

COMMUNITY PHARMACY SCOTLAND

Manifesto



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**“Working with
community pharmacies
to care for you”**

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Devolution, the NHS and Community Pharmacy



Reducing the inequalities of health which exist in Scotland is one of the biggest challenges for the Scottish Parliament and the Scottish NHS.

We are seeing a bigger input from people and communities into the parliamentary debate than ever before. The programme is well underway to develop Scotland's NHS as a mutual organisation where patients and the public are active partners and not just passive recipients of care.

Tackling these health problems head on has produced changes in the direction of health policy and we have seen the emergence of more innovative solutions to some of these problems.

Devolution has had an equally powerful impact on the strategic direction of pharmacy and particularly community pharmacy.

“Community pharmacists play a vital role in Scotland’s modern NHS”

It started with the Right Medicine – A Strategy for Pharmaceutical Care. This document contained an aspirational vision of new clinical care roles for community pharmacists building on their existing skills.

The need to deliver better care gave the new Scottish pharmacy contract its strategic direction. This has produced a very different pharmacy contract from the rest of the UK with its primary focus on improving patient care and clinical outcomes.

It has positioned community pharmacists as clinicians, as prescribers and as public health practitioners, enabling the effective delivery of pharmaceutical care to Scotland's people.

In developing new pharmacy services, Community Pharmacy Scotland has always tried to stay true to the key values of the NHS in Scotland namely: equity, fairness, cooperation and collaboration.



Foreword

The Scottish community pharmacy contract puts the care of the individual right at its centre and with its focus on pharmaceutical care and improving clinical outcomes, community pharmacists are playing an increasingly important role in maximising therapeutic outcomes and improving medicine safety. Community pharmacy is at the heart of every community and plays an important part in the drive to ensure that the health professions provide the services and care the people of Scotland require and deserve.



Martin Green
Chairman



Harry McQuillan
Chief Executive Officer

Community pharmacists play a vital role in Scotland's modern NHS. As key partners in the primary care team they use their skills and expertise to provide Scotland's patients with a range of new pharmaceutical care services.

Services such as the Minor Ailment Service and the Pharmaceutical Public Health Service have helped to open up access to NHS services and allowed community pharmacists to make a greater contribution to patient care.

“Community pharmacy is a first port of call and a direct access portal to NHS services”

Community Pharmacy Scotland is committed to the development and strengthening of the community pharmacy network, the development of new pharmaceutical care services and the creation of a strong financial framework that delivers around these services, thereby securing a strong future for community pharmacy.

Community Pharmacy Scotland talks to, negotiates with, informs and engages with vital stakeholders to make sure that the best possible outcomes are achieved.

Introduction

This new Manifesto for Community Pharmacy Scotland builds on our 2007 Manifesto which set out a clear vision of a stronger more proactive role for community pharmacists in the frontline of healthcare delivery within the NHS in Scotland.

The new pharmaceutical care services contract introduced by the Smoking Health and Social Care (Scotland) Act 2005 is now delivering new levels of pharmaceutical care for patients.

This new manifesto seeks further enhancement of the role of community pharmacists especially in the areas of pharmaceutical public health and the management of chronic disease. It seeks support for new roles for community pharmacists building on existing skills, experience and facilities. It sets out in detail the principle intentions we are seeking support for from Government, politicians, the NHS, patients and other stakeholders.

Moving the role of community pharmacists forward will require understanding, commitment and appropriate investment to ensure that the people of Scotland benefit from pharmacists' extensive knowledge of medicines and their pharmaceutical clinical skills.



“Seeking your support for further enhancement of community pharmacists’ role”

Introduction

Community Pharmacy

Through their own unique skills and professional expertise, community pharmacists are increasingly important front-line healthcare providers in the modern NHS, as health educators, as primary care health campaigners, and as the best qualified experts in the most effective use of medicines and drug technologies.

“Around 600,000 people visit a pharmacy in Scotland every day”



Community pharmacists:

- are highly trained and skilled professionals.
- provide vital, high quality healthcare services and are the most accessible of the healthcare professions.
- play an increasingly important part in the management of chronic disease, in the treatment of common illnesses and in the promotion of health and wellbeing.
- have significant potential to further contribute and improve the health of the people of Scotland.

