



ANNUAL REPORT

Swindon and Wiltshire LPC



Fiona Castle
Chief Officer

Chair's Report

It's been a tough year for community pharmacy with hard hitting cuts, the need to provide more services to fill the gap and the introduction of quality payment requirements.

The LPC has worked hard to support community pharmacy; campaigned against the cuts; lobbied local MPs both here in the county and at Westminster through select committee meetings and debates in the Houses of Parliament. After the cuts were rolled out, we supported the PSNC's judicial review and I was a key pharmacy witness for the NPA's judicial review in the spring which exposed the government's poor decision making based on incorrect figures and assumptions. The appeal remains to be heard.

The LPC have supported local contractors with Quality payment meetings and materials, Healthy Living Pharmacy Leadership and Health Champions training courses which were fully subscribed, and with the employment of an engagement officer who has been ringing round to make sure we had what we needed to meet our requirements.

We are in interesting times for community pharmacy. There remain 25 unfilled GP positions in Swindon alone, with a further 25 GPs needed to meet the needs of the growing population by the middle of the next decade - a picture replicated across the country. The prevalence of type 2 diabetes is set to increase from a current estimated prevalence of 8.7% nationally (7.9% or 14 029 people in Swindon and 8.4% or 33510 people in Wiltshire) to 9.5% prevalence by 2030 (an estimated total of 58,527 patients across the LPC area). Over 4% of the population are diagnosed with dementia and this is set to increase with an aging population. Hospitals are stretched to breaking point. The need for local community pharmacy service development, with a national minor ailments and diabetes strategy, is greater now than ever.

Our patients will need us more than ever.

The LPC will continue to push the national agenda but at the same time we will drive forward local education and service development to equip our community pharmacies with the tools to meet the needs of our local patients.

I'd like to thank all members of the LPC for their contribution and support and in particular to Fiona for putting into action the committee's strategy, to Lis for communications (especially the ever popular newsletter) to the vice chair, Chris for his counsel and to Robert our treasurer for keeping our books in rude health.

We look forward to supporting you in the coming year and hope to take advantage of the opportunities opening up to community pharmacy in the better service of our patients.

Nick Jephson

Chairman

Chief Officer Report

LPC Plan for 2016-17

In November 2015, Committee members agreed a plan for 2016-17, within the 2014-18 committee strategy building on the successes and learning from the 2015-16 plan.

This was further developed in January 2016 following the proposed funding cuts announcement letter of December 2015.

The key focus of the plan was agreed as a balance between stakeholder engagement and contractor support, with a focus on the PSNC lead funding campaign.

Additional identified priorities were:

- Investment of remaining Public Health allocated monies in supporting contractors to deliver services designed to reduce CVD risk
- Support the set-up of a Provider Company which would be open to local contractors and include LPC Directors to ensure that service opportunities were not lost because of commissioning hurdles.
- Pursue commissioning of an Urgent Repeat Medicines Service in Wiltshire (to support the Out of Hours Providers)
- At the request of Sian Williams (CCA member of both Swindon & Wiltshire and Gloucestershire LPCs), the potential for a merger with Gloucestershire LPC was put on the agenda

Key activities and achievements to meet the plan

Stakeholder Engagement

- James Gray MP visited all of the pharmacies in Royal Wootton Bassett with LPC members, and also carried out follow up visits later in the year
- Engagement with the Chair and Vice Chair of Wiltshire Council's Health Select Committee lead to a proposal for Community pharmacy integration being developed and considered for funding
- Nick Jephson attended a Westminster MP "Speed Briefing" event and engaged with Claire Perry MP (Devizes), Robert Buckland (South Swindon) and many others. Nick followed up with Robert Buckland following the Commons Debate on community pharmacy
- Fiona Castle has had some success in engaging with Sustainable Transformation Plan groups. The area is diverse, and is bringing together three groups of commissioners who do not traditionally work together. The area serves distinctly different populations which results in challenges for the STP. Unlike other areas, however, there is no anticipation of hospital mergers or closures by stakeholders.
- Fiona Castle hosted a stall at the Swindon Falls Forum, co-hosted a stall at Wiltshire Council for Antimicrobial Resistance Awareness Day and co-ordinated 3 Pre-Registration Pharmacists promoting Community Pharmacy at Salisbury Market
- The LPC has been engaged in the CCG and Public Health planning associated with the "New Eastern Villages" developments in Swindon, which will see housing development of approximately 8000 homes in the area.
- Contractors successfully engaged customers in the NPA co-ordinated petition highlighting the threat to Community Pharmacy

Contractor Support

- A contractor meeting, specifically targeted at independent contractors, was organised for March 2016. This was well attended. Unfortunately, the intended NPA speaker was ill, however Richard Brown of BRR Consulting stepped in with a well-received presentation on GPhC inspections

- LPC member visits to Community Pharmacies were reported as useful to hear “what is going on at ground level” and to open lines of communication.
- The roll-out of Summary Care Records required considerable support. The organisation tasked with facilitating the roll-out did not understand communication and support needs of the target group. LPC support resulting in full engagement included
 - Encouraging attendance at face to face training sessions (required for go-live)
 - Contacting pharmacies that the roll-out team believed live, but who had not accessed any records to identify issues
 - Clarifying blocks and missing paperwork where applications stalled
- Employment of a dedicated Support Officer, with a remit to contact pharmacies by telephone, has supported the Contractor Support Agenda
- Timely follow-up of Anticoagulant NMS referrals with pharmacies by the support officer has resulted in the service becoming “business as usual”
- CVD Risk Projects remained patchy and agreement was reached to use the funds more widely towards HLP engagement and training.
- Newsletters, email bulletins and tailored communications supported pharmacies towards the Quality Points declaration in April 2017
- LPC Officers responded to many individual queries, details are included as Appendix 1

Provider Company

- At an EGM on 16th June 2016, contractors voted for the proposal that a Local Provider company should be formed with the support of the LPC and including 2 directors from the LPC
- CPSW Healthcare Ltd was registered and contractor membership invited from November 2016 onwards

Urgent Repeat Medicines Service

- A small pilot scheme run over Christmas 2015 was intended to provide the evidence for continued and wider commissioning. However, the pilot was so small that no meaningful data could be extracted

Merger Discussions with Gloucestershire LPC

- An options appraisal was prepared. Neither committee felt that there would be any benefit to contractors from a merger and that the loss of local representation and focus would be a detriment.
- The committees jointly appointed a support officer (Ilyas Piperdy), who supported both committees from June 2016-April 2017.
 - Ilyas role continues for Swindon and Wiltshire only through 2017-18

Other Notable achievements and events

- The LPC responded to the “hub and spoke” legislation changes consultation, expressing concern that the consultation questions and the proposed legislation changes did not match and expressing concern regarding governance arrangements for hubs which may be covered by neither pharmacy regulation (requiring pharmacist supervision) nor pharmaceutical production regulation (requiring Qualified Person oversight)

Community Pharmacy Service Delivery

Essential Services

- Ordering of Repeat Medication was a key CCG target on waste control during the year
 - Wiltshire CCG carried out some audit work. Results were not a surprise to Community Pharmacies. Members remain convinced that use of “managed repeat” schemes are often a reaction to poor GP systems and not the cause of waste.
 - Swindon CCG decided to introduce a Coventry-style “POD” (Prescription Ordering Direct) telephone line. The LPC decided to become involved in implementation rather than opposing the scheme. Members’ objective was to ensure that sufficient timescale was allowed for processing of prescriptions and avoidance of prescription direction. Feedback from pharmacies has generally been positive – with reduced workload reported.
 - Wiltshire CCG commenced set up of a scheme based on the Swindon operating procedures to go live during 2017-18. The LPC will work closely with the CCG team.

