceuticals

NEW

PIP Code	Product Description
001-3029	BECTALOC IV AMP 5ML
408-7458	REAGILA HARD CAPS 1.5MG
405-7466	REAGILA HARD CAPS 3MG
408-7474	REAGILA HARD CAPS 4.5MG
408-7441	REAGILA HARD CAPS 6MG
237-1953	URISPAS TAB 200MG
244-2218	ZANIDIP TAB 10MG
290-5768	ZANIDIP TAB 20MG

1st July 2020

These lines will attract a **3% RWDs** discount and be exempt from low spend surcharges.

Otsuka Abilify Maintena Customer Discount Change

CHANGE

PIP Code	Product Description
384-7399	ABILIFY MAINTENA 400MG
400-6441	ABILIFY MAINTENA PFS 400MG

1st August 2020

The discount available to customers for the two Abilify Maintena lines from Otsuka Pharmaceuticals, available through Alliance Healthcare, has changed. From this date, the discount applied on these two lines will be removed to 0%. These are the only two lines in the Otsuka portfolio with a customer discount change, all other lines remain unchanged.

Solus agreement with GW Pharma

NEW

PIP Code	Product Description
301-2903	SATIVEX ORAL SPRAY

17th August 2020

As part of this agreement, Sativex Oral Spray (currently available directly from Bayer Pharmaceuticals or via special obtains) will be transitioning to GW Pharma to be available exclusively through Alliance Healthcare.

Vitabiotics products now exclusively available to order from Alliance Healthcare

NEW

1st September 2020

Alliance Healthcare will become the sole wholesaler to supply the Vitabiotics product range of nutrition support and supplements from the UK's number one vitamin company to all pharmacies, hospitals and dispensing doctors in the UK.

Dual agreement with Stirling Anglian Pharmaceuticals

NEW

PIP Code	Product Description
386-4493	COSMOCOL ORANGE LEMON AND LIME
387-1381	COSMOCOL LEMON AND LIME
387-1415	COSMOCOL ORANGE
387-1423	COSMOCOL ORANGE
390-2806	COSMOCOL LEMON AND LIME
390-8571	THEICAL-D3 1000MG/880 IU
394-6142	COSMOCOL PLAIN PWD FOR ORL SOL
394-6159	COSMOCOL PAEDIATRIC 6.9G POWDER

1st October 2020

These lines will attract a **2% RWDs** discount and be exempt from fuel surcharges.

Dual agreement with Vitaflo

NEW

6th November 2020

The full Vitaflo product range is now available to order from Alliance Healthcare.



commitment + service

ALLIANCE HEALTHCARE PORTAL MAKES RUNNING YOUR BUSINESS EASIER

You've told us about areas where you think we can improve – one of these was accessing our systems. We developed a **new online portal**, with a single sign-on process, making it easier to do business with us. The portal provides you easy access to:

- ✓ **Order products** through AH Direct and order surgical appliances with NWOS online
- ✓ **Browse H&B Promotions Book** with PDF version online
- ✓ **Report any missing items** from your order through Missings
- ✓ **Manage and view statements, invoices and credit notes** with Your Docs
- ✓ **Create and submit a Returns** note online

Benefits of using 'Returns' on the Alliance Healthcare Portal include:

- **Saves you time:** Prepopulates your details on the returns note. All notes are stored in one place for ease of reference.
- **Efficient, one claim for all:** No need to separate out product types or call for authorisation to return specialist handling products*
- **Removes confusion:** Clear informations on our terms and conditions for returning products

The Alliance Healthcare Portal makes working with us easier. But don't take our word for it, Ashtons Hospital Pharmacy told us: "It is very easy to fill all the necessary fields, and the reference return number given at the end keeps my files in order. I am very pleased that Alliance Healthcare keeps trying to improve their way of working and that they are listening to their customer's feedback."



Register and start using the Alliance Healthcare Portal today visit:
www.myahportal.co.uk

Alliance Healthcare
Bringing healthcare closer

Member of Walgreens Boots Alliance

*A few exceptions apply