



# Developments in Community Pharmacy

## BROMLEY HEALTH SCRUTINY GROUP

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9<sup>th</sup> January 2024



# A vision for community pharmacy<sup>1</sup>

- **Preventing ill health and supporting wellbeing**
  - To support communities to stay healthy & well and reduce health inequalities- CP Health & Wellness Service (Making Every Contact Count Service) e.g., SEL IBC-Vital 5 & IMMS, SWL ICB-Winter Fit & NEL IBC- COVID Hesitancy Service
- **Providing clinical care for patients**
  - Moving beyond just safe supply of medicines with Clinical Services- National Pharmacy First Service
- **Living well with medicines**
  - Engage with SEL ICB Colleagues, general practice, patients and carers to provide the best value for medicine- SEL ICB MDI Recycling Pilot, National Early Cancer Diagnoses Referrals
- **An integrated primary care offer for neighbourhoods**
  - Working as part of the Integrated Neighbourhood Teams to provide care closer to home- 60% of COVID vaccines provided by CPs.
  - SEL ICB-Training of Community Pharmacy Neighbourhood Leads to support delivery of NHS services e.g., Pharmacy First, Blood Pressure Screening Services & Pharmacy Contraception Service
  - NEL ICB-funding of LPC posts to support CPs & GPs to implement NHS Advance services such as Community Pharmacy Consultation Services (NHS 111-CPCS, GP-CPCS & UEC-CPCS)



# London Community Pharmacy: Our offer to London Pharmacy Strategy 2020<sup>3</sup>

In summary, the offer from London Community Pharmacy is to:

- expand the range of clinical services
- increase the range of – and access to – wellness services
- develop community pharmacy as a social asset – working to increase the social capital of our communities
- integrate community pharmacy into primary care networks
- provide strong leadership within integrated care partnerships

This offer will form a portfolio that will include:

- access to services
- urgent care
- medicines safety and optimisation
- preventative medicine
- wellbeing



# Working with ICBs to develop community pharmacy brand as the “NHS on the High Street”

- Trusted and accessible
- ICS strategic<sup>3</sup> priority delivery – prevention and primary care/LTCs
- Joint Forward View<sup>5</sup> – inclusion of community pharmacy in Integrated Neighborhood Teams
- Developing and delivering new services with SEL Pharmacy Alliance (SEL specific)
- Ensuring thriving pharmacies as part of communities
- Delegation<sup>6</sup> of Pharmacy, Dental, Opticians to SEL ICS
- All new pharmacists will be prescribers from 2026 – community pharmacist IPs-working to integrate the CP IP Pathfinder programme<sup>7</sup>

# Delivery plan for recovering access to primary care<sup>8</sup>

## Community Pharmacy

Launch a Pharmacy First service in England and to expand the existing blood pressure and contraception services as set out in the [Delivery plan for recovering access to primary care](#) (delivery plan)

The delivery plan recognises the increasing role community pharmacy has in delivering clinical services.

Community Pharmacy continues to make significant and exceptional contributions to primary care and the delivery plan looks to build on this success, while recognising the immense pressures on community pharmacies at present.

Embed community pharmacy into the NHS, making pharmacies the first contact for minor illness, and giving them an increased role in health promotion and in optimising the use of medicines

This new phase will see:

- the expansion of funding for ***blood pressure checks*** to help identify the 5.5 million people with undiagnosed blood pressure at risk of heart attack and stroke
- more funding to support the introduction of ***initiation of contraception in community pharmacies***, supporting women to have easier access
- the introduction of ***Pharmacy First*** which will help pharmacies support their communities in staying well and their local systems to meet the needs of their populations

Integrated Pharmacy Stakeholder Group (IPSG)

Community Pharmacy Integrated Group (CPIG)

## LEADERSHIP

- TIMO
- GOVERNANCE
- CP NEIGHBOURHOOD LEADS
- IT/DIGITAL
- CP SERVICE DASHBOARD
- LINK INTO NHSE

An integrated primary care offer for neighbourhoods

## PREVENTION

- NHSE HYPERTENSION SCREENING SERVICE
- NHSE ORAL CONTRACEPTIVE SERVICE
- NHSE SMOKING CESSATION SERVICE
- TRANSFER OF CARE
- ICB MECC SERVICES
- IMMUNISATIONS

Preventing ill health and supporting wellbeing

## ACUTE & URGENT CARE

- NHSE PHARMACY FIRST
  - Urgent medicine supply
  - Minor illness referral
  - Clinical Pathways consultation
- NHSE DISCHARGE MEDICINES SERVICE
- ICB MINOR AILMENT SERVICE
- EPS

