

# HEALTH OVERVIEW AND SCRUTINY COMMITTEE

## 18 APRIL 2023

### COMMUNITY PHARMACIES

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#### Summary

1. The Health Overview and Scrutiny Committee has requested an overview of community pharmacy provision in Worcestershire.
2. Representatives from NHS England (NHSE) have been invited to attend this meeting.

#### Background

3. Community Pharmacies (CPs) are an integral part of the NHS family and every day about 1.6 million people visit a pharmacy in England.
4. Community Pharmacies are mainly situated in high street locations, in neighbourhood centres, in supermarkets and in the heart of the most deprived communities; many are open long hours when other health care professionals are unavailable. They range from large chains with shops on every High Street to small individually owned pharmacies in small communities, in the suburbs and often in deprived areas or rural settings.
5. The traditional role of the Community Pharmacist as the healthcare professional who just dispenses prescriptions written by doctors has changed. In recent years Community Pharmacists have been developing clinical services, in addition to the traditional dispensing role, to allow better integration and team working with the rest of the NHS and to provide easier access to services for patients. Medicines delivery services are not a contractual requirement however some pharmacies provide the service.
6. In August 2021, the Department of Health & Social Care, NHS England and the Pharmaceutical Services Negotiating Committee (PSNC), reached an agreement ([DHSC, NHS England and the PSNC reached an agreement](#)) for Year 3 of the Community Pharmacy Contractual Framework ([Community Pharmacy Contractual Framework](#)) which commits to the vision in the 5-year deal for pharmacy to be more integrated in the NHS, provide more clinical services, be the first port of call for healthy living support as well as minor illnesses and to support managing demand in general practice and urgent care settings.

#### Current Community Pharmacy (CP) Structure in Worcestershire

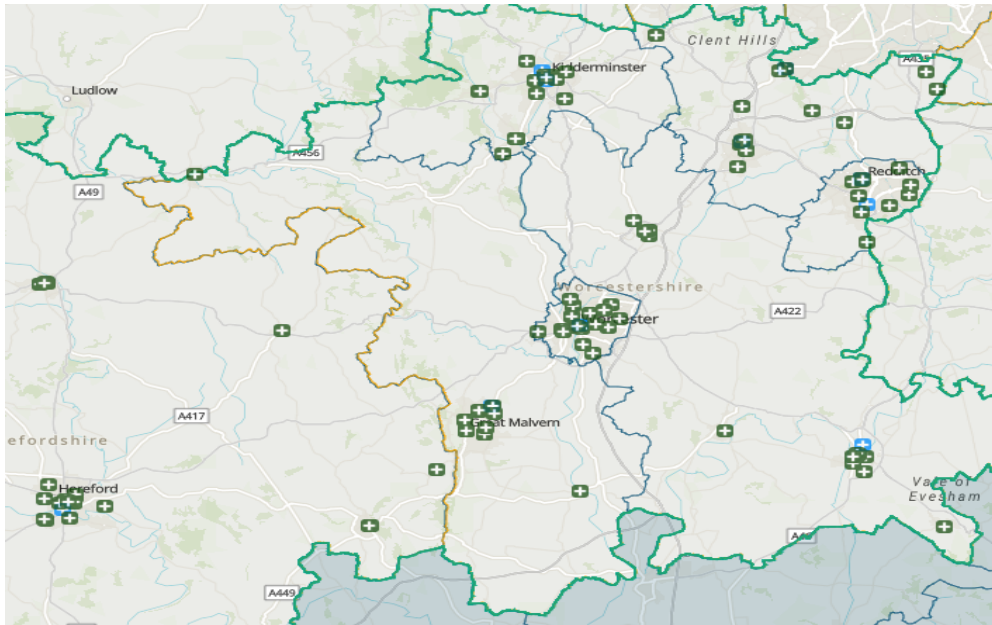
7. There are 122 Community Pharmacies across Herefordshire and Worcestershire ICB area with:
  - 27 Pharmacies in Herefordshire area
  - 95 Pharmacies in Worcestershire area
  - and 1,233 Pharmacies across the West Midlands

