

# Community Pharmacy - Supporting the HWB Prevention and Workforce Agendas



Nick Hunter, Chief Officer, Nottinghamshire LPC  
Samantha Travis, Local Professional Network  
Chair, NHS England

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# Community Pharmacy

- Over 11,000 community pharmacies in England (217 in Notts)
- 99% of population can get to pharmacy within 20 minutes by car; 96% by walking or using public transport
- Estimated 1.8 million visits a day
- Average 14 visits per year
- 84% of adults visit a pharmacy at least once a year, 78% for health-related reasons
- Those with LTCs or disabilities or living in rural areas are more likely to visit the same pharmacy
- Majority (>75%) use same pharmacy all the time

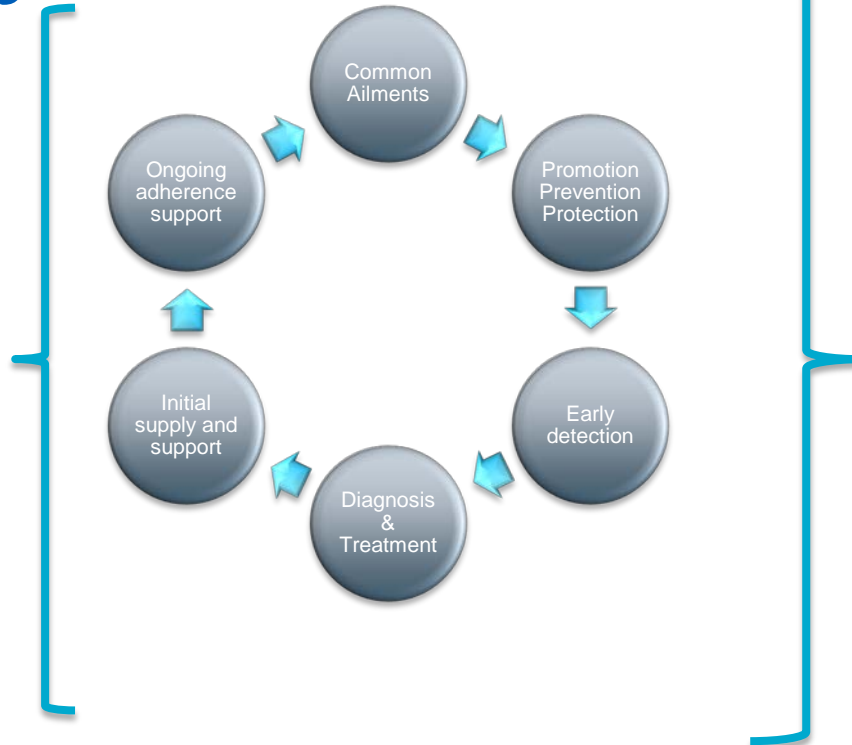


# Pharmacy's Strengths



# What Does Community Pharmacy Do?

Medicines  
Optimisation



# Community pharmacy: providing great value for communities

Community pharmacies are vital parts of local communities, offering a range of services to support people's health and wellbeing. New research from PricewaterhouseCoopers (PwC) has shown just how important some of these services are to public spending.

## The research

The research analysed 12 community pharmacy services across:



Public health



Medicines support



Support for self-care



# The savings



The 12 services in 2015 delivered £3bn worth of net benefit to the NHS, public sector, patients and wider society.



This included:



£1.1bn NHS cash savings



£600m benefits to patients



£1bn benefits to the public sector and wider economy



£242m avoided NHS treatment costs

# The benefits



Avoided NHS treatment costs

Avoided GP appointments



Cost efficiencies

Avoided social care costs



Reduced travel time

Increased economic output



# Community Pharmacy and the NHS



- Pharmacies are independent contractors directly commissioned by NHS England
- Local Authorities and Clinical Commissioning Groups may also commission services from community pharmacy to meet local needs
- Healthy Living Pharmacy concept offers commissioners opportunity to maximise the value community pharmacy can offer in delivering health and well being interventions



# New Contractual Requirements

- Recent changes to the pharmacy contract have introduced quality criteria and included within this is the requirement that

## **The pharmacy is a Healthy Living Pharmacy (level 1)**

- Effectively giving us up to 200 mini Health & Wellbeing hubs when combined with other established community pharmacy initiatives e.g Pharmacy First minor ailment scheme
- Healthy Living Pharmacy concept offers commissioners opportunity to maximise the value community pharmacy can offer in delivering health and well being interventions
- Need to build on this on this by working collaboratively





# Healthy Living Pharmacy

## What is a Healthy Living Pharmacy?



# What is Healthy Living Pharmacy?



HLP is an organisational development framework underpinned by three enablers of:

