



Community Pharmacy Clinical Services

A year in summary ...



Indira Pillay

ICS Community Pharmacy Clinical Lead

email: indira.pillay@nhs.net



Thank you...

For all your efforts and willingness...
For the excellent service you provide ...
For the care you provide to our patients..



A Year in Summary

Successes and challenges

NEW

- Pharmacy First
- DPP Placements

EXPANSION

- Hypertension Case Find Service
- Pharmacy Contraception Service

IMPROVEMENT

- Discharge Medicine Service
- COVID Vaccinations

FUTURE

- Pathfinder
- Expansion of services.

Integration







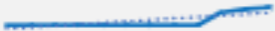











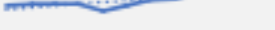





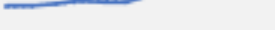






Successes & Performance



Community Pharmacy Clinical Services Dashboard

Community Pharmacy Clinical Services Dashboard

Current data month: Apr-24

	Registered sites (of 140 total)	Active sites (of registered)	Activity (Apr-24)	12 month rolling activity progress	Trend (May-23 to Apr-24)	National activity benchmarking (Apr-24)
Pharmacy First Clinical Pathways	 135	 118	2,306 consultations	n/a (+2,306)		Per 1,000 patients: 4.12 (CPiCB) 4.71 (National)
Pharmacy First Minor Illness	 135	 118	2,109 consultations	-11% (-272)		Per 1,000 patients: 4.52 (CPiCB) 4.08 (National)
Pharmacy First Urgent Medicine Supply	 135	 114	1,172 consultations	n/a (+1,172)		Per 1,000 patients: 2.13 (CPiCB) 2.95 (National)
Blood Pressure Checks Service	 134	 95	2,008 consultations	-40% (-1,334)		Per 1,000 patients: 3.83 (CPiCB) 5.75 (National)
Ambulatory Blood Pressure Monitoring	 134	 35	216 consultations	+86% (+100)		Per 1,000 patients: 0.44 (CPiCB) 0.53 (National)
Contraceptive Service	 106	 35	349 consultations	+11533% (+346)		Per 1,000 patients: 0.59 (CPiCB) 0.50 (National)
New Medicine Service	 133	 133	6,089 consultations	+64% (+2,383)		Per 1,000 patients: 11.49 (CPiCB) 13.23 (National)
Lateral Flow Device (LFD) Test Supply Service	 119	 42	1,183 consultations	n/a (+1,183)		Per 1,000 patients: 1.30 (CPiCB) 0.71 (National)
Smoking Cessation Service	 62	 0	0 consultations	n/a (+0)		Per 1,000 patients: 0.00 (CPiCB) 0.03 (National)



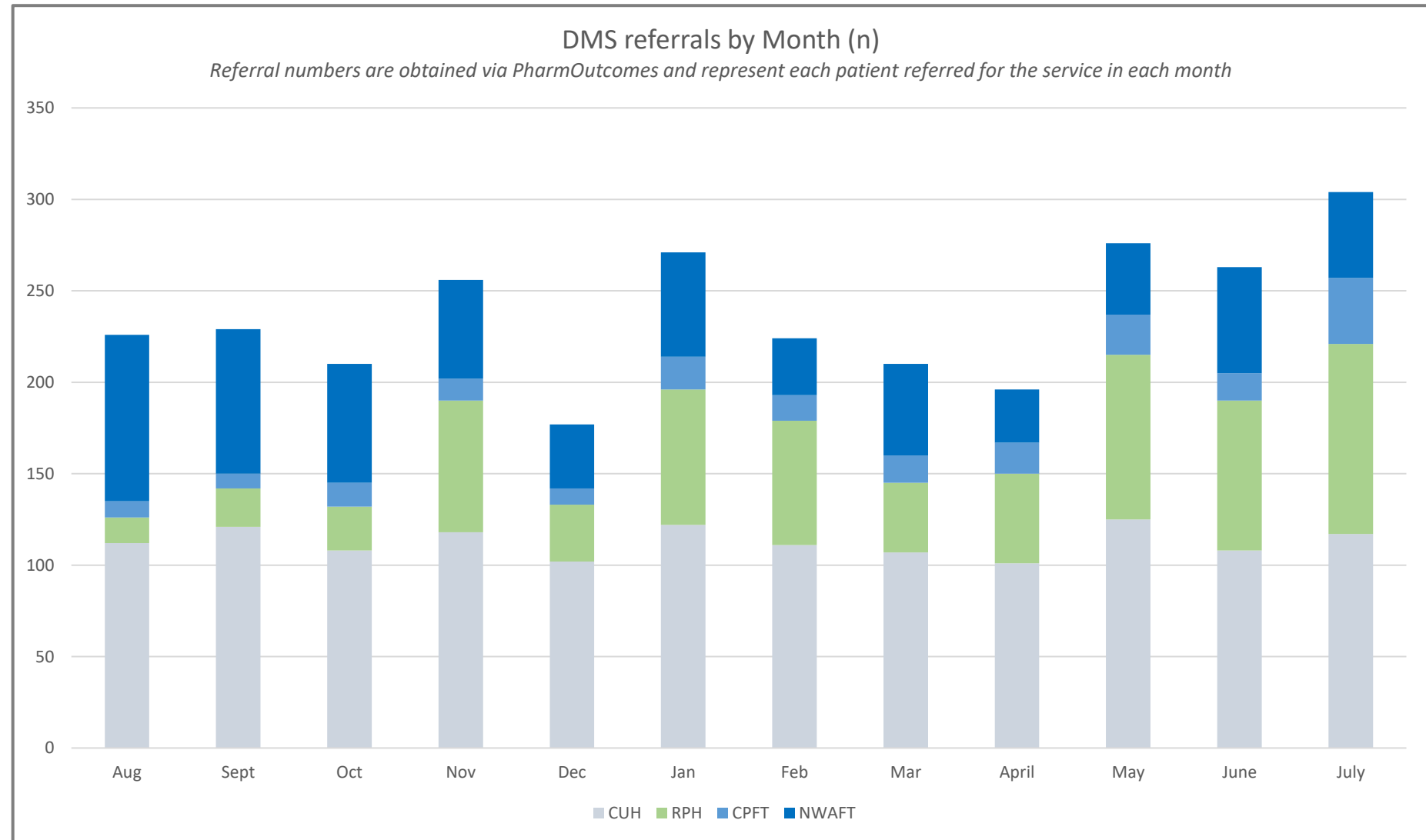
Discharge Medicine Service



Overall performance:

- A **20% referral rate target** by March '25 has been agreed with all four trusts within our system.
- The **ICB average referral rate** for July is **2.15%**, up **0.32% on June'24**.
- The **highest performing** trust in July was **CPFT** with an estimated referral rate of **18.27%**
- **Average ICB completion rate** by community pharmacies for FY23/24 was **84%**; this is **above** the National average of **70.5%**.
- System plans are in place to work with trusts to **improve performance**.