“Community pharmacists provide access to quality care”

Community Pharmacy Scotland



Community Pharmacy Scotland is the organisation which represents community pharmacy contractor owners in almost every aspect of their working lives, and is the voice of these vital healthcare professionals as they deliver pharmaceutical care to the people of Scotland.

It is empowered to represent the contractor owners of Scotland's community pharmacies and negotiates on their behalf with the Scottish Government on all matters of terms of service and contractor's NHS service activity including remuneration and reimbursement for the provision of NHS pharmaceutical services.

Community Pharmacy Scotland works with the Scottish Government on the development of new pharmaceutical care services and works to ensure that the framework exists to allow the owners of Scotland's community pharmacies to deliver these services.

“Community Pharmacy Scotland represents the contractor owners of Scotland's community pharmacies”

Our organisation also provides information and advice to Scotland's community pharmacists in respect of any matter concerning the provision of such services and also provides the only independent audit of prescription pricing in Scotland.

Community Pharmacy Scotland takes a proactive, open door approach to engaging with stakeholders, recognising and reflecting the changing and developing role of its members. We do this by engaging with members of the Scottish Parliament, Health Boards and other relevant bodies both in Scotland and throughout the United Kingdom.

We are keen to continue to build a high visibility presence with the general public.

The Pharmaceutical Care Services Contract

New pharmaceutical care services were introduced by the Smoking Health and Social Care (Scotland) Act 2005.

The pharmaceutical care services contract is made up of four national services:

- Minor Ailment Service (MAS)
- Acute Medication Service (AMS)
- Public Health Service (PHS)
- Chronic Medication Service (CMS)

Minor Ailment Service (MAS)

The Minor Ailment Service was introduced on the 1st July 2006. This service allows community pharmacists to manage and treat common clinical conditions and supports the provision of direct pharmaceutical care to patients on the NHS by community pharmacists. It opens up access to consultations, advice and medicines for common illnesses and allows the promotion of care through community pharmacies. It shifts the balance of care by transferring care from GPs and nurses to pharmacists where appropriate.

“Over 722,000 people were registered for the Minor Ailment Service at March 2010”

This pharmacy service also helps to address health inequalities and assists the primary care team to improve access commitments. Patients who are exempt from paying prescription charges can register with the community pharmacy of their choice and use that community pharmacy as a first port of call for the consultation and treatment of common illnesses. The community pharmacist then advises, treats or refers the patient according to their needs.

“Over 70,000 MAS consultations occur in community pharmacy every month and over 1.2m MAS items were dispensed in the year to March 2009”

If a course of treatment is required then the community pharmacist prescribes in line with national and local prescribing policy.

The Pharmaceutical Care Services Contract

Public Health Service (PHS)

The pharmaceutical Public Health Service also started on the 1st July 2006. This service gives community pharmacists the opportunity to promote healthy lifestyles and encourages their pro-active involvement in supporting self care, offering suitable interventions to promote healthy lifestyles and establishing a health promoting environment across the network of community pharmacies by participating in national and local campaigns. This pharmaceutical public health service was expanded further with the introduction of smoking cessation and sexual health services in 2008.



Under the Smoking Cessation service patients can be assessed, advised and prescribed nicotine replacement therapy and other smoking cessation products over a period of up to 12 weeks. This has been helpful and worthwhile in allowing community pharmacists to make a significant contribution to the Scottish Government's key intention of encouraging people to stop smoking.

“The community pharmacy smoking cessation service has doubled the accessibility of smoking cessation interventions in primary care”

The Emergency Hormonal Contraception service aims to provide, where clinically indicated, a free supply of emergency hormonal contraception (EHC) as specified within a Patient Group Direction (PGD). The service must be provided by the pharmacist in person and is available to any female client aged 13 years or over. The community pharmacist must also ensure, where appropriate, that the client is counselled on other sexual health matters and related topics. The pharmacist will advise treat and /or refer the client to another healthcare practitioner where appropriate.