Advanced Services

- The Swindon based arrangement for referral for NMS (or other appropriate follow-up) of patients newly started on anti-coagulants became embedded as usual practice over the year.
- Service engagement by pharmacy (anonymised) is shown in Appendix 2
- Seasonal flu vaccination was commissioned for the second year. A total of 7214 NHS vaccinations were reported by pharmacies (almost double the number provided in 2015-16)

Locally Commissioned Services

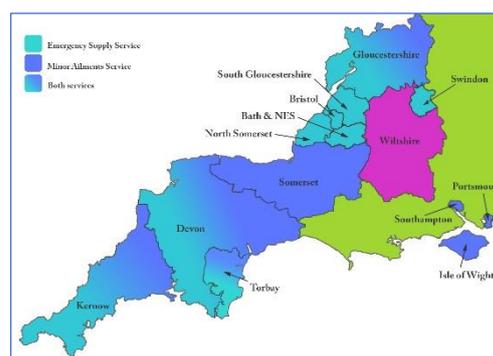
- The Young Diabetics Project in Wiltshire demonstrated good results, which have had national interest. Challenges in finding staff time to deliver the service resulted in fewer interventions than had been hoped.
- Service engagement by pharmacy (anonymised) is shown in Appendix 2

Communications Officer report

2016-17 saw a reduction in my hours from 20 to 12.5 hours a week over the two LPCs. My focus has remained on written communications: I have

- Used Mailchimp to send weekly bulletins
 - Swindon & Wiltshire owners and multiple managers are the most likely to open their messages – at an average 40-50%. Wiltshire pharmacies open their messages at a rate of 10-25% and Swindon at 15-30%. Gloucestershire pharmacies average 15% opens while 30% of their managers and owners open the weekly bulletins.
 - There is no reason to suppose that an email message sent via Outlook would achieve any better rate of opening (and we could not monitor them in any case).
 - A short-term experiment using PharmOutcomes (PO) to send copies of bulletins saw an open rate of 66-70% in Gloucestershire pharmacies and 50-53% in Swindon and Wiltshire. Using both Mailchimp and PO is labour intensive, as PO has formatting issues which means a straightforward copy and paste is impossible. I would recommend using PO exclusively if asked to choose between the two methods, but this will not allow messages to reach Area Managers.
- Created bimonthly newsletters covering topics such as Quality Points, POD developments, hospital referrals, SCR and funding changes.
 - I redesigned our newsletter template for 2017 to allow a more flexible use of the space available.
- Run a Twitter campaign about community pharmacy consultation rooms
 - I used a stock of around 25 pictures to use to raise awareness of consultation rooms as a place where community pharmacy offers confidential advice and services.
 - These tweets have been liked and retweeted by @diabetesUK, @healthwatchswin, @nhssmokefree, @swindoncarers, and @psncnews as well as a variety of individuals. We are gaining followers, and have discovered that tagging a location (e.g. #Warminster), a condition or a support group will achieve more engagements.
- Found that the Facebook group is less active this year; I have been looking into the pros and cons of creating a 'page' which would be able to 'like' and 'comment' on other pages but have not yet found exactly how this might work;
- Continued to respond to pharmacy queries, and maintain a shared log with the Chief Officer on Dropbox;
- Maintained and updated shared spreadsheets with contractor and stakeholder contact information;
- Created numerous pieces of artwork and flyers, including infographics such as the 'MAS/URMS commissioning in the south west' map (below);
- Kept the web site up to date and revised several sections;
- Taken notes and written up minutes for all LPC meetings;
- Helped organise events such as HLP training.

Lis Jardine
Communications Officer



Support Officer Report

Ilyas Piperdy started working for the committee in May 2016, contacting pharmacies at the request of the Chief Officer to request or pass on information and support.

Interactions included:

- Contacting pharmacies who had received PharmOutcomes referrals for NMS or hospital discharge to ensure that the pharmacist was aware of the referral information and action that should be taken
- Encouraging attendance at contractor events – especially those organised to support the roll out of Summary Care Records
- Ensuring contract information for locally commissioned services was returned to commissioners to secure services
- Confirming that pharmacies were aware of and would complete short form CPAF monitoring to avoid more time-consuming monitoring activities by NHS England
- Clarification of flu claiming procedures
- Support to go live with Summary Care Records
- Confirming availability of services such as EHC and Urgent Repeat Medicines Supplies to ensure that NHS111 could refer appropriately
- Identifying pharmacies who wanted Smoking Advisors trained and matching with available training
- Offering support where it appeared that there was under-claiming for locally commissioned services

Treasurers Report

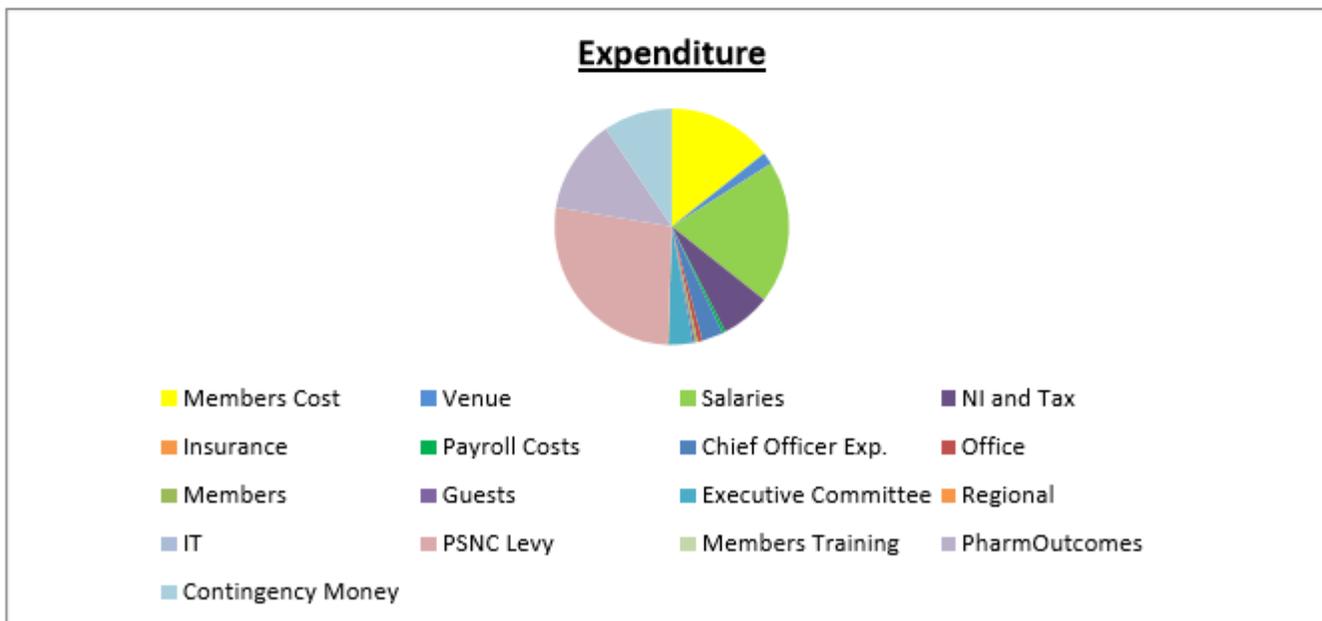
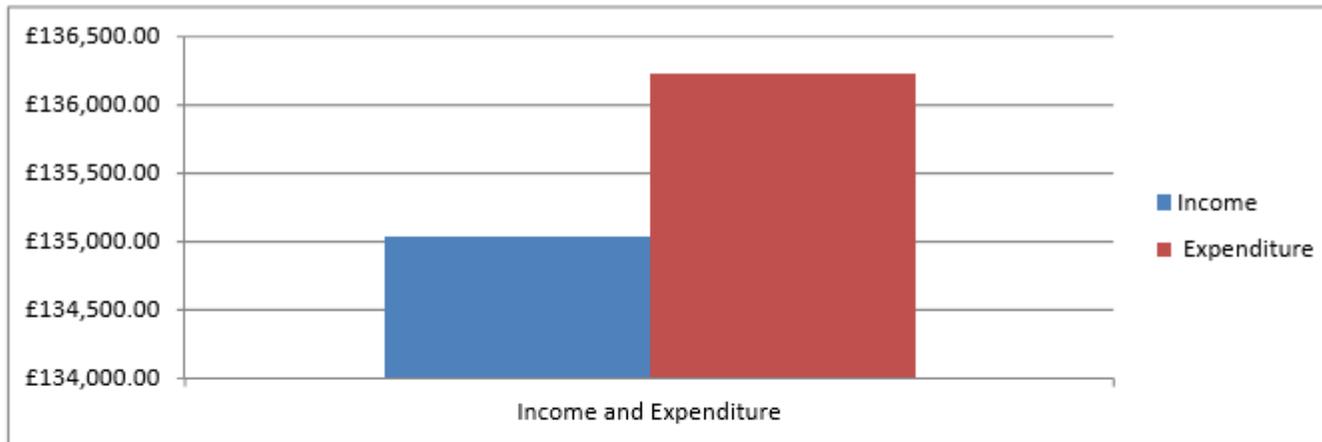
Swindon and Wiltshire LPC Income and Expenditure Financial year 2016-17