Discharge Medicine Service (DMS)



There are large discrepancies in the National and local data – both of which are shown in the DMS referrals rates table – these discrepancies are being investigated; however, it is believed that local data is an accurate reflection of the number of patients referred for the service. Please note that the National data has only been released up to Mar'24.



PCARP Services



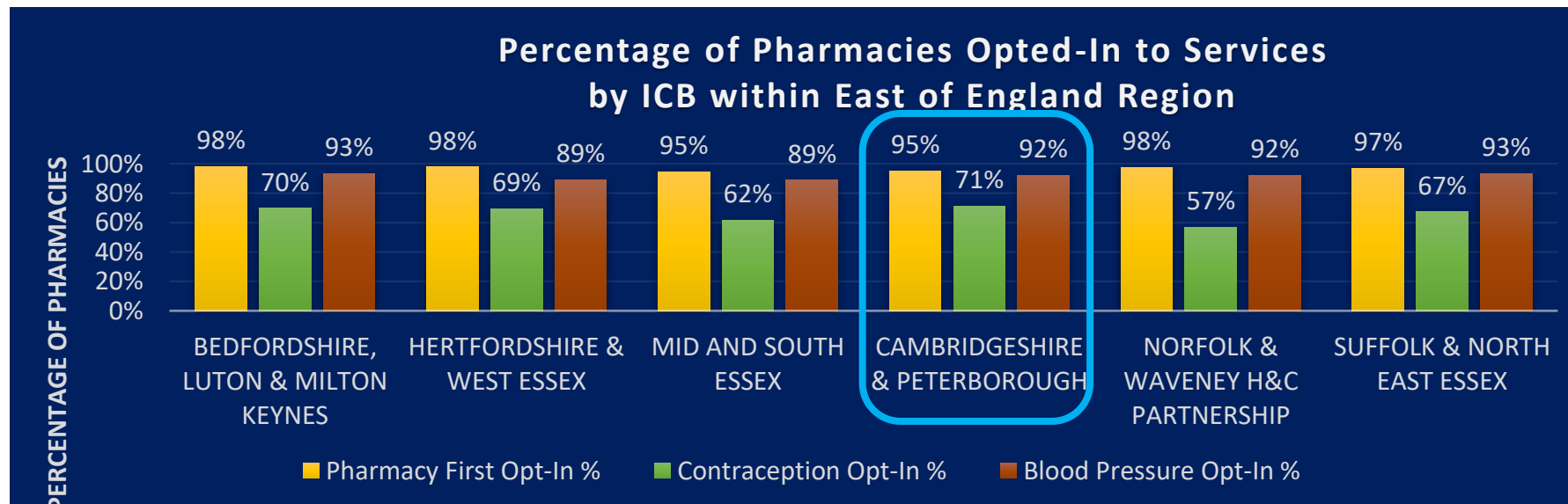
PCARP Services

C&P ICB Pharmacies Opted-In

- *Pharmacy First*: **136 of 140**
- *Contraception*: **102 of 140**
- *Blood Pressure*: **132 of 140**

Key achievements include (totals for all three services):

- **11,407** consultations conducted in the **latest month (July 2024)**.
- This equates to **1,901 hours** GP appointments released (based on 10-minute appointment).
- **61,935** consultations conducted since launch (**December 2023 to July 2024**).





Pharmacy First Service



Overall performance:

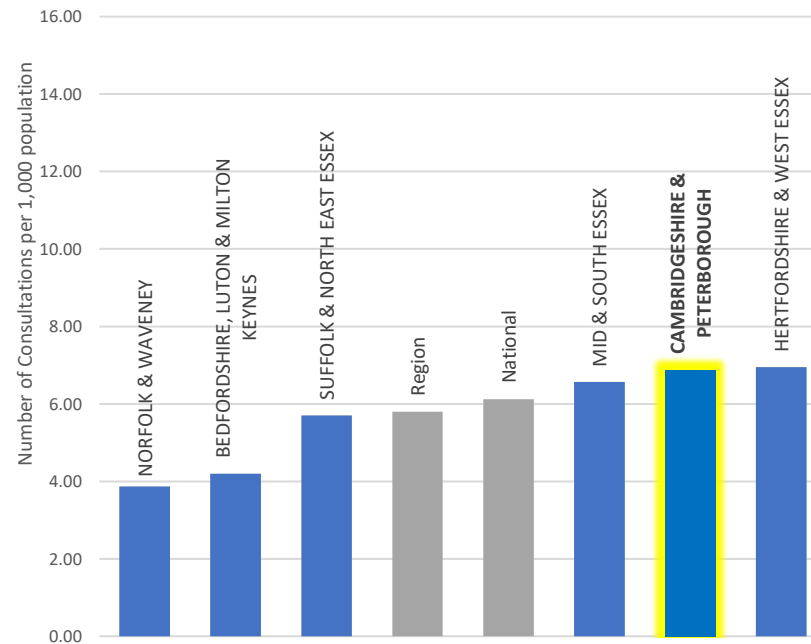
- **Total consultations** since start, **35,863** (six-month period, February – July 2024).
- Overall **increase of 11.4%** on last month.
- C&P rank **5th/6 regionally** and **30th/42 nationally** (higher rank the better) for the total number of PFS consultations per 1,000 population (weighted).
- Overall **month on month increases**, except for one month.