Providing clinical care for patients

## LONG TERM CONDITIONS

- NHSE NEW MEDICINES SERVICE
- OVERPRESCRIBING
- WASTE AND SUSTAINABILITY
- ICB END OF LIFE MEDICINES

Living well with medicines

- Streamlining access to care and advice
- Providing more proactive, personalised care with support from a multidisciplinary team of professionals
- Helping people to stay well for longer

Fuller Stocktake May 2022<sup>9</sup>

NHS SEL ICB  
CP Infrastructure

Research report September 2023  
**A vision for community pharmacy**

Betsy Baird, Helen Buckingham, Anna Charles, Nigel Edwards and Richard Murray

TheKingsFund

nuffieldtrust



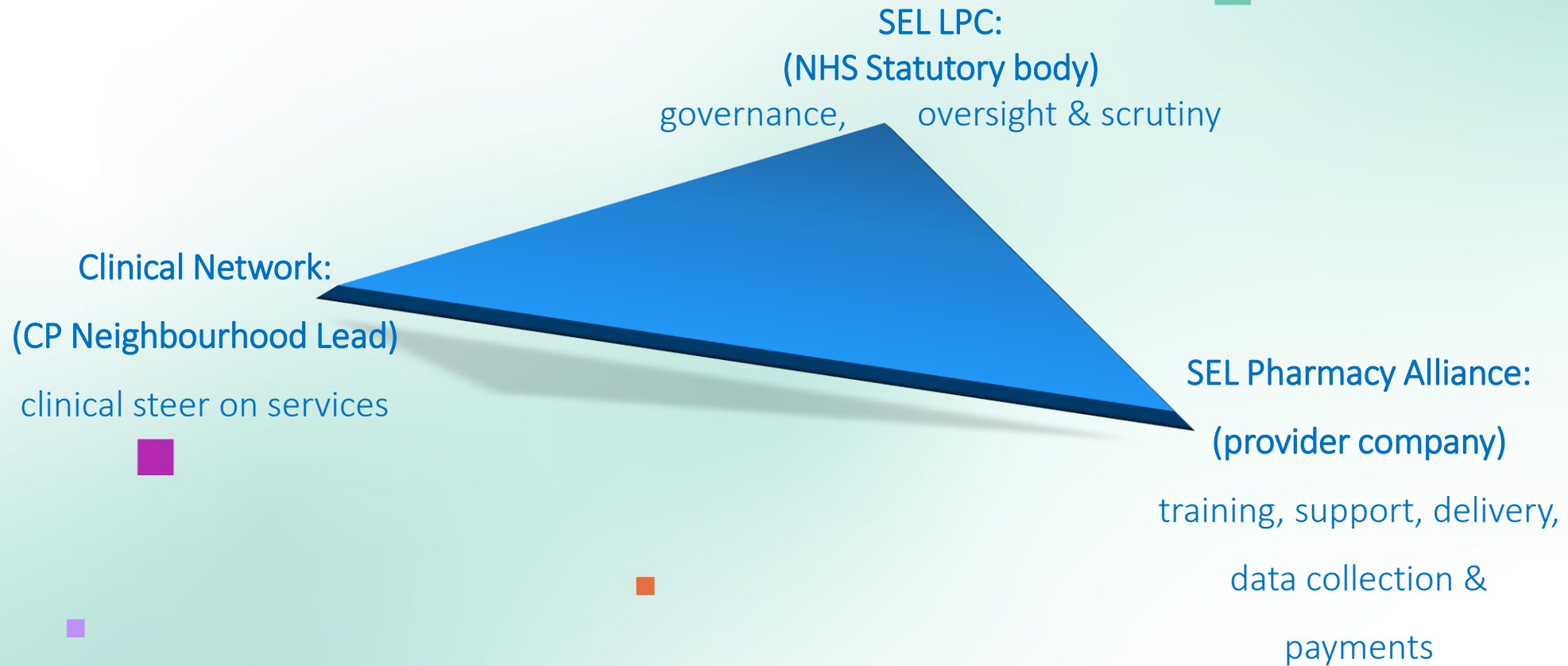
**Next steps for integrating primary care: Fuller Stocktake report**

Commissioned by NHS England and NHS Improvement from Dr Claire Fuller, GCO (designate) Surrey Heartlands ICS

MAY 2022



**Tripartite Platform:** The LPC, Alliance, and Neighbourhood Clinical Network will provide representation, organizational development, and clinical leadership in SEL.



