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Service

COMMUNITY PHARMACY CONTRACTOR REMINDER

NHS PATIENT SAFETY ALERTS (MEDICINES AND DEVICES) FROM 1ST OCTOBER 2010

Pharmacy contractors compliant with NHS Wales connectivity and an NHS Wales-approved Email system, will, from 1st October, only receive NHS alerts electronically through the ENAS (Electronic NHS Alert Service). This service will help to ensure improved receipt times and support improved patient safety.

PAPER COPIES OF NHS ALERTS WILL NO LONGER BE ISSUED.

Those pharmacies that have not yet signed up for or activated an NHS Wales-approved email account by 30th September 2010 will lose their recurring monthly IM&T allowance, in accordance with Drug Tariff, Part VIA, Section 6 amended in May 2010.

If you are an independent pharmacy contractor that has **not** yet requested an NHS Wales email account, you should contact: Phil Byfield, NHS Business Services Centre, 8th Floor, The Oldway Centre, Orchard Street, Swansea, SA1 5AQ. Mail – Philip.Byfield@wales.nhs.uk

N.B. If you are a branch of a large multiple pharmacy, your head office will have activated your service and you should contact your operational manager if you require any guidance for your branch.

Pharmacy contractors with an activated NHS Wales approved email account will, on sign up, have received an aide memoir for use from NHS Wales. This should be referred to before use. It contains guidance for use, including more information around the following important requirements for ENAS service use:

- The pharmacy **SHOULD** have a SOP in place to cover NHS Wales email account use.
- The pharmacy **SHOULD** access the email account **at least twice daily**, to ensure timely receipt and any appropriate action (if required) for any NHS alert received.
- The pharmacy **MUST NOT** re-direct any communications received from within the NHS Wales network externally to a non-NHS eMail account (private or commercial).
- The electronic NHS email alert received by the pharmacy **SHOULD** be regarded in the same way as paper-based alerts, such as postal or faxed copies, including the same confidentiality sensitivities.

BUSINESS SERVICES CENTRE PRIMARY CARE SERVICE DESK

A service desk is available to support users of the service who may encounter any difficulties when accessing their NHS Email accounts (e.g. forgotten passwords) during normal business hours (09:00 – 17:00, Monday to Friday).

0845 0267255

FURTHER INFORMATION

Full information is available on the intranet by following links to 'community pharmacy services'

<http://howis.wales.nhs.uk/wmss>