

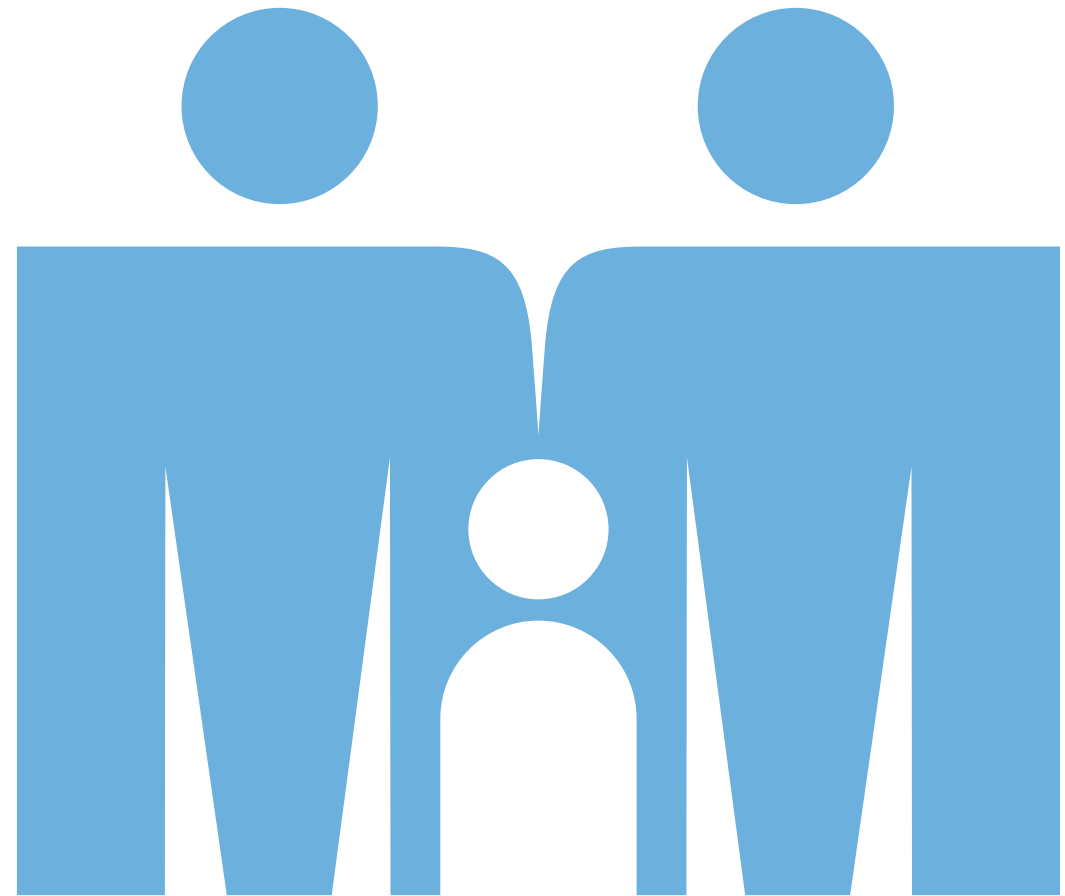
COMMUNITY PHARMACY SCOTLAND



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Contents



1	Foreword
2	Introduction
3	Seeking Your Support
5	Community Pharmacy Scotland
7	Role of the Community Pharmacist
8	Positioning Community Pharmacy
11	Summary
11	Pharmaceutical Care Services Contract
13	Contact Us





Martin Green
Chairman

In a modern NHS, community pharmacists provide a key contact point for patients. We offer high levels of expertise and are accessible and convenient.

That role is only going to increase, with community pharmacists being asked and wanting to play a greater role in health education and promotion, as well as helping relieve pressure on NHS colleagues through, for example, our ability to deal with minor ailments.

Pharmacists also provide the modern NHS and its patients with the greatest expertise on the best use of medicines and drug technologies – vital to ensure best patient care and best use of resources.

The ever-increasing role of the community pharmacist within Scotland's health service is to be welcomed – but it also needs to be properly resourced and managed.