Pharmacy First Service (PFS)

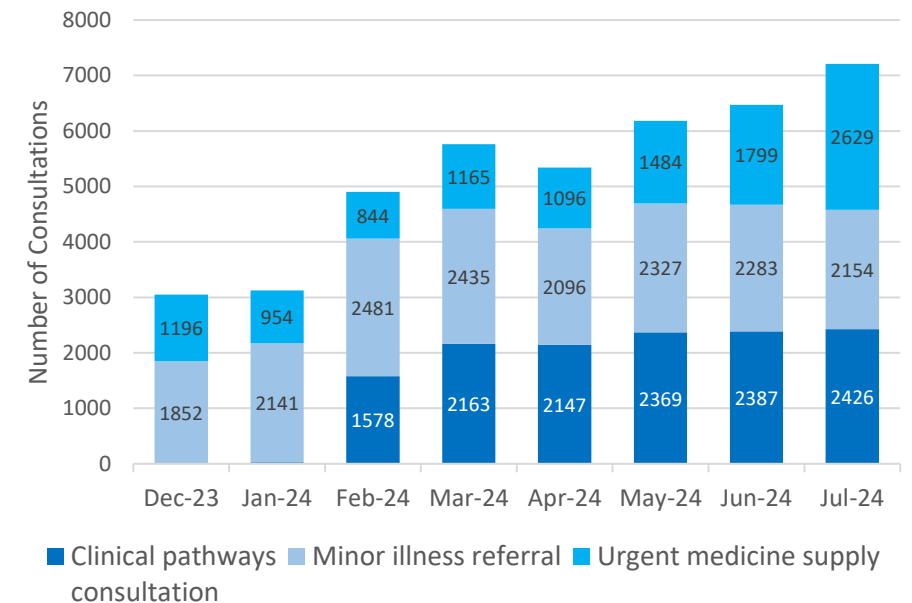
The Pharmacy First Service (PFS) consists of three elements:

- **Clinical Pathways:** Pharmacists can manage seven common infections, providing advice and supplying over-the-counter or prescription-only medicines as appropriate.
- **NHS Referrals for Minor Illness:** GPs and 111 can refer patients with minor illnesses to pharmacies for consultation and treatment.
- **Urgent Repeat Medicine Supply:** Patients can obtain repeat prescriptions from pharmacies in urgent situations.

Pharmacy First Consultations per 1,000 population, benchmark comparison



Number of Pharmacy First Consultations by Service Element Cambridgeshire and Peterborough ICB



Performance:

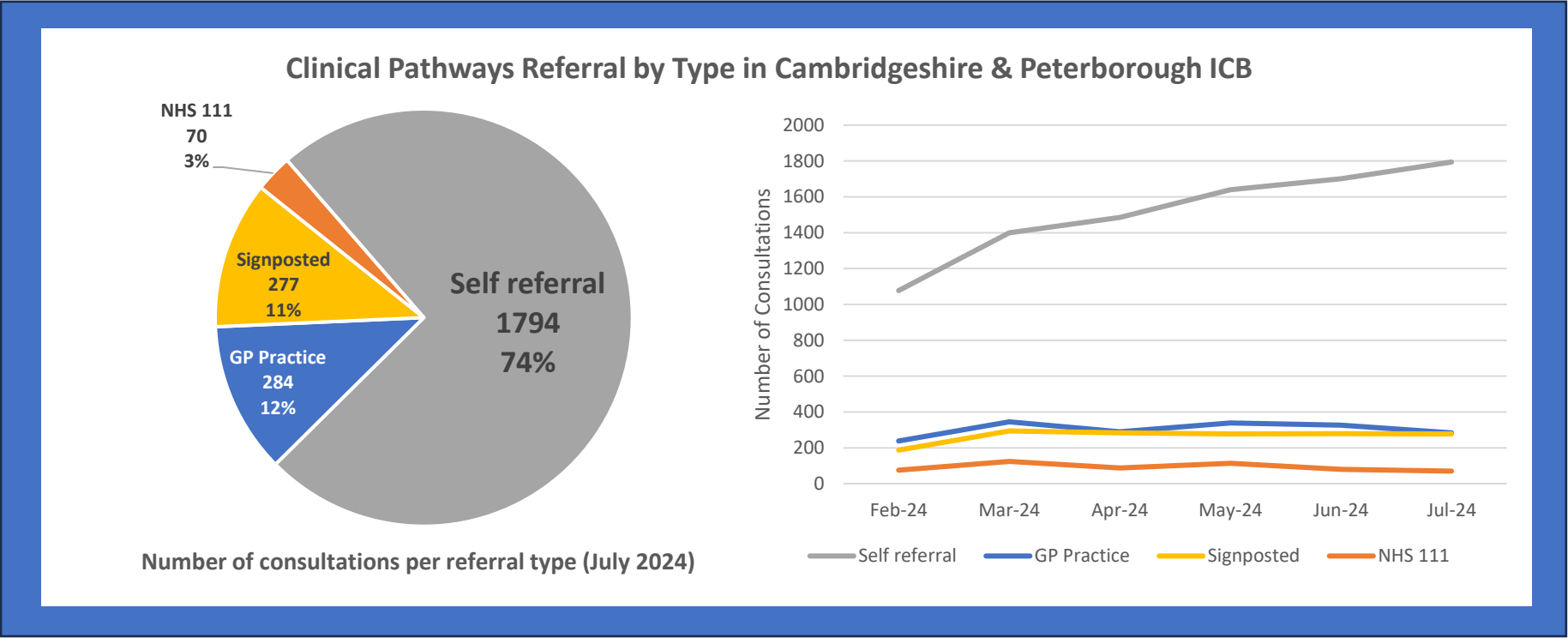
- The majority of PFS consultations were **self-referrals** into the service (**74% in July 2024**). This referral route remains constantly the **largest proportion** of referrals into the service for this element.
- **General practice referral in July 2024 was 11.7%** of all referrals into the service for this element. This is a **decline** on the **previous month of just over 2%**.

PFS – Clinical Pathways

Referral

A patient can access **the clinical pathway element** of the service via various routes, which include a GP referral, self-referral (walk-in), or 111.

If referred by general practice, a **digital referral** is the preferred and safer option.