8. The public can check which pharmacies are available in their locality by checking on the NHS website: [www.nhs.uk/service-search/pharmacy/find-a-pharmacy](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)
9. The Worcestershire Pharmaceutical Needs Assessment (PNA) completed and published in October 2022 provides further detail on the current service provision and proposals going forward: [www.worcestershire.gov.uk/research-reports-and-local-statistics/joint-strategic-needs-assessment-jsna/jsna-pharmaceutical](http://www.worcestershire.gov.uk/research-reports-and-local-statistics/joint-strategic-needs-assessment-jsna/jsna-pharmaceutical)
10. The table below outlines the pharmacy provision across the West Midlands by Integrated Care Board (ICB) footprint.

### West Midlands Pharmacy Provision

ICB	Community Pharmacy	100 Hr Pharmacy	Distance Selling Pharmacy	Total
<b>Black Country</b>	236	28	14	<b>278</b>
<b>Birmingham and Solihull</b>	253	46	15	<b>314</b>
<b>Coventry and Warwickshire</b>	170	16	12	<b>198</b>
<b>Herefordshire and Worcestershire</b>	110	9	3	<b>122</b>
<b>Shropshire, Telford and Wrekin</b>	75	8	0	<b>83</b>
<b>Staffordshire and Stoke on Trent</b>	207	21	10	<b>238</b>
<b>Total</b>	<b>1051</b>	<b>128</b>	<b>54</b>	<b>1233</b>

11. The map below shows the CPs in Worcestershire, there are three distance selling pharmacies whose head offices are registered in Worcestershire (*reflected as blue plus-sign shed on the map*) but these supply medicines even outside the county. Other choices of distance selling pharmacies can be accessed on [www.nhs.uk/Service-Search/other-services/pharmacies/internetpharmacies](http://www.nhs.uk/Service-Search/other-services/pharmacies/internetpharmacies)



SCW CSU MAP with LA districts and Health and Wellbeing Board boundary

## Covid-19 Vaccination Services

12. Following the outbreak of the Covid-19 pandemic, NHS England commissioned a range of community pharmacy vaccination centres to ensure appropriate access to vaccinations across the West Midlands. These centres were situated in existing community pharmacies, and other external venues such as mosques and community centres. There were 188 community pharmacy led Covid-19 vaccination centres, and they covered all 6 ICB areas. The vaccination programme for boosters will be reviewed to ensure effective delivery.

	Community pharmacy sites	Other community venues	Total Venues
Herefordshire & Worcestershire	18	3	21
Black Country	42	13	55
Birmingham and Solihull	45	5	50
Shropshire, Telford & Wrekin	16	7	23
Coventry & Warwickshire	11	7	18
Staffordshire and Stoke On Trent	15	6	21
<b>Total</b>	<b>147</b>	<b>41</b>	<b>188</b>

## Other services provided by Community Pharmacies

13. Other services can be provided by CPs.

- Advanced Services (Appendix 1)
  - Community Pharmacist Consultation Service (CPCS)
  - Hepatitis C Testing Service