INCOME

	£	£
Levy	£115,734.00	
PharmOutcomes License & support	£18,404.81	
Industry Sponsorship	£200.00	
Unspecified	£700.30	
	£0.00	
	£0.00	
	£0.00	
		<u>£135,039.11</u>

EXPENDITURE

	£	£
Members Cost	£19,615.44	
Venue	£2,220.89	
Salaries	£26,712.28	
NI and Tax	£9,270.37	
Insurance	£0.00	
Payroll Costs	£609.84	
Chief Officer Exp.	£3,957.80	
Office	£938.75	
Members	£477.30	
Guests	£384.60	
Executive Committee	£4,571.59	
Regional	£150.00	
IT	£0.00	
PSNC Levy	£36,842.00	
Members Training	£0.00	
PharmOutcomes	£17,516.82	
Contingency Money	£12,966.00	
		<u><u>£136,233.68</u></u>



Member Attendance

<u>Member Name</u>	<u>Representing</u>	<u>Confidentiality</u>	<u>Most recent Declaration of Interests</u>	<u>Joined</u>	<u>21/04/2016</u>	<u>19/05/2016</u>	<u>16/06/2016</u>	<u>21/07/2016</u>	<u>15/09/2017</u>	<u>20/10/2016</u>	<u>17/11/2016</u>	<u>19/01/2017</u>	<u>02/03/2017</u>
Nick Jephson	Independent	15/05/2014	15/05/2014	pre 2010	present	present	present	apologies	present	present	present	present	present
Kaushik Patel	Independent	28/03/2014	28/03/2014	pre 2010	apologies	present	present	apologies	present	apologies	present	present	present
Paul Hedge	Independent	15/05/2014	15/05/2014	pre 2010	present	present	present	present	present	present	apologies	present	present
Andrew Hobson	Independent	15/05/2014	15/05/2014	Apr-14	present	apologies	present						
Robert Townsend	AIMp	15/05/2014	15/05/2014	pre 2010	present	present	present	apologies	present	present	present	present	present
Chris Shields	CCA	15/05/2014	02/03/2017	Jul-10	present	present	apologies	apologies	present	present	apologies	present	present
John Hughes	CCA	15/01/2015	15/01/2015	Nov-14	present	apologies	present	present	present	present	apologies	apologies	present
Sian Williams	CCA	08/10/2015	16/04/2016	Jun-15	pm only	present							
Aga Janowski	CCA	19/11/2015	19/11/2015	Oct-15	present	present	present	apologies	present	present	present	present	present
Zoe Pearce	CCA	15/09/2016	15/09/2016	Jul-16	vacancy	vacancy	appointed July 16	apologies	present	apologies	present	present	present
Will Pearce	CCA	13/05/2013	17/09/2014	Aug-14	present	present	apologies	present	present	present	apologies	present	apologies
Tom Collins	CCA	23/07/2016	23/07/2016	Jul-16	vacancy	vacancy	appointed July 16	apologies	present	present	resigned Nov 17	vacancy	vacancy

Appendix 1

Contractor queries 2016-17

Enquiry	Date	Answer	Date2	Feedback
How to claim for supply of Nicorette Cools in Stop Smoking service as greyed out on PharmOutcomes	14/04/2016	Checked that omission from list was oversight and gained consent for PharmOutcomes helpdesk to add	15/04/2016	
Who should she contact to arrange collection of needle exchange returns - bin now full	14/04/2016	PHS - collect both returned medicines and needle exchange waste	15/04/2016	
How to get PharmOutcomes activated for the Stop Smoking Service	15/04/2016	Contact Kate Daniels at Swindon Borough Council to confirm the Public Health Services that you want to provide under contract with them. She will sort out the contracts and PharmOutcomes activation will follow	15/04/2016	
Where do I send form to notify change to supplementary hours? Anything to be considered before making change	18/04/2016	Confirmed that low danger of triggering a contract application as the hours to be reduced are offered by another pharmacy in the locality. Advised to ensure that NHS choices website updated on day of change of hours. Passed on email address for contract applications. Advised to copy in Gina Bryant	18/04/2016	
Request for postal address for contract application - form needs to be signed by hand; no scanner	18/04/2016	Provided Sanger House address.	19/04/2016	
I am trying to understand how the Stop Smoking Service and NRT service are claimed?	21/04/2016	The Stop Smoking service uses 'Quit Manager' to record advice and quit. PharmOutcomes is used for NRT only.	25/04/2016	That's great thanks for getting back to me.
Ordering problems with Capita	26/04/2016	Re-register	26/04/2016	
Losses due to switching. Can PSNC not negotiate a better deal	03/05/2016	Responded that although the penalty is disproportionate, it is well known and contractors should have procedures in place to mitigate. Unlikely to have high priority in current negotiations. Passed on to Andrew Lane as PSNC rep	04/05/2016	Support from Andrew Lane that my response was accurate and will raise at PSNC meeting
Tried re-registering. Still no log-in details	04/05/2016	Escalated to Steve Lutener	04/05/2016	I am escalating those with serious shortages (i.e. none or only a day's worth) and wish to keep the escalation for those to prioritise. Advise sending daily emails and then revert to Steve with this evidence after a week