# Distribution of community pharmacies and GP surgeries in Bromley.<sup>10</sup>

✓ Primary care

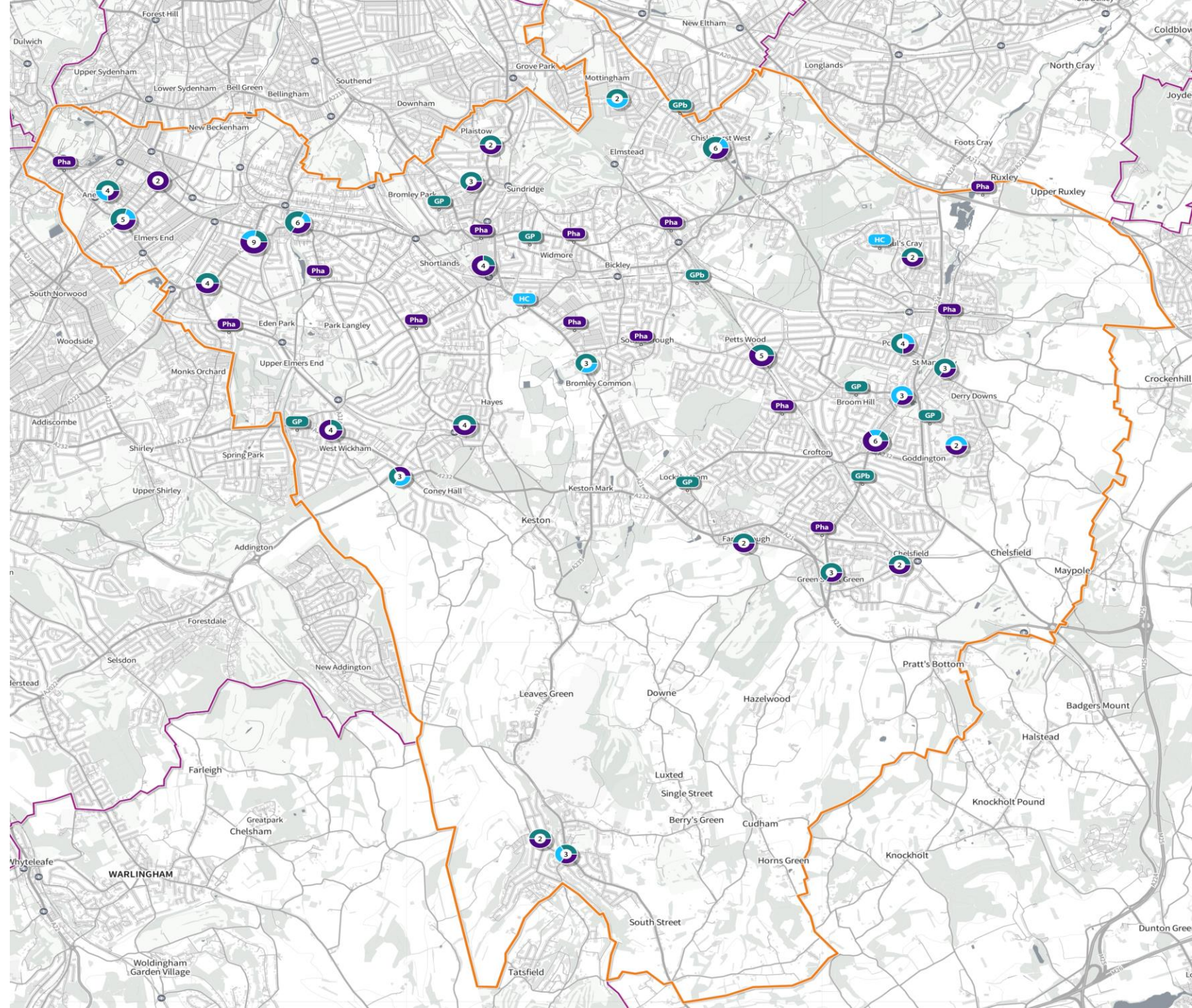
✓ 48 GP practice, branch practice

◀ 8 Primary Care Networks

✓ 17 Health Centre, Clinic, Walk in Centre

✓ 58 Pharmacy

Source: <https://shapeatlas.net/>





# Community Pharmacy Services

## 1) Essential Services\*

- Dispensing Medicines
- Electronic Repeat Dispensing (eRD)
- Dispensing Appliances
- Discharge Medicines Service
- Public Health
- Healthy Living Pharmacy
- Self Care
- Signposting
- Disposal or unwanted meds

