

Hampshire & Isle of Wight LPC

SUPPORTING LOCAL COMMUNITY PHARMACY

An overview of the NHS services provided by community pharmacy and an introduction to Healthy Living Pharmacy

Community pharmacists were known in the past as chemists. Like GPs, community pharmacists are part of the NHS family. Every day about 1.8 million people visit a pharmacy in England.

Community pharmacies are situated in high street locations, in neighbourhood centres, in supermarkets and in the heart of the most deprived communities. Many are open long hours when other health care professionals are unavailable. There are several different types and sizes of community pharmacies, ranging from the large chains with shops on every High Street or in edge of town supermarkets, to small individually owned pharmacies in small communities, in the suburbs and often in deprived areas or rural settings.

The traditional role of the community pharmacist as the healthcare professional who dispenses prescriptions written by doctors has changed. In recent years community pharmacists have been developing clinical services in addition to the traditional dispensing role to allow better integration and team working with the rest of the NHS.

Community pharmacists are easily accessible with around 350 community pharmacies in Hampshire and IOW located where people live, shop and work. The latest information shows that 99% of the population - even those living in the most deprived areas - can get to a pharmacy within 20 minutes by car and 96% by walking or using public transport. Community pharmacy is consequently a socially inclusive healthcare service providing a convenient and less formal environment for those who cannot easily access or do not choose to access other kinds of health service. Most pharmacies now have a private consultation area specifically for confidential or sensitive discussions.

What does community pharmacy do- making every contact count

Population- SHIP	1,900,000+
Number of GP Practices	234
Number of Community Pharmacies	350
Daily Pharmacy Contacts	68,000
Monthly Pharmacy Contacts	<u>1.75 million</u>

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Who uses community pharmacies?

- 84% of adults visit at least once a year
- 78% visit for health reasons
- Average 14 visits per year, 11 of which are for health matters
- There are 1.6 million visits made to community pharmacy each day
- Women over 35 and those with long term conditions are the most frequent users
- Men aged 16-24 use pharmacies the least
- Majority visit same pharmacy, with one third of people using a variety
- Most visit a pharmacy near where they live

What NHS Services to community pharmacy provide?

Community pharmacies are contracted to provide primary care pharmaceutical services to the NHS in the same way as GP practices are contracted to provide primary medical services to the NHS.

When the people of Portsmouth were asked what they thought about community pharmacy, prior to the launch of Healthy Living Pharmacy in 2010, it was clear that people did not see community pharmacy as part of the NHS in the way that doctors and nurses are. They also didn't know what NHS services were available from community pharmacy.

We realised we had a lot of work to do raising awareness of the role of community pharmacy as centres of health and wellbeing on the high street, accessible to all and available at weekends and for extended hours.

The NHS services provided by community pharmacy can be divided into three groups.

- Essential services – provided by all community pharmacies
 - Dispensing
 - Repeat Dispensing
 - Waste Management
 - Public Health
 - Signposting
 - Support for Self-Care



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- Advanced services
 - 96% of pharmacies can provide these and are delivered in a private consultation room by the pharmacist.
 - Medicines Use Review (MUR)
 - New Medicines Service



- Locally Commissioned Services – the list below are those services currently commissioned according to need across SHIP (Portsmouth)
 - Emergency hormonal contraception (including Portsmouth)
 - Weight management services (Portsmouth)
 - Supervised consumption (Portsmouth)
 - Needle exchange (Portsmouth)
 - Minor ailments
 - Chlamydia screening (Portsmouth)
 - NHS Health Checks (Portsmouth)
 - Alcohol intervention (Portsmouth)
 - Men’s health (previously a pilot in Portsmouth)
 - Smoking cessation
 - Out of hours access to medicines
 - Flu vaccination
 - Re-ablement
 - Osteoporosis and falls prevention
 - HPV vaccination
 - Sharps waste
 - HIV screening
 - Domiciliary medicines use visits
 - Chlamydia (and partner) treatment



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Healthy Living Pharmacy-A quality Mark



Delivering public health services through pharmacy

The potential of community pharmacies to become healthy living hubs at the heart of local communities has been recognised since The Nuffield Report in 1986. Yet in 2011 – twenty five years on – we are just developing a model to systematically manage the large scale change necessary to make this happen.

The model, Healthy Living Pharmacy, started in Portsmouth as a collaboration between the Portsmouth City PCT, Public Health and the LPC. The first Healthy Living Pharmacies achieved the quality mark in 2010.

Following on from the positive outcomes being delivered by the emerging HLPs in Portsmouth, the Department of Health became interested and wanted the model tested in other geographical areas. They initiated a national pathfinder programme, with the backing of Earl Howe, and there are now more than 200 Healthy Living Pharmacies across England. Southampton and the IOW have had their first HLPs achieving the quality mark this year and the Local Pharmaceutical Committee has launched a project to bring HLP to Hampshire.



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What distinguishes a Health Living Pharmacy?

- Consistently delivers broad range of commissioned services to a high quality.
- Has demonstrated quality and productivity.
- Team proactive in supporting health & wellbeing, the community's health at centre of what it does.
- Has a Healthy Living Champion.
- Identifiable to the public.

What is different about a Healthy Living Pharmacy?

- Every HLP has a Healthy Living Champion who is skilled in behaviour change and has achieved the Royal Society of Public Health's Level 2 Understanding Health Improvement Award.
- Every HLP has a senior member of staff who has undergone leadership training.
- Every HLP has met the rigorous quality criteria and are proactively engaging with patients and stakeholder to ensure that every contact counts.
- Every HLP is delivering a range of health and wellbeing services consistently and to a high standard.

What do the patients and Public see when they enter a Healthy Living Pharmacy?



- A health promotion zone
- An environment that promotes privacy
- Barriers removed

What difference has Healthy Living Pharmacy made to the delivery of services?

- HLPs consistently outperform non-HLP pharmacies in Portsmouth
- Portsmouth saw an increase in smoking quits (community pharmacy delivered 23% of total PCT target in 2010)

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- Since implementation of the HLP initiative the number of smoking quits delivered by community pharmacy has more than doubled when compared to a similar period pre-HLP
- During the World Cup , HLPs delivered alcohol interventions to 3649 adults, 1784 of whom accepted advice about their drinking.



The outcomes of the national Healthy Living Pharmacy pathfinder programme are currently being analysed and the results will be out later this year.

In Summary

Healthy Living Pharmacy;

- Provides a commissioning framework
- Is an organisational development tool
- Is a Quality mark
- Utilises the pharmacy team
- Has a common vision & goal
- Has a brand the public can recognise
- Is the means to the end

Sarah Billington

Chief Officer

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