

UKMi Executive Business Meeting

Thursday 22nd June 2006
11:00am
Novartis Foundation,
41 Portland Place,
London, W1N 4BN

Chair: Christine Proudlove

Note taker: Mike Brandon

Attendees:

Christine Proudlove, Mike Brandon, David Erskine, Richard Cattell, Peter Golightly, Sandra Hicks, Sheena Kerr, Alexandra Denby, Fiona Woods, Eilish Smith, Graham Cox, Claudine Hughes, Craig Rore, Elena Grant (Thursday only), Peter Goacher and Julie McGlashan (Thursday only), Tom Burnham (Thursday only) and Iram Hussein (Friday only)

Agenda

06/54 Apologies for Absence

CP

Sue Brent, Janice Watt

Sandra Hicks was welcomed to the meeting deputising for Simon Wills

06/55 Minutes of previous meeting held on 23rd March 2006

CP

06/43 SOP 4 – Documenting Enquiries

Deadline should read 30 April 2006

Minutes accepted with this amendment

06/56 Matters arising

CP

05/133 DAPs on CSM web site - CP reported that Regional Monitoring Centres are now called Yellow Card Centres. The future role for regional monitoring centres will be education, training and promotion. DAP data remains available via the internet but up-to-date ADROIT data is no longer available.

06/12 Pharm-line - flyers had been distributed at the Guild Weekend School in May

06/26 Mi-UK Discussion Group - CP reported that some MI staff do not want their personal details in the directory on the internet. We will investigate using NHS net to address this.

The host for the discussion group will move from Mailbase to Maitalk at the beginning of July 2006 (Mailbase is closing down). Current member names are being transferred but it is necessary to register for a password to use the new host. Files are being transferred after removal of out-of-date material. The functionality of Maitalk differs from Mailbase – a quick guide has been produced. Some of the new features may be useful for members.

06/15 Writing skills - RC has not yet been successful in contacting Tim Albert

06/35 National Clinical Answering Service - members who notice any medicines enquiries on the website that appear more appropriate for MI services should notify RC who will keep a log. RC will raise these and criteria for referral issues with Jon Brassey

06/37 NPSA Injectables Guide - PG, AD and FW will meet with the Hammersmith team on 12 July to discuss the way forward with this project.

06/38 HBN29 facilities for medicines management - the CGWG will address the standards for MI accommodation after September

06/43 SOP 4 (Documenting enquiries) - agreed following consultation.

06/44 SOP 5 (Dealing with difficult telephone callers) - agreed following consultation

06/45 SOP 6 (Production of publications) - agreed following consultation

06/50 Prescribing Outlook - CP had spoken with Clive Jackson expressing UKMi regret at NPC withdrawal from the collaboration with Prescribing Outlook. Clive still envisages some NPC collaboration with UKMi. Annie Coppel will be leaving the NPC in July.

06/53 Communications slot –

- Sophie Graham (Pfizer) has sent out a simple questionnaire to members. PG requested this be completed by 1 July.

- SW and FW had a fruitful meeting with Goldshield who had shown a genuine concern in addressing the shortcomings in their medical information service as highlighted by UKMi. Members to report any similar problems to FW who agreed to keep a watching brief.

06/57 NeLM update

DE

Framfab (formerly Oyster) have been appointed to build the system in 3-4 iterations over 2 years. Work on the first iteration should be complete by the end of the year. Work on the first phase will be preceded by revisiting the technical specification, a formal study of user requirements and in-depth interviews with key stakeholders such as the BNF, DH and the NKS.