## 2) Advanced Services

- Appliance Use Reviews
- Flu Vaccination Service
- Hypertension Case-Finding
- LFD service
- NMS
- Pharmacy Contraception Service
- Pharmacy First service
- Smoking Cessation Service
- Stoma Appliance Customisation

## 3) Enhanced Services

- CP London Vaccination Service (Flu & PPV)
- Bank Holiday Rota
- COVID-19 Vaccination Service

## 4) Locally Commissioned Services

- Bromley Public Health
  - Substance Misuse Service
  - Sexual Health Service
- NHS SEL ICB-Bromley
  - Tailored Dispensing Service

## 5) Other Community Pharmacy Services

- Community Pharmacy Health & Wellness Service (MECC for Vital 5 & IMMS)
- Asthma MDI Inhaler Recycling Project with Kings College Hospital
- Developing Cancer Referrals in community pharmacy (Lambeth & Southwark with GSTT)
- Pharmacy First Plus access to medicines to counter cost of living crisis (LSL & Greenwich)
- Anticoagulation (Greenwich)

\*The Essential Services are offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework (CPCF), also known as the 'pharmacy contract'. All the other services community pharmacies can choose to provide any of these services as long as they meet the requirements within the commissioning service level requirement(s).

# The Pharmacy Elements of Primary Care Access and Recovery Plan (PCARP)



On 9<sup>th</sup> May 2023, NHS England and Department of Health and Social care published the [Delivery Plan for recovering access to primary care](#).

The community pharmacy elements of the plan are:

- A Pharmacy First service which includes GP referral to Community Pharmacist Consultation Service (CPCS) and 7 new clinical pathways
- Increase the provision of the NHS Pharmacy Contraception Service and the NHS Blood Pressure Checks Service.
- Improve the digital infrastructure between general practice and community pharmacy.

A letter to practices on 25 January confirms Pharmacy First starts on 31 January: [NHS England » Launch of NHS Pharmacy First advanced service](#)

# NHS Pharmacy First

Pharmacy First will include 7 new clinical pathways. The Community Pharmacist Consultation Service (CPCS) becomes part of Pharmacy First too.

This means the full service will consist of three elements:

## Pharmacy First (clinical pathways)

- new element

## Pharmacy First (referrals for minor illness)

- previously commissioned as CPCS

## Pharmacy First (urgent repeat medicines supply)

NB Not from general practices but from NHS 111 and UEC settings

- previously commissioned as CPCS

- Community pharmacy contractors must provide all 3 elements
- The only exception is that Distance Selling Pharmacies (sometimes called internet or online pharmacies) will not do the otitis media pathway (because they can only do remote consultations so cannot use otoscopes)
- General practices cannot refer patients to pharmacies for urgent medicines supply using Pharmacy First but should refer appropriate patients for the other two elements (clinical pathways and minor illness)

What are the 7 new clinical pathways that can be referred to Pharmacy First (Previously known as CPCS)?

Clinical Pathway	Age range
Uncomplicated UTI	Women 16-64 years
Shingles	18 years and over
Impetigo	1 year and over
Infected Insect Bites	1 year and over
Sinusitis	12 years and over
Sore Throat	5 years and over
Acute Otitis Media	1 to 17 years



# NHS Pharmacy First – referrals for minor illnesses

**Service suitability**

The service is only for patients aged over 1 year.