It is the role of Community Pharmacy Scotland – formerly the Scottish Pharmaceutical General Council – to



Harry McQuillan
Chief Executive Officer

ensure that we talk to, negotiate with, and engage with all of the vital stakeholders to make sure that the best possible outcomes are achieved.

The re-branding of the organisation to Community Pharmacy Scotland reflects our determination as an organisation to ensure that the high levels of expertise and professionalism of our membership is appreciated and recognised.

We will also work to ensure that community pharmacy owners throughout Scotland have the tools and resources they need to deliver their vital services to the people of Scotland.

In all of this development, pharmacists themselves need to know that they will get the backing and resources they require to deliver these services and that is where Community Pharmacy Scotland plays the pivotal role.



This Manifesto for Community Pharmacy Scotland sets out a vision of a stronger, more proactive role for community pharmacists in the front line of health care, utilising their skills, experience and facilities to benefit the people of Scotland and to play a vital role in the delivery of a modern, fit-for-purpose NHS.

Many of the aims are shared with The Scottish Government. However, to make that vision a reality will require genuine commitment and investment and this Manifesto urges politicians to make that commitment.



Supporting New Clinical Roles

Community Pharmacy Scotland is committed to developing new roles for community pharmacy and making better use of community pharmacists' clinical skills to improve patient care in Scotland. Community Pharmacy Scotland asks that this is recognised by politicians and policy makers and continues to be developed, supported and funded accordingly in the future.



Committing to 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 pharmacist independent prescribing and achieving community pharmacists' full integration into the primary care team.



SEEKING YOUR SUPPORT FOR OUR INTENTIONS

- Supporting New Clinical Roles
- Committing to Independent Prescribing
- Accessing the Electronic Patient Record
- Developing the Public Health Role

Accessing the Electronic Patient Record

Community Pharmacy Scotland maintains that community pharmacy's ability to make better use of community pharmacists' key skills; to make valuable contribution to the management of chronic disease and to ensure effective pharmacist independent prescribing, is dependent on community pharmacists having access to appropriate parts of the electronic patient record.

Community Pharmacy Scotland asks that the importance of this be recognised by politicians and NHS policy makers and urges that in the policy making and planning process, this is built in to the development of electronic care systems.



Developing the Public Health Role

Community Pharmacy Scotland maintains that the public health part of the community

- Representing at the Highest Level
- Delivering Unscheduled Care
- Investing in Premises, Technology and Training
- Maintaining the Viability of the Medicines Distribution Network

pharmacist's role, once established as proposed within the context of the pharmaceutical care services contract, should continue to evolve and in the future should include services such as Smoking Cessation and Emergency Hormonal Contraception within its national framework.

Community Pharmacy Scotland asks that politicians and NHS policy makers recognise the evolutionary opportunities that are present within the Public Health Service (PHS) part of the pharmacy contract and work towards maximising these opportunities to benefit the health and wellbeing of Scotland's people.

Representing at the Highest Level

Community Pharmacy Scotland asks that politicians and NHS policy makers fully recognise community pharmacy as a core member of the integrated primary care team and asks that recognition be given to community pharmacy being represented at the highest levels both nationally and locally when NHS health policy and strategy is being developed and discussed.

Delivering Unscheduled Care

Community pharmacists play an increasingly important role in the delivery of Unscheduled Care and Community

Pharmacy Scotland asks that NHS policy makers and politicians recognise this and involve community pharmacy more closely in the planning and policy process to improve the Unscheduled Care experience for Scotland's patients.

Investing in Premises, Technology and Training

Community Pharmacy Scotland asks for continued investment to be made available



for Premises Development, Information Technology and Training in the future, as this is crucial to the development of new community pharmacy roles.

Maintaining the Viability of the Medicines Distribution Network

Community Pharmacy Scotland asks that politicians and NHS policy makers support the principle of manufacturers' medicines being available to all Scottish and indeed UK wholesalers. Community Pharmacy Scotland believes that the continued viability of the wholesaler network is vital to the continuity of patient care in Scotland.





