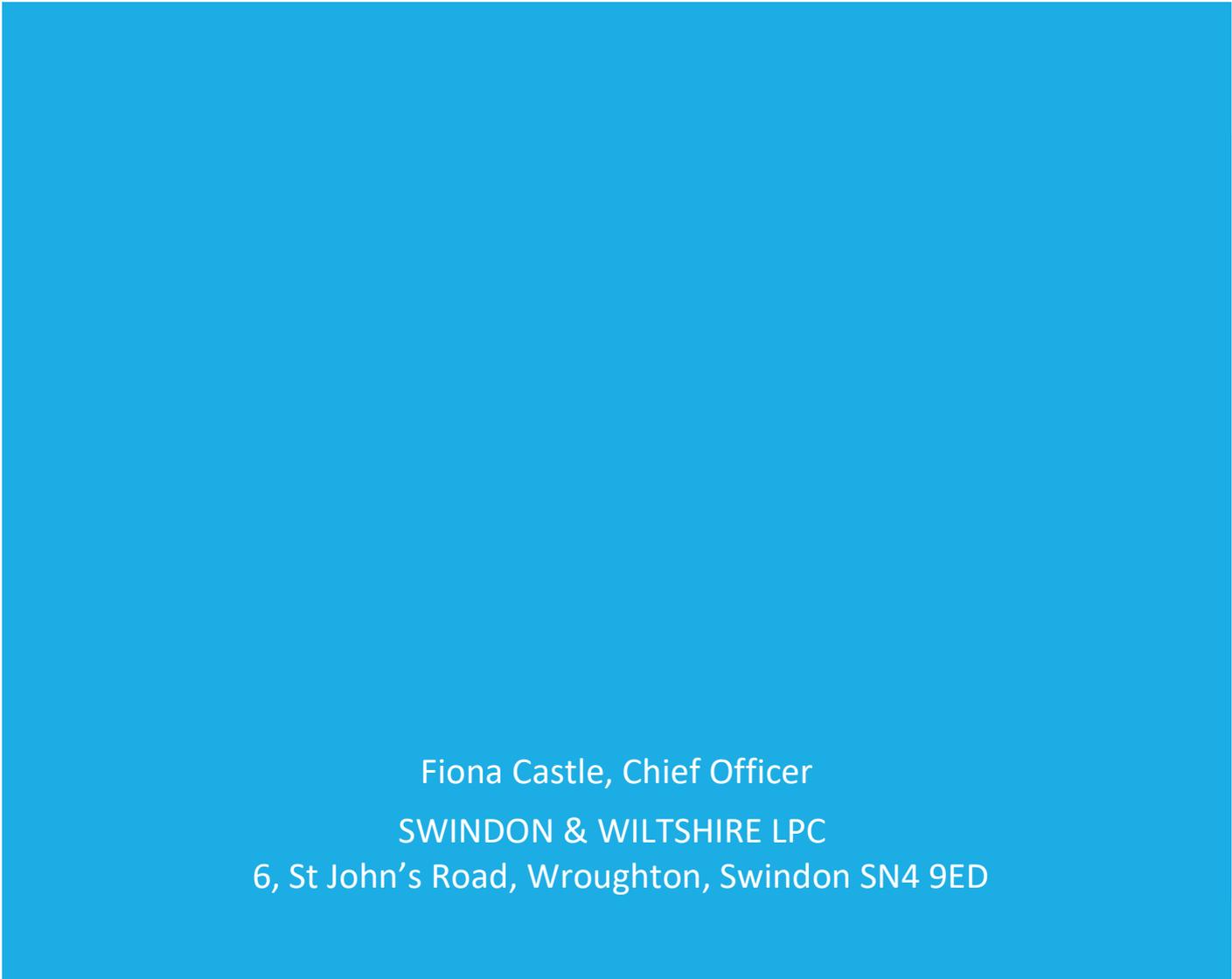




# ANNUAL REPORT 2018-19

Fiona Castle, Chief Officer  
SWINDON & WILTSHIRE LPC  
6, St John's Road, Wroughton, Swindon SN4 9ED