06/58 Pharm-line promotion

DE/TB

TB presented a Powerpoint for promotion of Pharm-line to senior pharmacy managers. The following points were noted -

- key message is that Pharm-line is a tool naturally residing in clinical pharmacy rather than MI
- UKMi should get UKCPA and specialist pharmacy groups to endorse Pharm-line and its RSS feed
- coverage should perhaps include the Health Service Journal and publications dealing with drug stability
- Pharm-line should be included in standard search patterns
- there are some possible new subscribers in Eire including 2 new schools of pharmacy

TB will circulate the presentation for comment by mid-July. Directors will use the completed presentation to promote Pharm-line to appropriate audiences in their region

Action items:

Circulate presentation to members for comment

Use presentation to promote Pharm-line

Person responsible:

TB

All

Deadline:

Mid July

When available

06/59 UKMi response to consultation on Best Current Evidence Strategies

DE

DE tabled the positive response received from Muir Gray and agreed to respond to the points raised. David was thanked for this work.

06/60 Medicines Complete**PGau/JM**

Peter Goacher (International Sales Manager, Digital Content Pharmaceutical Press) and Julie McGlashan (Assistant Editor, Electronic Martindale) outlined developments in Medicines Complete and the bundle deal available to MI centres. 85 MI centres now subscribe to one of the Medicines Complete bundles. By popular request AHFS Drug Information is now included and this is updated monthly. Other titles under consideration for the portfolio include Trissell and the Orange Guide. Pay-to-view and credit options are being considered to complement subscription. Members felt a pay-to-view option for some titles (eg Pharmaceutical Excipients) could be attractive. CoAcS are collaborating on a learning package with Stockley Alerts. Martindale developments include expanding foreign drug names coverage and herbal products ie breadth rather than depth. The first webpage of Martindale (and other titles) describes "what's new" in the updates. UKMi will be put on a mailing list to receive details of "what's new" for the various titles. A case studies booklet for Medicines Complete was circulated. Further copies can be provided on request. CP noted that case studies can be downloaded from the website at :

<http://www.medicinescomplete.com/mc/casestudies.htm>

06/61 NHS Direct SLA**PG**

PG tabled 4 documents from recent NHS Direct meetings. Some minor changes have been made to the NHS Direct SLA. Inflation was not funded this year but will be included in the SLA next year. The service standards document has played an important part in current negotiations with Anne Joshua.

Key points for the development meeting with Anne Joshua tomorrow are -

- there will be 9 regions matching new NHS boundaries instead of 5
- key focus on efficiency (reduced Health Information staff numbers)
- reduced education & training resources within NHS Direct itself
- transformation will be complete by Christmas
- in future Health Information staff at 4 sites only
- Nottingham, Bristol and Southampton only will answer medicines calls. Training will centre on these 3 sites
- dental nurses will be available at 5 sites (they may require MI training and some enquiry answering work)
- Nurse Adviser training will still be needed at all sites
- Nurse Advisers will follow the new algorithm, which mentions UKMi throughout.
- a national number is needed to support medicines calls to allow work to be routed appropriately to the various regional MI units.
- MI training next year will focus on the 3 sites taking medicines calls and catch-up for Nurse Adviser training
- UKMi must redistribute the workload undertaken by the regional MI units
- UKMi must switch some training time to other activities such as one-to-one site visits
- NHSDirect will again be looking at out-of-hours support for medicines calls
- UKMi needs to collect workload data monthly to inform "smart" switching of activity
- regional training might be easier with the new, smaller regions

Action items:	Person responsible:	Deadline:
PG and DW will put together notes on "smart" working and division of work between MI units	PG, DW	