“80% of all primary care EHC interventions now occur in community pharmacy”

The Pharmaceutical Care Services Contract

Acute Medication Service (AMS)

The Acute Medication Service involves the dispensing of a prescription for an acute condition with associated counselling and advice where appropriate. It also introduced the Electronic Transfer of Prescriptions (ETP) and supports the provision of pharmaceutical care services for acute episodes of care.

“Over 1.5m electronic prescription messages are sent every week”

Chronic Medication Service (CMS)

The Chronic Medication Service has just recently been launched and allows patients with long-term conditions to register with a community pharmacy of their choice for the provision of pharmaceutical care as part of a shared agreement between the patient, community pharmacist and GP. It introduces a more systematic way of working and formalises the role of community pharmacists in the management of individual patients with long term conditions in order to assist in improving the patient’s understanding of their medicines and optimising the clinical benefits from their therapy.



CMS is supported by the Pharmacy Care Record which is a web-based application that can be accessed only from Scottish community pharmacies via a secure NHS network.

This service affords community pharmacists the opportunity to play an important role in using their clinical skills to deliver pharmaceutical care and improve the clinical outcomes for patients with long term conditions.

“Improving the clinical outcomes for patients with long term conditions”

The Pharmaceutical Care Services Contract

Local Pharmaceutical Services

Community pharmacists also provide a range of local pharmacy services which are negotiated and provided at an NHS Health Board level. These services include: methadone supervision, needle exchange, oxygen therapy, advice to care homes, rota arrangements / out of hours provision and pharmaceutical palliative care services.

“Tailoring pharmaceutical care services to local needs”

National Patient Group Direction (PGD) for the Urgent Supply of Repeat Medicines and Appliances

The PGD for urgent provision of repeat medicines and appliances has been developed by NHS 24 on behalf of NHS Scotland, and implemented by NHS Boards. The PGD enables community pharmacy contractors to provide patients with up to one prescribing cycle of their repeat medicines and appliances when the patient’s prescriber is unavailable, the surgery is closed or an out-of-hours system is in operation. This has greatly opened up access to medicines and improved the delivery of unscheduled care.

“10,845 urgent supplies are now being made monthly via the urgent supply PGD”



Seeking Your Support For Our Principle Intentions

Seeking your support for our principle intentions:

- Access to the electronic patient record
- Pharmacist independent prescribing
- Greater role in influenza and pneumococcal immunisation services
- Enhanced role for community pharmacists in the care of the drug misuser in support of the drug strategy
- Enhanced Pharmaceutical Public Health role for community pharmacists
- Continued development of community pharmacists' role in the management of chronic disease through future development of the Chronic Medication Service
- Improving access to Pharmaceutical Care Services
- Dispensing, Medicine Supply, and the Facilitation of Self Care
- Further development of the community pharmacy workforce
- Community pharmacy representation into healthcare policy and decision making at the highest level

Seeking Your Support For Our Principle Intentions

Seeking Access to the Electronic Patient Record

Community pharmacists are supplementary and independent prescribers. They also prescribe medicines within the Minor Ailment Service and under the national Urgent Supply Patient Group Direction. With the recent introduction of the national Chronic Medication Service, they will be involved going forward in the pharmaceutical care and management of people with chronic long term conditions.

“Access to the electronic patient record will help ensure effective and safe pharmacist prescribing and allow for a more informed pharmaceutical care process”

Community pharmacists make a significant contribution to patient care through the delivery of new pharmaceutical care services and will be involved with the collation and transfer of information especially within CMS.

Community Pharmacy Scotland maintains that it is vital for community pharmacists to have access to the electronic patient record in order to ensure effective and safe pharmacist prescribing and urges that this be recognised, supported and delivered appropriately within an acceptable timescale.



Seeking Your Support For Our Principle Intentions

Seeking Your Support for Pharmacist Independent Prescribing

Community Pharmacy Scotland calls on politicians and NHS policy makers to fully recognise the clinical skills and expertise of community pharmacists and be supportive and participative in overcoming any barriers to a comprehensive roll out of pharmacist independent prescribing.

