

Community Pharmacy Briefing Paper

Community Pharmacies provide a convenient and less formal environment for those who cannot easily access or do not choose to access other kinds of health service, or who simply want readily available, sound professional advice and help to deal with everyday health concerns and problems. Many pharmacies now have dedicated consultation rooms, specifically designed for private discussions.

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 ¹. Pharmacies are open at times which suit patients, many late into the evenings or at weekends. In England, since April 2005, over 400 new pharmacies have been approved to open for at least 100 hours per week, every week of the year. In 2013, 1 billion prescription items were dispensed in the community; this is an increase of 3% (30 million items) on the number dispensed in 2012². People receive their prescribed medicines promptly, safely and efficiently.

The table below shows pharmaceutical provision in the Trafford area and at a Greater Manchester level:

Pharmacies:	Trafford	Greater Manchester
Standard (40 hours)	53	567
100 hours	9	97
*DSP	1	24
*DAC	1	8
Overall Opening Hours	Mon – Fri: 0630-2300 Sat: 0630-2300 Sun: 0800 - 1900	Mon – Sat: 0000- 0000 Sun: 0600 - 2300

*Dispensing Appliance Contractors (DACs), specialise in the supply of appliances, stomas and incontinence appliances on a prescription. Distance selling pharmacies (DSP) are also referred to as internet pharmacy sites, they provide the same essential services as community pharmacies, but not via face to face.

National Contractual Framework

All community pharmacies have to adhere to their national contractual framework which comprises of essential, advanced, clinical governance and locally commissioned services. The essential (core) services and clinical governance must be provided by all pharmacies, this includes dispensing medicines and appliances, providing prescription linked healthy lifestyle advice, disposal of unwanted medicines, complaints, clinical audits, support for self-care and signposting.

¹ 'Pharmacy in England, Building on strengths-delivering the future' – April 2008

² 'Health and Social Care Informatics Centre (HSCIC website)'

Advanced services which pharmacies can choose to provide upon accreditation, includes medicine use reviews (MURs), appliance use reviews (AURs) and the new medicine services (NMS), to support patients with long- term conditions who are prescribed new medicines.

The contractual framework has specific public health elements such as:

- **Promotion of healthy lifestyles** – requires pharmacies to participate in up to six health promotional campaigns annually, on topics such as obesity, cancer and healthy lifestyles;
- **Support for self-care/signposting** - requires pharmacies to help people understand the correct use and management of their medicines, as well provide healthy life style advice. Pharmacies are obliged to help and support people asking for advice and information, by signposting them to the appropriate source of help.

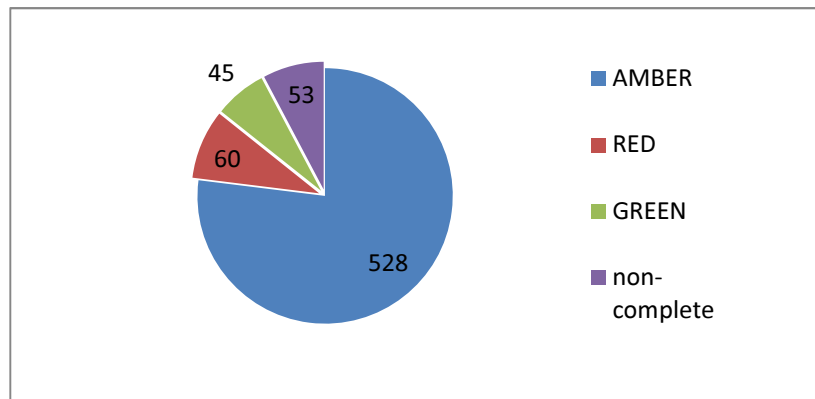
NHS England's Area Teams (ATs) have responsibility for monitoring the national contractual framework and provide assurance of contractor's compliance with the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, as amended. ATs currently use the Community Pharmacy Assurance Framework (CPAF), to monitor pharmacy contractors' compliance.

The CPAF is made up of two parts – a pre-visit questionnaire which is completed by the pharmacy contractor before the monitoring visit and a section used by the ATs during a monitoring visit. To enable Greater Manchester Area Team (GMAT) to undertake this work they have deployed PharmaOutcomes (an electronic web based tool), for Community Pharmacies to complete the self-assessment questionnaire and for the AT to review.