CONDITIONS	What conditions are SUITABLE for referral to pharmacists?			Do NOT refer in these circumstances	
<b>BITES/ STINGS</b>	<ul style="list-style-type: none"> <li>• Bee sting</li> <li>• Wasp sting</li> </ul>	<ul style="list-style-type: none"> <li>• Stings with minor redness</li> </ul>	<ul style="list-style-type: none"> <li>• Stings with minor swelling</li> </ul>	<ul style="list-style-type: none"> <li>• Drowsy / fever</li> <li>• Fast heart rate</li> </ul>	<ul style="list-style-type: none"> <li>• Severe swellings or cramps</li> </ul>
<b>COLDS</b>	<ul style="list-style-type: none"> <li>• Cold sores</li> <li>• Coughs</li> </ul>	<ul style="list-style-type: none"> <li>• Flu-like symptoms</li> </ul>	<ul style="list-style-type: none"> <li>• Sore throat</li> </ul>	<ul style="list-style-type: none"> <li>• Lasted +3 weeks</li> <li>• Shortness of breath</li> </ul>	<ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Unable to swallow</li> </ul>
<b>CONGESTION</b>	<ul style="list-style-type: none"> <li>• Blocked or runny nose</li> </ul>	<ul style="list-style-type: none"> <li>• Constant need to clear their throat</li> </ul>	<ul style="list-style-type: none"> <li>• Excess mucus</li> <li>• Hay fever</li> </ul>	<ul style="list-style-type: none"> <li>• Lasted +3 weeks</li> <li>• Shortness of breath</li> </ul>	<ul style="list-style-type: none"> <li>• 1 side obstruction</li> <li>• Facial swelling</li> </ul>
<b>EAR</b>	<ul style="list-style-type: none"> <li>• Earache</li> </ul>	<ul style="list-style-type: none"> <li>• Ear wax</li> <li>• Blocked ear</li> </ul>	<ul style="list-style-type: none"> <li>• Hearing problems</li> </ul>	<ul style="list-style-type: none"> <li>• Something may be in the ear canal</li> <li>• Discharge</li> </ul>	<ul style="list-style-type: none"> <li>• Severe pain.</li> <li>• Deafness</li> <li>• Vertigo</li> </ul>
<b>EYE</b>	<ul style="list-style-type: none"> <li>• Conjunctivitis</li> <li>• Dry/sore tired eyes</li> <li>• Eye, red or Irritable</li> </ul>	<ul style="list-style-type: none"> <li>• Eye, sticky</li> <li>• Eyelid problems</li> </ul>	<ul style="list-style-type: none"> <li>• Watery / runny eyes</li> </ul>	<ul style="list-style-type: none"> <li>• Severe pain</li> <li>• Pain 1 side only</li> </ul>	<ul style="list-style-type: none"> <li>• Light sensitivity</li> <li>• Reduced vision</li> </ul>
<b>GASTRIC / BOWEL</b>	<ul style="list-style-type: none"> <li>• Constipation</li> <li>• Diarrhoea</li> <li>• Infant colic</li> </ul>	<ul style="list-style-type: none"> <li>• Heartburn</li> <li>• Indigestion</li> </ul>	<ul style="list-style-type: none"> <li>• Haemorrhoids</li> <li>• Rectal pain,</li> <li>• Vomiting or nausea</li> </ul>	<ul style="list-style-type: none"> <li>• Severe / on-going</li> <li>• Lasted +6 weeks</li> </ul>	<ul style="list-style-type: none"> <li>• Patient +55 years</li> <li>• Blood / Weight loss</li> </ul>
<b>GENERAL</b>	<ul style="list-style-type: none"> <li>• Hay fever</li> </ul>	<ul style="list-style-type: none"> <li>• Sleep difficulties</li> </ul>	<ul style="list-style-type: none"> <li>• Tiredness</li> </ul>	<ul style="list-style-type: none"> <li>• Severe / on-going</li> </ul>	
<b>GYNAE / THRUSH</b>	<ul style="list-style-type: none"> <li>• Cystitis</li> <li>• Vaginal discharge</li> </ul>	<ul style="list-style-type: none"> <li>• Vaginal itch or soreness</li> </ul>		<ul style="list-style-type: none"> <li>• Diabetic / Pregnant</li> <li>• Under 16 / over 60</li> <li>• Unexplained bleeding</li> </ul>	<ul style="list-style-type: none"> <li>• Pharmacy treatment not worked</li> <li>• Had thrush 2x in last 6 months</li> </ul>
<b>PAIN</b>	<ul style="list-style-type: none"> <li>• Acute pain</li> <li>• Ankle or foot pain</li> <li>• Headache</li> <li>• Hip pain or swelling</li> <li>• Knee or leg pain</li> </ul>	<ul style="list-style-type: none"> <li>• Lower back pain</li> <li>• Lower limb pain</li> <li>• Migraine</li> <li>• Shoulder pain</li> </ul>	<ul style="list-style-type: none"> <li>• Sprains and strains</li> <li>• Thigh or buttock pain</li> <li>• Wrist, hand or finger pain</li> </ul>	<ul style="list-style-type: none"> <li>• Condition described as severe or urgent</li> <li>• Conditions have been on-going for +3 weeks</li> </ul>	<ul style="list-style-type: none"> <li>• Chest pain / pain radiating into the shoulder</li> <li>• Pharmacy treatment not worked</li> <li>• Sudden onset</li> </ul>
<b>SKIN</b>	<ul style="list-style-type: none"> <li>• Acne, spots and pimples</li> <li>• Athlete's foot</li> <li>• Blisters on foot</li> <li>• Dermatitis / dry skin</li> <li>• Hair loss</li> </ul>	<ul style="list-style-type: none"> <li>• Hay fever</li> <li>• Nappy rash</li> <li>• Oral thrush</li> <li>• Rash - allergy</li> <li>• Ringworm / threadworm</li> </ul>	<ul style="list-style-type: none"> <li>• Scabies</li> <li>• Skin dressings</li> <li>• Skin rash</li> <li>• Warts/verrucae</li> <li>• Wound problems</li> </ul>	<ul style="list-style-type: none"> <li>• Condition described as severe or urgent</li> <li>• Conditions have been on-going for +3 weeks</li> </ul>	<ul style="list-style-type: none"> <li>• Pharmacy treatment not worked</li> <li>• Skin lesions / blisters with discharge</li> <li>• Diabetes related?</li> </ul>
<b>MOUTH/THROAT</b>	<ul style="list-style-type: none"> <li>• Cold sore blisters</li> <li>• Flu-like symptoms</li> <li>• Hoarseness</li> </ul>	<ul style="list-style-type: none"> <li>• Mouth ulcers</li> <li>• Sore mouth</li> <li>• Sore throat</li> </ul>	<ul style="list-style-type: none"> <li>• Oral thrush</li> <li>• Teething</li> <li>• Toothache</li> </ul>	<ul style="list-style-type: none"> <li>• Lasted +10 days</li> <li>• Swollen painful gums</li> <li>• Sores inside mouth</li> </ul>	<ul style="list-style-type: none"> <li>• Unable to swallow</li> <li>• Patient has poor immune system</li> <li>• Voice change</li> </ul>
<b>SWELLING</b>	<ul style="list-style-type: none"> <li>• Ankle or foot swelling</li> <li>• Lower limb swelling</li> </ul>	<ul style="list-style-type: none"> <li>• Thigh or buttock swelling</li> <li>• Toe pain or swelling</li> </ul>	<ul style="list-style-type: none"> <li>• Wrist, hand or finger swelling</li> </ul>	<ul style="list-style-type: none"> <li>• Condition described as severe or urgent</li> <li>• Condition ongoing for +3 weeks</li> </ul>	<ul style="list-style-type: none"> <li>• Discolouration to skin</li> <li>• Pharmacy treatment not worked</li> <li>• Recent travel abroad</li> </ul>