Is there a similar document in Swindon to the detail of services, funding and notes on Gloucestershire LPC website	05/05/2016	Not presently	05/05/2016	
could you please sign post us to local policy and procedures on safeguarding of children and vulnerable adults.	10/05/2016	Links to website given (resources/links page)	11/05/2016	
medicine sick day rule cards for things like ACE-inhibitors, diuretics etc - produce locally?	10/05/2016	forwarded to FC who said 'would need to do this through CCG'	11/05/2016	
Distance selling contract not allowed access to Pharmacy Access/Medicines Manager "for contractual reasons" - any ideas?	27/05/2016	Probably related to EMIS links with Pharmacy 2 U and protecting against accusations of inappropriate use of GP data	27/05/2016	
I have recently started working in this area and am not sure where I need to send the MUR/NMS submission documents to, any help would be much appreciated.	22/06/2016	The most recent template available to download here http://psnc.org.uk/swindon-and-wiltshire-lpc/our-news/nhs-england-requests-quarterly-murnms-reports/ has the email address to return it to on sheet 2 'user notes for pharmacist'	22/06/2016	
I did SCR training last week at the Campanile and the bloke there said he'd e-mail me so I could let him have staff details for another privacy officer and also so i could complete an on-line declaration. I've not had an e-mail. Do you have contact details for me to chase this up please?	22/06/2016	This is the best email address to use for all things SCR: scr-scw@southcsu.nhs.uk I expect that it was Bryan Taylor that you were speaking to at the Campanile, so it is worth quoting his name in your email to them	23/06/2016	
Contact details for SCR roll-out officers	23/06/2016	Passed email address and appropriate contact name	23/06/2016	"All sorted. Thanks"
Do you know about a pharmacy service to provide emergency medication through the 111 number in Wiltshire. I worked in Bristol area and they can give medication out to patients when they are referred from the 111, and then claiming through pharmaoutcomes. Any idea?	24/06/2016	There is an urgent repeat medicine service commissioned in Swindon, but not in the rest of Wiltshire at present. The LPC has proposed a scheme but negotiations are ongoing... keep an eye on our newsletter and emails and we'll let you know if anything changes :)	24/06/2016	Great, thanks

Bit late, I know, but should we have done any pre course work before the SCR training tomorrow?! I've got a quietish day tomorrow so could squeeze some in if necessary!!	28/06/2016	Referred to invitation which had a list of pre-work	29/06/2016	If i don't get all of this done is there any point me attending? Or is there another one locally in the near future? Yes you should still attend even if you haven't done your CPPE bit. The priority is to identify your privacy officers – everything else can get sorted later.
We are just getting our specials paperwork in order and don't know where to send off the certificate of conformity?	01/07/2016	Info on where to send specials can be found at http://psnc.org.uk/swindon-and-wiltshire-lpc/useful-information-for-pharmacies/specialsendorsing/ - in Wiltshire, Gina Bryant, email: gina.bryant@nhs.net , tel: 0113 82 51509, fax: 01249 463058.	04/07/2016	
Who should we contact if we are willing to do Christmas Rotas?	04/07/2016	Gina Bryant Primary Care Commissioning Support NHS England South (South Central) Telephone: 0113 82 51509 Mobile: 0777 026 2698 Email: gina.bryant@nhs.net	04/07/2016	
can you explain what the CCG ordering hub will be or can you give me contact details of Paul Clark so I can discuss it with him?	13/07/2016	We had something in the newsletter about it – page 3 http://psnc.org.uk/swindon-and-wiltshire-lpc/wp-content/uploads/sites/62/2013/06/SW-newsletter-July-2016-to-circulate.pdf Hope this helps!	14/07/2016	not really, I read that and it didn't really explain how it's going to work, just so vague references to waste. Can you give me Paul Clark's e-mail please?
Just a quick email to ask if there are any further SCR events planned? My manager Chris Edwards and I were unable to attend any of the previous events, we don't have any in house training available as we are an independent pharmacy.	14/07/2016	there will be additional events run, but we're not yet sure when or where. In the meantime we suggest you try emailing the address given for enquiries in the original event information.	15/07/2016	
Can you help me with Flu vaccine training . Do you know of any events that are been run locally?	09/08/2016	Not enough interest to run local training - ask your PMR supplier	09/08/2016	
I am writing to ask you if there are any courses available for locum pharmacists about flu vaccine in order to offer this service in the pharmacies. If I am still on time I would like to take a training course in September (within Wiltshire area) when I am back from my holiday abroad.	16/08/2016	Unfortunately, the LPC will not be running any flu training this autumn – we sent out a survey asking who would be interested and didn't get enough positive responses to justify it. So we're advising pharmacists to organise training with their preferred PGD supplier/wholesaler.	16/07/2016	what a pity, I might have missed that e-mail. Thank you for the information, anyway.

My name is Kobe Addai and recently took over management of Boots at Salisbury. I was wondering if you could send me the opening hours for Wiltshire stores or ones around Salisbury for this coming bank holiday	18/08/2016	Thanks for getting in touch. I will update my mailing list. Wiltshire BH hours are available on the website under 'Useful Information for Patients' http://psnc.org.uk/swindon-and-wiltshire-lpc/useful-information-for-patients/ - there's lots of other info on the website so worth having a browse!	19/07/2016	
Has the Swindon Emergency Supply service been extended beyond 31st March 2016	22/08/2016	Yes - although still working on getting contracts out of CCG and supporting them to make the payments	22/08/2016	Sounds like you have your hands full - will tell branch to continue providing service
HLP Champion training availability	23/08/2016	There is no further funded HLP training currently arranged in Gloucestershire. The funding for training in the HLP project ended at the end of March 2016. The NPA do offer an online version of the course – however at this time it would be necessary for the employer to fund this directly.	27/09/2016	Thank you for getting back to me, I will look into this option with the NPA.
Is the LPC organising any local flu vaccination training	24/08/2016	No - there had not been sufficient interest	24/08/2016	
I attended a SCR training event in June, but as of yet, the Smart card team haven't been asked to add the necessary code onto my smart card by the SCR training team. I have attempted to contact SCR team but have had no response. The Smart Card office have suggested I contact you for some advice... Could you please advise where I go from here?	29/08/2016	We have passed this query on to the lead for the project across the South. In the meantime, you should contact scr-scw@southcsu.nhs.uk which is the general SCR queries email for the area.	05/09/2016	
Apologies if you are not the person to ask, but I am really interested in working in GP surgeries and as yet have no clinical qualification but wondered if there are any opportunities which would prepare me to work in a surgery to enhance my understanding of a more clinical role in the future. Who is the best person to talk to? I currently work as a community pharmacist near Swindon Wiltshire.	04/09/2016	The best people to approach with this question is the RPS - our remit as the LPC is to represent the best interests of community pharmacy contractors, and create services in these pharmacies which may encourage pharmacists such as yourself to stay in the community (rather than move to other sectors). We are investigating support in Wiltshire for additional training to support potential prescribing roles within Community Pharmacy, and we will add you to the list of pharmacists that we know might be interested in that sort of development.	05/09/2016	

