

HEALTHY
PEOPLE
living healthy lives
in healthy communities

NHS

Northern, Eastern and Western Devon
Clinical Commissioning Group

Pharmacy First: Our journey

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PHARMACY
FIRST >>>

December 2013: How it all began

- In Western Locality of NEW Devon CCG commissioned:
 - **Winter ailments:** NHS-funded supply of a limited range of over the counter medicines for people exempt from prescription charges to support self-care.
 - **Minor ailments via Patient Group Directions (PGDs):** Supply of a limited range of Prescription Only Medicines (POMs) to treat urinary tract infections, impetigo, nappy rash, oral thrush and bacterial conjunctivitis.
 - **Emergency Supply Service:** Provision of emergency supplies of repeat prescriptions and medicines at NHS expense.
 - Available to local patients out-of-hours (when their practice is closed) and to visitors at any time

The first contracts

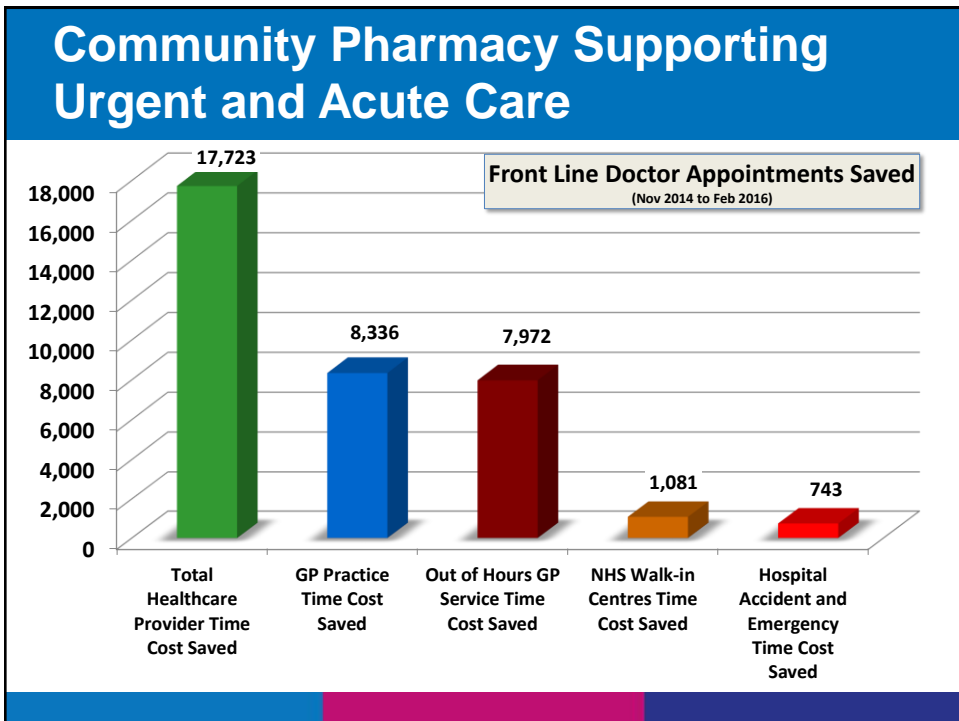
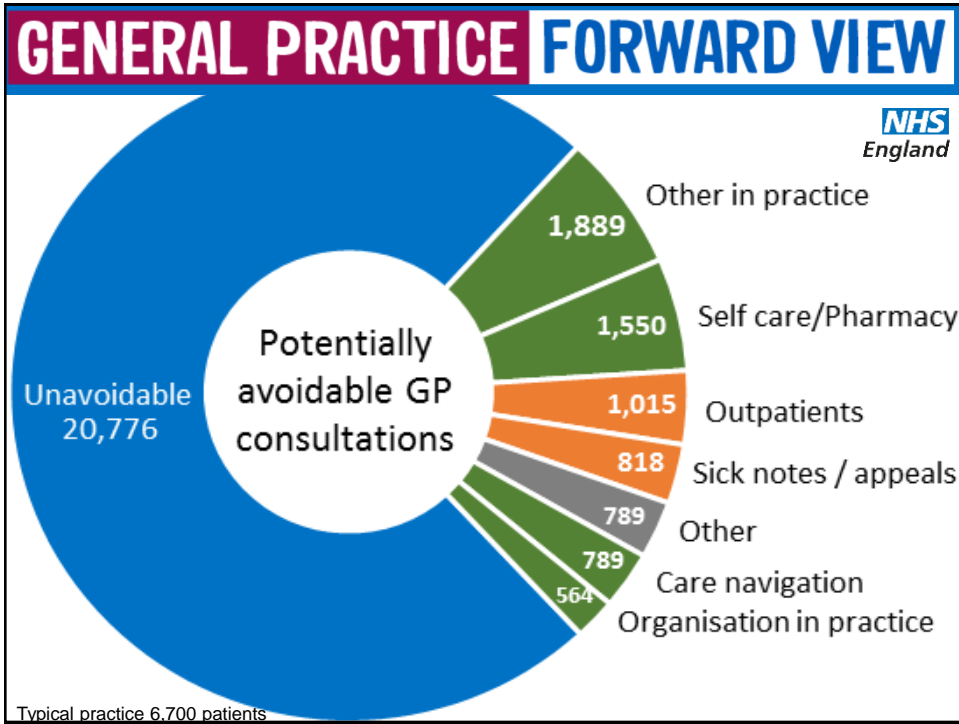
- Originally “Winter pressures” funding, then funded by CCG to continue
- Added audit questions to ensure we had data to inform future commissioning decisions
 - How did you hear about the service?
 - What would you have done without the service?
 - For emergency supply we also asked:
 - The reason for requesting the emergency supply
 - Who usually orders your prescription?