Seeking Support for a Greater Role in Influenza and Pneumococcal Immunisation Services

Community pharmacists are heavily involved in the purchasing, storage logistics and supply of influenza and pneumococcal vaccines within primary care and play an important public health role in raising the awareness of the importance of immunisation programmes. Community pharmacists play a part in the identification of at risk patients and encouraging and supporting patients to be immunised. Community Pharmacy Scotland maintains that there is a role for community pharmacists to be involved in the direct administration of influenza and pneumococcal vaccines.



Improved outreach and access to community pharmacy services make community pharmacists ideally positioned to deliver and administer influenza vaccinations.

Community Pharmacy Scotland maintains that there is role for community pharmacists to be involved in the direct administration of influenza and pneumococcal vaccines within the NHS and seeks your support for this to happen.

Seeking Your Support For Our Principle Intentions

Seeking an Enhanced Role for Community Pharmacists in the Care of the Drug Misuser in Support of the Drug Strategy

The majority of community pharmacy contractors provide dispensing and supervision of methadone and buprenorphine on a daily basis and many NHS Boards use community pharmacy as needle exchange locations. Community pharmacists across Scotland are involved in the vital care of more than 21,000 drug misusers, supporting doctors' decisions to prescribe methadone by having a supervisory and clinical involvement in their care.

The use of Methadone is more cost effective than any other medical treatment and also helps ensure that the drug misuser has access into NHS health services and treatments, and also ensures that the drug misuser has the opportunity for a daily check on their health and wellbeing. Community pharmacists play an important role in the treatment and care of the drug misuser and help and support their pathway to a less chaotic lifestyle and a more positive future.



“Community pharmacists in Scotland provide vital care to more than 21,000 drug misusers through a supervisory and clinical involvement in their care”

Community Pharmacy Scotland supports the Scottish Government’s strategy of moving away from the current model of long term substitute prescribing and the move towards abstinence in individuals. Community Pharmacy Scotland believes there is a role for community pharmacists to provide enhanced care to drug misusing patients which involves other treatments, vaccination and care pathway enhancements.

Seeking Your Support For Our Principle Intentions

There is a need to further improve access to methadone and buprenorphine substitute therapies and this can be achieved through supplementary pharmacist prescribing, a useful conduit to improve titration/reduction of patients currently on methadone. Community pharmacists could have a key role in providing support to a caseload of stable patients who are currently reducing their methadone.

Community Pharmacy Scotland seeks your support for an enhanced role for community pharmacists in the care of the drug misuser in support of the current drug strategy objectives.

Seeking an Enhanced Pharmaceutical Public Health role for community pharmacists

Community pharmacy is often the first port of call for many people accessing services within the NHS and for some the only opportunity of accessing a health professional.

Community Pharmacy Scotland believes this well-established role can be expanded further. Recent experience of the community pharmacy smoking cessation scheme and the emergency hormonal contraception scheme has demonstrated the contribution that community pharmacists can make to improving peoples' health.



“Community pharmacists not only interact with people that are ill but with people that are well. This affords a massive public health opportunity to the NHS”

Seeking Your Support For Our Principle Intentions

Community Pharmacy Scotland believes that it is vitally important that community pharmacists have an understanding of the broader determinants of health and the health inequality challenges that exist at a population level.

We are already seeing community pharmacists' involvement expanding from a healthcare delivery and health improvement focus to be much more involved in health protection and illness prevention. Community Pharmacy Scotland believes that community pharmacists are ideally positioned to make a public health contribution in key Government health priority areas such as obesity, alcohol misuse, mental health, diabetes, sexual health and cardiovascular risk screening.

Community Pharmacy Scotland asks that politicians and NHS policy makers recognise the evolutionary opportunities that exist within the public health service part of the community pharmacy contract. To nurture community pharmacists' engagement in the public health agenda will unlock a resource which can make a significant contribution to reducing health inequalities and improving peoples' health outcomes.