Performance:

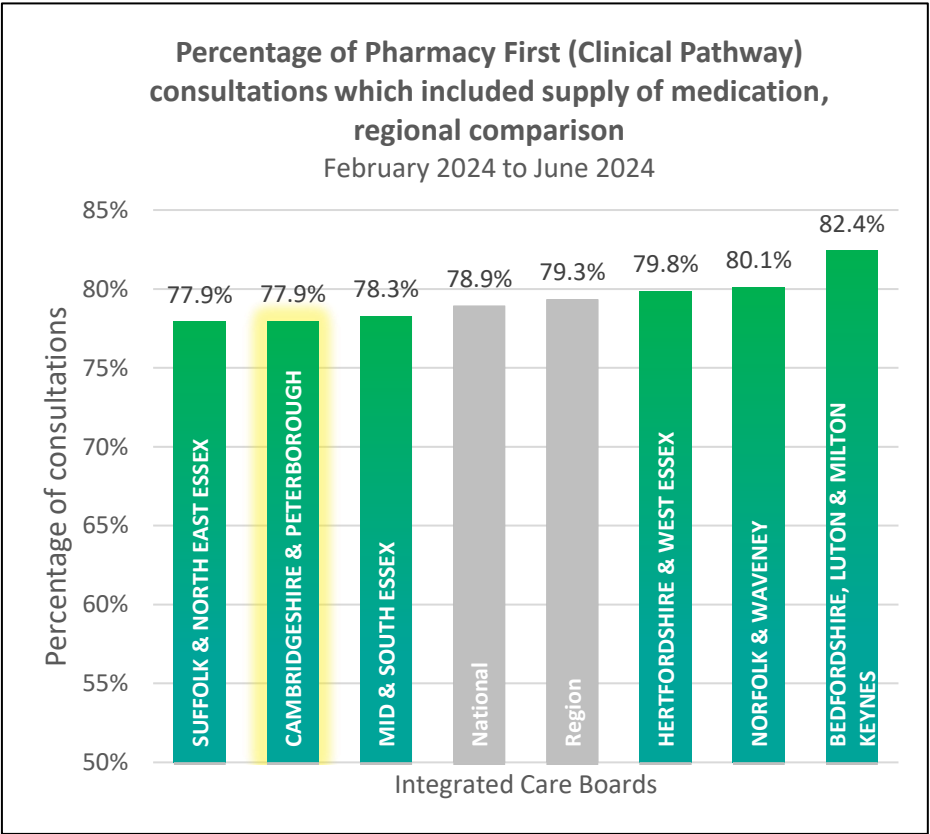
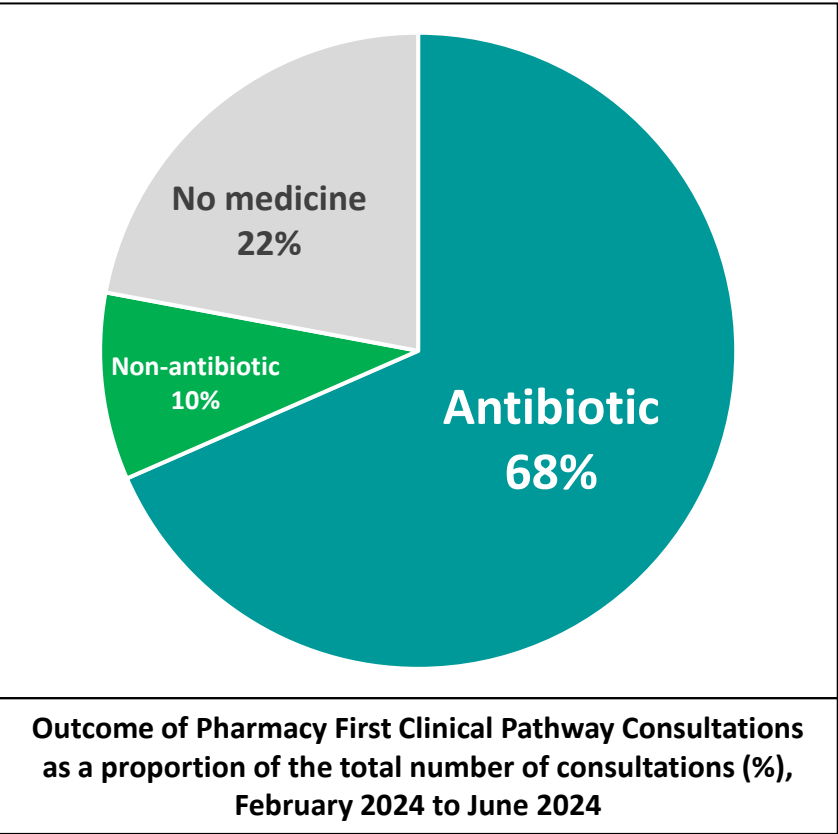
- Within C& P of all clinical pathway consultations, **77.9%** of consultations resulted with a supply of medicine.
- This strongly supports AMS, and it is excellent that C&P is one of the **best performing regionally**.
- C&P continues to perform **better than the national and regional averages** for the percentage of clinical pathway consultations supplying medication.

PFS – Clinical Pathways



Tracking outcomes for Pharmacy First clinical pathways is essential for promoting antimicrobial stewardship (AMS), ensuring patient safety, improving cost-effectiveness, and evaluating the overall quality of care.

Supply of medication within this service is governed by robust and very strict patient group directions.