- Community Pharmacy Scotland is empowered to represent the contractor owners of Scotland's 1200 community pharmacies. It negotiates on their behalf with The Scottish Government on all matters of terms of service and contractors' NHS activity.
- Community Pharmacy Scotland works with The Scottish Government on the development of new pharmaceutical care services and is currently involved in negotiating the next stage of the Scottish Pharmaceutical Care Services Contract. Community Pharmacy Scotland negotiates the level of fees, allowances and services and in conjunction with The Scottish Government, conducts discount surveys and cost enquiries.
- Community Pharmacy Scotland represents community pharmacy contractors in relation to all NHS contractual work and helps set the prices paid for drugs and appliances in the Scottish Drug Tariff.
- Community Pharmacy Scotland works to promote and increase the profile of community pharmacy to a wide range of external bodies, stakeholders and decision makers.
- Community Pharmacy Scotland also provides the only independent audit of prescription pricing in Scotland and answers queries from its membership on all aspects of NHS pharmaceutical services and remuneration.



Vision

The major aim of the re-branding is to accurately position Community Pharmacy Scotland as THE organisation representing Community Pharmacy owners throughout Scotland in all aspects of their professional lives, and as the voice of Community Pharmacy owners north of the Border.

Mission Statement

Through their unique skills and professional expertise Community Pharmacists are an increasingly vital front-line healthcare provider in the modern NHS – as primary care health campaigners and educators and as the experts in the best use of medicines. Community Pharmacy Scotland is dedicated to increasing awareness and understanding of this constantly developing role.

KEY MESSAGES

- Community Pharmacy Scotland negotiates, engages, and influences policy on behalf of its members.
- Community Pharmacy Scotland works to develop the role of Community Pharmacists within a modern NHS in Scotland.
- Community Pharmacists are a key contact point for patients in a modern NHS, providing high levels of expertise in a way that offers choice, convenience and ease of access.
- Community Pharmacists have a vital role as promoters of good health and well-being working with The Scottish Government and other key stakeholders.
- Pharmacists are the experts on medicines, best placed to maximise benefits to patients and ensure best use of drug technologies.
- Patient safety dictates that Community Pharmacists should have access to the Emergency Care Summary and shared Electronic Record.





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 that people of Scotland require in a modernising NHS.

Community pharmacists:

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

It is envisaged that the pharmaceutical care services contract will deliver improved quality services and improved clinical outcomes through a more systematic approach to practice.

It will improve the focus on health improvement and the promotion of self care.

Through improved concordance and the delivery of pharmaceutical care, there is an expectation of reduced drug wastage and a reduction in adverse drug reactions and hospital admissions.

It will certainly make better use of the key skills of community pharmacists and their support staff and community pharmacy contractors welcome that.

It will ultimately help to improve access for patients to the NHS.

MAKING BETTER USE OF COMMUNITY PHARMACISTS' SKILLS

Improving Clinical Outcomes

Community Pharmacy Scotland seeks to develop pharmaceutical care services, in conjunction with the NHS in Scotland, which make further use of the key clinical skills of community pharmacists to improve clinical outcomes for patients.

Improving Patient Safety

Community pharmacists are highly trained professionals and use their clinical skills to improve patient care. Community pharmacists provide the NHS in Scotland and its patient with the expertise on the best use of medicines and drug technologies - vital to ensure best patient care and safety. Community pharmacists' expertise helps keep people in their own homes and out of hospital.

Pharmacist Prescribing

Community Pharmacy Scotland seeks to further develop and promote the role of the community pharmacist as a member of the primary care prescribing team, and is totally committed to the introduction and roll-out of independent prescribing status for community pharmacists. This will allow community pharmacists to maximise their contribution to the management of chronic disease and will further improve service access for patients.

Management of Chronic Disease

Community Pharmacy Scotland seeks to continue to develop the role of community pharmacists in the management of chronic disease and to ensure that this contribution

is achieved and maximised through collaboration and partnership working with the other healthcare professionals in the primary care team.

