

To:
Community Pharmacies contracted to
provide CPCHSS

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www.hscboard.hscni.net

4th March 2022

Dear Colleague,

Community Pharmacy Care Home Support Service (CPCHSS)

Thank you for your participation in the Community Pharmacy Care Home Support Service (CPCHSS) which commenced in December 2021.

We understand that due to the pandemic e.g. staff shortages, it may not have been possible for many pharmacies to have completed the care home visit by the end of March 2022. It has therefore been agreed with CPNI that for this financial year, the time period for completion of the visit has been extended to the end of April 2022.

We would also like to remind your staff to adhere to PHA guidance, which reinforces the message that all visiting professionals must carry out a lateral flow test prior to carrying out a visit to a care home.

As well as a scheduled visit to the care home and completion of the Medication Audit support tool, the care home service involves the management of day to day queries to ensure the safe, effective and efficient supply of medicines to the residents.

To better inform the service moving forward and to understand the current position in relation to the number of care home visits completed or scheduled, HSCB in conjunction with CPNI, are inviting community pharmacists to participate in a data collection survey for a period of one week.

Community Pharmacy Survey

From **Monday 7th March 2022 until Sunday 13th March 2022**, community pharmacists are invited to capture the following data:

- For all contracted care homes **record the number of phone calls**, regarding any care home resident, received from or made to;
 - GP Practice
 - Health Care Professional
 - Trust staff
 - Care Home staff
- Activity in relation to sourcing a specific medicine for a care home resident e.g. a phone call or email to a supplier.

Please note: Do not record data in relation to the dispensing or supply of medicines to care home residents e.g. collection or delivery of prescriptions.

Instructions for completion of the survey

1. To assist in the collection of the required data, a data collection form has been included at Appendix 1.
2. Only one data collection form is required for all care homes, who the pharmacy provides the service to. It is not necessary to complete a separate data collection form for each individual care home.
3. A simple tally should be recorded on the form. **The specific details of the query/activity do not need to be recorded.**
4. At the end of each day, the tally should be totalled on the data collection form.
5. At the end of the survey period, the data collated on this form should be transferred to an online survey that can be accessed at the following link <https://www.surveymonkey.co.uk/r/TJ8LTY9>
6. The on line survey only has sufficient space to input the details; such as care home name and number of beds for up to 8 care homes. For those community pharmacies who provide this service to more than 8 care homes, please enter the details of 8 of your care homes but in the tally record enter the total number of queries received **for ALL of your care homes.**
7. When the information has been entered online, scroll to the bottom of the survey and press “DONE” to submit. The survey will not be accessible again after it has been submitted.
8. All entries to the survey could be completed by **5pm on Friday 18th March 2022.**

If you have any queries in relation to the completion of the survey please contact your local HSCB office.

Yours sincerely,

Kathryn Turner

Kathryn Turner
Pharmacy Lead
Health and Social Care Board



Appendix 1
Community Pharmacy Care Home Support Service (CPCCHSS)
Record of care home activity
Name of Pharmacy Contractor provider: _____

Contractor number: _____

Pharmacist's signature: _____

Care home details:

Please enter details of care home (s) in the table below (as per details on RQIA website) who you are providing this service to:

Name of Care Home	Number of beds	Date of visit (completed or scheduled)

Data collection form

Record:

- Each phone call received or made to/from; GP practice/Health Care Professional/Hospital/Care Home, regarding any care home resident.
- Activity in relation to sourcing a specific medicine for a care home resident e.g. a phone call or email to a supplier.
- **Please note:** DO NOT record data in relation to the dispensing or supply of medicines to care home residents e.g. collection or delivery of prescriptions.

Enter the total at the end of each day. Continue on to a second phone record sheet if required.

Date	Tally record	Total
Monday 7th March		
Tuesday 8th March		
Wednesday 9th March		
Thursday 10th March		
Friday 11th March		
Saturday 12th March		
Sunday 13th March		

Data collected on this form should to be transferred to the online community pharmacy survey which can be accessed at the following link <https://www.surveymonkey.co.uk/r/TJ8LTY9>

Online survey to be completed by 5pm on Friday 18th March 2022