

Services Update 19 January 2023

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COMMUNITY PHARMACY



HEREFORDSHIRE &
WORCESTERSHIRE

Topics

1. GP-CPCS - Surgery side
GP-CPCS - Pharmacy side
2. New Medicine Service (NMS)
3. Blood Pressure Service (BPS)
4. Discharge Medicine Service (DMS)
5. Other Services and Projects

GP-CPCS - Surgery side

Our PCNs have a total YTD referral target 21,212. They are achieving 27% of this YTD with wide range of success. Increase in referrals in November and December in some PCN's. New weekly targets for referrals have been calculated to ensure PCN's reach YTD targets.

IFF data suggests higher numbers have been achieved - we are looking into this discrepancy.

BEST PERFORMING PCN'S

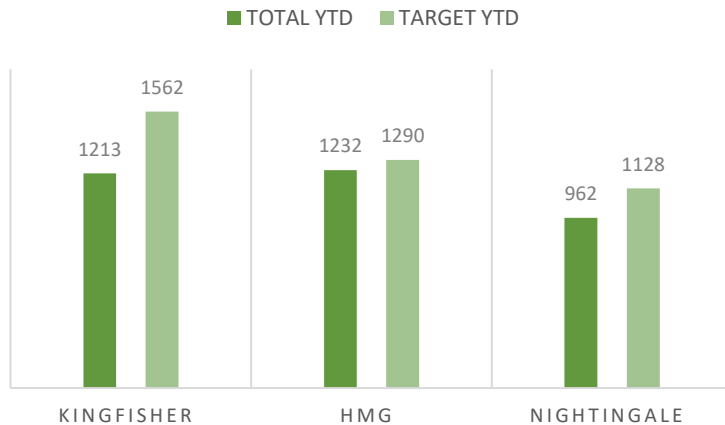


Chart 1: Best Performing PCNs YTD

WORST PERFORMING PCN'S

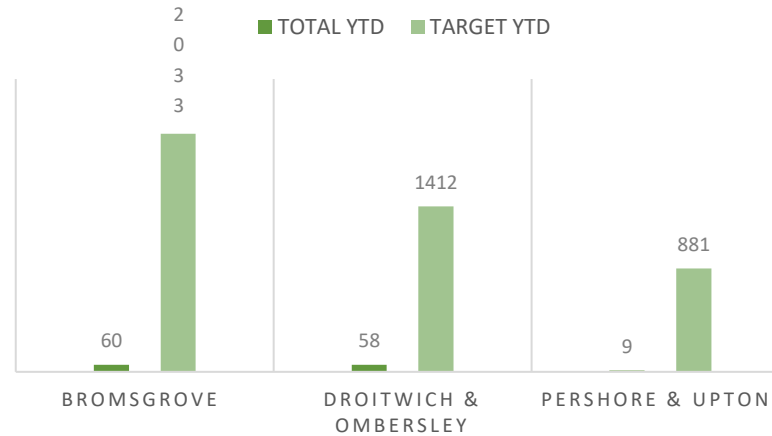


Chart 2: Worst Performing PCNs YTD

How will CP H&W try to increase surgery referral numbers?

1. Using weekly figures and monthly dashboard to target intervention
2. Contact worst performing to identify specific issues
3. Contacting PCN leads, arranging meeting to assist with understanding of system and any issues as they arise
4. Provide simple one-page guides to the process and differences between CPCS and PGD services


Month	GP CPCS
Apr-22	495
May-22	495
Jun-22	575
Jul-22	559
Aug-22	656
Sep-22	502
Oct-22	609
Nov-22	716
Dec-22	1,085
TOTAL	5,692

Table 1: GP-CPCS referrals made 22-23

1 b) GP-CPCS - Pharmacy side

In December we had 1085 referrals. The number of dropped calls were 149, 14%. As a whole our dropped call rate sits at 21% YTD. 936 referrals were claimable for the month of December 2022

At pharmacy level the data would be hugely improved and dropped calls reduced if we could reduce the option to add - as a 'presenting complaint' from referrals



Presenting Complaint	Number of Referrals YTD
-	1491
Other reason	1457
Skin, rash	465
Cough	251
Sore throat and hoarse voice	202

Table 1: Top five Presenting Complaints 22-23

What's the CP H &W's plan to improve completion numbers?