When updating certificates on Smartcard noticed that 2 profiles running or appear to be two cards live. Could her card have been cloned	05/09/2016	Asked whether she might have second profile for a different branch, SCR access or Sponsor/Agent role. Did not think any of these applied. Gave number for Barbara Stratton at Smartcard team to investigate	05/09/2016	
Who do they contact to get a supervised consumption contract	06/09/2016	email sent on to contacts in Wiltshire Council to help progress	07/09/2016	By 12/9/16 confirmed that contract in place and PharmOutcomes active
Will there be more 1 day stop smoking advisor training later in year	09/09/2016	not yet known - copied to Helen Aston to highlight interest	09/09/2016	
do you have the guidance to hand for dossette box scripts. I've a surgery who only want to give weekly rx and a client who needs to pick up monthly. Who thought I'd be fighting for less items !!	19/09/2016	MDS: 7 or 28 day prescriptions? Attached here is LPC position on this issue, and a link to the Wessex LMCs guidance to GPs. Here's what we have on the website about dosette boxes – hope it helps. If you have questions I suggest getting in touch with Fiona at chiefofficer@lpcoffice.org.uk 07565 537319 who knows much more than I do!	19/09/2016	great thankyou, ive a meeting with the partners on 3 October.
Could they be commissioned to provide the Wiltshire flu vaccinations	27/09/2016	Asked question of Jenny Wright. Agreed that staff living in Swindon could access through Swindon pharmacies who wanted to deliver. Lawn and Carfax Street commissioned	15/10/2016	Thanks from Ali
DMS for offsite MUR - who to contact as Gina Bryant out of office	03/10/2016	Forwarded query to Fiona Davenport	03/10/2016	
Flu voucher service - is it available in Swindon?	03/10/2016	Initially sent wrong answer! FC corrected to: The SLA was sent to Swindon pharmacies as well because many Wiltshire Council employees live in Swindon and the council agreed that they were happy to extend the commissioning to make it easier for these employees to access the vaccinations if Swindon Pharmacies wanted to participate	04/10/2016	You made me chuckle after a very long and busy day. Much appreciated.
Are they commissioned to provide flu vaccinations against Wiltshire vouchers	04/10/2016	yes. Also followed up with Nav Chohan to inform that internal communications had failed to inform pharmacies of what they have been signed up to	04/10/2016	
I applied for a Thames Water permit for methadone rinsing to allow me to rinse out through the main water supply. I have been refused since they say that the law has now changed and that I am unable to do this. The patient returns will not collect used cups so any futher ideas?	04/10/2016	Unfortunately, if the patient returns waste collection is refusing to collect bins with methadone soiled cups, then the only solution is to use labelled bottles which seems excessive! I will ask NHS England about confirming that the used cups should be allowed in the waste.	04/10/2016	You made me chuckle after a very long and busy day. Much appreciated.

<p>Can we ask Paul Clarke to reassure contractors and introduce a regulatory system to ensure that nominations are not changed</p>	<p>14/10/2016</p>	<p>Already discussed with POD and reassurances provided around SOPs and nomination</p>	<p>14/10/2016</p>	
<p>Should purple cytotoxic waste bins still be used and collected? PHS refused to pick up - said no contract</p>	<p>15/10/2016</p>	<p>As far as aware. Following up with NHS England</p>	<p>16/10/2016</p>	<p>John Reason investigating with PHS. Cytotoxic collections had been reduced to every 6 months but poor communication. Have requested full list of pick ups to share with contractors</p>
<p>FYI Paul and Fiona, not sure exactly what Vic Cross mean , but suspect they want me to phone the POD on behalf of their vulnerable patients. My understanding is that if patients are not capable of using the POD then pharmacies can continue to manage their scripts by written requests to the surgery. Also Moredon surgery problems Please confirm this is the agreed system between the CCG and the LPC as I'm sure you will agree that pharmacies don't have the time to phone the POD on behalf of patients and it is also not their duty or responsibility to and may unacceptably extend their legal liability.</p> <p>If there are genuine cases of difficulty, then I will pass on a written request to the surgery and would expect it to be accepted, but if the surgery won't meet us half way then especially in the current environment no one should expect or request pharmacies to liaise with the POD</p>	<p>20/10/2016</p>	<p>Exactly problem that template request for continued pharmacy ordering is supposed to address</p>		

SCR update delay for smartcard	02/11/2016	The Smartcard office usually deal with smartcard issues: however I believe there is a backlog of SCR accreditations and I am not sure how long people are having to wait at present. You could try the SCR queries email – scr-scw@southcsu.nhs.uk - who might be able to help? Or the Smartcard Office: Priory Rd Surgery, Priory Rd, Swindon, SN3 2EZ Email: cscsu.smartcardoffice@nhs.net Tel: Barbara Stratton 07920 817753 Our web site has a range of info on SCR: http://psnc.org.uk/swindon-and-wiltshire-lpc/useful-information-for-pharmacies/summary-care-records/		
Would like more Healthcheck leaflets	07/11/2016	Fiona to drop off when passing		
Looking for Stop Smoking training near Melksham in next 2 weeks	07/11/2016	I've just been looking back through our events on the web site and can't find a single example of a 'public' Stop Smoking training event in Swindon. So I looked at the SLA (available here http://psnc.org.uk/swindon-and-wiltshire-lpc/commissioned-services/) It says: "All staff providing one-to-one support must be accredited to National Centre for Smoking Cessation and Training (NCSCT) Level 2. Training is available [free of charge] and providers should contact the Swindon Stop Smoking Service for details. Where staff have previously completed locally accredited training a period of 12 months will be permitted to complete the NCSCT online courses." You could try calling our contact for questions about this service: Chris Woodward, cwoodward2@swindon.gov.uk , 01793 444678 to see if there is anything available at short notice?	07/11/2016	Thank you!..
SCR face to face training query	07/11/2016	Directed to 16 Nov event in Gloucestershire	07/11/2016	Thank you for the info- do you happen to know whether a dispenser can attend in place of a pharmacist? [Answer: "At least one user of the SCR from the pharmacy e.g. pharmacist and/or GPHC registered technician is required to attend. This should be someone who can implement the changes needed to Standard Operating Procedures and implement the business change elements into the pharmacy process. Two Privacy Officers also need to attend." - and reiterated 'this is your last chance']
Had not been able to find RUH referral scheme in PO list of services	11/11/2016	FC response: The referral service will only appear on your screen when you actually receive a referral.	14/11/2016	I think this is a great step in speeding up communication of discharges, as current

		The referral will appear at the top of your Services screen, above the details of services recently provided		<p>processes can result in delays and a poor patient experience.</p> <p>With this said, I feel it will only prove a success if an email notification is sent on receipt of a referral (like when we receive a message in Pharmoutcomes).</p> <p>This would provide a failsafe, as discharges tend to be sporadic in nature. For this reason it is unlikely at branch level, that Pharmoutcomes would be accessed regularly just to check discharges. Therefore, a notification would aid in referrals being received promptly, and dealt with effectively.</p> <p>Apologies if this has been thought of already, I see this as necessary input.</p>
I am providing flu vaccinations for the NHS for the first year here in Chippenham- do I need to log them on Pharmoutcomes?	13/11/2016	My understanding is that the hard copies are the statutory 'basics' but by filling in the PO form you save yourself the effort and paper (as the details will be sent by email) and PSNC/your LPC can also collate anonymised data to use to support future service commissioning.		
Details of NHS numbers for SCR test patients	20/11/2016	Initially did not know. Directed to find email from NHS Digital. But co-incidentally sent a document which contained the information so sent on	23/11/2016	Information useful. Could not find any email sent with activation
Is it worth joining Provider company? Interests already covered by Andrew as LPC director	23/11/2016	Referred back to Andrew	23/11/2016	
How do staff request NHSmail accounts?	23/11/2016	http://psnc.org.uk/swindon-and-wiltshire-lpc/useful-information-for-pharmacies/pharmacy-it/nhsmail/	23/11/2016	Thank you
Requested advice on becoming a practice pharmacist	23/11/2016	Not able to help as not in our remit. FC advice on actively delivering CP services - inc getting DoC.		
Have been informed by NHSBSA that no payments will be made for flu as not registered intent. Discovered that locum had only filled in registration for Patient Survey and not payment	24/11/2016	Forwarded to Fiona Davenport at NHS England and PSNC to apply for payment under discretionary powers	25/11/2016	
How does the GP notification system for flu through PharmOutcomes work. Should Hathaway have details of all vaccinations done	01/12/2016	Confirmed email address given by Hathaway and asked for confirmation that verification has happened	01/12/2016	