# Chair's Report

# Chief Officer Report

## Key activities and achievements 2018-19

The activities of the committee have been focused on the Purpose and Vision agreed for the 2018-22 committee term:

**Purpose:** *Community Pharmacy Swindon and Wiltshire is made up of members with diverse backgrounds and different skill sets coming together to support and encourage contractors to fulfil their potential*

**Vision:** *A network of Healthy Living Pharmacies, supported by Pharmacist Independent Prescribers, delivering accessible, holistic healthcare services to patients*

Activities have been themed in the following workstreams:

- Leadership
- Building Relationships
- Service Sustainability
- Service Development

Committee members agreed strategic goals towards achieving our vision, and nominated a committee champion for each goal

### Leadership

- Develop leadership skills formally within the committee and contractors (champion Chris Shields)
  - Activities have included:
    - leadership of locality forums
- Celebrate excellence, success and good practice (champion Bisola Sonoiki)
  - Activities have included:
    - identifying and sharing good practice stories in our newsletter
    - organisation of awards evening

### Building Relationships

- Bring commissioners and service providers together to develop opportunities (champion Nick Jephson)
  - Activities have included:
    - setting up meetings to develop and progress the Swindon Pharmacist Independent Prescriber scheme
    - co-ordinating a pilot scheme to recruit patients with diabetes who are overdue review for pharmacy follow-up
    - initial discussions to explore how substance misuse services could be developed
- Inform influencers and decision-makers about current and potential activity within community pharmacy (Sian Williams)
  - Activities have included:

- Officer engagement with forums including AHSN Medicines Optimisation Steering Group, Stop Smoking Alliance, Sexual Health Executive Group, Falls Collaborative, STP Prevention Workstream
  - Member involvement with Primary Care Network information/development sessions
  - Co-ordinating locality forums – bringing GP Practice and Local Pharmacy staff together
  - Invitations to stakeholders to Awards event
- Inform contractors and employees about the NHS and Public Health environment in which they work. Increase communication to, with and between Community Pharmacies at large (champion Andrew Hobson)
  - Activities have included
    - Publication of newsletter, information bulletins and maintaining informative website
    - Holding a bi-annual “area managers” meeting to inform and build relationships with decision-makers and influencers in multiple pharmacies
    - Exploring options for communications app or forum to help build local relationships
- Identify opportunities in the changing environment where Community Pharmacy could offer improved patient experience and outcomes (champion Robert Townsend)
  - Activity has centred around building the relationships in the changing NHS structure to identify where opportunities may come from
- Identify and help to overcome barriers to integration and outcomes (champion Alison Kidner)
  - Activity has centred on building local relationships

### Service Sustainability

- NHS mail used effectively across Community Pharmacy (champion Aga Jankowska)
  - Activity has included
    - Identifying a baseline of access through monitoring open rates of LPC communications sent to shared email inboxes
    - Newsletter articles supporting the use of NHS mail as a tool
    - Encouraging the use of NHS mail to communicate patient specific information from POD or GP based pharmacists
- Pharmacies consistently deliver services to an acceptable volume and standard (champion John Hughes)
  - Activity has included
    - Employment of Sarah Cotton as Support and Development Officer
    - Supporting pharmacies to sign up to the Wiltshire Public Health contract
    - Creating baseline of engagement with Stop Smoking services
    - Review of engagement with NUMSAS service
- Poorly commissioned services are highlighted and issues addressed (champion Enrica Cocianni)
  - Problems with PharmOutcomes templates identified and addressed
  - Programme of formal SLA review for 2019-20 planned
- Low service engagement is identified and addressed – by tackling obstacles or withdrawing (champion Robert Townsend)
  - Service engagement has been monitored this year
  - Planned programme of formal SLA review for 2019-20