1. As well as having a monthly dashboard from the ICB CP H&W can collate weekly data to enable incomplete referrals will be chased each week - inappropriate referral or other reason.
2. Seek to support pharmacies to maintain accuracy of official PGD lists (main issue with surgeries, despite different service)
3. Involve key stakeholders from pharmacies in meetings and dialogue with PCN leads.
4. Discuss 'reason left blank' with referring surgeries - not leave this blank when completing the referral on PhO

2. NMS

Month	Number of NMS Claimed	Number of contractors participating	Average NMS per contractor
Apr-22	1981	92	22
May-22	2271	94	24
Jun-22	2148	95	23
Jul-22	2114	85	25
Aug-22	2291	121	19
Sep-22	2169	122	18
Oct-22	2417	92	26
Total	15391	100	22

Table 2: NMS across CP H & W YTD

What CP H&W's plan to improve numbers?

1. Visit/engage with pharmacy with high numbers of claims
2. Engage with pharmacies averaging 0 pcm
3. Circulate one page NMS service guide
4. Recommunicate transition payments and PQS gateway information.

For comparison,
National Average NMS
Claims for Q1 **9011**
H & W claimed **6288**

3. Blood Pressure

Month	BP Checks (£15)	Ambulatory (£45)	No of contractors
Apr-22	92	3	14
May-22	121	6	15
Jun-22	153	3	23
Jul-22	456	25	31
Aug-22	487	21	32
Sep-22	409	21	36
Oct-22	734	19	32
Total	2452	98	183
	£36,780	£4,410	26

Table 3: Blood Pressure Services provided across CP H&W YTD

Where Blood Pressure measurements are 140/90mmHg or above but less than 180/120mmHg patient should be offered ABPM

Payments

Set up fee of £440
£1000 incentive for first year and £400 in second year

Triggered by:

5 ABPM checks in 2021/22
15 ABPM checks in 2022/23
20 ABPM checks in 2023/24

What can the CP H & W do to support increase in no. of contractors participating?

1. Increase awareness of service financial incentives and payments
2. Communicate changes to SS in terms of change of BP thresholds and registered technicians being able to provide service

4. Discharge Medicine Service

- ▶ We have a one pager guide and associated documents available to support pharmacies with this service.
- ▶ Referrals to commence from Herefordshire and Worcestershire Trusts imminently.
- ▶ Meetings taking place with Health & Care Trust to pilot referrals from Lickey Ward at the Princess of Wales Community Hospital.

Month	Completed	Uncompleted
Apr-22	2	0
May-22	0	0
Jun-22	0	0
Jul-22	3	0
Aug-22	1	1
Sep-22	4	0
Oct-22	3	0
Total	13	1

Payment points

Stage 1 Referral received

£12

Stage 2 First post discharge Rx

£11

Stage 3 Discussion with patient

£11

Table 4: DMS referrals made 22-23

5. Services and Projects

- ▶ **MIU-CPCS:** Currently working on increasing numbers of referrals before the pilot ends on 31 March 23. Still a slow uptake in Evesham and Malvern.
- ▶ **GP - CPCS:** Continued focus on increasing number of referrals.
- ▶ **SCS:** Due to go live in March as hospitals will start to refer patients. Concentrate on areas where no contractors have signed up to deliver the service (Worcester City)
- ▶ **DMS:** Due to commence imminently. One pager to be issued to contractors to support referrals from hospitals.
- ▶ **Local service contracts:** in the process of updating on our website, records of renewal kept. We will aim to review contracts to improve payments and conditions at renewal stages.
- ▶ Regular, and separate to other comms, **Service Comms for Pharmacies** sent by CP H & W (frequency tbc)
- ▶ Producing **one-page quick guides** for all services to assist pharmacist with delivery and organisation of services

We have covered

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Thank you for listening. Please feel free to ask me any questions.
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