

Community Pharmacy 2022/23 – Clinical Services Update

PROVIDING SAFE ACCESS TO MEDICINES

Getting medicines to patients

Pharmacies will supply medicines to patients making use of technology and collaborative arrangements between businesses.

Supporting adherence

The New Medicine Service will enable pharmacists to provide extra support to patients newly prescribed medicines for a wide range of long-term conditions.

Taking pressure off urgent care and GP services

The Community Pharmacist Consultation Service (CPCS) will support this. People will be directed to community pharmacies as a first port of call for minor illness or the urgent supply of medicines, relieving pressure on the wider NHS.

Helping patients coming out of hospital

Patients coming out of hospital will be supported by their local pharmacy to help them to understand any new medicines and how they fit with their current regimen, via a medicines reconciliation service.

Embracing technology and digital communications

All pharmacies will utilise healthcare technology such as the Electronic Prescription Service (EPS), NHSmail and Summary Care Records, linking them digitally to the rest of the NHS. Pharmacies will have comprehensive NHS.UK profiles and will communicate with patients using digital technology and apps.

Improving medicines safety

Patients taking palliative care medicines will be able to get them directly from their local pharmacy, and many pharmacies will undertake prescribing audits and risk reviews to improve patient and medicines safety.

Smoking cessation support

Pharmacies will offer stop smoking support which patients may be referred to from other care settings.

PUBLIC HEALTH AND DETECTION

Championing public health

All pharmacies will be Healthy Living Pharmacies, making them local hubs promoting health, wellbeing and self-care, and providing services to prevent ill-health. Pharmacies will be key supporters of NHS public health campaigns.

Identifying those at risk of disease

Pharmacies will provide Hepatitis C testing as well as screening to identify people with high blood pressure or cardiovascular disease.

Improving uptake of vaccinations

Pharmacies will provide a range of vaccinations to help meet Government immunisation targets.

Providing diagnostic point-of-care testing

Pharmacies will use point of care test and treatment services for common ailments such as Urinary Tract Infections and Strep throat infections. This will mean they can provide appropriate treatment while also supporting efforts to tackle antimicrobial resistance.

SUPPORTING HIGH QUALITY CARE

Helping people with long term conditions

Many pharmacies will check if patients with diabetes have had annual foot and eye checks and they will make efforts to become Dementia Friendly environments.