Questions re HLP training and NUMSAS/NHS mail	08/12/2016	Let her know about Leadership day and Champion training; NUMSAS may eventually supercede URMS; NHSmail can only be expedited if you have a reason outside of NUMSAS registration.	08/12/2016	Booked a place on Leadership day.
Email to inform us he and his wife had taken on Bishopdown Pharmacy and would like to go on mailing list. Also question about Procontract - is Wiltshire using?	22/12/2016	Welcomed to area and informed that not using Procontract as yet. Advise to contact Wiltshire Council to confirm services offering.	03/01/2017	
Who to contact re unexpected closure (late opening)	30/12/2016	Had found info before I could reply - advised her to look at contact directory online in case of future need.	03/01/2017	Thank you Lis. Yes, I have the contact details but they want to be sent an email so I've got that saved now.
Could a Distance Selling Pharmacy attain HLP Status	05/01/2017	Yes - probably. May need to be innovative in how demonstrate pro-active support for patients, eg by telephone etc	05/01/2017	
Claim form for Rota over Christmas	06/01/2017	http://psnc.org.uk/gloucestershire-lpc/services/access-to-medicines-rota/	09/01/2017	
Not able to recover NHSmail account via phone number advertised	09/01/2017	they are winding up local administration I believe everything is now being dealt with via a national helpdesk. The number I have for that is 0333 200 1133, or via email at helpdesk@nhs.net.	10/01/2017	Thank you will give them a try
SCR delay - smartcards	10/01/2017	scr-scw@southcsu.nhs.uk	11/01/2017	
Help with SCR smartcard issues	11/01/2017	Forwarded to Maxine Bowen Hall, who has made contact	17/01/2017	
Advice on relocation application	12/01/2017	Forwarded relevant contact details	12/01/2017	
Is anyone sending out PH materials, how does it work?	12/01/2017	No-one actively managing campaigns in SwinWilts. Direct to https://campaignresources.phe.gov.uk/resources/	12/01/2017	
Will there be Health Champion Training in Swindon	17/01/2017	yes	18/01/2017	
Will there be Stop Smoking Advisor training in Swindon	17/01/2017	expecting some to be organised soon	18/01/2017	
Time and Venue for CGL meeting on 25/1/17	20/01/2017	Supplied	23/01/2017	

Where send patients with minor injuries?	20/01/2017	<p>Clover Unit at the GWH site. Or he could ring the OOH professional line for advice at the time to arrange an appointment for the patient. When following up on a different enquiry, Fiona was passed the OOH Clinic times for Severnake Hospital in Marlborough.</p> <p>Although this is not a walk in service, During the OOH period, I expect that if you contacted the OOH Professional line about a patient who needed urgent care that you cannot provide for a Minor Injury, they would book them in for you</p>	20/01/2017 and 24/1/17	
Have tried to email Surbit Gill re Stop Smoking training but received no reply	20/01/2017	<p>Surbjit Gill Live Well Swindon Hub – Community Health and Wellbeing Team t: 01793 465512 m: 07881 281793 e: sgill@swindon.gov.uk</p>	20/03/2017	<p>Thanks for your help. I would like to inform you that the mobile number provided is invalid.</p>
I read something recently that we could send a list of CD's requiring witness destruction and then get authorisation to do ourselves. I can't remember where I saw this, is it up and running in Wiltshire?	23/01/2017	<p>Confirmed that this is in pipeline for Wiltshire. Referred to Julie McCann to see if she has it up and running yet</p>	23/01/2017	<p>Up and running. Julie referred Chris to use england.southcentral-cd@nhs.net to get paperwork started</p>
SCR - smartcard delay an can they offer NMS/MUR as a distance selling pharmacy?	23/01/2017	<p>Direct to scr-scw@southcsu.nhs.uk and "they can apply on a patient by patient basis for off-site MUR. For nursing and care homes, they will only be approved if the patient is self-administering medicines. The form is quite intense and they need DBS (which NHS England will arrange for one pharmacist)</p> <p>All the details are in the NHS Policy which can be accessed from this page on our website: http://psnc.org.uk/swindon-and-wiltshire-lpc/useful-information-for-pharmacies/advanced-services/"</p>	23/01/2017	
How to get PharmOutcomes activated for Supervised Consumption	25/01/2017	<p>Reccomended contact Public Health substance misuse team to see if pharmacy was contracted to provide service, and if not to get contract updated</p>	23/01/2017	
As a distance selling pharmacy do they need a consultation room?	31/01/2017	<p>If the HLP criteria require a consultation room, then you would need to have one whether doing MUR/NMS off site or on the premises. https://psnc.org.uk/contract-it/market-entry-regulations/distance-selling-pharmacies/</p>	02/02/2017	
How access Stop Smoking training	31/01/2017	<p>contact the Public Health team at Tel: 0300 0034562 Email: wiltstopping@nhs.net to enquire about training dates.</p>	02/02/2017	
Confirm up to date SLAs for Sexual Health	01/02/2017	<p>Working on it with Emma Churchill and Jo Hartley</p>	01/02/2017	
Communications problems with NHS England contracts applications process	06/02/2017	<p>Reassured - communication is bad, but should not result in loss of contract</p>	06/02/2017	

Is it OK to publish an IG assessment where the current score is recorded as satisfactory (66%) but a target score of 12% (unsatisfactory) is showing	13/02/2017	Yes - this just demonstrates that you have not been using the target setting function on the toolkit which will automatically generate an action plan for you if you input target scores. Target scores are not used in the assessment	13/02/2017	Thanks
How apply to provide NUMSAS	13/02/2017	Signing up to provide the service Community pharmacy contractors are able to notify NHS England of their intention to provide the NUMSAS pilot by completing the notification form on the NHS Business Services Authority (NHS BSA) website. http://psnc.org.uk/services-commissioning/urgent-medicine-supply-service/	20/02/2017	
I now have an SCR training certificate. Do I send it to you?	15/02/2017	No - send to scr-scw@southcsu.nhs.uk with covering email giving your ODS code and asking specifically what else they need for you to be activated	15/02/2017	
Can the password rules for Capita's stationery ordering portal be simplified? Highly complex passwords with 30 day reset required	22/02/2017	Passed on enquiry to NHS England and PSNC (Fiona Davenport and Mike King)	22/02/2017	I have fed this back to the team running the supplies portal at Capita and have asked if they have had any similar feedback. 30 day password resets are the bane of many systems but governance tends to make them mandatory. I know I used to face similar queries with Open Exeter, another system many people only used sporadically but which needed a password reset every 30 days. I don't think it will be permissible to change this as security tends to override convenience. I will let you know when I hear back. I have noted the other issues and will find out if there is a "help desk". From Simon McPartlin, Supplies and Archive Contracts Support, NHS England
Stop smoking training	23/02/2017	Supplied dates on web calendar	23/02/2017	Ok thank you very much for your help with this.