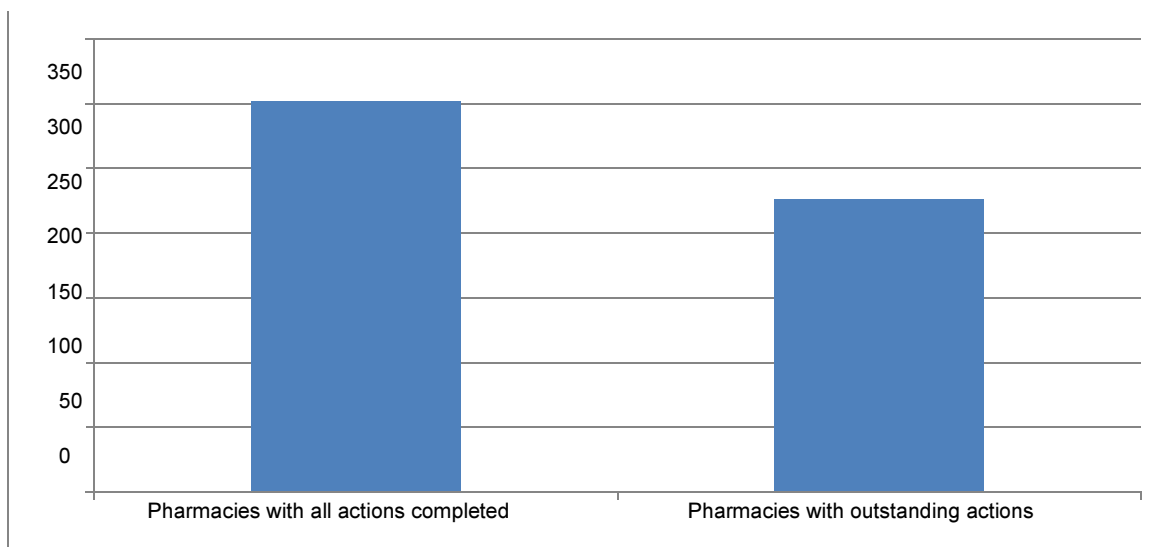
Assessment of CPAF 2013/14 data

The GMAT undertook a manual data analysis review of each pharmacies responses from the 2013/14 CPAF, to establish how each pharmacy was performing overall against their essential and clinical services. Each pharmacy was RAG rated to assess their compliance with the NHS terms of service. The RAG rating was based on local criteria because no national rating was available. Pharmacies that fell below standard were rated red; those that met the standard were rated amber; and those that were above the standard were rated green.

The outcome of the review (as per pie chart below), identified 528 (77%) pharmacies had an amber rating, including 8 for Trafford and identified 60 (9%) pharmacies had a red rating, including 2 for Trafford. These pharmacies will be required to complete an action plan and implement any identified actions within a specified timeframe.



The bar chart below shows the number of pharmacies from the amber group that has now completed all their actions and are fully compliant against their national contract. The remaining 226 will be required to complete CPAF for this year (2014/15).



CPAF process 2014/15

NHS England's process for this year is that any pharmacies that submitted the CPAF questionnaire in 2013/14, reviewed and rectified areas of non-compliance will not be asked to submit any further information this year. There will be a rolling programme of assurance visits to manage the assurance process and to inform commissioning decisions; relating to Enhanced /Locally Commissioned Services.

Assurance visits will be undertaken where pharmacies fit the following criteria:-

- § Pharmacies who did not complete CPAF in 2013/14
- § New pharmacies
- § New change of ownerships
- § Particular pharmacies, where concerns and issues have been identified

GMAT visits will commence November 2014, with the intention to complete all the assurance visits by March 2015.

Dementia Friendly pharmacy work

The GMAT is developing a Greater Manchester Dementia Friendly Pharmacy Framework as part of the Local Professional Network medicines optimisation work. The aim is to have a dementia friend in every single pharmacy and pharmacy teams are ideally placed to discuss with individual patients with dementia how they could be better supported within the pharmacy environment. The launch of the framework is planned for November 2014.

Screening and Immunisation Health Promotional Campaign

The current GMAT directed health promotional campaign for the pharmacies is Screening and Immunisation for September 2014 through to November 2014.

Public Health England (PHE) has produced national communication for the seasonal flu vaccination programme, this will aide and support the pharmacies in delivering this campaign. The creative route and media plan are being finalised following research and it is planned the campaign will be launched on 8 October 2014. The specific target audiences will be; under 65s with long-term conditions, pregnant women and parents of children aged 2, 3 and 4 years old.

PHE will provide Local Authorities and the NHS with a campaign briefing sheet, PR toolkit, posters and digital assets in mid-September. GMAT is looking to build on this national campaign with the local communication teams.

The GMAT public health commissioning colleagues have now concluded discussions with Community Pharmacy Greater Manchester on behalf of the Greater Manchester Local Pharmaceutical Committees regarding the implementation of the Greater Manchester seasonal influenza vaccination pharmacy scheme for 2014/2015. The scheme will continue to target those aged 18 - 64 years in a clinical at risk group and carers. The Pharmacies who agree to take part in the scheme will be offering the vaccination from 1 November 2014 to 28 February 2015. If you have any queries regarding this service please contact initially the CPGM team at secretary@manlpc.co.uk.

Contact Details

If you require more information around community pharmacy and the contribution they can make, please do not hesitate to contact the Greater Manchester Area Team (Optometry and Pharmacy Team) via email AGM.optometry-pharmacy@nhs.net or telephone 0113 825 5162/5139/5270.