

Making the most of your Community Pharmacy

Haringey Healthwatch

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25th May 2023

Community pharmacy services

NATIONAL		REGIONAL	NCL ICB/PH
Essential Services	Advanced Services	Enhanced Services	Locally Commissioned Services
<ol style="list-style-type: none"> 1. Dispensing Medicines 2. Repeat Dispensing and eRD 3. Dispensing Appliances 4. Disposal of unwanted medicines 5. Support for Self Care 6. Signposting 7. Healthy Living Pharmacies 8. Public Health (Promotion of Healthy Lifestyles) 9. Discharge Medicines Service (DMS) 	<ol style="list-style-type: none"> 1. Flu vaccination service 2. Community Pharmacist Consultation Service (CPCS) 3. Hypertension case-finding service 4. New Medicine Service (NMS) 5. Appliance Use Review (AUR) 6. Stoma Appliance Customisation (SAC) 7. Smoking Cessation Advanced Service 8. Hepatitis C testing service 9. Contraception service 	<ol style="list-style-type: none"> 1. London Vaccination Service 2. COVID-19 vaccination (national) 3. Bank holiday rota 	<p><u>PH</u></p> <ul style="list-style-type: none"> • Needle Exchange • Supervised self-administration • Stop Smoking Service • Emergency Hormonal Contraception(EHC) • Condom Distribution <p><u>ICB</u></p> <ul style="list-style-type: none"> • Supply of End of Life (EoL) • Medicine Reminder Device (MRD) • Self-Care Pharmacy First (SCPF)

Discharge Medicines Service (DMS)

It is estimated that **60% of patients** have **three or more changes** made to their medicines during a hospital stay

30-70% of patients experience **unintentional changes** to their treatment, or an error is made because of a lack of communication or miscommunication on discharge

Only 10% of older patients will be **discharged on the same medication** that they were admitted to hospital on

20% of patients have been reported to experience **adverse events** within three weeks of discharge, **60%** of which could have been managed or avoided

[LINK](#) to further info

Ref:

Himmel, W et al (2004) Drug changes at the interface between primary and secondary care.

Mansur, N et al (2008) Relationship of in hospital medication modifications of elderly patients to post discharge medication, adherence and mortality.

Hesselink, G et al (2012) Improving patient handovers from hospital to primary care - A systematic review.

Discharge Medicines Service (DMS)

- The DMS is an essential service which all pharmacies in England must provide.
- NHS Trusts (hospitals) refer patients who would benefit from extra support with their medicines after they are discharged from hospital, to their community pharmacy.
- Discharge from hospital is associated with an increased risk of harm due to medicines, but this can be avoided.
- When people are discharged from hospital, there are frequently changes to their medicines, which can result in confusion about what medicines they should be using.
- Sometimes errors are made when new prescriptions are issued following a stay in hospital, as there may be communications problems between the hospital and the patient's general practice.
- NICE recommends communication systems about medicines should be put in place when patients move from one care setting to another.

What is GP CPCS?

General Practice referral pathway to the NHS Community Pharmacist Consultation Service (CPCS)

Up to 6% of all GP consultations could be safely transferred to a community pharmacy, saving up to 20 million GP appointments per year.

Since November 2019, over 10,500 patients a week have been referred by NHS 111 for a CPCS consultation

Quotes taken from patients referred to the service in the pilot area

"Same day or appointments that suit our needs"

"Time saving" "Convenient"

88% of patients in the pilot of the service in GP practices were advised or treated by the pharmacist

10% of patients in the pilot of the service in GP practices required escalation to another service

94% of pharmacies are offering the service

GPs can save time and free up appointments for patients with serious conditions and improve access for patients with minor illnesses.



GPs can now refer to CPCS subject to agreed local pathways.

The CPCS aims to free up GP appointments for patients with complex needs

Community pharmacists are experts in medicines and managing minor illnesses

Practice teams can determine which minor illness condition and patient groups are appropriate for referral to a community pharmacist.

Implementation is locally led but nationally supported

Key aims include:

- Help to alleviate pressure on general practice
- Improve access for patients
- Promote self-care
- Strengthen relationships between general practice and pharmacy

Your consultation with an NHS Community Pharmacist

NHS



Our practice is working closely with local pharmacists to support you with certain minor health conditions.

It may be more appropriate to have your NHS consultation with a pharmacist instead of the GP practice. You can choose a pharmacy convenient to you and we will arrange this for you.

Pharmacists are experts in medicines who can support with a range of health concerns. They will let us know what happened at your consultation, and if you need any follow-up appointments.

What happens next?

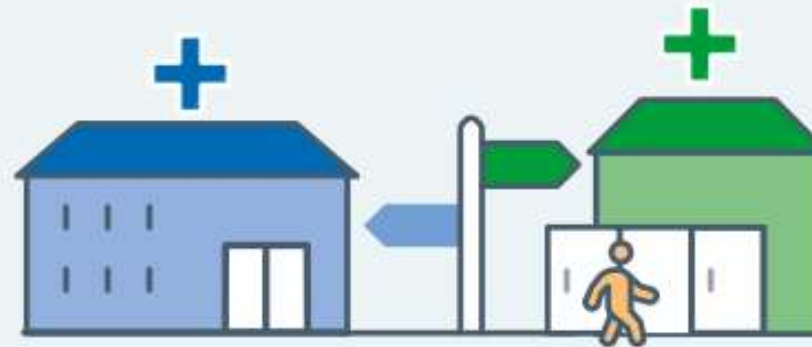
We will send your contact details and the information about your condition to the pharmacy you have chosen.



