

London Borough of Bromley

PART 1 - PUBLIC

Briefing for Health Scrutiny Sub-Committee 7th November 2017

PHARMACY SERVICES UPDATE

Contact Officer: Dr Angela Bhan, Chief Officer: Bromley Clinical Commissioning Group
E-mail: angela.bhan@nhs.net

Chief Officer: Dr Angela Bhan, Bromley Clinical Commissioning Group

1. Summary

- 1.1 The Department of Health (DH) published a package of reforms for community pharmacy services in October 2016, which highlighted the need for the modernisation and delivery of pharmacy services to develop alongside the Five Year Forward View. Community pharmacists play a central part in their local communities, they are highly accessible, and can deliver cost effective, high quality care.
- 1.2 This paper provides an update on key developments in pharmacy services, both nationally and locally.

2. **THE BRIEFING**

- 2.1 The Department of Health (DH) published a package of reforms for community pharmacy services in October 2016, which highlighted the need for the modernisation and delivery of pharmacy services to develop alongside the Five Year Forward View. Community pharmacists play a central part in their local communities, they are highly accessible, and can deliver cost effective, high quality care. There is widespread recognition that community pharmacy is an under-utilised resource and the reforms place greater emphasis on utilising clinical pharmacy expertise as well as improved productivity and efficiency of systems, whilst preserving pharmacy services in areas with greatest need.
- 2.2 There is potential for far greater use of community pharmacy and pharmacists: in prevention of ill health; support for healthy living; support for self-care for minor ailments and long term conditions; medication reviews in care homes; and as part of more integrated local care models. This will require a move away from the traditional supply role to a more clinically focussed community pharmacy service that is better integrated with primary care, that will help relieve the pressure on GPs and Accident and Emergency Departments, ensure optimal use of medicines, better value and better patient outcomes, and contribute to delivering seven day health and care services.

2.3 National developments

- 2.4 ***Clinical pharmacists in general practice*** – In July 2015 NHS England launched a scheme to support clinical pharmacists working in general practice in patient facing roles. This is in line with the General Practice Forward View (GPFV) commitment to deliver additional clinical staff

in general practice. The focus of these roles was to be part of the multi-disciplinary team; to clinically assess and treat patients using their expert knowledge of medicines for specific disease areas; undertake medication reviews; proactively manage people with complex polypharmacy and multiple comorbidities.

- 2.5 Pharmacy Integration Fund (PhIF)** – the aim of this fund is to support the development of clinical pharmacy practice in a wider range of primary care settings. In particular, the PhIF will drive the greater use of community pharmacy, pharmacists and pharmacy technicians in new, integrated local care models.
- 2.6 This will improve access for patients, relieve the pressure on GPs and accident and emergency departments, ensure optimal use of medicines, drive better value, improve patient outcomes and contribute to delivering a seven day health and care service.
- 2.7 The initial priorities for the PhIF are:
- The deployment of clinical pharmacists and pharmacy services in community and primary care settings, including groups of general practices, care homes and urgent care settings such as NHS 111; and
 - The development of infrastructure through the development of the pharmacy professional workforce, accelerating digital integration and establishing the principles of medicines optimisation for patient-centred care.
- 2.8 **NHS England commissioned services** – as well as commissioning the core essential and advanced services from community pharmacy, additional services commissioned more recently include:
- flu vaccinations – to target “at risk” groups and the elderly
 - the London Pharmacy Vaccination Service – to include flu vaccinations for additional cohorts of patients; pneumococcal and meningococcal vaccines
 - the NHS urgent medicine supply advanced service (NUMSAS) – this is a pilot service which runs from Dec 2016 to March 2018. It aims to manage NHS 111 requests for urgent medicine supply; reduce demand on the rest of the urgent care system; resolve problems leading to patients running out of their medicines; and to increase patients’ awareness of electronic repeat dispensing.
- 2.9 Local developments**
- 2.10 **London Borough of Bromley** – local authorities have some responsibilities for community pharmacy development and commissioning of services.
- Pharmaceutical Needs Assessment (PNA) – Health and Wellbeing Boards (HWBs) are responsible for publishing a PNA, this sets out a statement of the pharmaceutical services which are currently provided, along with when and where these are available to the local population. The Public Health team have recently sent out a draft PNA for consultation, which will run until 20 December 2017.
 - Public Health locally commissioned services include a needle & syringe exchange; supervised administration of opiates; integrated sexual health service.
- 2.11 **Bromley Clinical Commissioning Group** – as well as a locally commissioned service, there is ongoing work to strengthen collaborative working and integration with community pharmacy.