06/62 CGWP feedback		FW/EG
<p>Excellent progress has been made with the SOPs. Comments were received and considered during May. SOP 7 (photocopying) is on hold for the time being.</p> <p>EG commented that the previously circulated archiving document does apply to MI. The CGWP will produce a simple check list.</p> <p>The SOP on documenting enquiries needs a list of accepted abbreviations. Local centres are contributing to this.</p> <p>Comments on the risk management policy had been received and incorporated.</p> <p>The CGWG and other working groups need a smart process for document consultation. PG will ask James Turton for advice on this. The Compare & Merge feature of Word 2002 and later might be helpful.</p> <p>The CGWP has recently lost 2 members - volunteers are needed for the group.</p>		
Action items:	Person responsible:	Deadline:
Volunteers to contact FW	All	ASAP
06/63 IRMIS report		FW/EG
<p>Only 9 reports were added to the database in the period. Greater report detail would be useful for local discussion and teaching. Additional detail could be stored in a secure area and accessed via a disclaimer button</p>		
06/64 Workload survey		FW/EG
<p>The questionnaire, which is a little longer than last time, will be finalised and sent to regional units for distribution to local centres with a cover letter explaining the purpose of the survey.</p>		
Action items:	Person responsible:	Deadline:
Distribute questionnaire to local centres	All	When received
06/65 External audit of Regional MI services		EG
<p>Note the programme is for 2006/8 (not 2006/7). Members should inform EG as soon as audit dates are set. CR would like to join the programme. The data set for collation of audit data will be reviewed every 3 years when all audits have been undertaken. An anonymous traffic lights approach with a separate code-breaking sheet will be used to highlight audit findings.</p>		
Action items:	Person responsible:	Deadline:
Inform EG as soon as audit date is set	All	When set
06/66 Accredited Medicines Information Training Scheme for Pharmacy Technicians - update		RC
<p>RC reported that Viv Rose has agreed to become course director.</p> <p>Cohort 1 (2002) – 18/26 trainees re-accredited</p> <p>Cohort 2 – interviews and portfolios to be finished by 26 July</p> <p>Cohort 3 – will run from Spring/Summer 2007</p> <p>Pharmacist checking of technician MI work was discussed. In the future such checking may only be needed if requested by the accredited technician.</p>		

06/67 Regional & local pre-registration pharmacist training RC

RC presented the results of the survey on pre-registration pharmacist training

06/68 UKMi Conference 2006 CP

The conference programme was now quite robust and keynote speakers were confirmed. The 4 Home Country Chief Pharmacists will attend the conference.
The provisional programme went on the UKMi website in May and will shortly be updated. Online registration will shortly go live.
The CPP will be administering a Servier sponsored prize of £250 each for an oral presentation and a poster. Members agreed to encourage submissions from local centres - closing date 31 July.
The conference fee is £255 for NHS and £295 for non-NHS participants

06/69 New Medicines Profile survey CP

CP discussed the survey carried out for 2 months from 24/11/05 to 23/1/06.
181 responses were received - evenly spread between primary and secondary care. The "What's new on the website" weekly email was the main signpost for the profiles. Timeliness has improved but still needs to be closer to product launch. The "work in progress" database needs promoting. Overall the depth of information was appropriate but "place in therapy" and "risk management" could be more directional (possibly by including additional advice in the template for writers and some specialist input).
All profiles have been moved to the NeLM site. The outcome of the survey was very positive and demonstrated the need for New Medicines Profiles as part of the UKMi new products portfolio.
Issues of potential duplication of UKMi products (New Medicines Profiles and Infocus) with the NPC New Medicines Alerts and critical reviews were discussed.

06/70 Appointment of Vice Chair-in-waiting RC

CP will step down from the Chair in October. She outlined the tasks and time required by the post. Following discussion it was agreed that to facilitate succession planning, RC would construct a list of all members under the following headings –

1. Those prepared to take the Chair
2. Those prepared to take the Secretary post
3. Those prepared to take either post

The appointment of a new chair should be publicised on the UKMi website and through suitable journals.

Action items:

Members to inform RC of their preference

Person responsible:

All

Deadline:

ASAP

06/71 Meyler's SED PG

PG had negotiated a "small purchase deal" for single online users. Online subscription rather than book purchase is recommended. The publishers would be invited to the conference to demonstrate the new edition of the book and online service.

