

Our Ref: JF/Hub/270819

Southport & Formby CCG

5 Curzon Road
Southport
PR8 6PL

27th August 2019

To: Community Pharmacies in Sefton

South Sefton CCG

Merton House
Stanley Road
Bootle
L20 3DL

Tel: 0151 317 8456
email: southsefton.ccg@nhs.net

Dear Pharmacy Colleague

Re: Sefton Medicines Management Pharmacy Hub Roll-Out

The Sefton Medicines Management hub has been successfully piloted for GP practices in the Crosby/Waterloo and North Southport localities in Sefton.

We now plan to extend this service to other GP practices in Sefton, for the Medicines Management Hub to deal with any medication related queries from the GP/Reception/Patient/Carer or any other Healthcare Professional. This will be a phased roll-out to each Primary Care Network (PCN)/locality over the next few months, starting with GP practices in Maghull, see table below;

Go Live Date	PCN	GP Practices in each PCN
w/c 2/9/19	Maghull/Crosby (SSCCG)	Maghull Practices - Westway, High Pastures, Maghull Surgery (PC24), Maghull Family Surgery (Dr Sapre - 2 practices)
w/c 9/9/19	Central (S&FCCG)	St Marks, Kew, Cumberland, Christiana Hartley
w/c 16/9/19	Bootle (SSCCG)	Strand, Park St, Bootle Village, Moore St, Aintree Rd, North Park, Concept House
w/c 23/9/19	Ainsdale/Birkdale (S&FCCG)	Ainsdale Med, Ainsdale Village, Lincoln Rd, Grange, Family
w/c 30/9/19	Seaforth/Litherland (SSCCG)	Seaforth, Litherland, Netherton, Ford, Glovers Lane, Sefton Rd, Orrel Park, Rawson Rd, Bridge Rd
tbc	Formby (S&FCCG)	Formby Village, Chapel Lane, Hollies

This phased roll-out will start Monday 2nd September 2019 and community pharmacies will be able to contact the hub directly with medication related queries, for patients that are registered with any GP practices in a PCN that has gone live.

For all queries/out of stock issues, please contact the hub at seftonmm.hub@nhs.net via your pharmacy's secure NHS.net, using the attached pro-forma to document the details of your query/out of stock issue. This has been discussed and is supported by the LPC.

Cont/.....

It is important to complete the pro-forma in full, to ensure that we have all the relevant information about each query and not using the pro-forma may result in a delayed response.

Please note the hub is available between the hours of 9.00 am and 1.00 pm Monday to Friday. Outside of these hours, where possible, please contact the GP practice directly with any urgent queries. For non-urgent queries/out of stock issues, please email the hub in the usual way and these will be dealt with the following working day.

If you feel that you need to speak to a hub colleague directly, please contact the hub on;

Hub Telephone Number – 0151 300 8276

Please note; From Thursday 29th August, the previous telephone contact numbers and email addresses used for the hub pilot will NOT be operational.

Queries suitable for review by the HUB include;

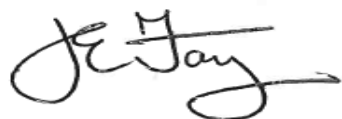
- General medication queries
- Medication availability issues
- Repeat Dispensing (RD) issues
- Post hospital discharge medication related queries
- Medication adherence issues
- Compliance Aid requests

Queries NOT suitable for review by the HUB include;

- Patient has run out of medication and requires a prescription
- Requests to issue any prescriptions
- Routine medication reviews

We hope that this new way of working will support current working relationships between all colleagues involved in helping patients with their medication and provide a more timely resolution to patient queries.

Yours sincerely



Janet Fay
Lead Pharmacist
South Sefton and Southport and Formby CCG