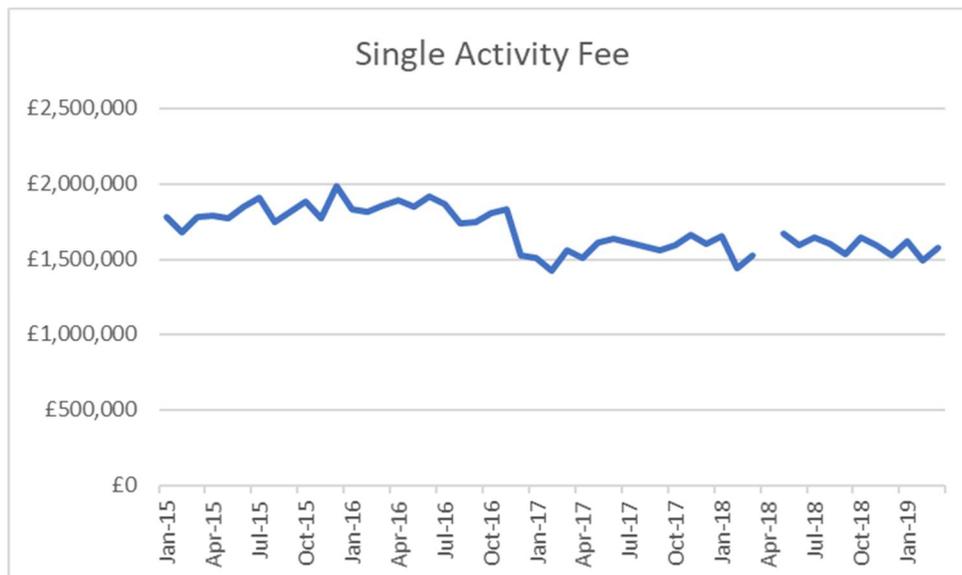
### Service Development

- Pharmacist prescribing services securely commissioned and sustainable (champion Charlie Wu)

- Activity has included
  - Evidence collected from existing prescribing pharmacists analysed and collated into discussion paper
  - Meeting between prescribing pharmacists and CCG has identified future developments and funding
  - Officer discussion with Substance Misuse services regarding community pharmacist prescribing opportunities
- Services commissioned to support HLP/Pharmacies as Health and Wellbeing Hubs
  - Activity has included
    - Secured commissioning of a Naloxone supply service in Wiltshire
    - Agreed 2019-20 commissioning of Alcohol Brief Intervention service in Swindon
    - Pilot of routine (BP/Cholesterol) checks for patients with diabetes overdue GP review
- Transfer of Care and Medicines in Swindon and Wiltshire is safe and effective (champion Chris Shields)
  - Activity has included
    - Supporting the continued sharing of discharge information for patients on Monitored Dosage Systems from RUH and SFT
    - Discussion with GWH on introduction of discharge information sharing through PharmOutcomes
    - Discussions with Swindon POD regarding sharing of relevant information

## Community Pharmacy Service Delivery Essential Services

The contribution to pharmacy income from the Single Activity fee stabilised through this year, remaining broadly similar to 2018-18



- Ordering of Repeat Medicines
  - Members of the Local Pharmaceutical Committee continued to work closely with the “POD” (Prescription Ordering Direct) schemes of both Swindon and Wiltshire CCGs. There have been issues with patient and GP Expectation in Wiltshire. Capacity issues arose in Swindon. Improvements have been made and engagement with the schemes remains positive
- There have been changes to (reductions in) opening hours as pharmacies react to reduced funding