# NHS Pharmacy First – 7 clinical pathways

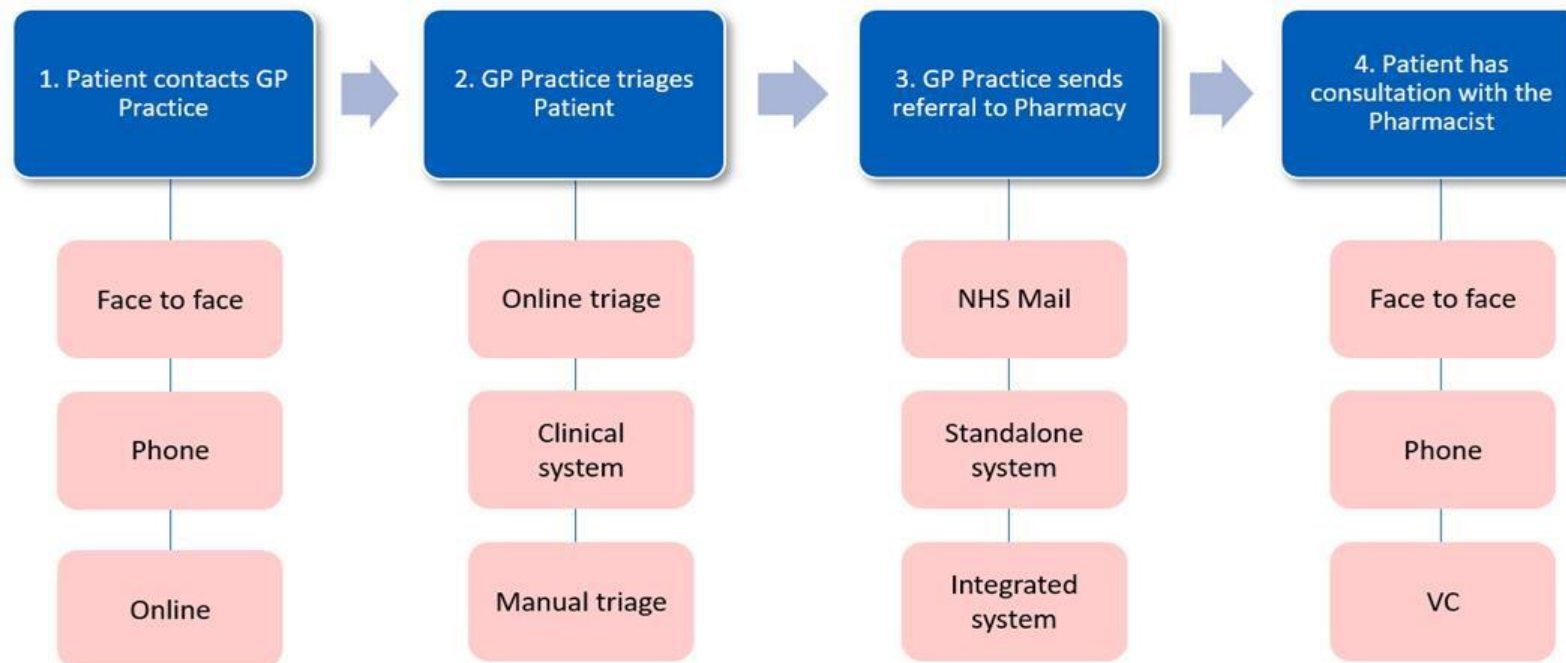
Please note these are the main exclusions. Each pathway has additional specific clinical exclusions which will be considered by the community pharmacist during the consultation.