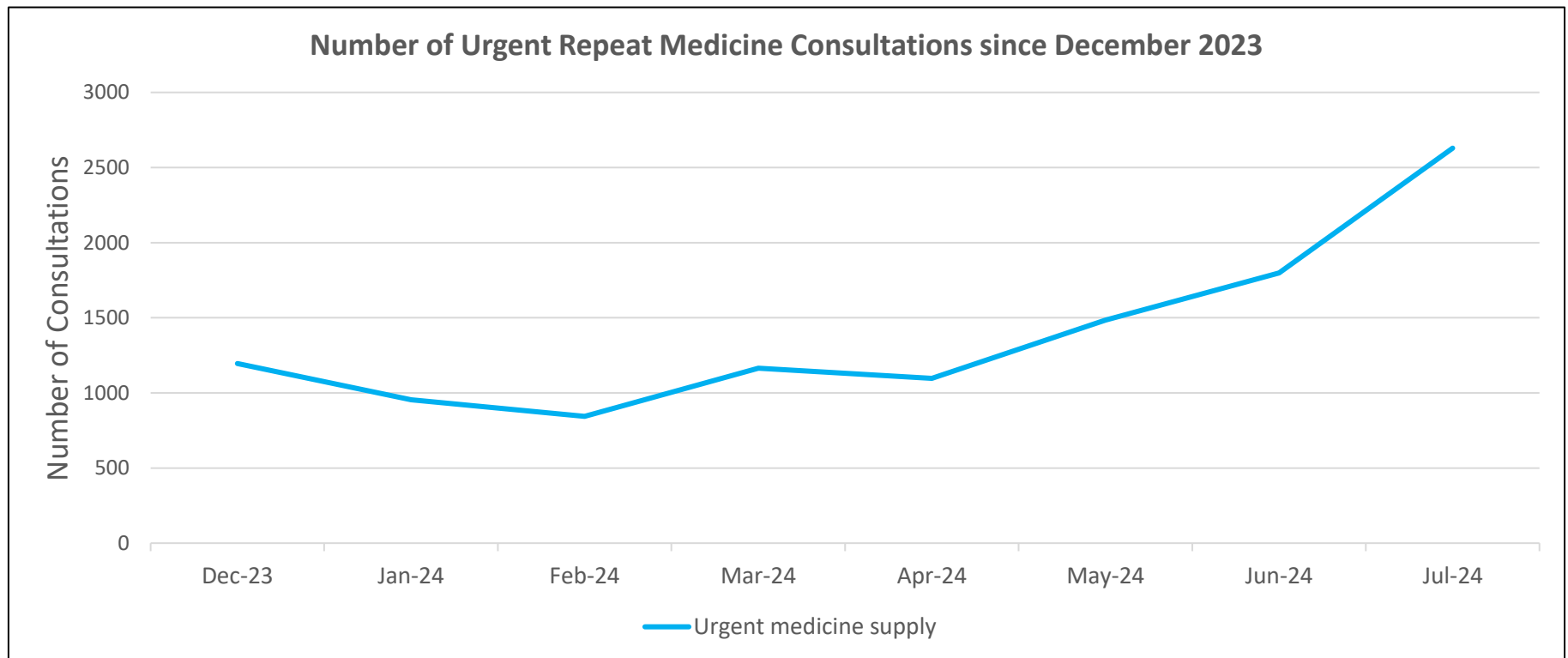
Performance:

- We are currently investigating the **increase** of the Urgent Repeat Medicine Supply element.
- This increase in need to access the service could be related to challenges with **stock shortages**.

PFS – Urgent repeat medicine supply

For this element of the service, referrals via 111 to community pharmacy are made to **supply urgently required repeat medicines** (some exclusions) when the patient has completely run out and cannot obtain a prescription from their GP.

Ideally, we would want a lower number of referrals into this service. If processes and access to medicines are efficient and well embedded, then a patient would not require this service.



Performance:

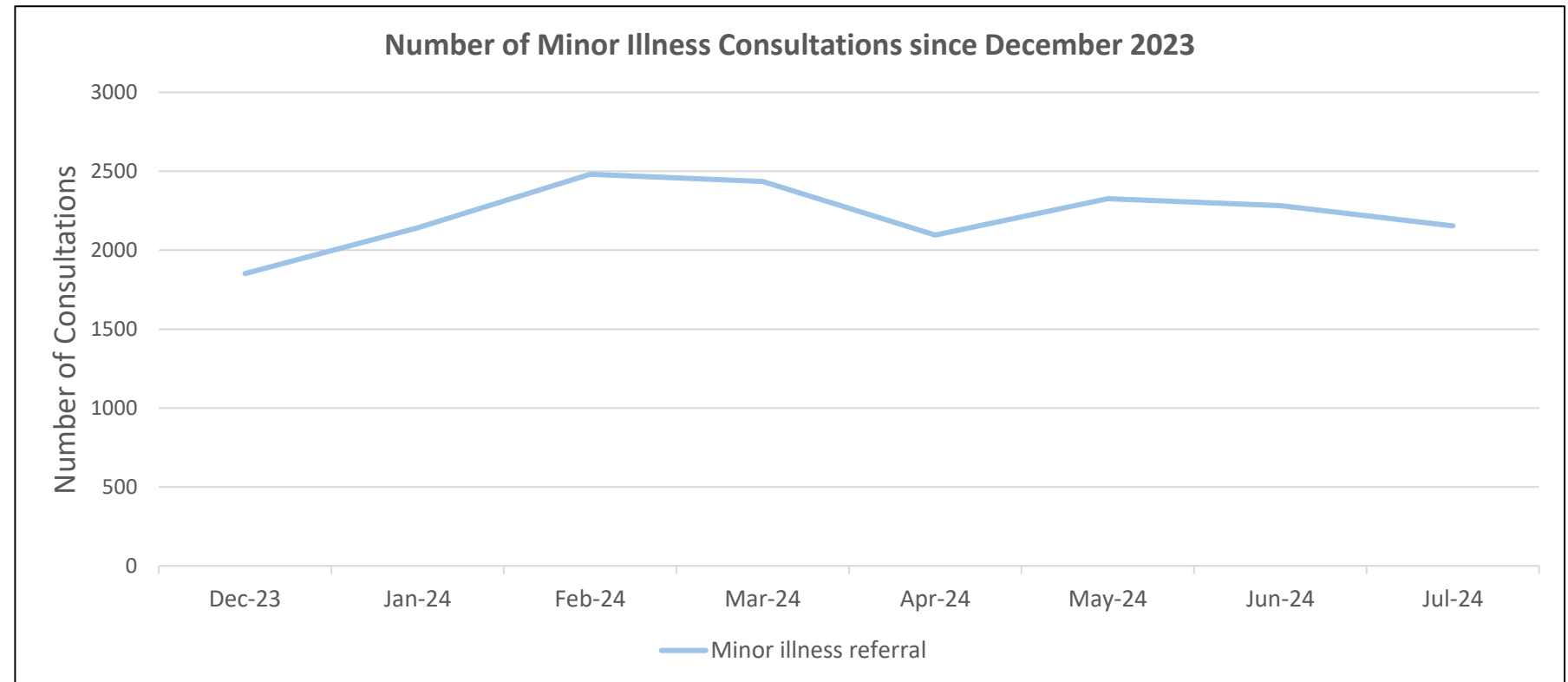
- There has been a **slight decrease** in the number of consultations for this element of the service over the past three months. We remain **higher than December 2023**.
- The implementation of this service has always **struggled** due to:
 - Requirement for digital referral into the service.
 - Patient is required to purchase medication if appropriate.

