

Community Pharmacy

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Introduction

- We work on behalf of Community Pharmacy Surrey and Community Pharmacy Sussex to **represent, support** and **develop** just under 500 NHS community pharmacy contractors
- We are the legal statutory representing body
- In 2018 the, then three, Local Pharmaceutical Committees in Surrey and Sussex LPCs combined forces to set up a central administration and operations function to help support pharmacies more effectively and better meet the expectations of external NHS stakeholders and other local organisations.
- The [Community Pharmacy Contractual Framework](#)

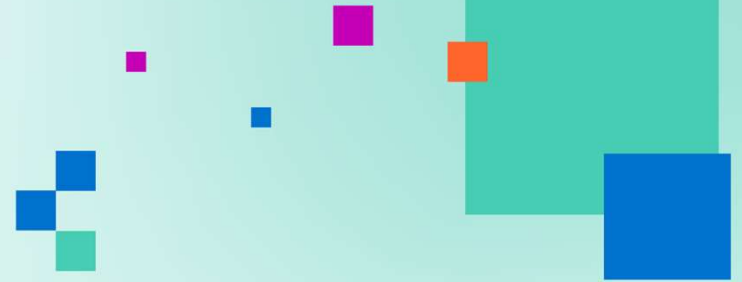


Community Pharmacy

- Approximately 1.6 million people visit a pharmacy in England every day
- Situated in the heart of communities
- Socially inclusive healthcare service providing a convenient and less formal environment
- An integral part of the community
- COVID19 saw the public immensely increase their trust in Community Pharmacists
- Increasingly become the first port of call
- Building relationships ensuring the safe and effective care of patients
- Working in a multi-disciplinary teams
- Varied services

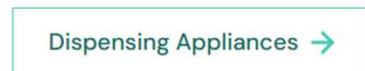
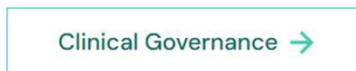
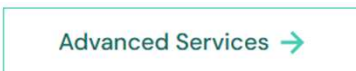


Services



Essential Services

The Essential Services listed are offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework (CPCF), also known as the 'pharmacy contract'.



Advanced Services

There are currently nine Advanced Services within the NHS Community Pharmacy Contractual Framework (CPCF).

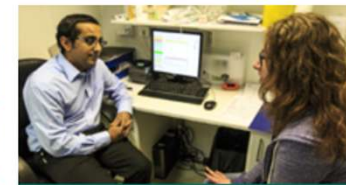
Community pharmacies can choose to provide any of these services as long as they meet the requirements set out in the Secretary of State Directions



Pharmacy First service



Flu Vaccination Service



Pharmacy Contraception Service (PCS)



Hypertension case-finding service



New Medicine Service (NMS)



Smoking Cessation Service



Appliance Use Review (AUR)



Stoma Appliance Customisation (SAC)



LFD Service →

Locally Commissioned Services (LCS)

Locally commissioned services are local public health services commissioned mostly by local authorities. Integrated Care Systems (ICSs) may also commission local services from community pharmacy to meet the needs of their patients

These will be dependent on the area so always check with your local pharmacies what services they offer.

In Brighton, these services include:

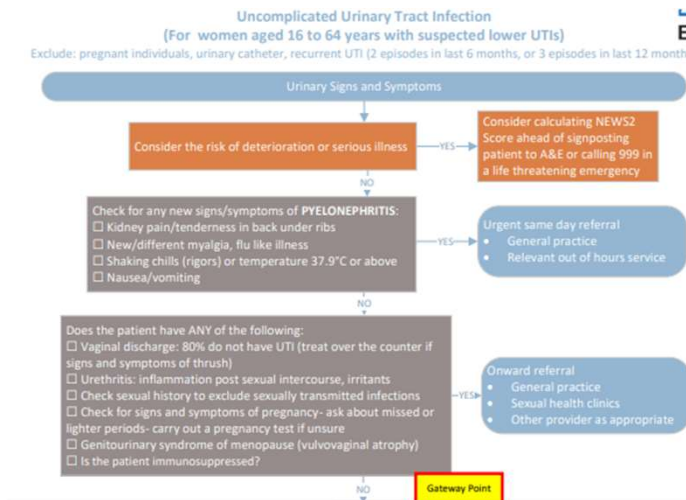
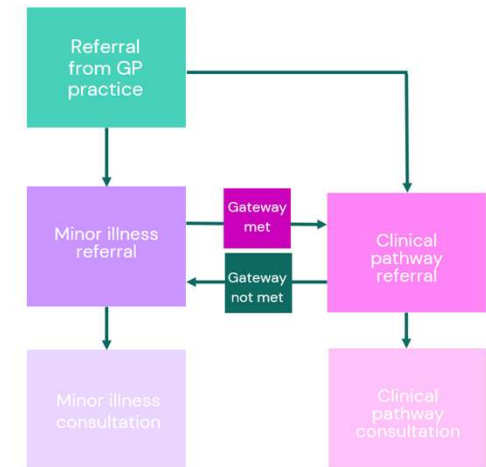
- Emergency Hormonal Contraception (EHC)
- Supervised consumption
- Needle exchange
- Naloxone
- Stop smoking services
- Palliative care

Pharmacy First

The background of the slide is a light blue gradient with a white, cloud-like shape in the center. Scattered across the background are several small, colorful squares and rectangles in shades of blue, green, orange, and purple. A larger, solid blue square is positioned in the bottom right corner.