December payment did not include EPS fee or Repeat dispensing fee. Was this correct	01/03/2017	A Single Activity Fee (SAF) is being introduced which incorporates and replaces the Professional Fee, Practice Payments, Repeat Dispensing Fee and EPS Monthly Allowances. For December 2016 to March 2017 the SAF is set to £1.13 per item. The SAF is then expected to rise in 2017/18 to a level of £1.24 per item.	17/03/2017	
Can I book for a CPPE event through the LPC for staff member with no GPHC no	01/03/2017	No	01/03/2017	
Problems with direction of EPS scripts	03/03/2017	Issue raised where possible. National problem with Out of Hours prescriptions. Hoping that Release 4 will allow temporary re-nomination in these circumstances	06/03/2017	
Is NMS referral scheme in Swindon replicated in Salisbury	06/03/2017	Not yet, but working on it	07/03/2017	
Any more Stop Smoking Swindon dates as deadline quite tight	08/03/2017	Will let them know if I hear anything	08/03/2017	Thank you for letting us know, we will definitely be happy to do the training on a future date.
What is process for getting personal nhs.net email address	08/03/2017	Grey area - priority being given to "3 names" to support pharmacy shared inboxes	10/03/2017	Thank you for your prompt reply. I am listed under the 3 names however I am hoping to register through National Process with the hope it would be quicker but from your explanation it does not work that way. Thank you again anyway.
Contact details for CD Accountable Officer re destruction of CDs	16/03/2017	Julie McCann email england.southcentral-CD@nhs.net	16/03/2017	Julie
Contact details for CD Accountable Officer - getting bounceback	19/03/2017	england.southcentral-cd@nhs.net	20/03/2017	I did use this as well but was not sure if it would get to Julie. It has.
Query about obtaining advance consent for access to SCR	20/03/2017	Information Governance Section of NHS Digital SCR in Community Pharmacy pages indicates that advance consent can be sought but should be reviewed annually	18/04/2017	
do you know if the Pod is going ahead & if so who is communicating the information about this?	22/03/2017	Yes POD in Wiltshire is in development, and we hope to be fully involved in making sure everyone knows what is happening when. Copy of latest newsletter with article re POD	22/03/2017	
What goes in my annual complaints report? Is it dispensing errors	23/03/2017	Yes - if the patient or their representative brought it to your attention that the error had been made	23/03/2017	

Where could we find an up to date list of service in Swindon to update our signposting file	23/03/2017	http://www.mycaremysupport.co.uk/	23/03/2017	
Raising concerns about cost of DBS and requirements being added to services such as Stop Smoking. Need to take these costs into account when negotiating	23/03/2017	noted		
Can I have a copy of the LPC response to the previous pharmacy application in Redhouse, Swindon to help inform response to current application	28/03/2017	Response and Appeal Authority final decision sent	29/03/2017	Thanks for sending the letter to me. This is perfect, I shall write a well-educated response this weekend.

Appendix 2

Service engagement

Top performers:  = Active  = Inactive  = Not available

Rank by local service engagement then advanced service	MUR	NMS	Flu	Total advanced service consultations	Supervised Consumption	Total hospital referrals	Stop Smoking Recruitment	Needle Exchange	Flu Voucher Scheme Wiltshire Council	Urgent Repeat Medicines - Swindon	EHC	Health Trainer or Livewell	NHS Healthchecks Swindon	Swindon Prescribing
1	400	285	54	739	Active	Active	Active	Active	Not available	Active	Active	Inactive	Active	Active
2	400	420	314	1134	Active	Active	Active	Inactive	Not available	Active	Active	Inactive	Active	Active
3	400	84	175	659	Active	Active	Active	Active	Active	Not available	Active	Active	Not available	Not available
4	400	325	90	815	Active	Inactive	Active	Active	Active	Not available	Active	Active	Not available	Not available
5	406	237	125	768	Active	Active	Active	Active	Active	Not available	Active	Inactive	Inactive	Not available
6	400	116	228	744	Active	Active	Active	Active	Not available	Active	Active	Active	Inactive	Not available
7	393	208	72	673	Active	Active	Active	Active	Not available	Active	Active	Inactive	Not available	Not available
8	386	34	105	525	Active	Active	Active	Active	Active	Not available	Active	Inactive	Not available	Not available
9	406	3	27	436	Active	Active	Active	Active	Active	Not available	Active	Inactive	Not available	Not available
10	375	14	5	394	Active	Active	Active	Inactive	Not available	Active	Active	Inactive	Active	Not available
11	399	201	254	854	Active	Active	Active	Not available	Active	Not available	Active	Inactive	Not available	Not available
12	400	221	212	833	Active	Inactive	Active	Active	Active	Not available	Active	Inactive	Not available	Not available
13	400	123	252	775	Active	Active	Active	Active	Active	Not available	Active	Inactive	Not available	Not available
14	321	85	320	726	Active	Inactive	Active	Active	Active	Not available	Active	Inactive	Not available	Not available
15	400	144	162	706	Active	Active	Active	Active	Not available	Active	Active	Inactive	Not available	Not available
16	400	171	109	680	Active	Inactive	Active	Not available	Active	Not available	Active	Active	Not available	Not available
17	435	35	176	646	Active	Active	Active	Inactive	Not available	Active	Active	Inactive	Active	Not available
18	402	143	22	567	Active	Inactive	Active	Active	Active	Not available	Active	Inactive	Not available	Not available
19	406	64	95	565	Active	Active	Not available	Active	Active	Not available	Active	Inactive	Not available	Not available
20	409	152	0	561	Active	Active	Active	Active	Not available	Active	Active	Inactive	Not available	Not available
21	400	93	65	558	Active	Active	Active	Active	Active	Not available	Active	Inactive	Not available	Not available
22	401	123	26	550	Active	Active	Active	Active	Not available	Active	Active	Inactive	Not available	Not available
23	395	85	63	543	Active	Active	Active	Active	Not available	Active	Active	Inactive	Inactive	Not available
24	400	74	24	498	Active	Active	Active	Active	Active	Not available	Active	Inactive	Not available	Not available
25	403	91	0	494	Active	Active	Active	Active	Active	Not available	Active	Inactive	Not available	Not available
26	329	8	90	427	Active	Active	Inactive	Inactive	Not available	Active	Active	Inactive	Active	Not available
27	275	57	44	376	Active	Active	Active	Inactive	Not available	Active	Active	Inactive	Active	Not available
28	270	31	74	375	Active	Active	Active	Active	Not available	Active	Active	Inactive	Not available	Not available
29	96	3	54	153	Active	Active	Active	Active	Inactive	Not available	Active	Inactive	Not available	Not available
30	67	0	29	96	Active	Active	Active	Inactive	Active	Not available	Active	Inactive	Active	Not available
31	394	390	249	1033	Active	Active	Inactive	Active	Not available	Inactive	Active	Inactive	Active	Not available
32	400	210	239	849	Active	Active	Active	Inactive	Active	Not available	Active	Inactive	Not available	Not available
33	377	389	0	766	Active	Active	Active	Not available	Inactive	Not available	Active	Inactive	Not available	Not available
34	415	196	135	746	Active	Active	Not available	Inactive	Not available	Active	Active	Active	Not available	Not available
35	400	161	182	743	Active	Active	Active	Active	Inactive	Active	Active	Inactive	Not available	Not available
36	400	336	0	736	Active	Active	Active	Active	Inactive	Not available	Active	Inactive	Not available	Not available
37	375	157	170	702	Active	Active	Not available	Inactive	Active	Active	Active	Inactive	Not available	Not available