PFS – Minor Illness

Previously known as GP Community Pharmacy Consultation Service (GPCPCS).

This allows for GP to digitally refer patients with minor illnesses to community pharmacy, for a consultation and advice and where treatment is necessary, the patient will be advised to purchase over the counter medication.

The patient can only access this element of the service when digitally referred by general practice or 111. The patient cannot self-refer (walk-in).





Hypertension Case Finding Service

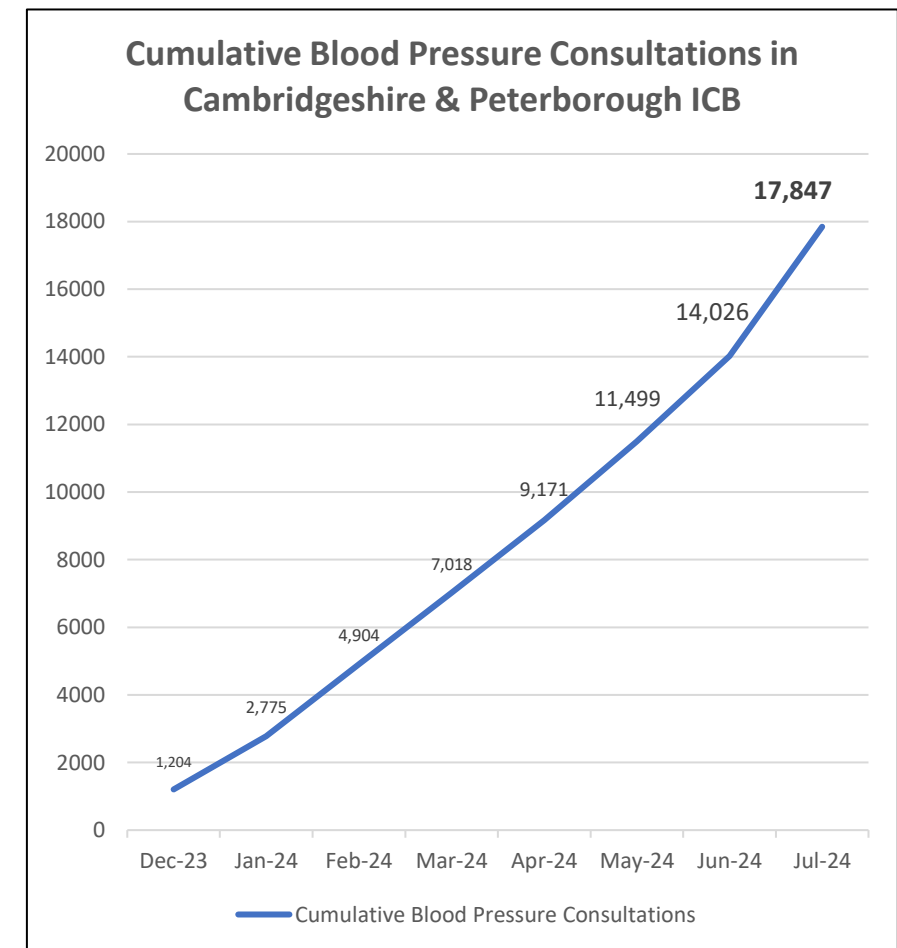
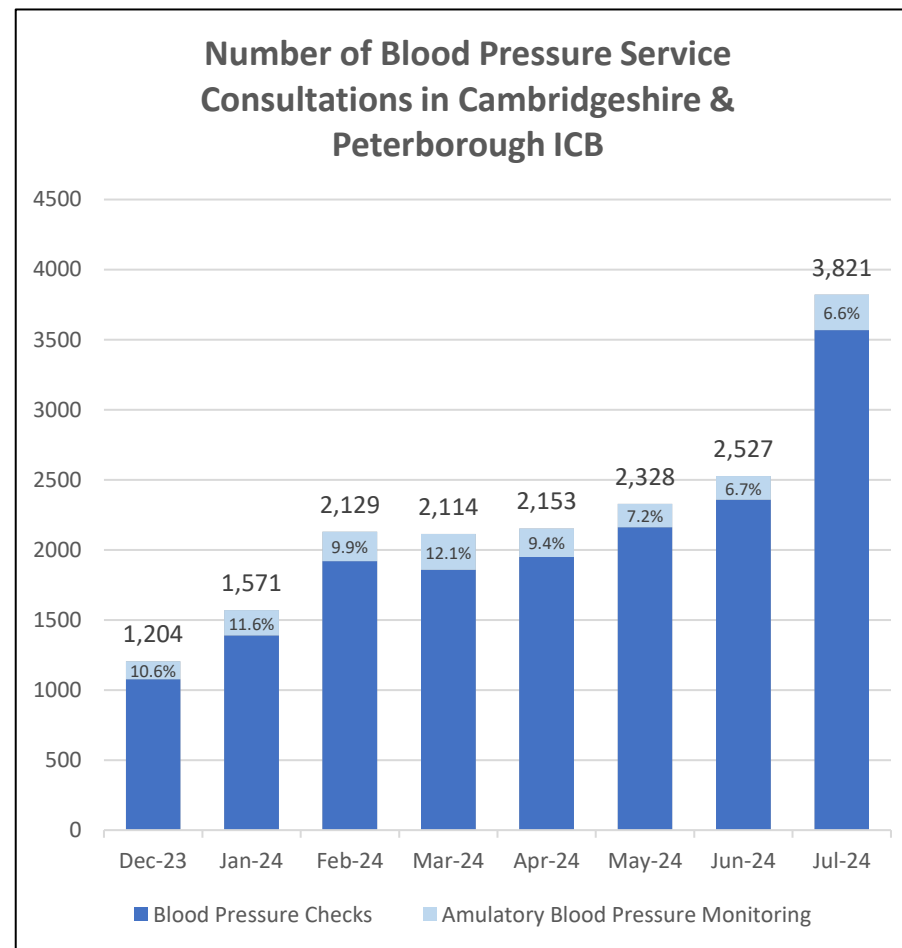


Performance:

- Our patients within C&P have received a **total of 17,847 consultations**, via this service within **an 8-month period**.
- This service is well embedded, and we have seen **consistent growth** in the provision of this service.
- The **focus is to increase the number of ambulatory checks**.
- **System plans to improve overall provision**, includes the integration of this service within the Population Health Management at scale programme.