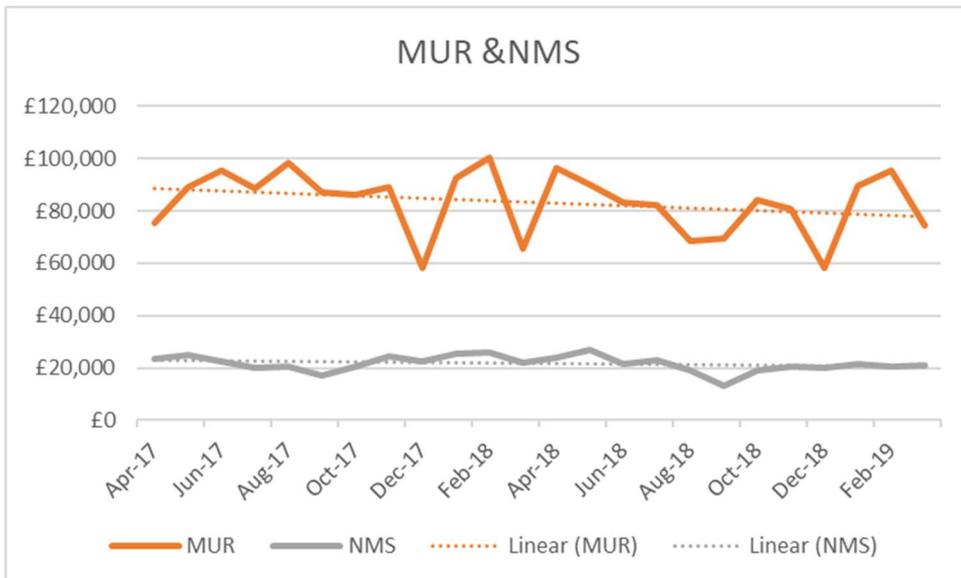
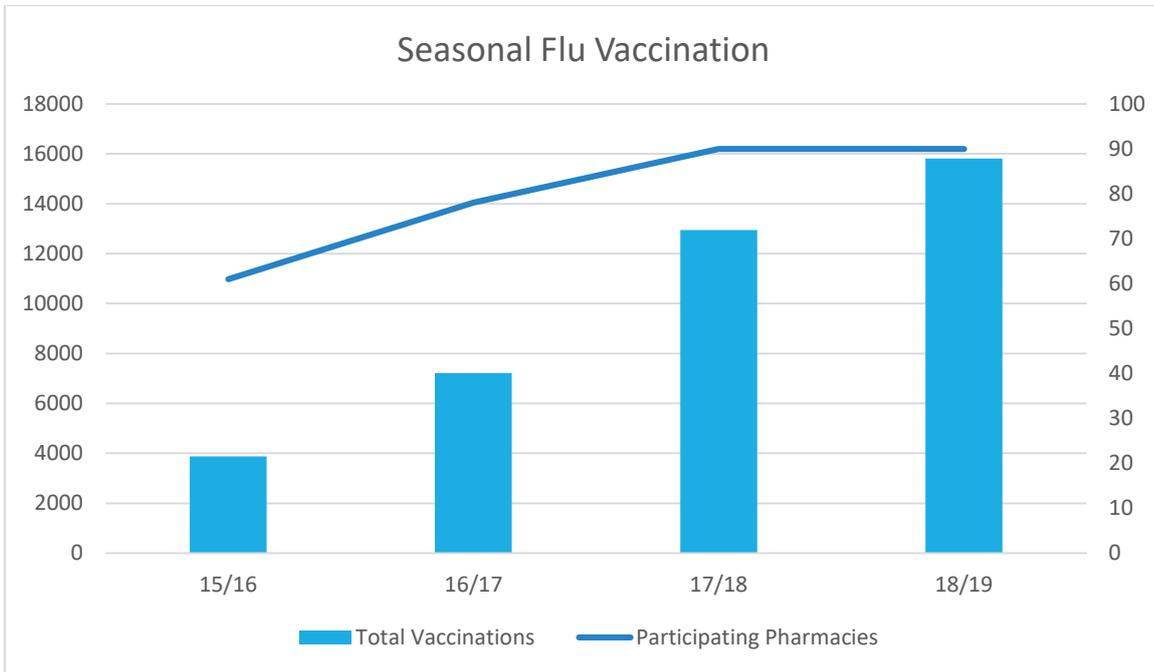
## Advanced Services

Engagement with seasonal flu vaccination has been maintained and developed with 90/114 pharmacies recording vaccinations again during 2018-19 and the total number of vaccinations increasing from 12946 to 15811 (an average of 176 per participating pharmacy)

9 NUMSAS contracted pharmacies in Swindon provided 71 items to patients during 2018-19

15 NUMSAS contracted pharmacies in Wiltshire provided 806 items to patients during 2018-19

Engagement with MUR decreased during 2018-19 notably since June 2018; there has been some reduction in the number of New Medicine Service interventions recorded.