Seeking Your Support For Our Principle Intentions

Seeking Your Support for Continued Development of Community Pharmacists' Role in the Management of Chronic Disease through Future Development of the Chronic Medication Service

The new Chronic Medication Service has recently been introduced as the fourth part of the national pharmacy contract. This important pharmacy service will promote integrated partnership working with GPs and allow community pharmacists to use their skills and expertise to help with the management of patients with long term conditions improving the pharmaceutical care of patients and clinical outcomes. If this service is developed fully in the future with appropriate investment and funding, then there will be a number of important benefits for the NHS.

“Community pharmacists providing pharmaceutical care and improving clinical outcomes for patients with long term conditions”

It is envisaged that community pharmacists delivering pharmaceutical care reviews will be able to impact positively on the drug wastage issue, improve concordance, reduce medicine misadventures and hospital admissions. But most of all, just helping patients to use their medicines properly will ensure that patients get the best possible therapeutic benefit from any prescribed therapy. This pharmacy service will help improve clinical outcomes and improve health. Pharmacists are the recognised experts on medicines.

Community Pharmacy Scotland seeks your support for a phased and properly funded development of this important service in the future and also for a commitment to support this with evidence based research around community pharmacists' pharmaceutical care role.

Seeking Your Support For Our Principle Intentions

Seeking Your Support for Improving Access to Pharmaceutical Care Services

Community Pharmacy Scotland fully supports doctors being able to dispense in remote and rural areas where a pharmacy would not be viable or where a pharmacist cannot be found. However there are some communities and villages in Scotland where the population has grown to a level where a community pharmacy would be viable. Community Pharmacy Scotland maintains that where this is the case then the people of that community should not be deprived from accessing the full range of pharmaceutical care services provided by a pharmacy contract.

“Over 340m patient flows occur in community pharmacy every year, by far the biggest number in the NHS in Scotland”

The legislation requires NHS Boards to deliver the best possible level of pharmaceutical services and care to people in line with Government policy. NHS Boards are properly charged in Scotland with deciding upon the provision of General Medical Services and Pharmaceutical Care Services based on a full and professional appraisal of what is sustainable and appropriate. Where it is possible for patients to have access to both, then they should not be deprived of that right.

It is Government policy that the people of Scotland should have access to both General Medical Services and Pharmaceutical Care Services where that is at all possible. Community Pharmacy Scotland would ask that this principle intention be recognised and supported in a fair and reasonable manner.

The National Health Service (Pharmaceutical Services) (Scotland) Regulations 1995, amended 2009, make provision for pharmacy services and each NHS Board has a duty to ensure adequate pharmaceutical care services across the NHS Board area. Community Pharmacy Scotland would ask that this be fully recognised and supported within any review or consultations on control of entry to the pharmaceutical list.

Seeking Your Support For Our Principle Intentions

Seeking Your Continued Support for Dispensing, Medicine Supply, and the Facilitation of Self Care

It is all too easy to take for granted, the vital role that community pharmacists and their pharmacy technicians play every day. They purchase and dispense medicines to fulfil NHS prescriptions and help facilitate the 1.4 billion instances of self care in Scotland every year. This occurs through the sale of Pharmacy Only or General Sales list medicines and associated advice. Community pharmacists in Scotland in the year ending March 2010 dispensed 85.5 million prescription items and the number of total dispensing episodes exceeded 104.75 million.

“Community pharmacists are the guardians of medicine supply”

In recent times, this important part of the role has been delivered resolutely against a background of medicine shortages, pharmaceutical manufacturers’ quotas and an ever increasing bureaucratic administrative burden.

In delivering this vital service every day to Scotland’s patients, the community pharmacy network has absorbed and delivered considerable efficiency savings over the past decade for successive Governments.



Community Pharmacy Scotland would ask that this be recognised and continued to be valued going forward. Community Pharmacists play a vital role in delivering a cost of medicine “best value” for the Scottish NHS in a very volatile and unpredictable marketplace.

“Community pharmacists help facilitate many of the 1.4 billion instances of self care in Scotland every year”

Seeking Your Support For Our Principle Intentions

Seeking Your Continued Support for Further Development of the Community Pharmacy Workforce

Community Pharmacy Scotland is grateful for the commitment of successive Scottish Governments in their continued support of the development of community pharmacy through the funding of electronic systems to support the national pharmacy contract services. We are also very appreciative of the investment in training, premises and contract support monies that has been made available over the last number of years.