Hypertension Case Finding (BP Check Service)

The Hypertension Case Finding service aims to identify individuals over 40 years old (or younger at the discretion of the pharmacist) with undiagnosed high blood pressure. Clinic and ambulatory blood pressure checks are included in this service.

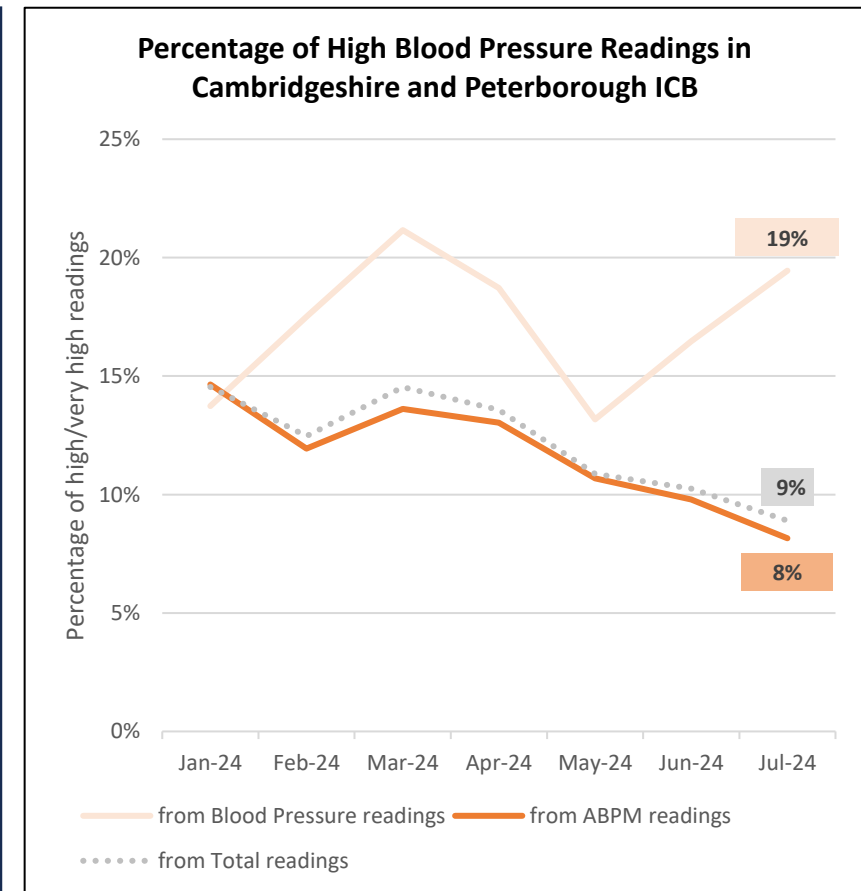
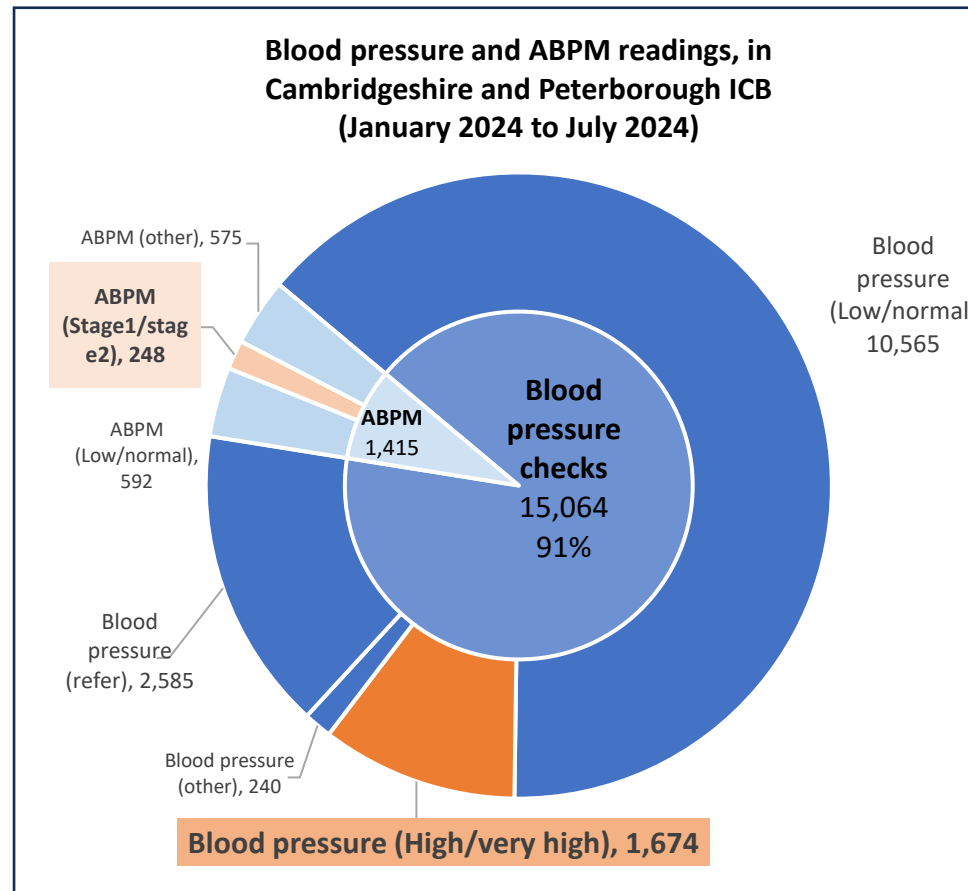


Performance:

- **11.11%** of total number blood pressure checks identified patients with **high or very high blood pressure**.
- **1674 patients were undiagnosed** as potentially being at high risk of a cardiovascular event.
- Furthermore, **17.16 %** of total number blood pressure checks has seen patients been referred to their GPs for further investigations.