The pharmacist will contact you to arrange your consultation which will either be by phone or video call, or you can go into the pharmacy. The consultation will be confidential – anything you discuss will be kept private.



If you go into the pharmacy, let the counter staff know you have been sent by your practice and that you have arrived for a consultation with the pharmacist. All pharmacies have a confidential consultation room.



How will the pharmacist help?

Pharmacists are highly skilled healthcare professionals who can give health advice on a range of minor conditions and have trained in medicines for at least five years.

The pharmacist will review your symptoms. If they think you need to see another healthcare professional (like a GP or optician), they will help to arrange this.



The pharmacist can give medical advice and help you know how to manage your condition. If they think you need treatment for your symptoms, they may suggest a medicine that you can buy over the counter (without a prescription).

The pharmacist will record what happened at your consultation, including any medication you were given. They will share this with us to make sure your medical record is updated.



Which pharmacy can I have a consultation with?

You can choose to have your consultation with any available pharmacy providing the service.



How will we use your information?

We will only use your personal information when we need it to manage your care safely.



Where can I find out more?

You can find further information on the following websites:

[How your pharmacy can help \(www.nhs.uk\)](http://www.nhs.uk)

[Find a pharmacy](#)



List of symptoms groups that may be identified for referral to a community pharmacist

This list is not exhaustive but reflects the expected case mix based on current NHS 111 calls.

