



# The Role of Community Pharmacy in Health & Wellbeing



**Jack Davies (CEO) and Tracey Chambers (Committee Member)**  
**Community Pharmacy North Yorkshire**

# Presentation Overview

- Who are Community Pharmacy North Yorkshire?
- Pharmacy Stats
- Use of Community Pharmacies (CPs)
- CYC Pharmacy Services
- Healthy Living Pharmacies
- Delivering York's HWB Strategy and CPs
- Case Study
- Questions

# Who Are Community Pharmacy North Yorkshire?

- Community Pharmacy North Yorkshire represents all NHS pharmacy contractors in North Yorkshire and York
- Formerly known as the Local Pharmaceutical Committee (LPC)
- Rebranded in September 2014
- Works with 5 CCGs, NHS England (Yorkshire & Humber) and Public Health NYCC and CYC



# Pharmacy Stats

- There are over 11,500 pharmacies in England situated in high-street locations, supermarkets and residential neighbourhoods
- 153 CPs in North Yorkshire and York (44 in York CYC)



The document cover features the NHS Community Pharmacy logo at the top right, which includes a stylized family icon and the text 'PHARMACY The Heart of our Community'. The main title is 'NHS Community Pharmacy services – a summary'. Below the title, there are several sections of text describing the services. On the right side, there is a photograph of a smiling pharmacist standing in a pharmacy aisle.

**NHS Community Pharmacy services – a summary**

The NHS Community Pharmacy Contractual Framework (contract) consists of three levels of services:

- Essential services
- Advanced services
- Enhanced services

Pharmacy owners (contractors) must provide Essential services, but they can choose whether they wish to provide Advanced and Enhanced services.

**Essential services**

**Dispensing** – the safe supply of medicines or appliances. Advice is given to the patient about the medicines being dispensed and how to use them. Records are kept of all medicines dispensed and significant advice provided, referrals and interventions made.

**Repeat dispensing** – the management of repeat medication for up to one year, in partnership with the patient and prescriber. The patient will return to the pharmacy for repeat supplies, without first having to visit the GP surgery. Before each supply the pharmacy will ascertain the patient's need for a repeat supply of a particular medicine.

**Disposal of unwanted medicines** – pharmacies accept unwanted medicines from individuals. The medicines are then safely disposed of.

**Promotion of Healthy Lifestyles (Public health)** – opportunistic one to one advice is given on healthy lifestyle topics, such as stopping smoking, to certain patient groups who present prescriptions for dispensing. Pharmacies will also get involved in six local campaigns a year, organised by PCTs. Campaign examples may include promotion of flu vaccination uptake or advice on increasing physical activity.

**Signposting patients to other healthcare providers** – pharmacists and staff will refer patients to other healthcare professionals or care providers when appropriate. The service also includes referral on to other sources of help such as local or national patient support groups.

**Support for self-care** – the provision of advice and support by pharmacy staff to enable people to derive maximum benefit from caring for themselves or their families. The main focus is on self-limiting illness, but support for people with long-term conditions is also a feature of the service.

**Clinical governance** – pharmacies must have a system of clinical governance to support the provision of excellent care; requirements include:

- provision of a practice leaflet for patients
- use of standard operating procedures
- patient safety incident reporting to the National Reporting and Learning Service
- conducting clinical audits and patient satisfaction surveys
- having complaints and whistle-blowing policies
- acting upon drug alerts and product recalls to minimise patient harm
- having cleanliness and infection control measures in place

**Many pharmacies are 100-hour pharmacies: Open 7 Days a Week**

# Use of Community Pharmacies

- An estimated 1.6 million visits take place daily, of which 1.2 million are for health-related reasons
- Women, those aged over 35 and those with a long term health condition or disability are frequent users
- 84% of adults visit a pharmacy at least once a year, 78% of which are for health-related reasons
- Adults in England visit on average 14 times a year
- Around 1 in 10 adults get health advice
- Majority (>75%) use the same pharmacy all the time
- Those with LTCs, disabilities or living in rural areas are more likely to visit the same pharmacy

# PwC Report August 2016

- Community pharmacies contributed a net value of £3 billion to the NHS, public sector, patients and wider society in England in 2015 through just 12 services, over and above dispensing medicines, according to a recent study by PwC
- Breaking the combined contribution down into the areas which are benefiting, it was found that:
  - The NHS received a net value of £1,352 million, including cash savings as a result of cost efficiencies, and avoided NHS treatment costs;
  - Other public sector bodies (e.g. local authorities) and wider society together received over £1 billion through increased output, avoided deaths and reduced pressure on other services such as social care and justice; and
  - Patients received around £600 million, mainly in the form of reduced travel time to alternative NHS settings.



# CYC Pharmacy Services

- Substance Misuse - Supervised consumption/needle exchange
- Nicotine Replacement Therapy (NRT) for Pregnant Women
- Flu Vaccination – 11,295 (Increase of 62.4% on Last Year)

**Many Pharmacies are 100-hour pharmacies: Open 7 Days a Week**





# Healthy Living Pharmacies

- All Pharmacies as part of the national quality payments scheme will undertake training to achieve HLP level 1 by 30<sup>th</sup> November 2017
- Criteria
  - Public Health Needs
  - Health and Wellbeing Ethos
  - Team Leadership
  - Health Champion
  - Communication



# CPs Can Help Deliver Your Strategy

- **Mental Health and Wellbeing**
  - Sign posting
  - Staff all trained “Dementia Friends”
- **Starting and Growing Well**
  - Sign posting
  - Mother and Children “Healthy Start Vitamins”
- **Living and Working Well**
  - **Monitoring and Identification**
    - Weight Management Service
    - Smoking Cessation Service
    - MOT Health Checks
    - Diabetes
    - Blood Pressure
    - Lung Function
    - Cardiovascular Assessment
    - Urine Analysis
- **Ageing Well**
  - **Monitoring Service**
    - Diabetes
    - COPD
    - Cardiovascular
    - Blood
    - Fall Prevention



Annex A

# Case Studies and Your Strategy

In the last week in Copmanthorpe Pharmacy we've;

- Rescued Sylvia,
- Sorted Dorothy with help from her neighbour
- Reorganised Ann's medication
- Checked Geoff's BP
- Encouraged Jack to attend "men's breakfast"
- Advised Jessica on contraception and safe sex
- Along with making 37 FOC deliveries, dispensing 1846 prescription items, preparing 37 trays of medication, providing 12 MURs because we are a Community Pharmacy, and that's what our community needed us to do.

# Questions