Hypertension Case Finding

By monitoring the trend in high and very high blood pressure readings, we can assess the effectiveness of our hypertension case-finding service, and address inequalities.





Pharmacy Contraception Service

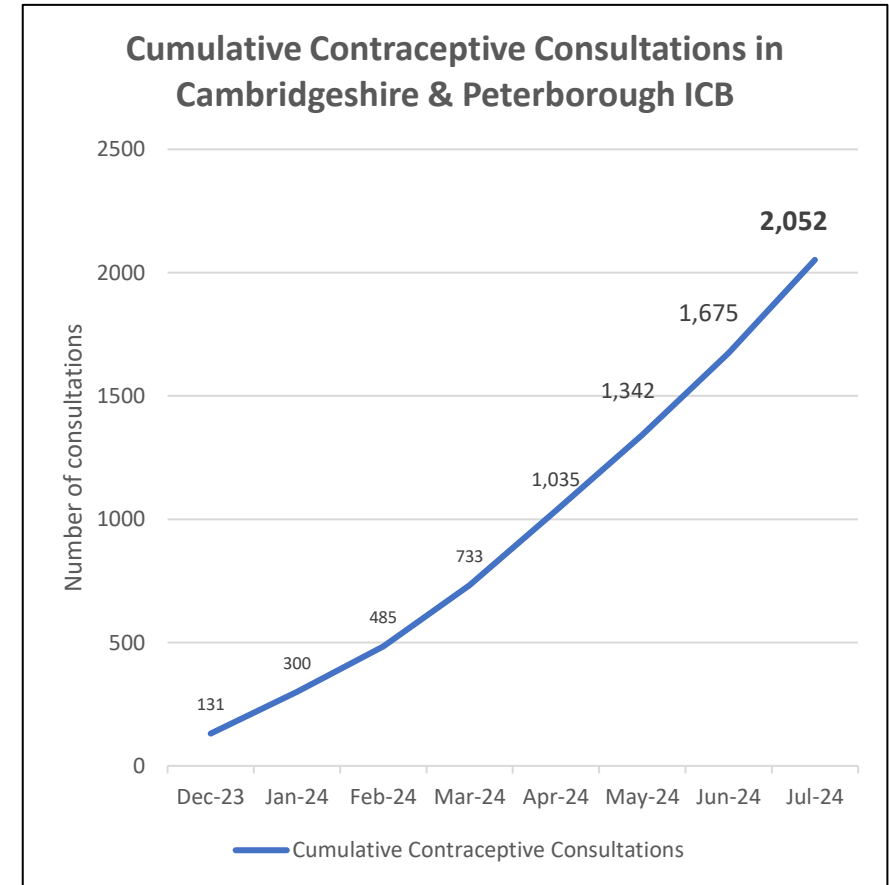
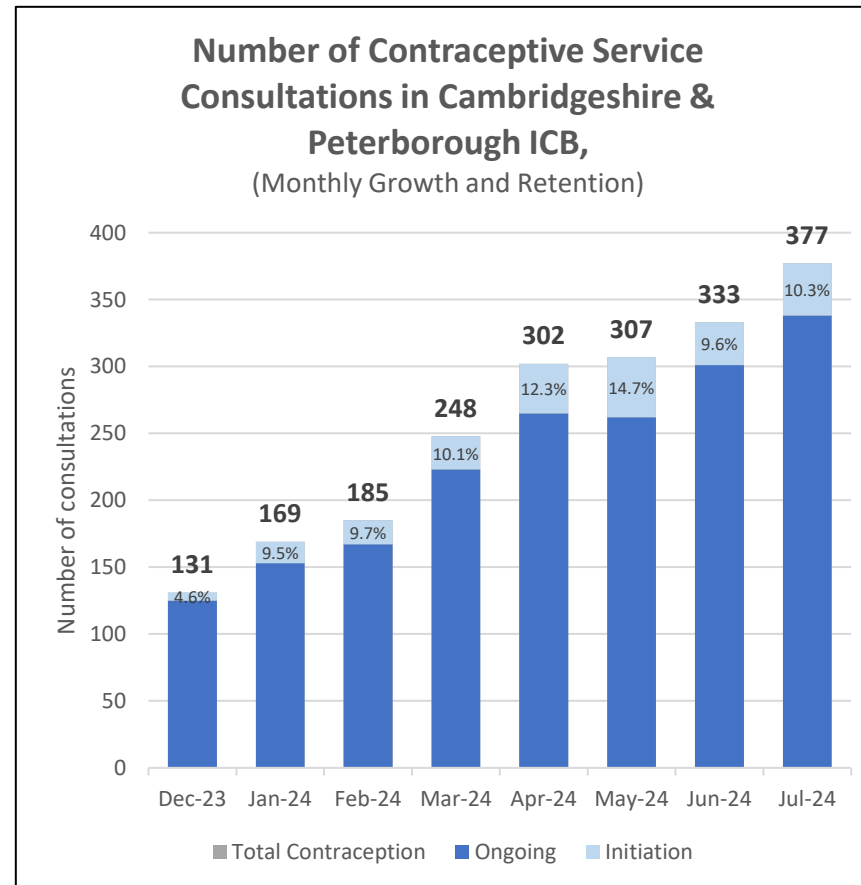


Performance:

- We have seen a **188% increase** in provision of this service since its launch.
- It is very promising to see the **continuous growth** of the service since its launch.
- Community pharmacies have prioritised the provision of other advanced clinical over this service (**lowest percentage, 71%, opted in to provide the service**).
- We have **system plans** in place to increase the provision of this service.

Pharmacy Contraception

The service allows for the initiation and ongoing supply of oral contraception initiated in general practice or sexual health clinics (or equivalent).



And the future ...

- There is huge potential for further growth.
- To enable this growth and further improvement:
 - ❖ Improve integration of community pharmacy into the wider healthcare system.
 - ❖ Improve system collaboration, specifically within primary care networks.
 - ❖ Improve digital solutions
 - ❖ Effective marketing and comms.
 - ❖ Efficient processes and operations.
 - ❖ Development of workforce.





Thank you

