



Patient-centred care delivered through Pharmacy

Implementing Models of Care

Rena Amin

17 March 2015

The King's Fund

Implementing the NHS five year forward view: aligning policies with the plan

Authors

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February 2015

17/03/2015



OR can it be
aligning
outcomes with
medicines??

So what does the 5yFV tell us?



Key priorities are

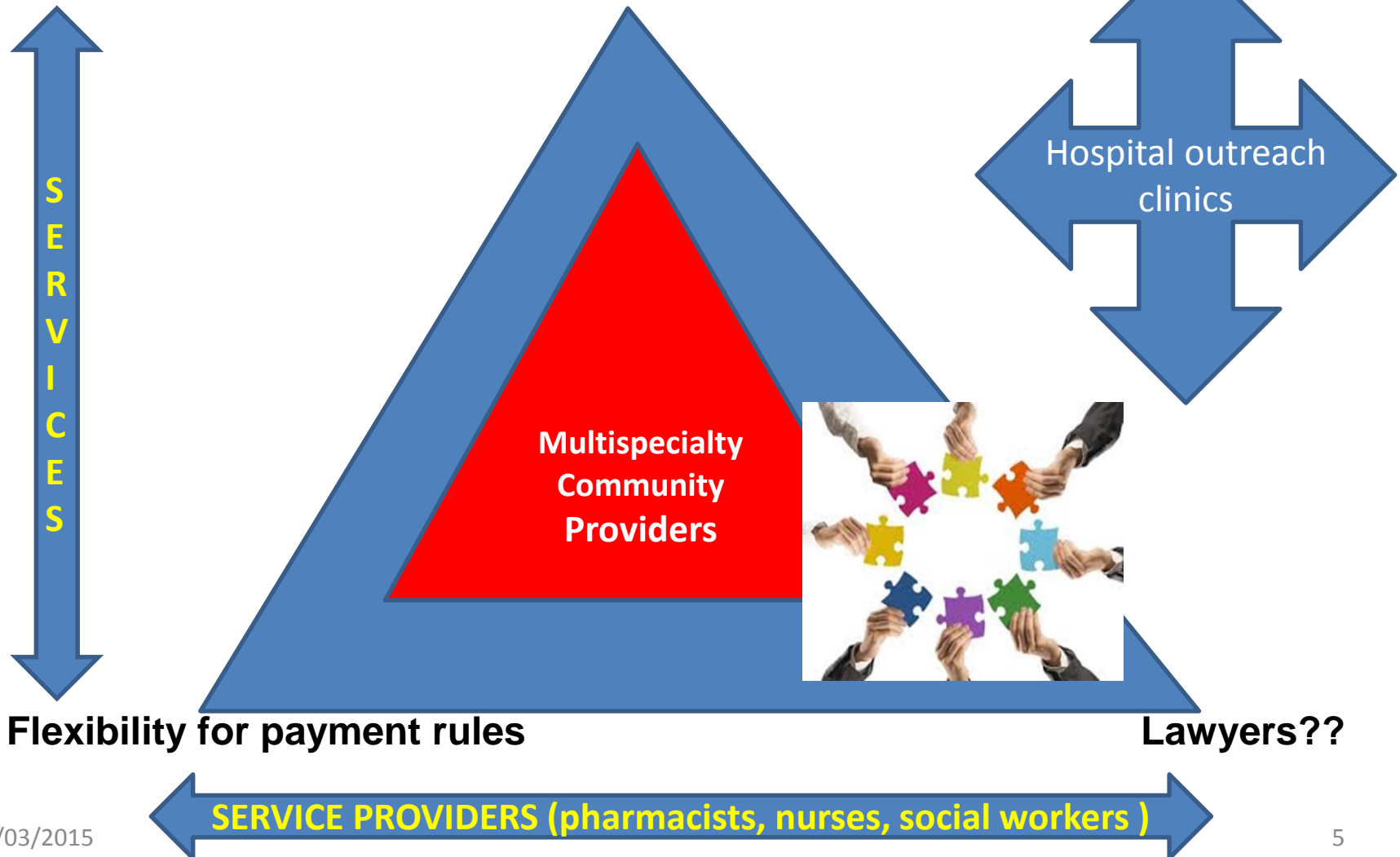


Prevention
Public health
Patient empowerment
More integration

So to move to next step we need....