- Tailored Dispensing Service (TDS) – this is a locally commissioned service for the provision of dispensing adjustments such as multi-compartment compliance aids or eye dropper aids, to support patients to manage their own medicines. This service works alongside the Medicines Optimisation Service, which takes referrals from health and social care professionals, assesses the patient’s medicines-related needs and reviews their medicines. Together, these services have demonstrated improved quality outcomes for patients and improved efficiencies across the health and care economy.
- Integrated Care Networks (ICN) – the CCG has commissioned a pilot service of pharmacists working in one ICN locality. This service aims to improve patient access to support with their medicines, facilitate discharge, enhance the skill mix and increase clinical capacity within the practice and facilitate integration with community pharmacy particularly with vulnerable patients in the community.
- Minor ailments – in common with many other areas of London and nationally, there is a local recommendation that patients purchase medicines for short term minor ailments over the counter (OTC) rather than requesting an appointment for a GP to prescribe. Community pharmacists have the expertise to support self-care and advise on minor ailments and offer an accessible and appropriate first “port of call”.
- Strengthening collaborative working – the CCG continues to facilitate and strengthen collaborative working between general practice and community pharmacy, with joint meetings and schemes to increase the use of community pharmacy services such as repeat dispensing.
- Engagement – there is ongoing engagement between the CCG and community pharmacy, including involvement in the recent Local Pharmaceutical Committee (LPC) Strategy Development day. The Primary Care Needs Assessment being undertaken currently is also seeking views from GPs on the potential role of pharmacists, as well as input from the LPC.

2.12 Potential

- 2.13 There are a number of areas where community pharmacy services could further develop, such as monitoring and management of long-term conditions; health coaching and prevention of ill-health; supporting medicines use in care homes and domiciliary settings; safety improvement initiatives eg monitoring of high risk drugs; become a central hub for information and referrals. Pharmacists and their staff would require the appropriate training and resources to deliver these additional services.
- 2.14 Community pharmacy may also link in with the nationally emerging workstreams from the Pharmacy Integration Fund.
- 2.15 It is important for community pharmacy services to modernise and meet the changing patient and population needs for healthcare, in particular the demands of an ageing population with multiple long term conditions.

GLOSSARY OF TERMS *(where not explained above)*

Clinical Pharmacists	Health professionals who train for many years to become specialists in medicines. They work to ensure medications prescribed for patients contribute to the best possible health outcomes.
Community Pharmacists	Pharmacists who work from their own premises or out of local NHS healthcare centres and doctor's surgeries. Their role has increased in recent years to take on more clinical aspects such as the management of asthma and diabetes as well as blood pressure testing.
Five Year Forward View	<p>The NHS Five Year Forward View was published by NHS England in 2014 and sets out a new shared vision for the future of the NHS based around the new models of care.</p> <p>It was developed with the partner organisations that deliver and oversee health and care services including Care Quality Commission, Public Health England and NHS Improvement . For more information visit: https://www.england.nhs.uk/ourwork/futurenhs/</p>
General Practice Forward View (GPFV)	Published by NHS England in April 2016, this commits to an extra £2.4 billion a year nationally to support general practice services by 2020/21, to improve patient care and access, and invest in new ways of providing primary care.
Local Pharmaceutical Committee (LPC)	A body representing all NHS pharmacy contractors in a defined locality.
NHS England	This body oversees the day-to-day operation of the NHS (as set out in the Health and Social Care Act 2012). It is responsible for commissioning some local services, such as Community Pharmacy, and some specialised services. It also assures the performance of CCGs.
NHS 111	A 24 hours a day 7 days a week contact number (free from landlines and mobiles) which provides medical help when it is not a 999 emergency situation.