Urinary tract infection	Shingles*	Impetigo	Infected insect bites	Acute sore throat	Acute sinusitis	Acute otitis media
A UTI is an infection in any part of the urinary system.	Shingles is an infection that causes a painful rash	Impetigo is a common infection of the skin. It is contagious, which means it can be passed on by touching.	Insect bites and stings can become infected or cause a reaction.	Sore throat is a symptom resulting from inflammation of the upper respiratory tract	Sinusitis is swelling of the sinuses, usually caused by an infection. The sinuses are small, empty spaces behind your cheekbones and forehead that connect to the inside of the nose.	An infection of the middle ear.
<b>Inclusion:</b> <ul style="list-style-type: none"> <li>Female</li> <li>Aged between 16 - 64</li> <li>Suspected lower UTI</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>18 years and over</li> <li>Suspected case of shingles.</li> <li>Rash appeared within the last 72 hours - 7 days</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>1 year and over</li> <li>Signs and symptoms of impetigo</li> <li>Localised (4 or fewer lesions/clusters present)</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>1 year and over</li> <li>Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s)</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>5 years and over</li> <li>Suspected sore throat</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>12 years and over</li> <li>Suspected signs and symptoms of sinusitis</li> <li>Symptom duration of 10 days or more</li> </ul>	<b>Inclusion:</b> <ul style="list-style-type: none"> <li>Aged between 1 – 17</li> <li>Suspected signs and symptoms of acute otitis media</li> </ul>
<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Male</li> <li>&lt;16 or &gt;64</li> <li>Pregnant</li> <li>Breastfeeding</li> <li>Recurrent UTI (2 in last 6 months or 3 in last 12 months)</li> <li>Catheter</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt; under age of 18</li> <li>Pregnant or suspected pregnancy</li> <li>Breastfeeding with shingle sores on the breasts</li> <li>Shingles rash onset over 7 days ago</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt; under 1 year of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Breastfeeding with impetigo lesion(s) present on the breast</li> <li>Recurrent impetigo (2 or more episodes in the same year)</li> <li>Widespread lesions/clusters present</li> <li>Systemically unwell</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>&lt; under 1 year of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Systemically unwell</li> <li>Bite or sting occurred while travelling outside the UK</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 5 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>age</li> <li>Recurrent sore throat/tonsillitis (7 or more significant episodes in the preceding 12 months or 5+ in each of the preceding 2 years, or 3+ in the preceding three years)</li> <li>Previous tonsillectomy</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 12 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16 years of age</li> <li>Symptom duration of less than 10 days</li> <li>Recurrent sinusitis ((4 or more annual episodes of sinusitis)</li> </ul>	<b>Exclusion:</b> <ul style="list-style-type: none"> <li>Individuals under 1 year of age or over 18 years of age</li> <li>Pregnancy or suspected pregnancy in individuals under 16</li> <li>Recurrent infection (3+ episodes in preceding 6 months, or 4+ episodes in the preceding 12 months with at least one episode in the past 6 months.)</li> </ul>

# How do I refer patients to Pharmacy First?

You can refer patients to Pharmacy First whether they have contacted the practice by phone, online or in person.