MORE INTEGRATION

Local leadership



*Steve McNeice, Co-chair
and patient representative*

**individual professionals
have **distinctly different**
skills, knowledge and
expertise and the
varying services they
provide
**they are inextricably
linked****

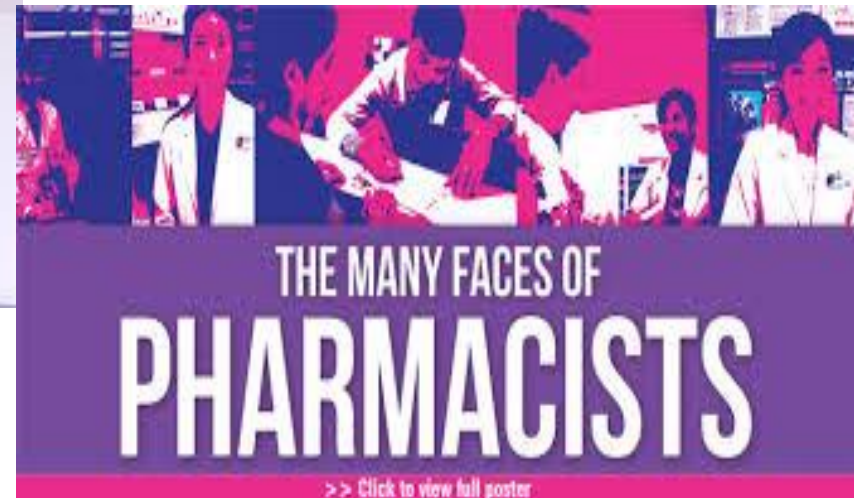
MDT Development

- Working toward an effective
multidisciplinary/multiagency team

January 2015



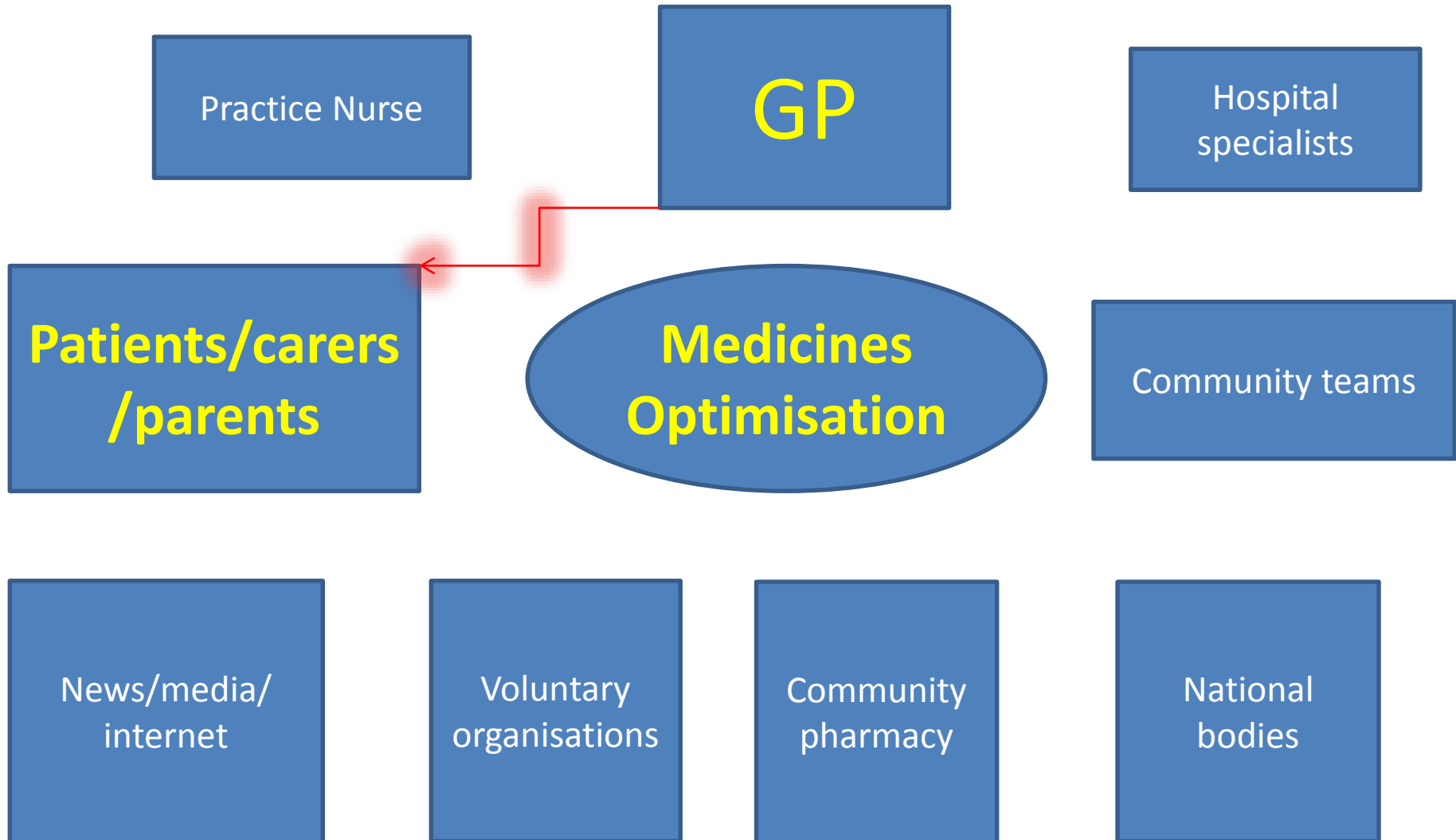
Multispecialty community providers



Patient-centred care delivered through pharmacy..

- One model is to explore **Pharmacists based in GP practice.**
 - Clinical pharmacy role (well-established in hospitals)
 - Growing endorsement from:
 - Royal Pharmaceutical Society
 - Nuffield Trust
 - King's Fund
 - NAPC/NHS Alliance etc.
- But there are challenges.....

Barriers made complex... Need to channel all this information appropriately...



So what does it look like

- Hartland Way Surgery
- Joined in September 2004
- Two days a week
- Clinical and management portfolio since 2005
- Medicines Optimisation role
 - Medicines review clinic/Complex medication reviews:
 - Long term conditions/case management
 - Repeat prescribing processes
 - Referrals and diagnostics/monitoring
 - One-stop clinic (LTC annual reviews, patients on medicines needing a review, difficult to control patients, QOF etc.)
 - Hospital discharge reviews
 - A&E reviews if appropriate
 - Review of patients who have their prescriptions through dispensing appliance contractors
 - Stoma, catheters, enteral feeds etc.
