

Hampshire & Isle of Wight LPC

Supporting Local Community Pharmacy

Report to the Health Overview and Scrutiny Panel (November 2014)

Paul Bennett, Chief Officer Hampshire & IOW LPC

Further to the last report to the HOSP provided by the previous LPC Chief Officer, Sarah Billington (16th January 2014), there has been considerable discussion and development in the health space relevant to community pharmacy both nationally and locally.

The aim of this report is to highlight the key developments at national level and at local level that have impacted the services delivered to patients and consumers through community pharmacy or that will impact these through both thought leadership and future service design and development.

National Initiatives & Leadership:

At national level the discussions about the future role of community pharmacy have continued. Early in 2014 the Pharmacy trade association, Pharmacy Voice, published a report entitled '**Who do you think we are?**' to mark the launch of a new long-term campaign, Dispensing Health that addresses the results of new YouGov research that shows a lack of public understanding of the role community pharmacy can play in helping manage the common ailments in their everyday health, and in helping people to live healthily.

By May 2015 the initiative aims to ensure;

- that community pharmacy is seen as a dispenser of health, as well as of medicines;
- that community pharmacy is seen as a gateway for good health, while general practice is seen as a gateway for managing ill health;
- that community pharmacy is included alongside general practice as a solution to the pressures on A&E;
- that community pharmacy is actively promoted as the first place to advise on and treat common ailments.

The full report can be found here: <http://www.dispensinghealth.org/media-centre/>



Hampshire & IOW LPC we embrace this ambition and will continue to pursue opportunities to bring this to life

In addition to the initial report, a further paper was published in July 2014 entitled '**We are Primary Care**' which included new research from YouGov showing that people have little understanding of what is actually meant by 'primary care'. 74% of people regard GP practices as providers of primary care but a relatively small percentage of people understand that community pharmacies (34%), optometrists (31%) or community hearing aid services (24%) are an integral part of primary care,

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despite the fact that they are responsible for more than 40% of the primary care budget.



http://www.pharmacyvoice.com/images/resources/We_Are_Primary_Care_FINAL_14_07_14.pdf

Both these documents make the case for pharmacies greater involvement in the provision of services to help people stay well and where they are in need of a healthcare intervention to access services in primary care and easing pressures in secondary care.

When launching the report Dr Michael Dixon Chairman of NHS Alliance is quoted as saying “...*primary care should be seen as a cohesive whole bringing together community pharmacy, community eye care and hearing services, dental practice and even providers of housing, emergency services and communities themselves alongside general practice. I fully support the notion of high street health hubs and think they have a vital role to play in supporting the NHS as we know it today.*”

The LPC is strongly supportive of this principle and will be seeking partnerships with commissioners of service, other potential providers and with partners in the third sector in order enable pharmacy contractors to contribute further.

Late last December NHS England launched it's **Call to Action on community pharmacy**, asking patients, pharmacies, commissioners and all those involved in healthcare to debate the future of the sector and how it can help the NHS to meet the challenges it faces.

The Call to Action ran until March 18th 2014 and later next year NHS England will publish a document setting out its proposals for the commissioning of community pharmacy services, connected with its approach to general practice.

The LPC hosted a stakeholder event in January on behalf of the Area Team and the outcomes of those discussions formed the basis of the submission made by the Area Team, a copy of which can be found below.

The LPC held a further seven Call to Action events across the area through the Local Pharmacy Group meetings, giving pharmacists and pharmacy team members the opportunity to contribute. The meetings were well attended and the discussions were lively. Three of the Local Pharmacy Groups chose to make a submission to CtA directly and the Hampshire & IOW LPC made a collective submission on behalf of all contractors, a copy of which is attached.

The **Community Pharmacy Funding Settlement** was announced last week after agreement was reached between the NHS and the Pharmaceutical Services Negotiating Committee . The New Medicine Service (NMS) will be continued, with funding for it to come from the overall settlement; and there are some changes to targeted Medicine Use Reviews (MURs) with the introduction of a new target group and a move for contractors to provide 70% of their MURs to patients within the target groups. Contractors will also be required to include

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pharmacy names in reports of patient safety incidents; to give patients appropriate advice about the benefits of the Repeat Dispensing service; and to take part in a national audit on the emergency supply of medicines by pharmacies next year (in place of an area team specified clinical audit).