- Workforce development – a skilled team to pro-actively support and promote behaviour change, improving health and wellbeing;
- Premises that are fit for purpose; and engagement with the local community, other health professionals (especially GPs), social care and public health professionals and workforce local authorities.
- Healthy Living Pharmacies level 1 is a national standard developed by Public Health England that is now part of the community pharmacy quality scheme – this can be Further developed locally to coordinate additional services provided by Community Pharmacies as an umbrella framework to focus on STP priorities



# The Enablers



# What Distinguishes a Healthy Living Pharmacy?



- Consistently delivers broad range of high quality commissioned services
- Quality, innovation and productivity
- Proactive team ethos
- Has a least one Health Champion
- Identifiable by the public
- Achievement of Quality Criteria
- A quality mark



# The impact of Healthy Living Pharmacies

**1** Healthy Living Pharmacies improve the public's health and drive improvements in service quality and innovation

**2** People walking into a Healthy Living Pharmacy are twice as likely to set a quit date for smoking and then quit than if they walked into a non-Healthy Living Pharmacy

**3** Healthy Living Pharmacies consistently deliver high-quality public health services – NHS Health Checks, weight management, sexual health, etc

**4** Healthy Living Pharmacies reach out to local communities (universities, businesses, schools, community centres, etc) with health improvement advice and services

**99%**  
of people are comfortable and happy with the service provided by Healthy Living Pharmacies

**98%**  
of people would recommend Healthy Living Pharmacies to their families and friends

**60%**  
of people would make an appointment with their GPs if the health improvement service was not available at a Healthy Living Pharmacy

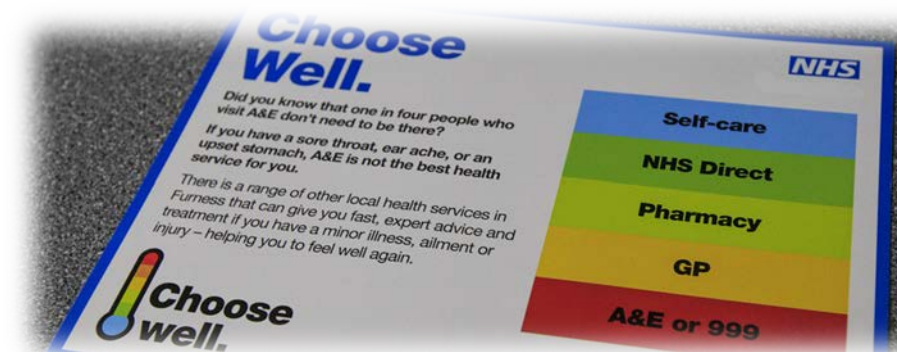
**20%**  
of people would not have gone to another provider (ie, they would have received no support for improving their health)



# Role of the Health Champion in Community Pharmacy



- Has the RSPH Understanding Health Improvement Level 2 award
- Engage proactively with the public
- Understand what's available locally
- Signpost to local health and wellbeing services and national support
- Establish and maintain health promotion zone
- Put in place health promotional activities
- Outreach into the local community
- Deliver health and wellbeing services



# The Chief Medical Officer Said



“HLPs work!”

“They improve choice and we must ensure they are embedded in the new NHS”

“Inspirational concept!”

Dame Sally Davies

# GP/ Community Pharmacy Transformation Project

- Community pharmacist independent prescribers working in 6 GP practices since April 2016
- Pharmacists undertaking clinical reviews:
  1. Medication reviews including care homes (57%)
  2. Long term disease management reviews (asthma, CHD, CKD and hypertension) (27%)
  3. Urgent care (7%)
  4. Other (10%)
  5. 'Other' includes medication queries, discharge information, travel queries, anticoagulant review





# Emerging Outcomes

- At end October 2016:
- 8442 consultations – face-to-face and telephone
- Estimated 1,410 hours of GP time saved
- Favourable cost per consultation - £21.00 to £38.00
- Evidence of significant clinical interventions
- Medicines changed in 56% of cases
- Safety and quality improvements
- side-effects 15%, blood tests 14%, self-care advice 29%
- 7.8% potential reduction in secondary care referrals
- Excellent patient feedback – 100% patient satisfaction



- We are seeking support from the Health and Wellbeing Board to continue working together:
- Scope how we can build on the HLP concept as by September 2017 80% of community pharmacies will be accredited to level 1
- To scope co-commissioning services between the local authority, CCGs and the NHS England.
- To explore where community pharmacy can support the health and wellbeing of the local population and support local GPs workload in particular through the Community Pharmacy Independent Prescriber project.