How do community pharmacies support in Lower Lea Valley (LLV)?

Hertfordshire Local Pharmaceutical Committee (LPC)

www.hertslpc.org.uk

16 community pharmacies in Lower Lea Valley

- ABC Pharmacy EN10 6FD
- Boots Pharmacy EN7 5ET
- Boots Pharmacy EN8 7BZ
- Boots Pharmacy EN8 0NN
- Cheshunt Pharmacy EN7 5DJ
- Coyle Chemist EN8 7AP
- Cristals Chemist EN8 8LF
- Croft Chemist EN10 6HT
- Lex Pharmacy EN7 6QQ
- Niti Pharmacy EN8 7BY
- Punni Pharmacy EN8 0BS
- Safedale Pharmacy EN8 8NQ
- Salepick EN6 4HT
- Swan Pharmacy EN8 8NQ
- Tesco Pharmacy EN8 0TA
- Whitefield Chemist EN8 0AJ

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Advanced Services

There are five Advanced Services within the NHS community pharmacy contractual framework (the 'pharmacy contract'). Community pharmacies can choose to provide any of these services as long as they meet the requirements set out in the Secretary of State:

1. Medicines Use Review (MUR)
2. New Medicine Service (NMS)
3. Appliance Use Reviews (AUR)
4. Stoma Appliance Customisation (SAC)
5. Flu Vaccination Service (added for 2015-16)

Medicines Use Review (MUR)

An MUR is a way to:

- improve patients' understanding of their medicines;
- highlight problematic side effects and propose solutions where appropriate;
- improve adherence; and
- reduce medicines wastage, usually by encouraging the patient only to order the medicines they require.

An MUR is not:

- a full clinical review;
- an agreement about changes to medicines;
- a discussion about the medical condition beyond that which is needed to achieve the above objectives; or
- a discussion on the effectiveness of treatment based on test results.

New Medicines Service (NMS)

Follows the prescribing of a new medicine for:

- Asthma or COPD
- Diabetes (Type 2)
- Antiplatelet / Anticoagulant therapy
- Hypertension

Recruitment by pharmacy or via referral

Three stage process

1. Patient engagement (day 0)
2. Intervention (approx. day 14)
3. Follow up (approx. day 28)

Opportunity to provide healthy living advice at each stage

MURs and NMSs

The LPC office has information on which community pharmacies currently provide MURs and NMSs that can be provided upon request.

We are looking to make this information easily accessible on our LPC website.

Flu Vaccination Service

On 20th July 2015, it was announced that as part of the 2015/16 community pharmacy funding settlement NHS England had agreed to allow community pharmacies in England to offer a seasonal influenza (flu) vaccination service for patients in at-risk groups. This service is the fifth Advanced Service in the English Community Pharmacy Contractual Framework (CPCF) and provision of the service commenced from 16th September 2015.

The service can be provided by any community pharmacy in England that fully meets the requirements for provision of the service and has notified NHS England of their intention to begin providing the service by completing a notification form on the NHS BSA website.

The eligible groups for flu vaccination are as follows:

- people aged 65 years and over (including those becoming age 65 years by 31 March 2016);
- pregnant women;
- people living in long-stay residential care homes or other long-stay care facilities*;
- carers;
- household contacts of immunocompromised individuals;
- people aged from eighteen to less than 65 years of age with one or more of the following medical conditions:
  - chronic (long-term) respiratory disease, such as severe asthma, chronic obstructive pulmonary disease (COPD) or bronchitis;
  - chronic heart disease, such as heart failure;
  - chronic kidney disease at stage three, four or five;
  - chronic liver disease;
  - chronic neurological disease, such as Parkinson's disease or motor neurone disease, or learning disability;
  - diabetes;
  - splenic dysfunction; or
  - a weakened immune system due to disease (such as HIV/AIDS) or treatment (such as cancer treatment)

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Flu Vaccinations Service

Those community pharmacies providing NHS flu vaccinations can be found on the LPC website:

http://www.hertslpc.org.uk/our-news/community-pharmacies-providing-flu-vaccination-service/

Public Health Services

- **Emergency Hormonal Contraception (EHC)**
- **Chlamydia Screening and Treatment**
- **Smoking Cessation**
- **Alcohol IBA Pilot**
- **Supervised Consumption**
- **Needle Exchange**

The LPC is working on making all the information on which pharmacies are providing these services available on the LPC website. Some of this information is already available on our website:
http://www.hertslpc.org.uk/public-health/commissioned-services/

In the meantime the LPC office can provide information upon request.

Healthy Living Pharmacy

- Healthy living Pharmacy is a new brand concept and kitemark for community pharmacies where the health and well being of the local community is at the heart of everything the team does.
- They promote a healthy living ethos which allows community pharmacy to extend beyond traditional pharmacy services to focus on a spectrum of needs relating to healthy living and lifestyles, through direct provision of advice and interventions and sign-posting to other services.
- Pharmacy teams must be able to demonstrate and apply a healthy living ethos with a proactive approach to service delivery.

Healthy Living Pharmacy (HLP)

One pharmacy already accredited:

- Safedale Pharmacy, Cheshunt

Two pharmacies actively working towards accreditation

- ABC Pharmacy, Broxbourne
- Tesco, Broxbourne

LPC re-launched HLP in April 2015 – can work with pharmacies in area to achieve accreditation.

Electronic Prescription Service (EPS)

All 16 community pharmacies enabled.

Full information on which GP practices are live with the electronic prescription service can be found on our website:

http://www.hertslpc.org.uk/information-technology/etp/eps-roll-out-dates/

Urgent Care

- **Boots**, Brookfield Centre, Cheshunt are part of the immediate access to emergency drugs service
- **Boots,** Brookfield Centre is open 100 hours

Signposting and Communications

- Public (all patients and their carers) should be aware of what community pharmacy can do for them
- Healthcare professionals in other provider settings can support this through signposting (GP practices, NHS Trusts, community services)