How Pharmacies are supporting the move from Secondary to Primary Care
Alliance Boots

- Present in over 25 countries
- Over 116,000 employees
- 3,330 Health and Beauty retail stores – 3,200 have a Pharmacy
- Operating more than 370 Pharmaceutical wholesale distribution centres
- Dispensing over 260 million items each year
- Merger with Walgreens will result in a global leader in Pharmacy-led Health and Wellness retail with over 11,000 stores
- Boots UK
  - 2,500 pharmacies with 625 Boots Opticians practices
  - 23 GPs and healthcare professionals co-located in our stores
  - 17.8m Boots Advantage card holders
When you're in control of your health, it gives you a sense of control over your life. I like to know I’m doing everything possible to make myself fit and healthy. Looking after my health makes me happy. It’s positive control. I don’t give up my whole life and I’m not a hypochondriac about it though.

It’s about working together with the NHS. You can’t rely on the doctor for everything.

In my 30s, I accepted what the NHS said. It only became apparent later that I could do more self-health, when I could see the limits of medication and started to explore all the other things I could do health-wise.

I look at his Mum, who we’re having to look after a lot more now, and I think ‘I don’t want to end up like that’.
Anticoagulation Management Service

• For an average CCG population of 250,000; 3,500 patients are likely to require Anticoagulation therapy at any one time

• Warfarin has a low therapeutic index and interacts with many medicines and foods resulting in regular dose adjustment

• There is significant clinical impact to patient if under/over dosed

• The service is often managed in Secondary Care which can lead to unsatisfactory patient experience and poor clinical outcomes

• Commissioners often have no visibility of patient outcomes
So what did we do?

• Understood the existing service – benefits and shortfalls
• Evolved the Patient Pathways collaboratively, using patient insights
• Talked to patients about the transition
• Used IT to enable innovation
• Worked in partnership across Pharmacy
• Provided medical backup to build expertise
• Demonstrated credibility by being flexible and delivering the KPIs
• Winner of the Chemist and Druggist Clinical Service of the Year, 2012
What did we learn?

- Engaging patients in the hospital was the most powerful way to recruit.

- Patients delighted with the move from Phlebotomy led to a Point of Care based service, with instant access to results.

- Web based system, with visibility of patients results to other healthcare professional involved in the patient’s care.

- Transfer of stable patients initially, built up Pharmacists confidence and skills.

- More complex patients transferred over time including initiation and heart valve patients.
What did we achieve?

- Improved access by offering the service through 17 Pharmacies and reduced patient travelling time
- Reduced patient waiting time through individual patient appointments
- Clinical outcomes exceeding national targets
- Pharmacists actively using their clinical expertise

<table>
<thead>
<tr>
<th>Activity</th>
<th>National</th>
<th>Brighton Pharmacies</th>
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<tbody>
<tr>
<td>Patients transferred*</td>
<td>Unknown</td>
<td>2,565 (95%)</td>
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<tr>
<td>Time within INR range**</td>
<td>70%</td>
<td>79%</td>
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<tr>
<td>Time within INR range at time of test **</td>
<td>60%</td>
<td>67%</td>
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<tr>
<td>Did not attend*</td>
<td>5%</td>
<td>3%</td>
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<tr>
<td>Patient satisfaction***</td>
<td>Unknown</td>
<td>98%</td>
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<tr>
<td>Cost savings****</td>
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<td>£500k pa</td>
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*Boots DAWN data June 2013
***Boots Patient satisfaction survey May / June 2012
**Boots DAWN data Jan 12 – Dec 12
****Brighton and Hove Annual Report September 2009
Some closing thoughts

• Belief that Community Pharmacy can safely deliver, improved clinical outcomes cost effectively

• Consistency in service provision is required, not CCG individual approach

• Competition must enhance not damage patient care

• Technology is the route to enable innovation

• Regulation must enhance patient care