

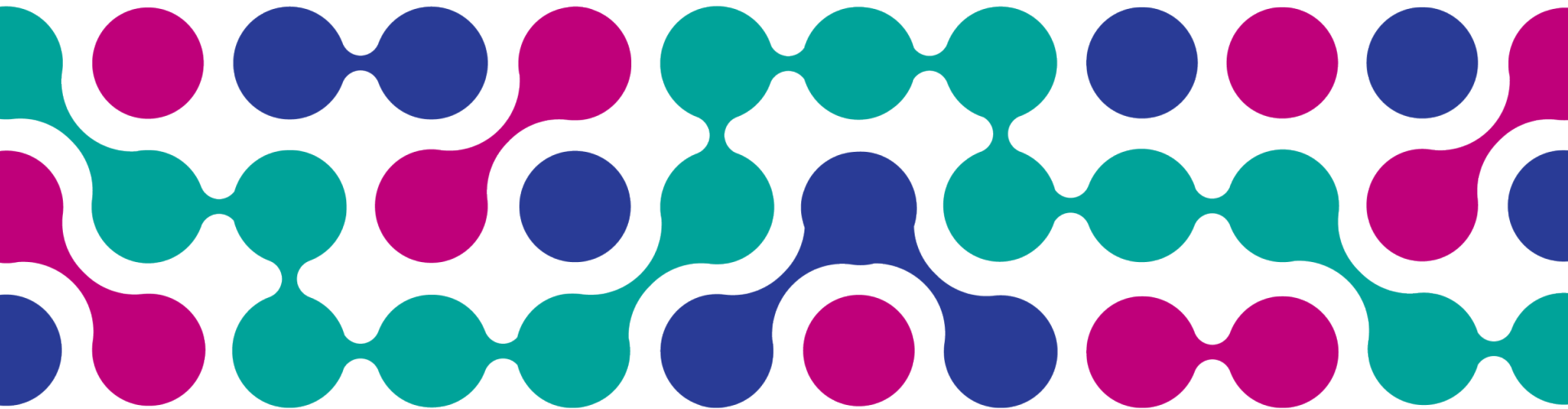
Wiltshire Community Pharmacy

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Challenges for Wiltshire



Impact of developments within contracting:

- Understanding the impact of **changes to the provider landscape** and ongoing monitoring
- Impact assessment following **market exits** and **changes to 100-hour contracts** using the same process as Lloyds Pharmacy closures and communication with stakeholders
- Ensuring appropriate contract management and sanctions i.e., implementing new unplanned closure policy
- Bringing the BSW system view to the SW Pharmaceutical Services Regulations Committee (PSRC)
- **Bank holiday rota review**
- Continued **national negotiation** impact on this year and the next 5-year settlement