- New Medicines Service (NMS)
    - Stop Smoking Service
    - Flu Vaccination Service
    - Hypertension Case-finding Service
    - Appliance Use Review (AUR)
    - Stoma Appliance Customisation (SAC)
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  - Enhanced Services (Appendix 2)
    - Extended Care (Tiers 1,2 and 3)
  - Pilot Schemes (Appendix 3)
14. In Worcestershire, only 16 Community Pharmacies have not signed up to provide **Tier 2** of the extended care services which include Impetigo, Bites and Eczema although almost all signed up to Extended care Tier 1, which are UTI and Bacterial Conjunctivitis and UTI.
15. 19 CPs are providing Stop Smoking Service across Worcestershire, the majority are providing Community Pharmacist Consultation Service (CPCS) and 12 CPs have been providing covid vaccinations.
16. Community pharmacies are an accessible and convenient place for people to receive advice and support for a whole range of medical issues, and this can also serve to relieve pressure on other parts of the NHS system.
17. A number of national and local community pharmacy pilot schemes are currently running, which will be evaluated to assess their suitability for wider roll out. These include:
- New Medicine Service – Depression
  - Referrals from additional Emergency & Urgent care (UEC) settings to NHS Community Pharmacist Consultation Service (CPCS)
  - Community Pharmacy Oral Contraception Management Service
  - Maternity Smoking Cessation Service
18. Herefordshire and Worcestershire Integrated Care Board commissions:
- 35 pharmacies to provide pharmaceutical advice and supply of medicines commonly used in palliative care working closely with a range of healthcare professionals in and out of hours;
  - 35 pharmacies to hold stock of specific antibiotic vancomycin used when needed urgently for Clostridium difficile (C.Diff) allowing the patient to be treated at home; and
  - 9 pharmacies to work closely with Public Health UKHSA, infection prevention colleagues when managing outbreaks of both human influenza and also avian influenza.
19. All local information on Herefordshire and Worcestershire NHS community pharmacy services can be found here:  
[Pharmacy: Herefordshire and Worcestershire Integrated Care System \(hwics.org.uk\)](http://hwics.org.uk)
20. During 2023, the ICB is proposing to work closely with GP practices to enable patients to order their medicines in a more consistent way; improving the number of referrals from GP practices to pharmacies for conditions which the community

pharmacist is best placed to advise upon; plus increasing the offer of blood pressure checks and stop smoking upon discharge as the national service specification changes permit.

## Performance of Community Pharmacies in Worcestershire

21. Community Pharmacies in Worcestershire have overall performed relatively well even as most services have been challenged during the Covid-19 pandemic and post Covid-19 recovery. CPs are essential NHS services for all communities across the County, however, they have not been completely immune to the challenges facing all NHS services around **workforce, increasing demand** and the **challenges in the economy**.
22. Some of these challenges have manifested themselves in bank holiday planning and service provision. CPs have been finding it **challenging in recruiting locums to work on bank holidays** and to support them NHSE has recently approved an increase in the rates they are paid for opening on bank holidays.
23. Disruption of provision due to staff shortages has been an issue that has perhaps affected disproportionately CPs in the most rural parts of the County resulting in unplanned closures. CPs are independent NHS contractors and the level of service they offer is often defined by their workforce capacity and business strategy although they are mandated to offer essential services.
24. Recent national developments, which have seen large pharmacy chains disinvesting and closing stores, have also impacted on the situation further and this is causing the current pharmacy network to become even more unstable, putting extra pressure on the remaining pharmacies, which negatively impacts further on the workforce.
25. Periodically pharmacies can struggle to source a variety of medications. High demand or manufacturing issues along with supplier and price changes are contributory factors which may account for reasons why certain medicines are unavailable. If, in the Secretary of State for Health and Social Care's opinion, serious shortages of supply are reported national protocols are implemented to help manage any serious shortage of medicines. This eliminates the need for a pharmacy to refer the patient back to the prescriber.

## Future opportunities

26. There are several opportunities for Community Pharmacies in the future:
  - The **commissioning responsibility of CPs will transition to ICBs** and there are governance arrangements which have been agreed between NHS England's Regional Team and all the ICBs which will ensure an uninterrupted seamless transition.
  - Greater integration through alignment of all pharmacy services that were previously commissioned across Clinical Commissioning Groups and NHSE.
  - More integration and collaboration across the system in tackling health inequalities using skills, knowledge and expertise of teams as part of integrated care.

- Further development on the Community Pharmacy service offer to respond to the growing need for NHS services and promotion of health living within ICBs.
- Potential to align community pharmacies bank holiday opening more closely with GP access and urgent care centres.

## **Purpose of the Meeting**

The HOSC is asked to:

- consider and comment on the information provided on community pharmacies
- determine whether any further information or scrutiny on a particular topic is required.