Mid-performers: ■ = Active ■ = Inactive ■ = Not available

Rank by local service engagement then advanced services	MUR	NMS	Flu	Total advanced service consultations	Supervised Consumption	Total hospital referrals	Stop Smoking Recruitment	Needle Exchange	Flu Voucher Scheme Wiltshire Council	Urgent Repeat Medicines - Swindon	EHC	Health Trainer or Livewell	NHS Healthchecks Swindon	Swindon Prescribing
38	402	275	0	677	Active	Active	Active	Inactive	Inactive	Not available	Active	Inactive	Not available	Not available
39	400	190	0	590	Active	Active	Inactive	Active	Active	Not available	Not available	Inactive	Not available	Not available
40	416	106	55	577	Active	Active	Active	Not available	Active	Inactive	Not available	Inactive	Not available	Not available
41	392	23	152	567	Active	Inactive	Active	Active	Active	Not available	Active	Inactive	Not available	Not available
42	401	77	80	558	Active	Inactive	Not available	Active	Active	Not available	Not available	Active	Not available	Not available
43	384	38	134	556	Active	Active	Inactive	Inactive	Not available	Active	Active	Inactive	Not available	Not available
44	402	115	28	545	Active	Active	Not available	Inactive	Not available	Not available	Not available	Active	Not available	Not available
45	400	123	13	536	Active	Active	Not available	Not available	Active	Not available	Not available	Active	Not available	Not available
46	397	56	79	532	Active	Inactive	Active	Active	Active	Not available	Not available	Inactive	Not available	Not available
47	428	19	51	498	Active	Active	Not available	Active	Active	Not available	Not available	Inactive	Not available	Not available
48	400	4	77	481	Active	Inactive	Active	Active	Active	Not available	Not available	Inactive	Not available	Not available
49	400	9	50	459	Active	Active	Active	Inactive	Not available	Active	Not available	Inactive	Not available	Not available
50	324	71	54	449	Active	Active	Active	Active	Not available	Inactive	Not available	Inactive	Inactive	Not available
51	297	33	108	438	Active	Inactive	Active	Active	Active	Not available	Active	Inactive	Not available	Not available
52	281	17	72	370	Active	Active	Active	Inactive	Not available	Active	Not available	Inactive	Inactive	Not available
53	299	31	0	330	Active	Inactive	Active	Active	Inactive	Not available	Active	Inactive	Not available	Not available
54	287	7	0	294	Active	Inactive	Active	Inactive	Active	Not available	Active	Inactive	Not available	Not available
55	214	20	58	292	Active	Active	Active	Inactive	Active	Not available	Not available	Inactive	Not available	Not available
56	210	44	34	288	Active	Inactive	Not available	Active	Active	Not available	Active	Inactive	Not available	Not available
57	279	0	0	279	Active	Active	Active	Inactive	Inactive	Not available	Not available	Active	Not available	Not available
58	176	0	64	240	Active	Inactive	Active	Inactive	Active	Not available	Active	Inactive	Not available	Not available
59	180	0	9	189	Active	Inactive	Active	Active	Active	Not available	Not available	Inactive	Not available	Not available
60	93	2	33	128	Active	Active	Active	Not available	Active	Not available	Not available	Inactive	Not available	Not available
61	36	9	70	115	Active	Active	Not available	Inactive	Not available	Active	Not available	Inactive	Inactive	Active
62	400	348	17	765	Active	Active	Inactive	Active	Active	Not available	Not available	Inactive	Not available	Not available
63	400	147	215	762	Active	Active	Not available	Inactive	Not available	Active	Not available	Inactive	Not available	Not available
64	399	67	188	654	Active	Inactive	Active	Active	Active	Not available	Not available	Inactive	Not available	Not available
65	398	215	16	629	Active	Inactive	Not available	Active	Active	Not available	Active	Inactive	Not available	Not available
66	401	177	31	609	Active	Active	Inactive	Inactive	Not available	Active	Not available	Inactive	Not available	Not available
67	400	134	52	586	Inactive	Active	Active	Inactive	Not available	Active	Not available	Inactive	Not available	Not available
68	335	46	152	533	Active	Inactive	Active	Active	Not available	Inactive	Not available	Inactive	Not available	Not available
69	399	114	0	513	Active	Active	Active	Not available	Inactive	Not available	Not available	Inactive	Not available	Not available
70	333	24	128	485	Active	Inactive	Inactive	Active	Active	Not available	Not available	Inactive	Not available	Not available
71	400	62	5	467	Active	Active	Not available	Not available	Active	Not available	Not available	Inactive	Not available	Not available
72	400	58	0	458	Active	Inactive	Active	Active	Inactive	Not available	Not available	Inactive	Not available	Not available
73	336	30	0	366	Active	Active	Active	Not available	Inactive	Not available	Not available	Inactive	Not available	Not available
74	301	0	0	301	Active	Inactive	Active	Active	Inactive	Not available	Not available	Inactive	Not available	Not available
75	227	62	0	289	Active	Active	Inactive	Active	Not available	Inactive	Not available	Inactive	Not available	Not available
76	247	11	5	263	Active	Active	Inactive	Active	Not available	Inactive	Not available	Inactive	Not available	Not available

Lowest performers: ■ = Active ■ = Inactive ■ = Not available

Rank by local service engagement then advanced services	MUR	NMS	Flu	Total advanced service consultations	Supervised Consumption	Total hospital referrals	Stop Smoking Recruitment	Needle Exchange	Flu Voucher Scheme Wiltshire Council	Urgent Repeat Medicines - Swindon	EHC	Health Trainer or Livewell	NHS Healthchecks Swindon	Swindon Prescribing
77	250	0	0	250	Active	Inactive	Active			Active		Inactive		
78	143	29	49	221	Active	Active		Inactive		Active		Inactive		
79	167	1	3	171	Active	Active				Active				
80	133	0	22	155	Active	Active		Inactive		Active		Inactive		
81	119	5	0	124	Active	Inactive	Active		Inactive			Inactive		
82	15	40	42	97	Active	Active	Active		Inactive	Inactive		Inactive		
83	20	1	0	21	Inactive	Active	Active		Inactive		Active	Inactive		
84	0	13	0	13	Inactive	Inactive	Inactive	Active			Active	Inactive		
85	0	0	0	0	Active	Active		Inactive		Active		Inactive		
86	405	197	247	849	Inactive	Active	Inactive			Active		Inactive		
87	403	130	39	572	Inactive	Inactive	Inactive		Active		Active	Inactive		
88	349	32	6	387	Active	Inactive	Inactive	Active	Inactive			Inactive		
89	233	11	0	244	Active	Active	Inactive	Inactive		Inactive		Inactive	Inactive	Inactive
90	107	17	0	124	Active	Active			Inactive			Inactive		
91	7	51	0	58	Inactive	Active	Active		Inactive	Inactive		Inactive		
92	0	8	0	8	Active	Active	Inactive	Inactive		Inactive		Inactive	Inactive	
93	405	293	0	698		Active			Inactive			Inactive		
94	401	163	34	598	Inactive	Inactive				Active		Inactive		
95	400	195	0	595	Active	Inactive	Inactive	Inactive				Inactive		
96	390	81	0	471	Active	Inactive			Inactive			Inactive		
97	211	25	111	347	Inactive	Active	Inactive			Inactive		Inactive	Inactive	
98	186	24	18	228		Inactive			Active			Inactive		
99	122	12	16	150		Inactive	Active		Inactive			Inactive		
100	100	0	0	100	Active	Inactive		Inactive				Inactive		
101	61	2	0	63	Active	Inactive			Inactive			Inactive		
102	5	0	0	5	Inactive	Active	Inactive	Inactive				Inactive		
103	0	0	0	0		Active				Inactive		Inactive		
104	327	71	33	431	Inactive	Inactive	Inactive		Inactive			Inactive		
105	248	92	0	340		Inactive			Inactive			Inactive		
106	112	92	0	204	Inactive	Inactive			Inactive			Inactive		
107	109	1	8	118	Inactive	Inactive			Inactive		Inactive	Inactive		
108	77	10	0	87		Inactive			Inactive			Inactive		
109	37	43	0	80		Inactive			Inactive			Inactive		
110	0	30	0	30		Inactive			Inactive			Inactive		
111	6	0	0	6		Inactive			Inactive			Inactive		
112	0	0	0	0	Inactive	Inactive		Inactive	Inactive		Inactive	Inactive		