Current Provision in Wiltshire

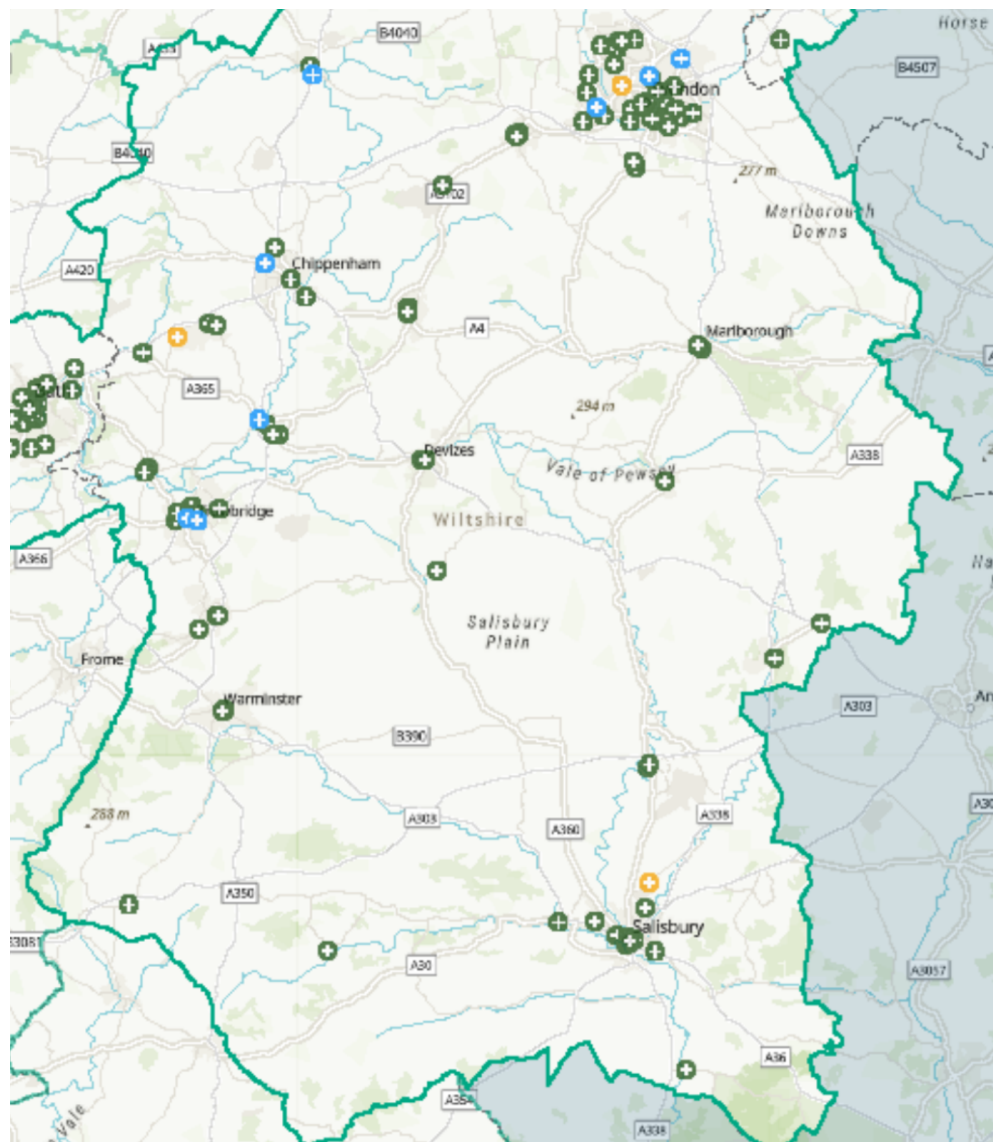


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Wiltshire Pharmacy Contractors	Numbers of Contractors
Total Community Pharmacists	64
Total 40-hour Contracts	58
Total 100-hour contracts	6



Map of Wiltshire Community Pharmacy



Market entry activity for BSW – from April 2023

BSW

- 40 hour exits – 6
- 100 hour exits – 0
- Consolidations – 2
- Relocations – 2
- Cohens
 - Trowbridge – 29/09/2023
- Boots closures as at 24/10/2023
 - Warminster – 27/10/2023
- Lloyds Sainsburys closures
 - Chippenham – closed 18/4/2023
 - Melksham – consolidated 14/6/2023