## **Supporting Information**

Appendix 1 – Information and explanation of Advanced Services within the NHS Community Pharmacy Contractual Framework

Appendix 2 – Information on Enhanced Services commissioned by NHS England

Appendix 3 – Information on Community Pharmacy Pilot Schemes

## **Contact Points**

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## **Background Papers**

In the opinion of the proper officer (in this case the Assistant Director for Legal and Governance) there are no background papers relating to the subject matter of this report.

[All agendas and minutes are available on the Council's website here.](#)

## Appendix 1 – Advanced Services

There are currently eight 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. The current services are:

- i. **Community Pharmacist Consultation Service (CPCS)** - connects patients from GPs, NHS 111 and NHS 111 online who have a minor illness or need an urgent supply of a medicine with a community pharmacy.
- ii. **Flu Vaccination Service** - seasonal campaign which aims to vaccinate all patients who are at risk of developing more serious complications from the virus.
- iii. **Hepatitis C Testing Service** - provision of point of care testing (POCT) for Hepatitis C (Hep C) antibodies to people who inject drugs (PWIDs), but who haven't yet moved to the point of accepting treatment for their substance use.
- iv. **Hypertension Case-finding Service** - identifies people at risk of hypertension by offering blood pressure measurement and onward referral for treatment.
- v. **New Medicine Service (NMS)** - Provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is focused on specific patient groups and conditions.
- vi. **Appliance Use Review (AUR)** – Carried out by a pharmacist to establish the way a patient uses a specified appliance and the patient's experience of such use.
- vii. **Stoma Appliance Customisation (SAC)** - Aims to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.

## Appendix 2 – Enhanced Services

Enhanced services are the third tier of services that pharmacies may provide and they can only be commissioned by NHS England. In the WM, the following enhanced services are currently commissioned:

**Extended Care** - The Community Pharmacy Extended Care Service, Tiers 1, 2 and 3, aims to provide eligible patients who are registered with a General Practitioner access to support for the treatment of the following:

### Tier 1:

- Treatment of Simple UTI in Females (from 16 years up to 65 years of age)
- Treatment of Acute Bacterial Conjunctivitis (for children aged 3 months to 2 years)

### Tier 2:

- Treatment of Impetigo
- Treatment of Infected Insect Bites
- Treatment of Infected Eczema

### Tier 3:

- Treatment of Otitis Media (aged 3 months to 16 years)

### **Appendix 3 – Community Pharmacy Pilot Schemes**

In the West Midlands, the following pilot schemes are currently in operation:

**New Medicine Service (NMS) – Depression** - The aim of the pilot is to test the inclusion of depression as a therapeutic area in the NMS and to test the expansion of the NMS to include people newly prescribed eligible antidepressants for depression. The pilot is being run from 3 PCN sites in the Black Country (2 in Sandwell, and 1 in West Birmingham).

**Referrals from additional Emergency & Urgent care (UEC) settings to NHS CPCS** - This project aims to test referral routes for patients with low acuity minor illnesses and Urgent Repeat Medicines Supply requests from Urgent and Emergency care (UEC) settings to community pharmacies (CPs). (N.B. For the purposes of this pilot “additional UEC settings” will include Accident & Emergency (A+E) and Urgent Treatment Centres specifically). This pilot is currently running from 3 Minor Injuries Units in Worcestershire, and the Haywood Walk-in Centre in Stoke on Trent.

**Community Pharmacy Oral Contraception Management Service: Access to Ongoing Oral Contraception Management via PGD (Tier 1)** - The aim of this pilot (Tier 1) is to provide greater access to ongoing contraception to create the environment for people so that they feel confident in choosing community pharmacy for their ongoing oral contraception with the right support in place. Registration for Tier 2 will open on 17th November. This will enable pharmacies delivering Tier 1 to initiate oral contraception prescribing.

**Maternity Smoking Cessation Service** - The purpose of this pilot is to test a model for community pharmacy teams to manage the provision of smoking cessation services for individuals referred by maternity services.