



## New Models of Care - Any new money?

### New Models of Care, New Organisation, New Transformed Care Provision. Any New Money?

It was interesting to read the NHS board paper from the July meeting on the new models of care. The paper discusses the possible contractual options for the new multi-speciality community provider (MCP) model of health care provision. I very much recommend you take a look:

<https://www.england.nhs.uk/wp-content/uploads/2016/07/item4-28-07-16.pdf>) as this is likely to affect all of general practice in the future.

New models of care are about transforming health care provision, breaking down boundaries, improving quality, driving up safety, and of course reducing costs. The paper talks about moving care from hospitals into the community, joining social care and health care into one seamless pathway.

The key to the MCP is the health care team, or 'integrated community multidisciplinary team' (MDT). The MDT will need GPs, nurses, specialists, consultants, dieticians, support workers and pharmacists. It can quickly be seen that there will be a significant cost to be borne by MCPs to employ these teams.

So the where does money come from? That's a good question, and the document does recognise that MCPs need investment and reward. It states to accelerate progress and to support "double running costs" (basically

duplication of service provision in primary and secondary care), a funding stream will have to be created.

The above all sounds good, but secondary care trusts were in deficit to the tune of £2.45 billion in 2015/16, and the only reason the NHS met its budget in 15/16 was by an underspend in NHSE, and by robbing public health/health education budgets in the comprehensive spending review. Simon Stevens (NHS Chief Exec) said himself to the Health Select Committee in July that the NHS needs capital for investment, because it had been raided to fund day to day activity costs.

Therefore whether these news models of care get a fair chance, will be down to Philip Hammond and the Treasury. Let's hope the he fulfils this through the recently touted "reset" of the country's economic policy.

PS. There was no mention in the document of dispensing doctors, and only one mention of rural neighbourhoods.



Mark Stone - DDA Board Member & Practice pharmacist,  
Tamar Valley Practice

## Price Concessions

The Department of Health has granted the following price concessions for **August 2016**:

Drug	Pack size	Price concession
Amitriptyline 50mg tablets	28	£3.44
Bumetanide 1mg tablets	28	£1.95
Dapsone 50mg tablets	28	£46.19
Desmopressin 10micrograms/dose nasal spray	60 dose	£24.00
Flecainide 100mg tablets	60	£10.90
Flecainide 50mg tablets	60	£11.57
Gabapentin 600mg tablets	100	£9.75
Isosorbide mononitrate 10mg tablets	56	£5.00
Isosorbide mononitrate 20mg tablets	56	£4.00
Lamotrigine 5mg dispersible tablets sugar free	28	£7.30
Mupirocin 2% ointment	15g	£12.45
Naratriptan 2.5mg tablets (new)	6	£13.49
Nitrofurantoin 100mg tablets	28	£13.99
Nitrofurantoin 50mg tablets	28	£16.00
Ropinirole 0.25mg tablets (new)	12	£3.94
Ropinirole 0.5mg tablets (new)	28	£16.03
Ropinirole 1mg tablets	84	£56.71
Trospium Chloride 20mg tablets	60	£18.50
Valsartan 160mg capsules (new)	28	£2.01
Valsartan 40mg capsules	28	£3.99
Valsartan 80mg capsules (new)	28	£3.65

No additional endorsements are required for price concessions. Price concessions only last for the month in which they are granted. Price Concessions can change during the month so additional items are sometimes added.

## Have you recently changed your contact details?

It is important that we hold the most up-to-date information regarding our customers. If you have recently changed any of your details, such as your name, address, telephone.

Please let us know by emailing [info@fortegroup.uk.com](mailto:info@fortegroup.uk.com) or alternatively contact us on 0370 2418717 opt#3

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# Risk Assessments & Audits

Are you currently enjoying the warm weather? I know for sure I am. But what I do not enjoy is the warm stuffy dispensary. This made me think of risk assessments and audit for DSQS.

Errors genuinely occur when a dispenser knows what to do but does not do it. They also happen when we try and cut corners, which seem a good idea at the time.

**Triggering factors can include:** Attitude to patient safety, management of the dispensary, the organisation of the dispensary and the motivation of the dispensing staff.