Temporary Suspensions and Hour Changes

Number of temporary suspensions

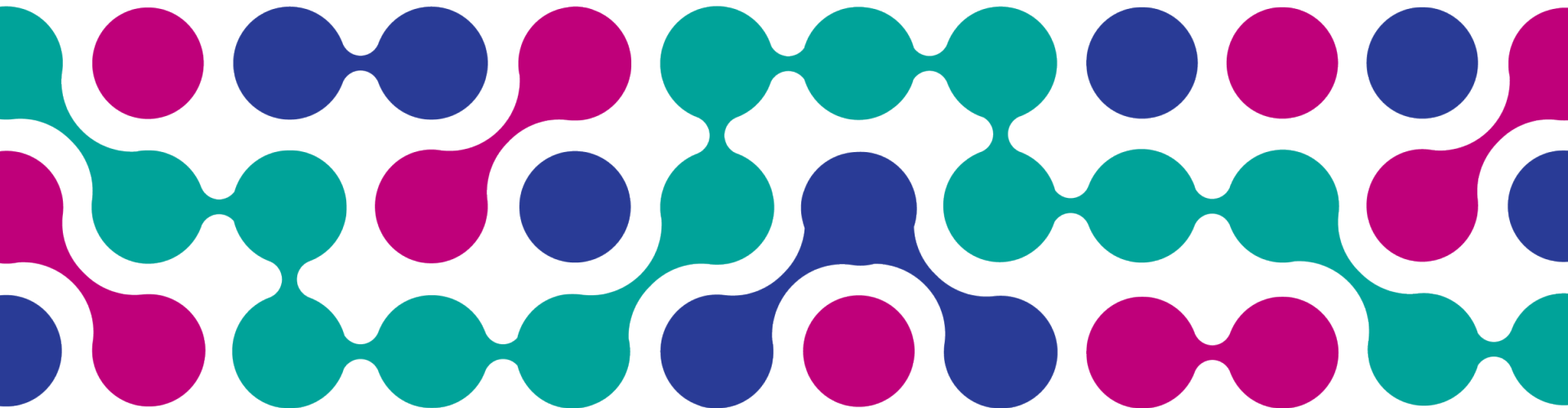
	April	May	June	July	Aug	Sept	Oct
No of Suspensions	8	8	5	7	2	6	6
Hours Lost	45.83	61.50	28.0	7	12.50	29.0	18.75

Number of core / supplementary hour changes

Wiltshire		Total Core Hours	Total Supp Hours		
	April 23	3298.5	518.32		
Nov 23	2963.0	470.32			
Total	40 Hr	100Hr	DACs	DSP	
71(Apr 23)	64	7	1	3	
68 (Nov 23)	62	6	1	3	



Development of Community Pharmacy



Expanding Community Pharmacy Services

Community Pharmacy has been seen as an **essential part of primary care** offering patients easy access to health services in the heart of their communities. As **over 80% of patients live within a 20-minute walk of their pharmacy** who give expert clinical advice.

Building on the success of the existing services outlined in the CPCF delivered by Community Pharmacy - this plan wants to **expand the range of services** offered making **better use of the clinical skills** in community pharmacy, making them the **first port of call** for patients for many **minor illnesses**.



What does this mean for Community Pharmacy?

- **Common Conditions** - Pharmacists to **supply prescription only medicines (POMs)** including **antibiotics and antivirals** where clinically appropriate, treating **seven common health conditions** – without the need for the patient to visit the GP
 - The national service will cover
 - Uncomplicated UTIs
 - Shingles
 - Impetigo
 - Infected Insect Bites
 - Sinusitis
 - Sore Throat
 - Acute Otitis Media
 - **Our already commissioned local service in BSW (a PGD Service) puts us in a great place for this!**
- **Hypertension Case Finding Service** - Further funding for Community Pharmacies to support the ongoing monitoring in partnership with GP Surgeries has been agreed
- **Oral Contraception Service** - Further funding for Community Pharmacies to support the ongoing monitoring in partnership with GP Surgeries has been agreed



What does this mean for Community Pharmacy?

- **IT System Connectivity** - work with **community pharmacy suppliers and general practice IT** suppliers to develop and deliver **interoperable digital solutions**
- Greater Flexibility:
 - Subject to consultation / further work:
 - Enable **better use of skill mix**
 - **Pharmacy technicians to work** under **PGD**
 - Greater **flexibility to dispense** medicines in their original packs and increase Hub & Spoke models.
 - Move **more** medicines from Prescription Only **Medication** (POM) to **‘available in a pharmacy’**



Primary Care Networks (PCN's)

- Funding supported for a community pharmacist lead for each PCN area (*Trowbridge, Melksham and BoA...*), 1 day per month.
- **Working collaboratively** and building **trusted relationships** between **community pharmacy and PCN teams**, to **support** future **delivery** of current and future commissioned **pharmacy services**
- **Improve communication** and **collaboration** between PCNs, GP practices, and community pharmacies.