- Help with DESs (Learning difficulties, UADES)
- Training for medical students
- CQC
- Plus many others



Contribution Context

Two days a week/42 weeks a year

1. 504 clinical 1:1 sessions
2. 2045 medication reviews
3. 2000+ discharge letters, reviews, updates etc.

4550 contacts/year

4. Complex **Vs.** Chronic patients

HCAH, Multiple co-morbidities, WM, specialist drugs

Vs. COPD, HTN



Our outcomes...

GP profiles 2014-15 shows us as



- Well managed prescribing budget
- Lower A&E attendances
- Insulin and OHA prescribing
- COPD management
- Asthma management
- Epilepsy management
- Lower emergency admissions for
 - Diabetic complications
 - CHD complications
- Other sources
 - Wound management
 - Generic prescribing
 - Lower emergency admissions
- Improvement in access

Patient perspectives offered important insights into how pharmacists in general practice make a practical difference.



Valuable time
Explained things better
Patient focussed
Greater knowledge
Godsend
Find the right medicine
Expert
TRUST



Appendix 1 **AVOID**
DUPLICATION
OF ROLES

Community
pharmacies

helping provide better quality and
resilient urgent care: three services for
commissioners to consider

November 2014

Publications Gateway Reference 02492

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Ref: Pharmaceutical Journal February 2015

What bits do you think pharmacists do well?

Medicine reconciliation

Help with discharge process

Patient engagement skills

LTC management

Increased case management