

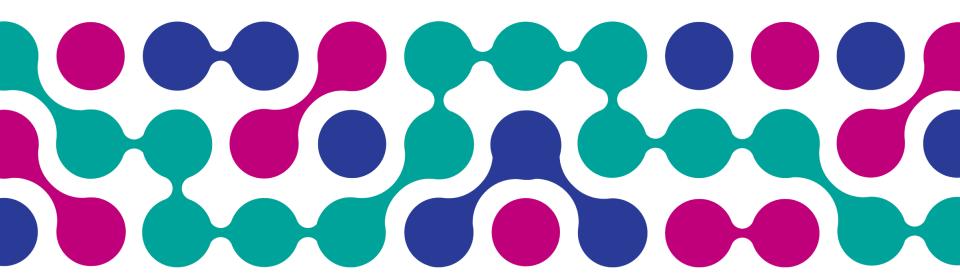
Wiltshire Community Pharmacy

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Challenges for Wiltshire



Contractual context for BSW



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



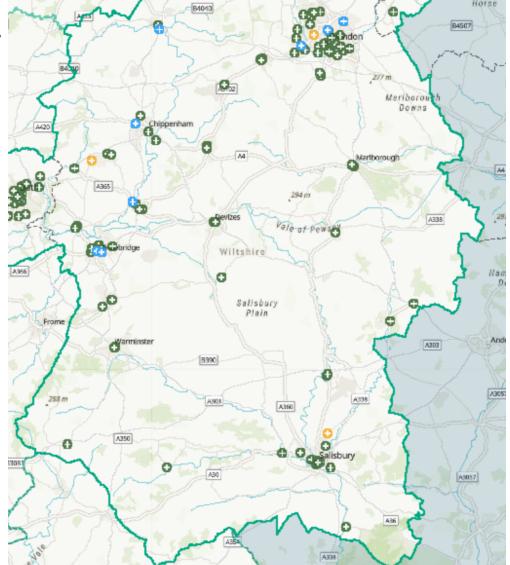
Wiltshire Pharmacy Contractors	Numbers of Contractors
Total Community Pharmacists	64
Total 40-hour Contracts	58
Total 100-hour contracts	6

Map of Wiltshire Community Pharmacy

NHS

Bath and North East Somerset, Swindon and Wiltshire

Integrated Care Board



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

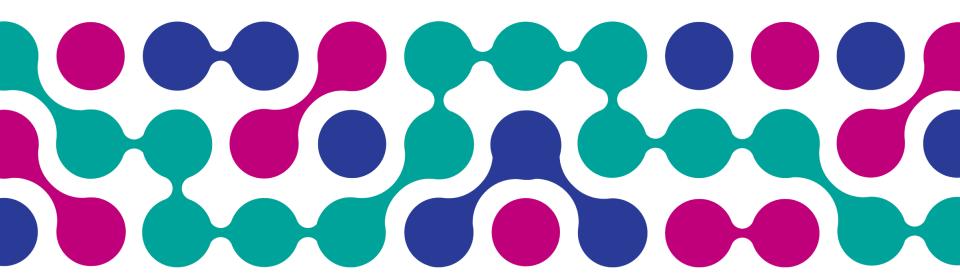
	April	May	June	July	Aug	Sept	Oct
No of	8	8	5	7	2	6	6
Suspensions							
Hours Lost	45.83	61.50	28.0	7	12.50	29.0	18.75

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:
 - <u>Subject to consultation</u> / 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.

IP Pathfinder Programme



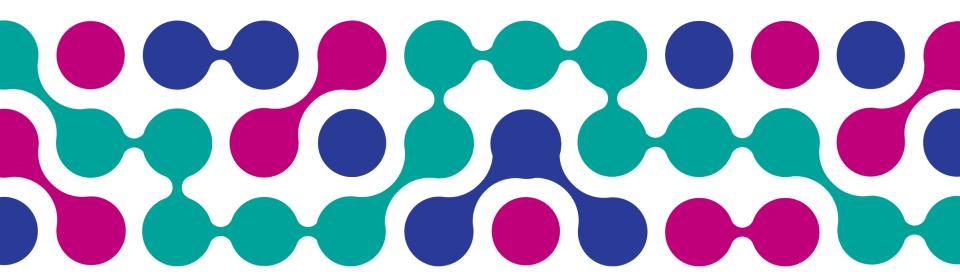
Strategic aim: Establish a framework for the future commissioning of NHS community pharmacy clinical services incorporating independent prescribing for patients in primary care.

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.
- 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



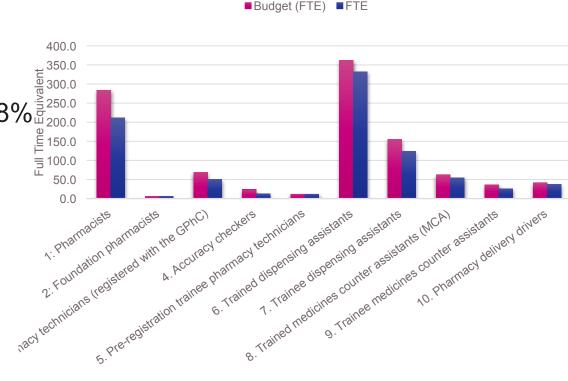
Vacancy rates

1. Pharmacists 25%

(second highest in the country)

- 1. Pharmacy technicians 28% 250.0
- 2. Accuracy checkers 46%

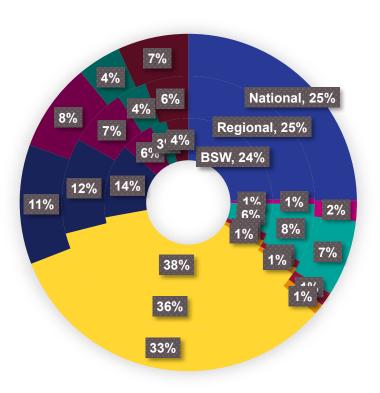




Workforce



Role Split of workforce BSW vs Regional vs National



- ■1: Pharmacists
- ■2: Foundation pharmacists
- ■3. Pharmacy technicians (registered with the GPhC)
- ■4. Accuracy checkers
- ■5. Pre-registration trainee pharmacy technicians
- ■6. Trained dispensing assistants
- ■7. Trainee dispensing assistants
- ■8. Trained medicines counter assistants (MCA)
- ■9. Trainee medicines counter assistants
- ■10. Pharmacy delivery drivers

Pharmacist Workforce



ICB - All Pharmacists per 10000 GP Patients

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Next Steps - Workforce



- 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?

