Pharmacy
A Key Partner in Urgent Care and Self Care

Alistair Murray MRPharmS
Clinical Lead
Green Light Pharmacy
Twitter: @alistair_GL

Ravi Sharma MRPharmS
Head of Primary Care
Integration/Lead GP Practice Pharmacist
Green Light GP Connect
Twitter: @RSharmaPharma
Green Light Pharmacy

- Small group of employee-owned pharmacies in London
- Community pharmacy
- Social prescribing, patient education and public health
- Self care
- Working with GPs
What does a pharmacist actually do?
Community Pharmacy – some stats

• 1.2 million visits to a community pharmacy every day

• >50 million GP consultations each year for conditions that could be seen in a community pharmacy = 18% of GP consultations

• Treatment costs are much lower in community pharmacy for simple conditions which could save up to £1bn / year

www.rpharms.com
What already happens in Community Pharmacy

- Self care and advice
- Adherence services such as Medicines Use Reviews and New Medicines Service – high risk drugs
- Flu jabs, emergency hormonal contraception
- Soon to have access to Summary Care Record
MINA Study

- Low reconsultation rates in general practice (2.4% - 23.4%)
- Symptom resolution achieved with 68% - 94% of consultations
- Musculoskeletal pain, eye discomfort/pain, upper respiratory tract problems (e.g., cough and cold), gastro-intestinal problems (e.g., vomiting and diarrhoea)
- Need standards for the service and more economic analysis

The Minor Ailment Study (MINA) available at www.pharmacyresearchuk.org
What could a minor ailments service look like?

- Uniform to make it easy for the public to understand and navigate.
- Educate the public about common conditions, what ‘normal’ looks like
- Not always linked to medicines supply. Sometimes reassurance and advice are sufficient.
PURM – Pharmacy Urgent Repeat Medicines

• Shift access from out-of-hours GP to community pharmacy when people ran out of their repeat medicines

• 111 made referral to pharmacy’s nhs.net email address

• West Yorkshire scheme: 5 months, starting November 2014

• 1066/1444 (74%) referrals led to medicines being supplied

Full report at: www.cpwy.org
Prime Minister’s Challenge Fund – Tower Hamlets

• Starting with 4 pharmacies across the borough with extended access at weekends to see patients referred from a central hub (phone/online)

• Access to patient records so the independent prescriber pharmacists can safely
Pharmacists in NHS111 (Yorkshire Ambulance Service Pilot)

• More cost-effective than using other clinicians (based on a band 7 pharmacist)

• Specialist knowledge allows pharmacists to handle complex medicines-related calls (eg polypharmacy drug interactions, side effects)

• Add to multidisciplinary breadth of the team

• Broad knowledge to help with self-care
Clinical Pharmacists in General Practice

Building the Workforce – the New Deal for General Practice

8 New ways of working

NHS England, HEE and others will work together to identify key workforce initiatives that are known to support general practice - including e.g. physician associates, medical assistants, clinical pharmacists, advanced practitioners (including nursing staff), healthcare assistants and care navigators. We will agree a shared programme of key pilots at scale in primary care, to invest in and trial new ways of working for these roles, demonstrating how they work across community, hospitals and within GP surgeries to support safe and effective clinical services for patients. This will support current GPs in managing their workload, as well as piloting new ways of working for the future.
Clinical Pharmacists in General Practice

RCGP and RPS Policy Statement on GP Practice Based Pharmacists

Summary

The RCGP and RPS have been working together for the past 4 years to increase collaboration between GPs and pharmacists and to break down the perceived barriers to joint working between general practice and pharmacy(I). Key areas have been identified whereby working together pharmacists and GPs can improve the quality of patient care.

The RPS and RCGP wish to focus on the pressing need to increase capacity in the provision of high quality care through GP surgeries. The two organisations believe that pharmacists, with the appropriate skills and experience, based in GP practices will be able to contribute to the clinical work related to medicines, relieve service pressure and increase capacity to deliver improved patient care.
Clinical Pharmacists in General Practice: Pilot

- Invest at least £15 million over the next three years
- Aim to get 250 clinical pharmacists into General Practice by Winter 2015/16
- Each site will be based on having ONE senior clinical pharmacist and up to FIVE junior clinical pharmacists
- NHSE to part fund pay costs for 36 months
- Evaluation
General practice crisis threatens to 'destroy the NHS'

21 May 2015

GP services face 'retirement crisis'

By Nick Triggle
Health correspondent
15 April 2015 | Health

NHS in Crisis: Nursing staff shortage is a ticking 'timebomb'

Lack of nurses ‘is causing crisis in community care’
Green Light GP Connect

Developing a team of pharmacists to support GP Practices

GP Connect to provide training, development and upskilling of pharmacists to take on these extended roles

Tailoring service to the needs of the practice and local populations
How does this help with urgent and emergency care?

- **Medicines Management**
  - e.g. medication reviews, medicines reconciliation, discharge summaries

- **Pharmacist led Clinics in General Practice**

- **On-day appts & extended hours**

- **Patient facing roles**
  - e.g. LTC management & common ailments

- **Home/Care Home Visits**
  - Care of the elderly and vulnerable

- **Risk stratification**
  - identifying high-risk patients – Avoidable Unplanned Admissions (AUA)

- **Inter-professional learning for all**

- **GP Connect**
Some outcomes already achieved

- Improved access
- Up to 40 extra appointments daily

- Improved Chronic condition outcomes
- Diabetes outcomes are some of best in CCGs

- Reduced A&E Visits
- > 40% reduction in Asthma and COPD
Some (even more!) outcomes already achieved

- Mental Health Care Plans
  - All patients with care plan

- Reduced GP workload
  - Up to 40% weekly

- Prescribing errors reduced
  - >30% of errors reduced
Clinical Pharmacists in Walk-In Centres (WICs)

- Integrated Advanced Pharmacist Practitioners (APPs) into WICs across London and Kent
- Pharmacists working alongside GPs and Nurse Practitioners
- Helping with triage process
- Patient facing roles
- Internal Audit work – APPs can see up to 70% of patients