Common causes of error in the dispensing process:

- Wrong stock selection
- Self checking
- Incorrect storage of items, wrong shelf
- Staff distraction
- Doing too many things at once
- Too few staff
- Poorly trained staff and bad communication between staff

Environmental Causes of error in the dispensing process

- Are the working conditions too hot or cold?
- Is the lighting poor in the dispensary?
- Is there too much noise?
- Is the dispensary layout poor and cramped?
- Computer systems not working correctly causing back logs

Staff issues which made lead to errors

- Personal Problems
- Fatigue
- Poor motivation
- Sickness
- Emotional reasons

How can we prevent these errors?

- Make such all staff are trained, continue training and are valued
- Regularly review the dispensary and keep it up to date with the GP's formulary
- Make sure all staff follow the dispensary standard operating procedures
- Have regular breaks and support where needed

Are they periods of high risk? Apparently so

- At quieter times (not many these days) - Loss of momentum
- Staff with personal problems - cannot help but bring concerns and issues to work
- Are staff struggling due to hearing, sight, physical

problems but have not said

- After a lunch break - your mind has relaxed and you are feeling tired

If you have experienced a number of errors in your dispensary recently you may consider an audit which could be part of your DSQS.

You could base your audit on number of items incorrect in the double checking process or you base it on the number of dispensing errors made which do regrettably go to the patient. Neither is a process of blame, it is simply to see how these mistakes can be avoided in the future.

An audit based on items incorrectly dispensed before going out to the patient and discovering during the double checking process should contain the following information

- When was it dispensed (all software now has this data)
- Who was it dispensed by?
- What was the error?
- How did this error happen?
- How could it of been prevented?
- Date when mistake was found and by whom?

An audit based on an items going out to a patient should contain the following information

- Date error was found and by whom?
- Who made the dispensing error and date?
- How did this error occur?
- Could error of been avoided?
- Is the patient well?
- Has patients GP been notified?
- Any other action?
- Is there a pattern i.e. same mistake recurring

This information is also useful for significant event meetings. To help us understand why the mistake was made and how they can be avoided in the future.

You could do the audit during a particular time of year such as new computer systems, new staff, holiday time or staff sickness.



Lucy Jacques—Dispensary Manager - Hastings House Surgery

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# Forte Group - Alliance Healthcare

## Orion Pharma Easyhaler products - Solus agreement

We are pleased to confirm that as of 1<sup>st</sup> September 2016, Alliance Healthcare (Distribution) Limited will become the sole wholesaler to supply the Orion Pharma Easyhaler products to pharmacies, dispensing doctors and hospitals in England, Scotland, Wales and Northern Ireland.

For your convenience, please refer to the attached table for details of the products included as part of this new agreement.

Supplier	Pip Code	Pk Size	Product Description
Orion Pharma	6432100004658	1	EASYHALER BECLOMETASONE 200MCG
Orion Pharma	6432100007896	1	EASYHALER BUDESONIDE 100MCG
Orion Pharma	6432100007902	1	EASYHALER BUDESONIDE 200MCG
Orion Pharma	6432100007919	1	EASYHALER BUDESONIDE 400MCG
Orion Pharma	6432100009630	1	EASYHALER FORMOTEROL 12MCG
Orion Pharma	6432100007971	1	EASYHALER SALBUTAMOL 100MCG
Orion Pharma	6432100007988	1	EASYHALER SALBUTAMOL 200MCG

## Mead Johnson Nutrition - Solus agreement

We are pleased to confirm that as of 4 July 2016, Alliance Healthcare UK and Mead Johnson Nutrition Limited will form a partnership for the sole wholesale supply of Mead Johnson Nutrition products to pharmacies, dispensing doctors and hospitals in England, Scotland and Wales.

For your convenience, please refer to the table below for details of the products included as part of this new agreement:

Supplier	Pip Code	Pk Size	Product Description
Mead Johnson	0198861	400g	Nutramigen 1 with LGG
Mead Johnson	2987766	400g	Nutramigen 2 with LGG
Mead Johnson	3383304	400g	Nutramigen PURAMINO
Mead Johnson	2414605	400g	Enfamil O-Lac
Mead Johnson	2255271	400g	Enfamil A.R. Powder
Mead Johnson	0434050	400g	Pregestimil LIPIL Powder

## Manfred Sauer UK Ltd— Reduced Wholesaler Agreement

We are pleased to confirm that as of 5 September 2016, Alliance Healthcare (Distribution) Limited including North West Ostomy Supplies (NWOS) will become one of two wholesalers to supply Manfred Sauer UK Ltd products to pharmacies, dispensing doctors and hospitals in England, Scotland, Wales & Northern Ireland.