Local Developments:

As a summary of the activity undertaken by pharmacy contractors, highlights of the LPC's annual report are reproduced below. Further detail is available here: <http://www.hampshirelpc.org.uk/node/1128#attachments>

There was one full tendering process as Hampshire County Council tendered for a **Pharmacy Based Drug Treatment Service** to provide substance misuse and needle exchange services. LloydsPharmacy were successful in winning the contract and the LPC has been working closely with the commissioner and LloydsPharmacy as pharmacies have been engaged and signed up to deliver the suite of services being commissioned.

Changes to the NHS (Pharmaceutical Services) Regulations pass responsibility for developing the **Pharmaceutical Needs Assessment (PNA)** to the Health & Wellbeing Board for their area. The LPC area has four Health and Wellbeing Boards aligned with the four Local Authorities. The current PNAs have been allowed to remain in place for an additional year to allow time for Health & Wellbeing Boards to take on this new role. This work is well underway and the LPC is a key stakeholder in the development of the four PNAs which will come into force in April 2015.

The LPC has remained fully committed to supporting and enabling **Healthy Living Pharmacies**. We have seen a number of the Hampshire pharmacies on our wave 1 programme reach their goal. Three more pharmacies have become HLP in the last few months, two branches of Rowlands Pharmacy and one branch of Boots. Southampton also accredited another HLP in the city and we are now working with public health teams across the area to progress their respective programmes. We officially launched the 2nd wave of the Hampshire programme and look forward to many more pharmacies joining in.

The Hampshire & IOW and Dorset LPC's have joined together to form the **Community Pharmacy Wessex Academy (CPWA)**. The purpose of the Academy is to provide development resources, service accreditation information and access to training for community pharmacy teams across Wessex. The current Local Pharmacy Groups will become 'CPW-Your Local Academy' and the programme delivered through that framework will be aligned to the LPC strategy and the needs of the teams in each locality.

The web site is here <http://www.cpwacademy.org.uk>

All community pharmacies in the Wessex area were invited to express an interest in providing an **NHS commissioned flu vaccination service** to pregnant women and eligible patients aged 16 to 64 years in the clinically at risk groups. This will be the first time pharmacies in Southampton, Portsmouth and Dorset will be able to provide this commissioned service. Once again the LPC have partnered with Novartis to provide training to enable pharmacists to participate. Approximately 175 contractors will be providing the service across Wessex.

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The NHS England Wessex Area Team has commissioned the NHS South Commissioning Support Unit to support community pharmacies in Hampshire as practices go-live with the **Electronic Prescription Service (EPSr2)**. Southampton CCG has established their own team to support pharmacies in Southampton, based on the model developed by the LPC for Portsmouth. Patrick Leppard, the LPC EPS Lead continues to provide excellent support for pharmacies in Portsmouth and has now extended the area he covers to include pharmacies in the Fareham & Gosport and South Eastern Hampshire CCG areas. The LPC maintains EPSr2 resources on our website and ensures information about GP 'go-lives' is kept up to date.

The LPC has reviewed its three year strategy and agreed the areas of focus for 2014 to 2017 as being:

- Be an effective LPC
- Support pharmacy teams
- Build productive relationships with key stakeholders
- Maximise opportunities for contractors

To achieve these four objectives the LPC will establish an annual plan of work that will focus on what is needed during that 12 month period, makes best use of resources and delivers tangible benefit for contractors.



In the interests of transparency and good governance the strategic plan and supporting documents are available to all members on the LPC web site.

<http://www.hampshirelpc.org.uk/node/570>

This report is inevitably a 'snap shot' of the activities being undertaken by the LPC. Please address any further queries to the new Chief Officer of the Hampshire & IOW LPC, Paul Bennett who is contactable at the LPC office (details at the foot of this document).