Integrated Partnership Working

Community Pharmacy Scotland is committed to promoting the role of the community pharmacist as a key member of the NHS primary care team and to



encouraging community pharmacists to develop collaborative partnership working and greater integration with other healthcare practitioners.

Development of Future Roles

Community Pharmacy Scotland seeks to gain wider support to allow community pharmacists to deliver new roles and services for the benefit of Scotland's patients and is committed to work with The Scottish Government and NHS policy makers to achieve that. Community Pharmacy Scotland is committed to developing a strong, sound and viable future for community pharmacy.





COMMUNITY PHARMACY AS AN ACCESS CENTRE TO THE NHS FOR PATIENTS

Community Pharmacy as a First Port of Call

Community Pharmacy Scotland seeks to continue to further develop and promote community pharmacy as a first port of call for patients in the NHS. The introduction of the Minor Ailment Service has already helped greatly to establish this in the eyes of the public.

Strength of the Network

Community Pharmacy Scotland seeks to build on the current strength of the community pharmacy network and infrastructure and improve accessibility for patients to the NHS.

Community Pharmacy Scotland believes that this can only be achieved by maintaining a rational distribution of pharmacy contracts throughout Scotland and improving premises standards further.

Pharmacy Role in Unscheduled Care

Community Pharmacy Scotland is committed to the continued development of the Unscheduled Care National Patient Group Direction which allows community pharmacists to play an increasingly effective role in the care of patients at weekends and on public holidays. Community Pharmacy Scotland is also

committed to exploring further ways how community pharmacy can contribute to an improved Unscheduled Care patient experience.

Extending Patient Group Direction Access

Community Pharmacy Scotland believes that there is an opportunity to further encourage self care by extending access through the introduction and use of non NHS Patient Group Direction arrangements and asks that this be explored further.

Development of Local Pharmaceutical Services

Community Pharmacy Scotland is committed to developing local pharmaceutical care services by supporting local community pharmacy contractor committees in their discussions and negotiations with the NHS Boards.

Supply of Medicines

Community Pharmacy Scotland seeks to ensure that community pharmacists continue to be able to supply medicines and appliances in a timely and cost effective way for patients and the NHS. To that effect Community Pharmacy Scotland believes in the fundamental principle that all manufacturers' medicines should be available across the full wholesaling network thereby ensuring choice, competition, service improvement and continued value for the NHS.

COMMUNITY PHARMACISTS AS PUBLIC HEALTH PRACTITIONERS

Health Promotion and Education

Community Pharmacy Scotland is committed to the development of a health promotion environment in community

pharmacies, which provides information material and advice.

Community Pharmacy Scotland supports the development of pharmacy based health promotion activities and making better use of community pharmacy windows and display areas to promote health.

Encouraging and Supporting Self Care

Community Pharmacy Scotland is committed to developing the role of community pharmacists in supporting and encouraging self care and in helping patients make best use of their medicines. Community Pharmacy Scotland recognises that community pharmacists play a significant role in health improvement and illness prevention by making appropriate health improving interventions, as an



integral part of the community pharmacists' delivery of the various pharmaceutical care services.

Developing a Future Public Health Role

Community Pharmacy Scotland believes that Scotland's network of 1200 community pharmacies should be developed as public health access points and that this service should evolve to include Smoking Cessation and Emergency Hormonal Contraception services within the framework of the national community pharmacy contract.

Community Pharmacy Scotland would ask that the potential for community pharmacists to make a valuable contribution in the screening, early detection and monitoring of various conditions such as Diabetes and Hypertension is recognised and developed within the context of community pharmacy's accessibility. The inclusion of such pharmacy based screening services into NHS service provision would have significant healthcare benefits for the people of Scotland.

Community Pharmacy Scotland seeks to further develop the role of community pharmacists as public health practitioners and believes that there is enormous potential for community pharmacists to play a significant part in the protection and improvement of the health and wellbeing of the people of Scotland.