06/72 Copyright		PG
<p>The National Knowledge Service has discontinued the national licence with the CLA on cost grounds. The CLA is offering Chief Executives Trust licences but this will be expensive. NHS staff will have to return to the procedures in place 6 years ago and the CLA is likely to be vigilant regarding copyright transgressions.</p> <p>It was agreed that UKMi would ask local MI centre for their questions and concerns through local meetings and the email discussion group. These will be collated and sent to Claire Honeybourne to address – possibly during her session at the conference.</p>		
Action items: Members to send any questions to PG	Person responsible: All	Deadline: ASAP
06/73 Cost pressures and MI services		PG
<p>PG opened discussion based on consultation with his local MI network and senior pharmacy managers. The following are having impact on local MI services –</p> <ul style="list-style-type: none"> - Trust cost improvement programmes - PBR influence on pharmacy budgets - recruitment freezes - clinical pharmacy “on demand” - the use of technicians and support staff instead of pharmacists on cost grounds - amalgamation of Trust MI services - MI staff time being used to backfill unfilled vacancies elsewhere in pharmacy - job descriptions re-written with a lower AfC banding <p>It was agreed the results of the workload survey should be used to inform discussion at local network meetings. The training role of local MI centres needs to be emphasised. UKMi will produce a paper on this subject for senior pharmacy managers.</p>		
Action items: Produce a paper for senior pharmacy managers	Person responsible: PG	Deadline:
06/74 Communications slot		All
<p>Peter Golightly</p> <ol style="list-style-type: none"> 1. The free bulletinboard www.off-label.com was noted 2. RC will respond to the communication from Giles Crompton-Howe (NICE Liaison Team) regarding sources of evidence on the UKMi website 3. The UKMi essential resources list states “However, for local centres with cost pressures, Lexi-Comp is considered a suitable alternative to Drugdex”. This should be reviewed to clarify and avoid any misinterpretation. 4. Pat Oakley has put time aside to finalise the document by 3rd July. Pat will lead a plenary session at the Conference on “Informing the MI Strategy”. PG and CP will meet in August to discuss the launch of the new strategy. <p>Eillish Smith</p> <ol style="list-style-type: none"> 1. Reorganisation in Northern Ireland has started. The implications for MI services are not known at this stage. <p>Richard Cattell</p> <ol style="list-style-type: none"> 1. RC has been appointed Vice President of the Guild of Healthcare Pharmacists and this will impact on his attendance at UKMi Executive meetings. Richard was congratulated on his appointment. 		

Sandra Hicks

1. 94 centres have subscribed to MiDatabank. Much of Keith Brown's (CoAcS) allocated time has been taken up in support and development of version 2 has been delayed.

2. Version 3.1 of the research strategy is out for comment. The research zone of the website is being updated.

3. There are 95 medicines Q&As on the NeLM – target is 100 by August. 20 NHDirect Q&As have been updated and 4 new ones written.

Chris Proudlove

1. David Erskine is congratulated on being made a Fellow of the College of Pharmacy Practice

2. As previously agreed, CP will collect AfC bandings for MI pharmacists and technicians. Data will include before and after review scores. Deadline end of July

Additional agenda item

EG

06/75 Survey of Funding & Accountability in MI

EG introduced the survey initiated by Ron Pate that will complement the workload survey. Members agreed to complete the questionnaire for their regional unit and local centres as soon as possible.

Action items:

Members to return completed questionnaires to EG

Person responsible:

All

Deadline:

ASAP

Additional agenda item

PG

06/76 UKMi website

PG presented a paper outlining development of the UKMi website. Each of the 7 or 8 key activity areas will be user controlled/managed by a nominated person. The areas will contain a series of single page sections devoted to a specific activity or output. Working groups should send comments on the structure of the pages to PG by 3 July. Subsequently they will be able to populate a dummy site in the coming weeks that will transfer to the functional site in August.

James Turton is writing a short guide to uploading material to the site. The limited number of secure documents will be uploaded to a hot-linked secure area. Regional directors will eventually be responsible for updating their directory entries.

Once complete the site will require minimal maintenance work from James Turton.

Peter was thanked for his work on the website.

Next meeting

The next meeting will be held 11-12 October in Belfast. Rooms have been booked at Jury's Hotel. ES will confirm accommodation requirements with members in mid-August