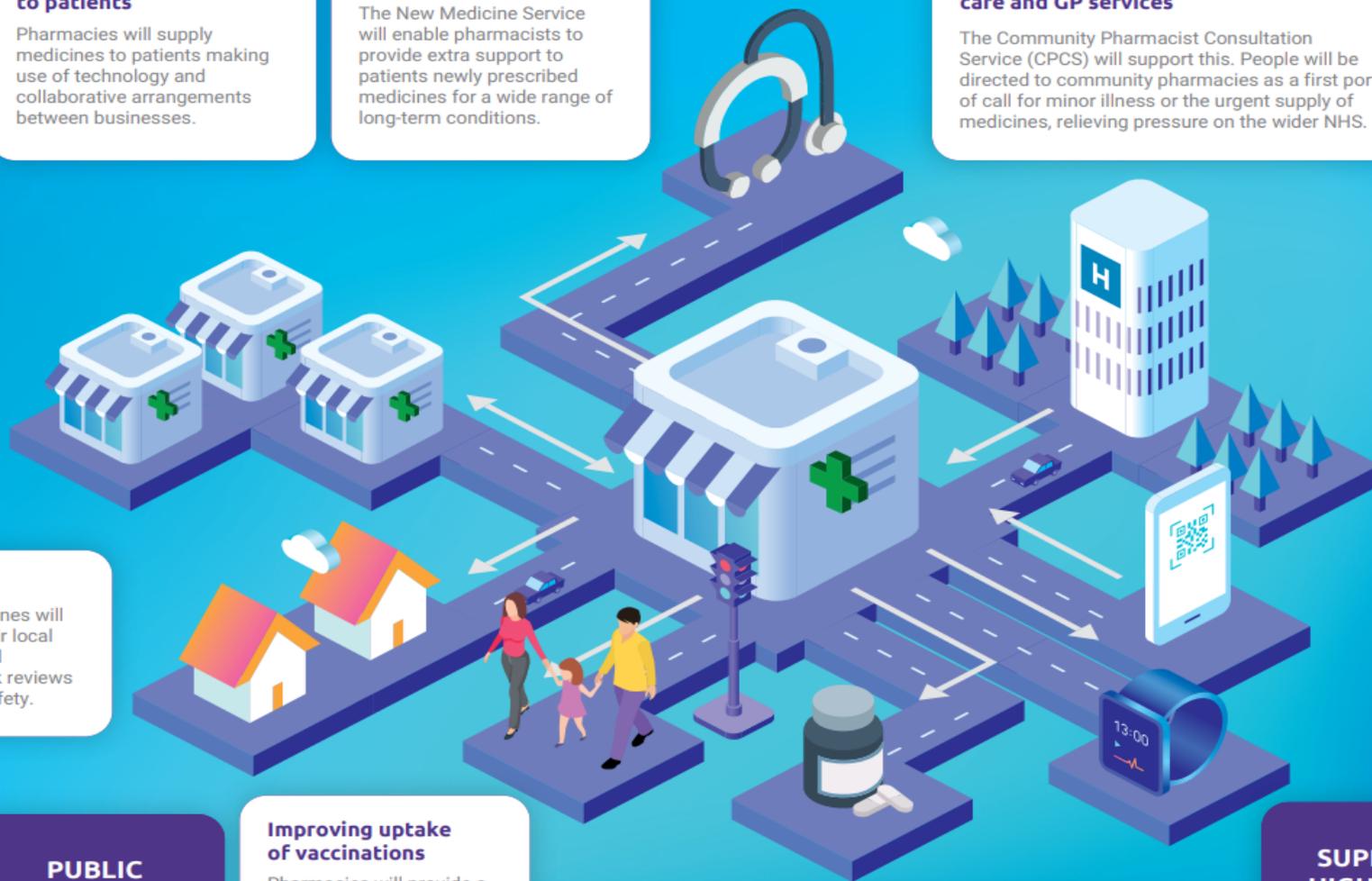
A KEY PART OF THE PRIMARY CARE TEAM

Supporting local priorities

Community pharmacy will work to support Primary Care Networks (PCNs) and pharmacies may offer a range of services to meet local priorities such as the provision of emergency hormonal contraception (EHC); NHS Health Checks; and healthy eating and weight loss advice.

Providing ongoing support for patients

Patients on repeat prescriptions (for example, those taking oral contraception) will receive routine safety checks from their local pharmacist.



More than **58 million** informal **healthcare consultations** are provided by pharmacists and their teams every year*

Every year **44 million** patients self-refer to a pharmacist and their team for healthcare advice with **5 million** unable to access other healthcare*

Pharmacies have **remained open** during the pandemic with **1 in 4 consultations** involving advice relating to **COVID-19***

Informal consultations provided by pharmacists and their teams **save more than 24 million** GP appointments every year*

61% of pharmacies reported being under **intense pressure** due to growing demand unmatched by funding*



- **PSNC Pharmacy Advice Audit 2021:** In January 2021, more than 5,800 pharmacies in England recorded the patient consultations they gave over a 24-hour period. These consultations have no specific funding associated with them.
- We are in the process of analysing the 2022 audit data.

Key changes for pharmacies in 2022/23

- **New Services:** Hypertension case-finding: a brand-new service to reduce CV risk in local population by ad-hoc BP and ABPM monitoring
- **GPCPCS:** Referral scheme from GP practices to pharmacies via the reception/admin teams
- **Minor ailments:** Conjunctivitis, UTIs, Impetigo combined well with GPCPCS
- **New Medicine Service (NMS):** Expansion to new cohorts of patients
- **PCN collaboration:** Community pharmacy at the core of developing and rolling out new services across PCNs like eRD, hypertension case finding, vaccinations
- **DMS:** Discharge medicines service directly from hospitals to community pharmacies to ensure correct meds regime and medicines safety

Challenges- 2022 Pharmacy Pressures Survey

- Over 90% of pharmacy teams and owners say **patients are being negatively impacted** by pressure on their pharmacies
- Two thirds of pharmacy teams have had to reduce the services offered to patients
- 23% of pharmacies have been forced to close temporarily due to staff shortages

Over 80% of pharmacy team members responding to PSNC's Pharmacy Pressures Survey said that their work is having a negative impact on their mental health and wellbeing.

Completed by 418 head office staff (representing more than 5,000 pharmacy premises)plus 1,132 pharmacy team members in January 2022.