## Quality Points

### Transfer of Care Initiative

Communication of discharge information from Salisbury Foundation Trust and RUH (Bath) to Community Pharmacies concerning patients on Dosette boxes has become routine during 2018-19

- There were 790 referrals
  - 647 from RUH Bath
  - 142 from SFT Salisbury
  - 649 were completed (ie feedback on outcomes reported)
  - 43 were accepted (ie receipt of information acknowledged but no feedback provided)
  - 15 were dropped or rejected
  - 83 were not acknowledged
- Waste was prevented in 504 cases
- Referral was confirmed as useful in 611 cases with the following positive comments
  - even when no changes it is good to know patient has been in hospital and to have no changes confirmed. Helps us best care for our patients thank you
  - Great to have discharge letter to be able to confirm medications
  - Very helpful in preventing wastage, would like to have had the reason filled on the form for the medicines that were stopped.
  - Thank you for very prompt discharge!
  - atenolol stopped.. useful info as dosette about to go out for delivery
  - thank you very helpful for us
  - Yes with the discharge summary I was able to discuss changes with the GP and deliver medication to patient within the day.
  - We were unaware that the patient was in hospital and had already prepared the dosette box with old regime on the day before receipt of discharge summary.
  - new Px available for dosette - patient came to pharmacy for MUR
- Referral was reported as “not useful” in 25 cases. The following criticisms of the referrals were received
  - No information on discharge date and when a MDS would be needed. No information on whether Paracetamol is need in MDS or seperate supply
  - would be great to have 14 days notice. Referrals to short to action in a week
  - Advised by pts husband that pt discharged on Friday 14th but discharge not received until 19th!
  - This is 2 month of date?!?  
It has created a number of problems and a lot of unnecessary work!!
  - This discharge is actual wrong. Memantine is in tablet form not liquid and Bisoprolol 5mg tablets completely missed off form. This did not actually help any of the primary care teams reduce their workload. Please ensure information is up to date when sending the form. On the positive side we have a least received a discharge form on time .
  - Not our patient (x2)
  - patient in care home, home should be actioning with the surgery
  - Patient not discharged back to home but to a care home so this is irrelevant to us
  - We had this yesterday as well - it has been sent twice

## Locally Commissioned Services

### Value

<b>Service</b>	<b>Turnover – Wiltshire</b>	<b>Turnover – Swindon</b>	<b>Total</b>
<b>Sexual Health</b>	£8,373.34	£3,428.52	£11,801.86
<b>Supervised Consumption</b>	£78,165.00	£92,206.95	£170,371.95
<b>Needle Exchange</b>	£5,904.60	£13,919.48	£19,824.08
<b>Stop Smoking</b>	£12,556.36	£32,862.06	£45,418.42
<b>NHS Healthchecks</b>		£20,780.00	£20,780.00
<b>Urgent Repeat Medicines</b>		£29,073.79	£29,073.79
<b>Flu Voucher Scheme</b>	£2,711.50		£2,711.5
<b>NDPP Referrals</b>	£1.50		£1.50
<b>Stocking of Emergency Medicines</b>	£105.00		£105.00

Total turnover value of locally commissioned services: £300,086.60.

An increase on last year has been seen in Stop Smoking, NHS Healthchecks, Flu vaccination and the Urgent Repeat Medicines Service. This has been offset by a reduction in Sexual Health services, Supervised Consumption and Needle Exchange.

## Annual Awards

The annual LPC awards were held at Royal Wootton Bassett Rugby Club on 19<sup>th</sup> June 2019.

We celebrated

- Pharmacy Engagement Award
  - Swindon: Ashington Way Pharmacy, Swindon
  - Wiltshire: Boots, Chippenham
- Pharmacy Friend
  - Pablo Jiminez – Wiltshire CCG Medicines Management Team
- Pharmacy Colleague of the Year
  - Vienna Bennet – Boots Amesbury
- Pharmacist of the Year
  - Sarah Donnelly – Boots Malmesbury
- Public Health Initiative
  - Boots Pre-reg team: diabetes interventions
  - Sue Brown – Stop Smoking

## Support Officer Report

It was great to join the CPSW team in January this year. I've enjoyed settling into the role, and building relationships with all the local contractors. There has been plenty to keep me busy! A big focus has been supporting the contractors with commissioned services, particularly with Stop Smoking. A real highlight for me has been recognising good practice stories from across the pharmacies in Swindon & Wiltshire and celebrating this excellent work within our newsletters and annual awards event.