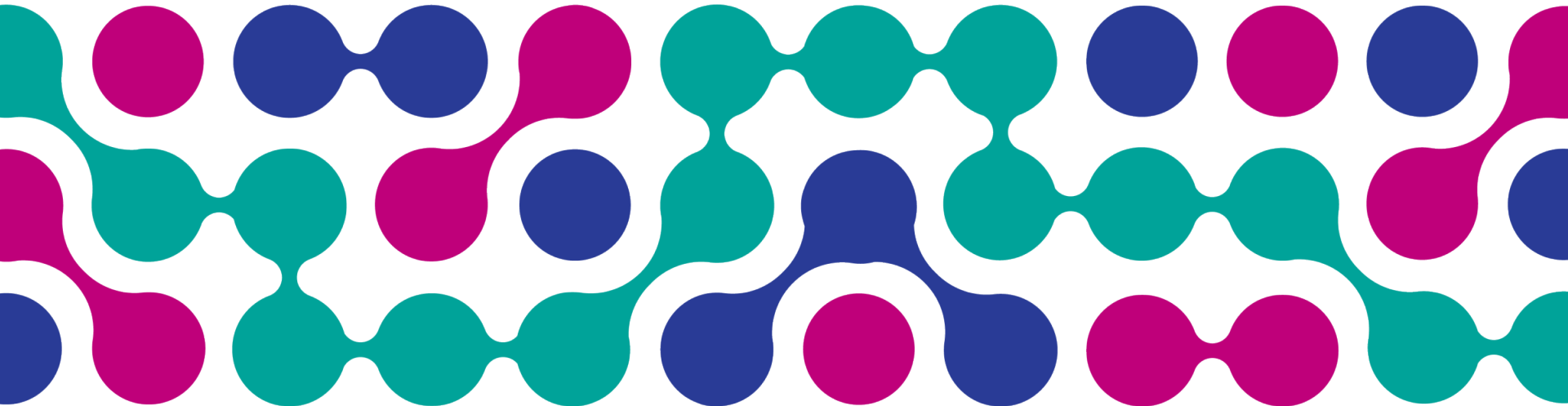
Strategic aim: Establish a framework for the future commissioning of NHS community pharmacy clinical services incorporating independent prescribing for patients in primary care.

Objectives:

- To establish Pathfinder sites to test the delivery of IP across all NHSE regions aligning with the ICB Fuller Demonstrators
 - To **identify the optimum processes including governance, reimbursement and IT requirements** required to enable independent prescribing in community pharmacy
 - To inform the **development of professional and clinical service standards** that support assurance of IP activities in the context of NHS community pharmacy services
 - To inform the **professional development** needs of community pharmacists and wider **workforce strategy** for pharmacy professionals in primary care
 - To inform the **post 2019-2024 community pharmacy contractual framework strategy**
 - To inform the **ICB delegation responsibilities** necessary to support national and local commission of clinical services
 - To undertake appropriate local and national **quantitative and qualitative evaluation / research**, including patient experience and the experience of community pharmacy, general practice, community services and secondary care teams.
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- BSW will have **5 sites**, and the model will be prescribing for minor illness (CPCS+)
 - Currently out for expressions of interest from pharmacy contractors