Community Pharmacy Scotland would ask that the training and support of the pharmacy workforce remain a priority going forward even in a period of economic difficulty.

Seeking Your Support for Community Pharmacy Representation into Healthcare Policy and Decision Making at the Highest Level

Community Pharmacy Scotland is committed to improving the quality and delivery of pharmaceutical care services to benefit the health of Scotland's patients and seeks support for further development of the role of the community pharmacist.

“Community Pharmacists in Scotland conducted over 104.75 million episodes of dispensing in the year to March 2010 ”

Community Pharmacy Scotland believes that this can only be achieved by community pharmacy being represented at the highest possible level in the policy and decision-making process to reflect the increasingly important role the profession plays.

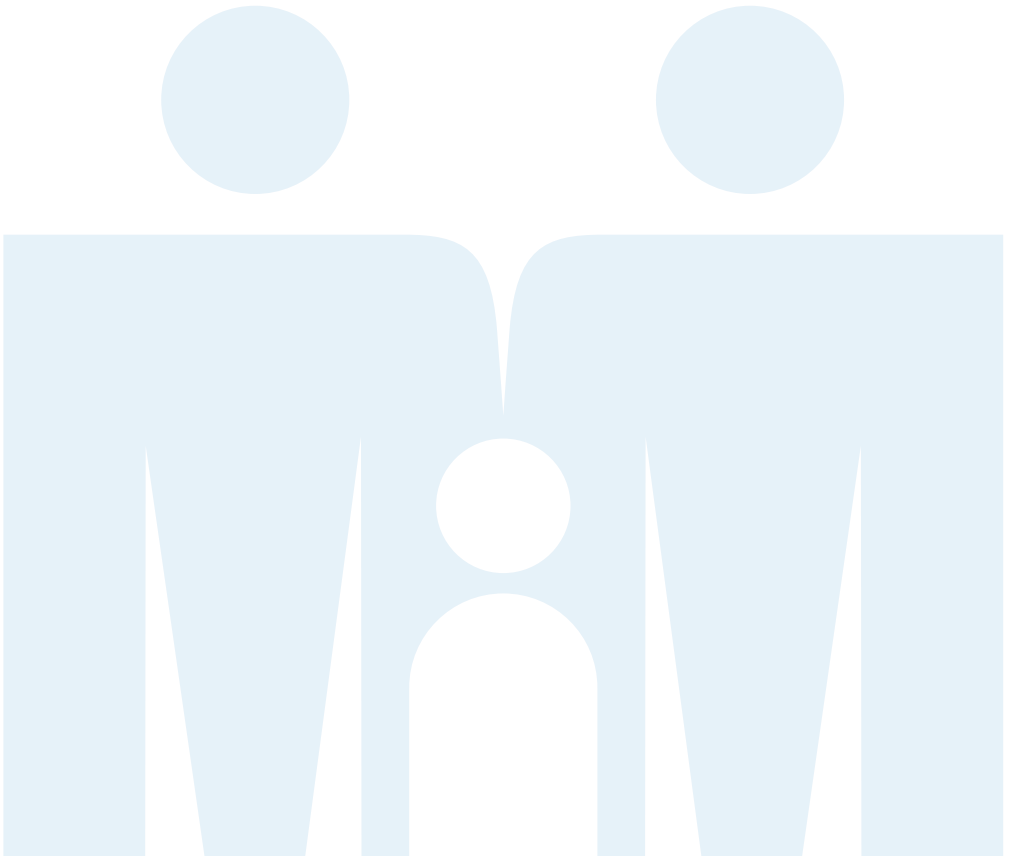
Thank You

Community Pharmacy Scotland on behalf of the contractor owners of Scotland's community pharmacy network would like to thank the Scottish Government, politicians and other NHS stakeholders for your continued support of community pharmacy and the development of the role of community pharmacists and their pharmacy staff over the last decade.

As an organisation we are committed to supporting community pharmacies, ensuring that community pharmacy owners continue to be vital frontline healthcare providers in the NHS in Scotland.



Alex MacKinnon
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