Encouraging contractors to explore new ways of using PharmOutcomes and NHSmail as tools to improve communication, as well as pharmacy initiation of eRD, have been areas of development. These will continue to remain a priority over the coming year.

I am looking forward to supporting pharmacies with the new CPCF, and also being actively involved in community pharmacy engagement with PCNs. An exciting year ahead for community pharmacy!

## Plans for 2019-20

2019-20 will be dominated by the transition of funding from the current contractual framework to meeting the aspirations of the NHS Long Term Plan.

Certainty about the overall funding envelope for community pharmacy has been assured with the announcement of the 5-year flat settlement. However with much of the detail remaining under negotiation and the delivery of new service models predicated on more efficient dispensing, this remains an uncertain time for individual contractors.

Community Pharmacy will continue to focus its work based on the workstreams identified in 2018:

- Leadership
- Building Relationships
- Service Sustainability
- Service Development

We will co-ordinate and support local relationships with the 16 Primary Care Networks which are developing across Swindon and Wiltshire. We will support mirroring networks of community pharmacies and nurture emerging local pharmacy leaders.

We will maintain and develop key relationships as the three CCGs (Wiltshire, Swindon, BANES) work towards a merger creating an Integrated Care Organisation across the STP geography.

Our existing relationships with Medvivo (the locally commissioned Urgent Care Provider) will support the effective implementation of the Community Pharmacist Consultation Service

## Member Attendance

<u>Member Name</u>	<u>Representing</u>	<u>Confidentiality</u>	<u>Most recent Declaration of Interests</u>	<u>Joined</u>	12/04/2018	17/05/2018	21/06/2018	19/07/2018	20/09/2018	18/10/2018	15/11/2018	17/01/2019	14/02/2019	14/03/2019
Nick Jephson	Independent	12/04/2018	17/05/2018	pre 2010	present	present	present	apologies	present	present	apologies	present	apologies	present
Robert Townsend	AIMp	17/05/2018	17/05/2018	pre 2010	apologies	present	present	present	present	apologies	present	present	present	present
Chris Shields	CCA	12/04/2018	15/11/2018	Jul-10	present	present	present	present	present	apologies	present	present	present	present
John Hughes	CCA	12/04/2018	12/04/2018	Nov-14	apologies	present	present	present	present	present	apologies	present	apologies	present
Sian Williams	CCA	12/04/2018	12/04/2018	Jun-15	present	apologies	present	present	present	present	present	present	apologies	present
Aga Janowski	CCA	12/04/2018	12/04/2018	Oct-15	present	present	present	present	present	present	present	present	present	present
Charlie Wu	Independent	12/04/2018	18/10/2018	Oct-17	present	apologies	present	apologies	present	present	present	apologies	present	present
Alison Kidner	Independent	21/06/2018	11/04/2019	Apr-18	apologies	apologies	present	present	present	present	present	present	present	present
Andrew Hobson	AIMp	17/05/2018	17/05/2018	Apr-18	apologies	present	present	present	present	present	present	present	present	present
Bisola Sonoiki	CCA	05/07/2018	05/07/2018	Jul-18				present	present	present	present	present	present	at PSNC training
Enrica Cocianni	CCA	16/01/2019	16/01/2019	Jan-19							joined Jan 19	present	apologies	present
Zoe Pearce	CCA			Jul-16	present	apologies	present	resigned June 18						
Arvidar Sagar	CCA			May-17	present	apologies	present	apologies	present	present	apologies	resigned Jan 19		
Sai Jammigumpala	CCA			May-17	present	present	present	present	present	present	apologies			

## Accounts

These are presented as a separate file