Workforce



Workforce Challenges

Vacancy rates

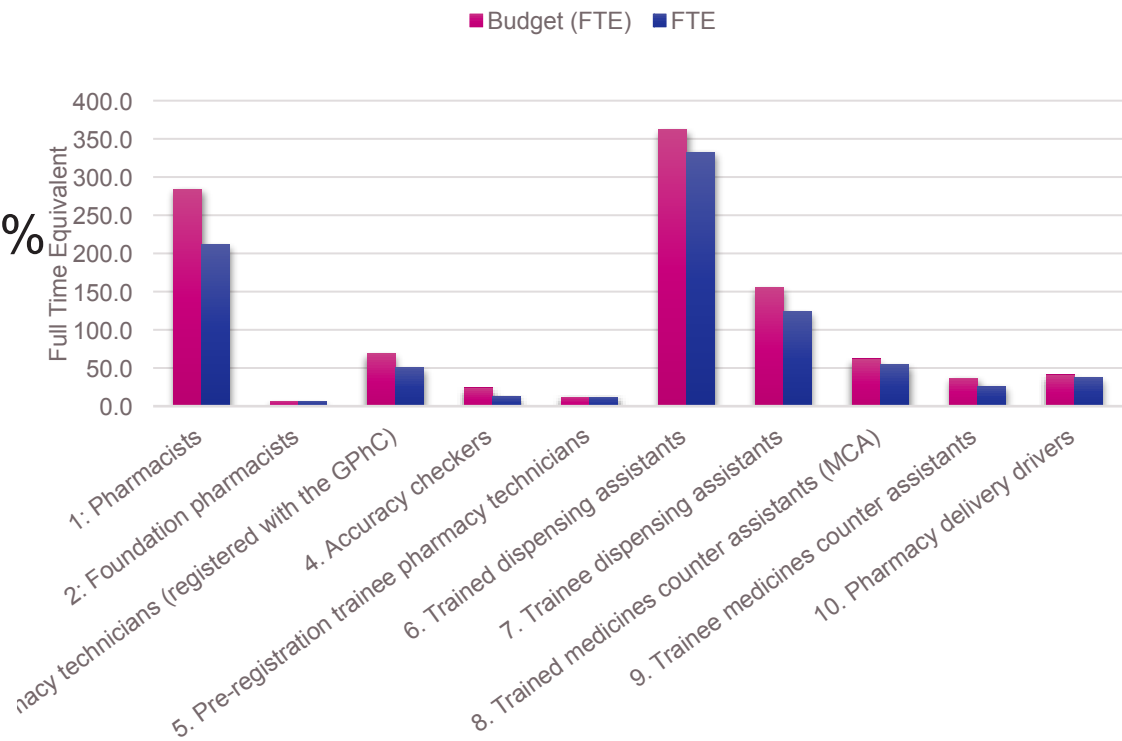
1. Pharmacists 25%

(second highest in the country)