COMMUNITY PHARMACY REPRESENTATION INTO POLICY AND DECISION MAKING AT THE HIGHEST LEVEL

Community Pharmacy Scotland is committed to improving the quality and delivery of pharmaceutical care services to patients and seeks support for the further development of the role of the community pharmacist and believes that this can only be achieved by community pharmacy being represented at the highest level in the policy and decision-making process.

As community pharmacists deliver increasingly important roles within the modern NHS, it is vital that community pharmacy is appropriately represented at the highest level and be able to contribute effectively to the development of future primary care services in Scotland.



SUMMARY

The Scottish Pharmaceutical Care Services contract is a contract for community pharmacy that positions Scotland's patients at its centre and it is this putting the patient first that has created the opportunities that now present themselves to community pharmacy; opportunities for community pharmacists to deliver improved patient care for Scotland's patients. The contract will be remembered not just for what it delivers for patients today but for the opportunities for patient care it has created for tomorrow.



Community Pharmacy Scotland asks that politicians and NHS policy makers fully recognise the changing role of community pharmacists and would urge them to encourage, support and develop further the opportunities that present themselves within this evolving role for the benefit of patients and the NHS.

This Manifesto reflects Community Pharmacy Scotland's commitment to develop and promote the role of the community pharmacist to improve patient care and establish community pharmacy as a key partner in the NHS primary care

team delivering quality healthcare to the people of Scotland.

Community Pharmacy Scotland asks that politicians, NHS policy makers and key stakeholders recognise and support the positioning principles and intentions contained within this Manifesto. Community Pharmacy Scotland asks for a commitment to community pharmacy, its increasing role in delivering quality healthcare services and its position within the NHS in Scotland, thereby ensuring that the opportunities for community pharmacy, the NHS and the people of Scotland are realised in full.

COMMUNITY PHARMACY AND THE PHARMACEUTICAL CARE SERVICES CONTRACT

The Pharmaceutical Care Services contract for community pharmacy presents a major opportunity to provide improved levels of pharmaceutical care to Scotland's patients. The contract has four core services, which will be delivered in every community pharmacy in Scotland.

These four services are:

[Minor Ailment Service \(MAS\)](#)

[Public Health Service \(PHS\)](#)

[Chronic Medication Service \(CMS\)](#)

[Acute Medication Service \(AMS\)](#)

The first two of the core services, MAS and PHS, were introduced across Scotland on the 1st July 2006.

The Minor Ailment Service (MAS) allows community pharmacists to manage and treat common clinical conditions. The main aim of MAS is to support the provision of direct pharmaceutical care on the NHS by community pharmacists. This improves

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 and it is a service that will help to address health inequalities and assist the primary care team to improve access commitments. This key service allows patients who are exempt from paying charges to 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. If a course of treatment is required, then the pharmacist prescribes in line with national and local prescribing policy.

The Public Health Service (PHS), which also started on the first of July 2006, develops further the role of community pharmacists in promoting healthy lifestyles and offering opportunistic interventions in areas such as cancer prevention, oral health and smoking cessation.

The main objectives of the service are to: make effective use of windows and display space in community pharmacies to promote health; provide better access to appropriate health education information, materials and support; encourage a more proactive approach to self care and health promotion; offer opportunistic interventions to promote health and to provide a rolling programme of health promotion activities. It is envisaged that health protection, health improvement and promoting medicine safety will become an integral part of community pharmacists' holistic approach to pharmaceutical care.



The other two new contract core services, the Acute Medication Service (AMS) and the Chronic Medication Service (CMS) are currently being developed by The Scottish Government and Community Pharmacy Scotland in their ongoing contract negotiations. AMS is the service that delivers pharmaceutical care to patients with acute conditions and involves the dispensing of a prescription with associated counselling and advice where appropriate. CMS is the service that will deliver pharmaceutical care for patients with long term conditions. Patients will be able to register with the pharmacy of their choice to receive pharmaceutical care for their chronic condition or conditions. This service will form the most significant part of the new pharmacy contract and affords community pharmacists the opportunity to play a key role in using their clinical skills for the benefit of patients.