Pharmacy First

- New advanced service
- Launched 31st Jan 2024
- Advice and treatment for 7 common conditions
- Ability to provide prescription only medication via PGDs
- Patients can self refer for the seven conditions only
- GPs digitally refer for minor illness and seven conditions
- NHS 111 digitally refer
- In progress – A&E to digitally refer as part of the service



- Launch of NHS Pharmacy First advanced service
- Community pharmacy advanced service specification
- NHS Pharmacy First – clinical pathways
- Urinary tract infection patient group direction
- Shingles patient group directions
- Impetigo patient group directions and protocols
- Infected insect bites patient group directions
- Acute sore throat patient group directions
- Acute sinusitis patient group directions
- Acute otitis media patient group directions
- Pharmacy First PGD master authorisation sheet

Introduction

- New optional service in Community Pharmacy
- Excellent geographical spread with majority of pharmacies signed up
- The Pharmacy First service, **commenced on 31st January 2024**
- Includes advice and treatment for **seven common conditions** *NEW*
- Patients can self-refer to the pharmacy for the seven common conditions ONLY
- For minor illness, patients must have a referral from their GP Practice, and this must be an **electronic** referral (not verbal and it is the patient's choice which pharmacy they want to be referred to from the list of pharmacies signed up)

Electronic referrals
for minor illness
consultations with a
pharmacist

Urgent supply of
repeat meds and
appliances

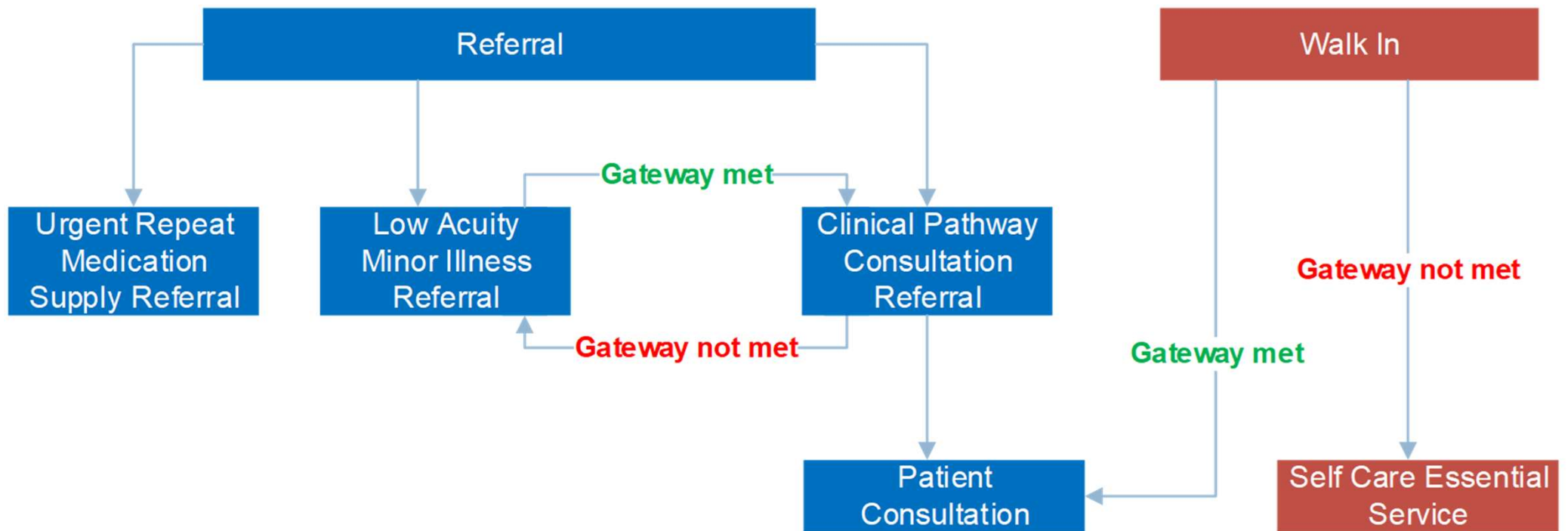
Clinical pathway
consultations

Clinical pathway consultations

Involves pharmacists providing advice and treatment, where clinically appropriate for seven common conditions:



Pharmacy First Service Overview



Providing high quality health and care services

- For the 7 common conditions, pharmacists will follow a robust clinical pathway which includes self care and safety-netting advice and, only if appropriate, supplying a restricted set of prescription only medicines without the need to visit a GP.
- These clinical pathways have been developed with input from various experts this ensures that the steps we take together match the care patients would receive in general practice and follow the latest national guidelines.
- Pharmacies have private consultation rooms that can be used for consultations with patients,
- Every pharmacist trains for 5 years in the use of medicines and managing minor illnesses, so they are well equipped to provide health and wellbeing advice to help people stay well.
- They are also experienced in spotting warning signs, otherwise known as red flag symptoms, which may warrant a referral to another healthcare provider.
- After a consultation with the pharmacist, the pharmacy will send a notification to the patient's GP on the same day or on the following working day.

Notifications and referrals

- The patient's general practice will be notified on the day of provision of the service or on the following working day
- If the patient needs an in-hours appointment with their GP practice, after agreeing this course of action, the pharmacist should contact the patient's GP practice
- Depending on the outcome of the consultation, patient may not be given medication, self-care advice may be more appropriate
- If known that a patient has used the service more than twice within a month, with the same symptoms and no indication for urgent referral, pharmacists will consider referring the patient to their GP practice

Things to consider

- If a patient self-presents at the pharmacy, they need to make sure they fall within the age range for that particular condition
- Patients may be referred back to the GP/onwards to another healthcare professional, this may be because the signs and symptoms a patient presents with do not fit the treatment criteria within the Pharmacy First service
- The Pharmacist will need to undertake a full consultation and will need to ask the patient several questions (as a GP would)
- The outcome of the consultation may not necessarily be provision of medication, this is because this may not be the best course of action
- Our pharmacy teams are very busy helping people and our teams will do their best to assist