Acne, spots, and pimples

Allergic reaction

Ankle or foot pain or swelling

Athlete's foot

Bites or stings, insect, or spider

Blisters

Constipation

Cough

Cold and 'flu

Diarrhoea

Ear discharge or ear wax

Earache

Eye, red or irritable

Eye, sticky or watery

Eyelid problems

Hair loss

Headache

Hearing problems or blocked ear

Hip, thigh, or buttock pain or swelling

Knee or lower leg pain

Lower back pain

Lower limb pain or swelling

Mouth ulcers

Nasal congestion

Pain and/or frequency passing

Rectal pain

Scabies

Scratches and grazes

Sinusitis

Shoulder pain

Skin, rash

Sleep difficulties

Sore throat

Teething

Tiredness

Toe pain or swelling

Vaginal discharge

Vaginal itch or soreness

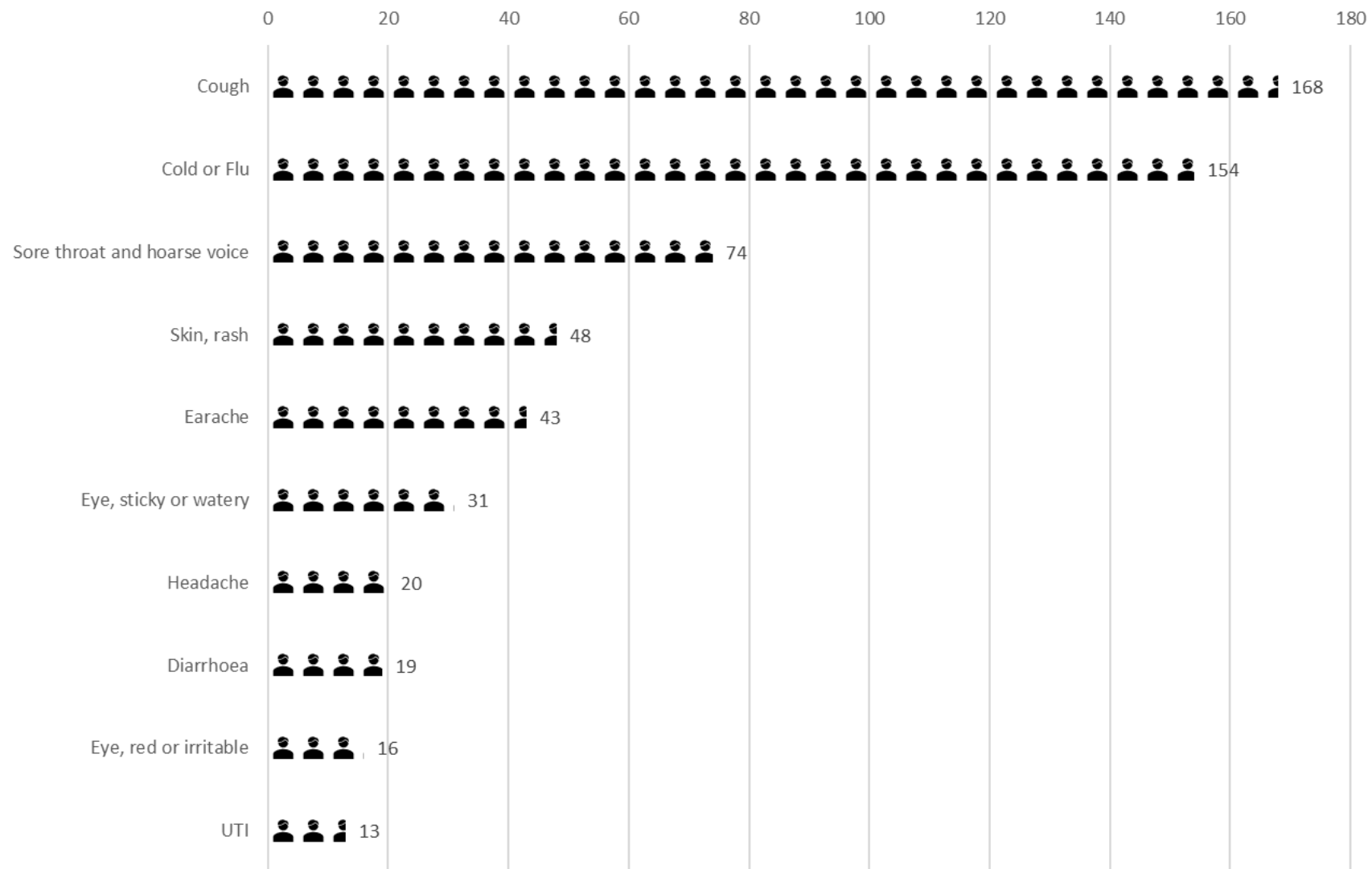
Vomiting

Wound problems – management of dressings


Wrist, hand, or finger pain or swelling.

Top 10 Minor Illness Referrals - NCL - Jan23

Top 10 Minor Illness Referrals - NCL - Jan23




NHS blood pressure check service



**Free blood pressure checks
available in this pharmacy**

Reduce your risk of heart and circulatory diseases



For high blood pressure information ask your pharmacy team

Why get your blood pressure checked?

- High blood pressure, also called hypertension, is a condition which can be controlled to reduce your risk of a heart attack, stroke or other cardiovascular disease.
- In the UK there are about five million adults (one in every nine) who have high blood pressure without even knowing it, since high blood pressure itself rarely causes symptoms.
- The British Heart Foundation estimates that high blood pressure causes over 50% of heart attacks and strokes.

What does this free NHS blood pressure check involve?

- FREE NHS blood pressure checks to people aged 40 and over with no appointment necessary in 70% of pharmacies in NCL.
- General practices can also refer patients to a participating community pharmacy for a clinic blood pressure reading, or for 24-hour ambulatory blood pressure monitoring.
- This involves around 10-15 minutes in the pharmacy consultation room with the trained pharmacist. Following this, you may be invited to take home a blood pressure monitor that measures your blood pressure as you go about your daily life.
- Depending on your blood pressure reading you may be referred to your GP. The pharmacist will guide you through any necessary steps depending on your blood pressure result.

Smoking cessation service (SCS)

General health benefits of stopping smoking²⁰

- Within 20 minutes heart rate and blood pressure drops.
- Within 12 hours carbon monoxide levels in the blood return to normal.
- Within 24 hours the chance of a heart attack decreases.
- Within 2 weeks to 3 months circulation improves and lung function increases.
- Within 1 to 9 months lungs regain normal ciliary function, reducing infection risk.
- Within 1 year risk of heart attack is reduced by half.
- Within 5 to 15 years risk of stroke is reduced to that of a non-smoker.
- By 10 years the risk of lung cancer is approximately half that of a smoker. The risk of cancers of the mouth, throat, bladder, kidney and pancreas also decrease.
- By 15 years risk of heart attack is that of a non-smoker.

- Patients identified in hospital and recruited to smoking cessation programme.
- If agreed, transfer of care to the nearest community pharmacy is arranged as part of discharge planning.

Pharmacy Contraception Service



NHS

Need your next supply of oral contraception?

You can now arrange to get your next supply directly from selected local pharmacists in confidence.

Find out more information at www.england.nhs.uk/pharmacycontraception/ or scan the QR code.



- Launched 24th April 2023.
- Initially community pharmacists will provide ongoing management of routine oral contraception initiated in general practice or a sexual health clinic. This is known as 'Tier 1'
- 'Tier 2' to follow later in 2023
- Free supplies can be made from participating pharmacies without a prescription after appropriate checks (Blood Pressure and Body Mass Index (BMI))

Pharmacy Contraception Service

Antibiotics prescribed at pharmacies to free up GP time

© 9 May



GOOGLE

More people will be able to access health services without needing to see a GP under a new plan in England.

“pharmacy services will get £645m over the next two years to boost staffing and resources”

“plan will free up 15m GP appointments over the next two years - around 2% of the total”

“Pharmacies will take on the prescribing of drugs for seven common ailments: Earache, sore throat, sinusitis, impetigo, shingles, infected insect bites, uncomplicated urinary tract infections in women”

So, what are we waiting for?

1. Negotiations around service details
2. IT interconnectivity
3. Training
4. Launch date t.b.c.