November 2014

- Prime Minister’s Challenge Fund
- Local Pharmaceutical Committee bid to extend services to the Northern and Eastern localities of the CCG
 - (And in South Devon & Torbay CCG)
- Consistent service across the whole CCG with two different funding streams

May 2015: CCG/LPC evaluation

- Patient satisfaction was high: 100% users were happy and would recommend to friends and family
- Winter ailments:
 - Most popular service with 40% of the interventions
 - Half of all patients said they would have purchased the medication if the service had not been available
- Minor ailments via PGDs
 - Bacterial conjunctivitis represented 56%
- Emergency supply
 - No corresponding reduction in urgent repeat requests to the out-of-hours primary care provider



September 2015

- CCG working group to assess evaluation
- Winter ailments
 - Unclear of benefits to primary care or urgent care system since patients report they would purchase
- Minor ailments via PGD
 - Clear that this will ease pressure for these conditions
- Emergency supply
 - Most popular at the weekend
 - Despite its popularity and increasing referrals from NHS111 there was no corresponding reduction in urgent repeat requests to the out-of-hours primary care provider

April 2016

- Winter ailments service no longer commissioned
- Other services unchanged:
 - **Minor ailments via PGD:** Supply of a limited range of Prescription Only Medicines (POMs) to treat urinary tract infections, impetigo, nappy rash, oral thrush and bacterial conjunctivitis.
 - **Emergency Supply Service:** Provision of emergency supplies of repeat prescriptions and medicines at NHS expense.

So now.....another review

- CCG has a self-care strategy
 - Ensure service is in line with this
 - Remove any PGDs that are for items that could be purchased
- NHS England introducing the National Urgent Medicines Supply Advanced Service
 - Will cover patients who call NHS111
 - How will we manage patients who present directly at pharmacies?
 - Urgent repeat requests to the out-of-hours primary care provider have decreased
- Ensure continued value for money within competing priorities

April 2017

- We will commission:
 - **Minor ailments via PGD:** Service limited to supply of POMs to treat impetigo, nappy rash, bacterial conjunctivitis (for under 2 yrs.), urinary tract infections (trimethoprim replaced with nitrofurantoin).
 - **Emergency Supply Service:** Available from 6pm Fridays, over the weekends and Bank Holidays; not Monday to Thursday.

And next year.....

- Groundhog Day!
- NEW Devon CCG would like to thank Devon LPC and NHSE South (South West) Pharmacy team for all their support over the past 3+ years as we have developed these services

Pharmacy First in Devon

Pharmacy First: Lessons Learned

1. Patients are happy to choose pharmacy
 - Requests for stock piling, where no need for supply
2. GP practices will actively refer to the pharmacy services to help reduce appointment demand
3. The service has help facilitate good working relationships between GPs and pharmacies
4. Use of PharmOutcomes to record activity
5. Aim to increase the NHS111 referrals made to community from 4% (SD & Torbay CCG) today towards 30%
 - enhance the NHS111 directory of services, and integration of a pharmacist into the NHS111 clinical team