Everyone in the practice who makes appointments for patients must know how to refer patients to Pharmacy First



# Can't I just ask patients to 'go to the pharmacy'?

Many people visit community pharmacies every day for many different reasons such as to collect their prescriptions, to purchase medicines for self-care, for advice on health matters, for vaccinations, for other pharmacy services such as blood pressure checks or smoking cessation support.

GP practices should continue to digitally refer patients to Pharmacy First as per the former GPCPCS as opposed to signposting.



Patients will receive a confidential consultation. **If signposted**, may be treated as self-care support and possibly seen by another pharmacy team member.

Patients are reassured that their concern has been taken seriously and the pharmacist will be expecting them



If the patient does not contact the pharmacy, the pharmacist will follow up based upon clinical need.



Referrals enable the pharmacy to plan and manage workload, thereby meaning patients are seen in a timely manner.



Clinical responsibility for that episode of patient care passes to the pharmacy until it is completed or referred on.



There is an audit trail of referral and clinical treatment, which will support onward patient care.



Referral data can evidence that patients are actively being supported to access appropriate treatment, evidencing that GP practices are supporting the PCARP.



# NHS Community Pharmacy Oral Contraception Service

**This service enables community pharmacies to initiate and continue supplies of oral contraception.**

- Until 29 February 2024 some pharmacies may only be providing continuation of oral contraception. From 1 March 2024, all participating pharmacies will be initiating and continuing supply.
- There is an [NHS website postcode search tool](#) to enable patients to find local pharmacies who deliver the contraception service.
- Practices can refer people into this service or women can self-present at the pharmacy



**NHS**

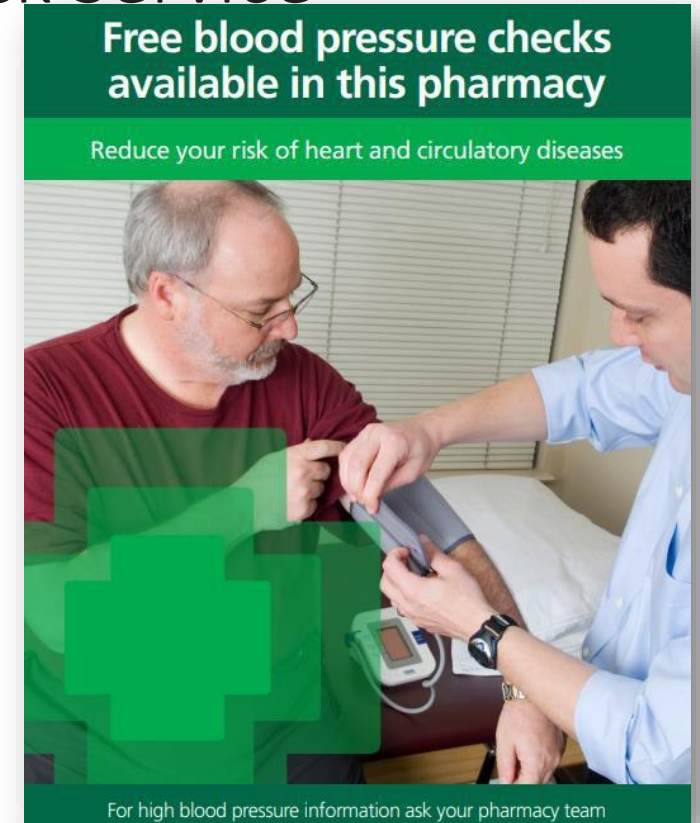
**Need your next supply of oral contraception?**

**You can now arrange to get your supply directly from our pharmacist in confidence.**

# NHS Community Pharmacy Blood Pressure Check Service

**Community pharmacy teams can offer people over the age of 40, without a diagnosis of hypertension, a BP check to find those with undiagnosed hypertension. In addition, they can also carry out BP checks at the request of practices.**

- Practices can ask pharmacies to complete clinic and ambulatory checks
- It may be useful for practices who have patients on their hypertension registers without an up-to-date BP reading
- It may be useful for practices with patients with a high initial reading who need ambulatory follow up
- All readings will be returned to the practice for updating patient records
- There is an [NHS website postcode search tool](#) to enable patients to find local pharmacies who deliver the Blood Pressure Check Service.



General practices can refer patients to community pharmacies for both clinic and ambulatory measurements

THANK YOU.  
DISCUSSION &  
ANY QUESTIONS?

## References:

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3. London Community Pharmacy: Our offer to London. Pharmacy Strategy 2020. <https://swl.communitypharmacy.org.uk/wp-content/uploads/sites/129/2020/09/Offer-to-London.pdf>
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