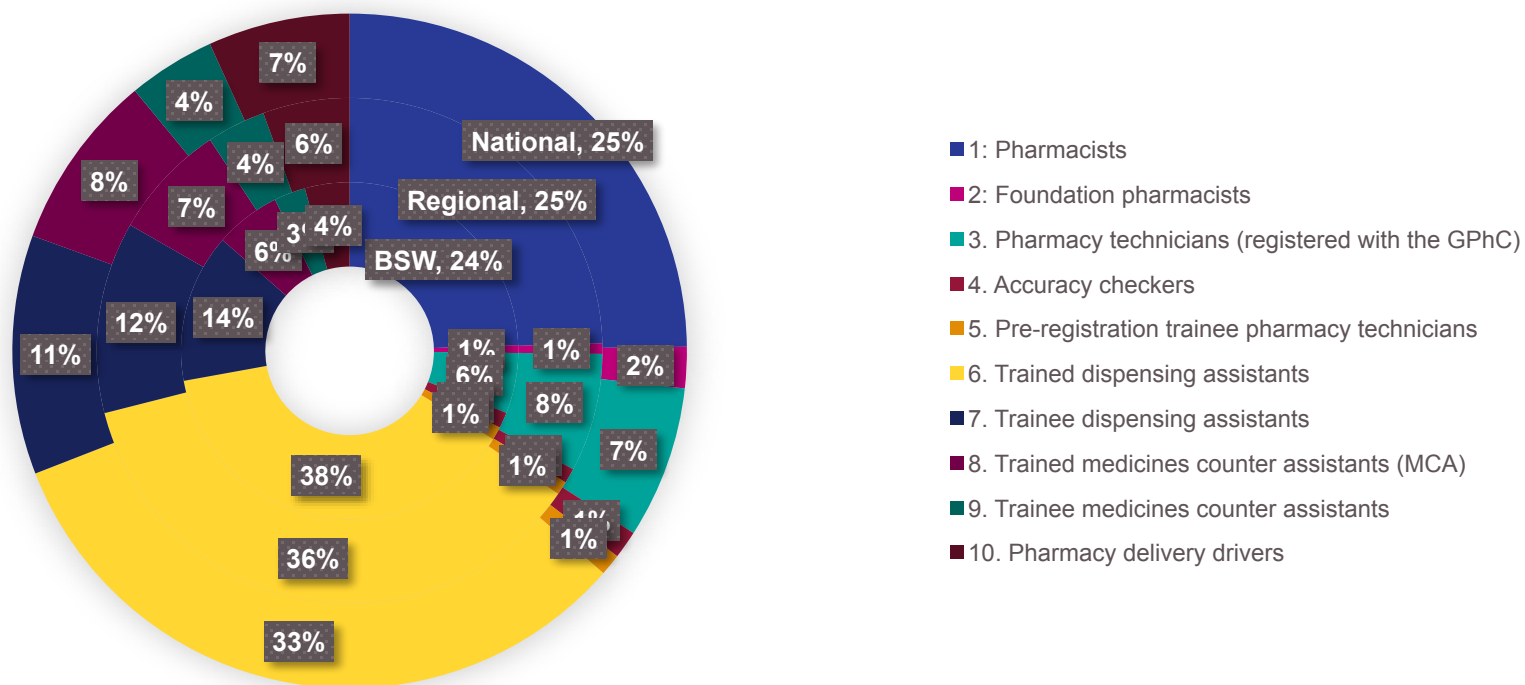
1. Pharmacy technicians 28%

2. Accuracy checkers 46%

BSW Budget vs Staff in Post



Role Split of workforce BSW vs Regional vs National

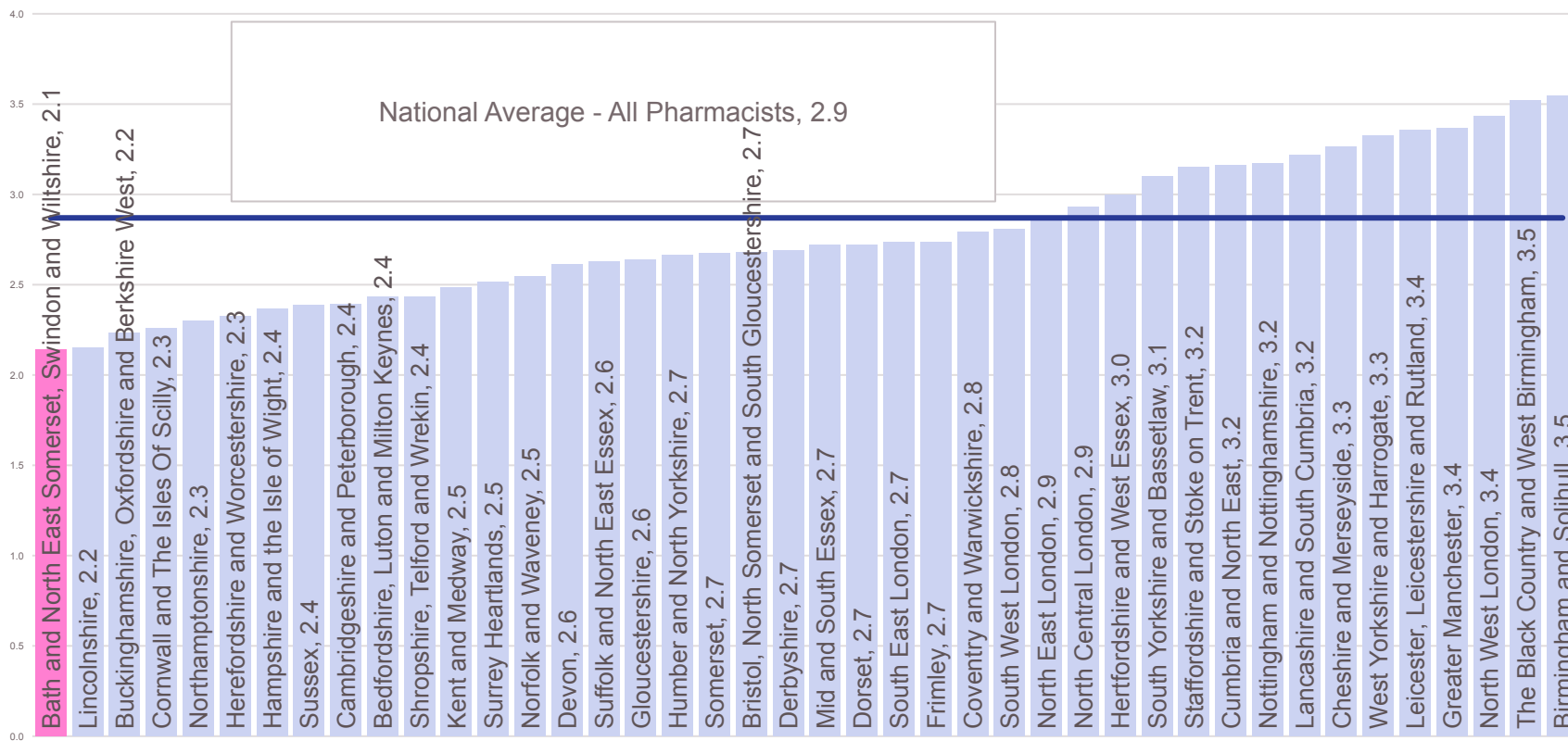


Pharmacist Workforce



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ICB - All Pharmacists per 10000 GP Patients



Next Steps - Workforce



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- BSW Pharmacy **Workforce Strategy** in development.
- Working as a system to **develop and deliver attractive training pathways** for pharmacists and pharmacy technicians.
- **Increasing** the number of **Trainee Pharmacist places** in BSW and are making them **multisector** e.g. split between Community Pharmacy and GP practice or Hospital (this increases attractiveness and enables the students to gain a broader experience).
- Bring all BSW Trainee Pharmacists together from all sectors for **clinical learning, education and training**.
- A system approach to training Pre-Registration Pharmacy Technicians to support development of the wider workforce, using a novel **single employer model to support community pharmacy and general practice**.
- Networking **events at universities to promote pharmacy careers** in BSW.
- Use of **social media to promote** our training offer, and community **pharmacy roles**.
- We have developed **innovative roles for newly qualified pharmacists**, to support their development and keep them in BSW.
- Plan to **work with schools to promote careers** in pharmacy.
- Developed models to **train community pharmacists as independent prescribers**, working in partnership with our local out of hours provider Medvivo.
- BSW participation in **national 'pathfinder' work to test models of independent prescribing** in community pharmacy in 2024, looking at support to patients around minor illnesses.



Next Steps

1

Support to **evaluate** the **ongoing support and management** of the **current PNA** linking to the ICB via the Community Pharmacy Operational Group

2

Recognise the **plan** to work with **Healthwatch** to **develop** a **criteria of needs** for the **next PNA** due Sep 2025

3

Continue to **support** the **existing criteria** for further changes in provisions until the **next PNA**.



**Thank you.
Questions?**