For your convenience, to find out full details of all the products, where to order products and where the discount is eligible, please refer to our website: [www.alliance-healthcare.co.uk/useful-information/supply-chain-arrangements/](http://www.alliance-healthcare.co.uk/useful-information/supply-chain-arrangements/)

For more regular industry updates and news breaks don't forget to follow us on



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## Drug tariff changes

Product	Qty	Price	Cat	Change	Purchase Price
Diltiazem 120mg modified release tab	56	£7.15	C	Basic Price	<b>£6.49</b>
Diltiazem 360mg modified release tab	28	£13.85	C	Basic Price	<b>£13.52</b>
Diltiazem 90mg modified release tab	56	£7.27	C	Basic Price	<b>£6.49</b>
Diazepma 2mg/5ml oral solution	100ml	£31.75	C	Basic Price	<b>£30.19</b>
Sodium Valporate 500mg tablets modified release tablets	100	£29.10	C	Basic Price	<b>£19.19</b>
Sodium Valporate 300mg tablets modified release tablets	100	£13.00	C	Basic Price	<b>£11.49</b>
Co-danthrusate 50mg/60mg/5ml oral suspension sugar free	200ml	£89.92	C	Basic Price	-

## Kent Open Surgery Workshop

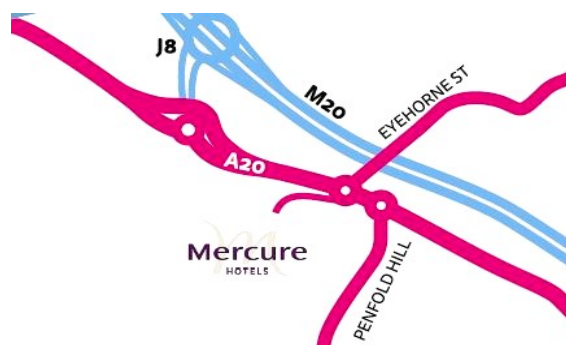
The **Forte Group** are pleased to invite you and your colleagues to join our **FREE** Open Surgery Workshop with Dr Richard West and Lesley Strong on the **22/09/16** at 7pm at the **Mercure Maidstone Hotel Hollingbourne, ME17 1RE, Kent**

Don't miss this exciting opportunity to experience an open surgery workshop with **Dr. Richard West** and **Lesley Strong**. This session is aiming to support delegates with understanding their medical and dispensing business; identifying issues and problems and providing detailed ideas for solutions in order to enhance business performance.

This is your opportunity to bring live practice examples and case studies, sharing good practice and ideas with local practices and gain valuable insight into the challenges your practice are facing in the dispensary management.

**Discussion Points:** Profitability, Cost, local and HR issues and maximising potential for your dispensing practice.

**Who Should attend:** GPS, PM, Business Managers & Dispensary Managers and Lead Dispensers



Please contact us to book your **FREE** place

Email :- [info@fortegroup.uk.com](mailto:info@fortegroup.uk.com). Phone :- 0370 2418717 opt#3

The full training schedule of events is available on our website [www.fortegroup.uk.com](http://www.fortegroup.uk.com)

We look forward to seeing you there,

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## WELCOME TO FORTE

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Last month saw the launch of **FORTE's** brand New website. Our aim was to enhance our customers ordering process as well as keep you up-to-date with all the pertinent information you could need, to ensure our members have the best, and easiest wholesaling experience.

We wanted to share with you a selection of feedback from customers currently using the new site;

- *“We all love the new website! Especially with our MDS info being on screen and showing our training options available”*
- *“Ordering via Forte Direct is very quick, easy and intuitive. The content is ideal and is easy to find our information regarding mds, training and bulletins.*
- *“ I love the new MDS section and the fact all the benefits of the group are available at the click of a button”*
- *“My dispensing team are very impressed with the new website. Particularly the MDS details, Training availability and terms available”*

You should have by now received your bespoke login details and a “how to guide” via post. If you are yet to see these, please contact head office either via [info@fortegroup.uk.com](mailto:info@fortegroup.uk.com) or by telephoning 0370 241 8717 and we will be happy to send these to you so you access all the new content available.

Please visit our New website: [www.forte.uk.com](http://www.forte.uk.com)

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