

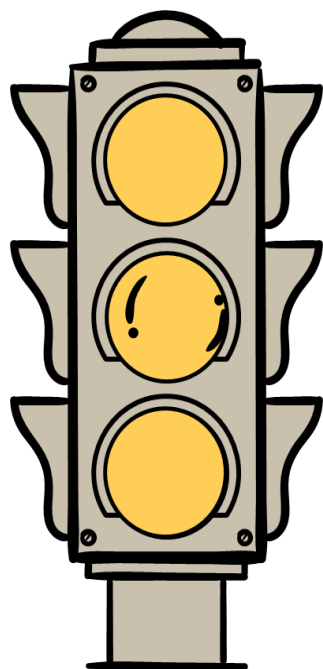
DRAFT Herefordshire Worcestershire NHS Community Pharmacy Engagement Workplan

December 2023 to March 2024

HW ICB will deliver national strategy and policy at a local level via this workplan developed with NHS Community Pharmacy Herefordshire and Worcestershire. This plan describes immediate priorities until March 2024 and invites key partners who are integral to realising the benefits to HW ICS of national changes to and expansion of pharmacy-based services for complete episodes of care.

This summary centres on [NHS England » Delivery plan for recovering access to primary care](#) and is shared with HW ICS pharmacy leaders; LAs, HWBs, neighbouring ICS pharmacy leads, Primary Care Networks, GP practices and NHS Community pharmacies. The summary references ICS priorities through links into GP practices; PCN Networks; NHS Community pharmacies plus other Stakeholders together with enabling functions and key contacts. Updates and outcomes will report into the HW ICB Medicines and Pharmacy Board; other ICB committees and partner organisations.

HW ICS DRAFT MEDICINES AND PHARMACY STRATEGY



RAG Rating: **AMBER**



Priority 1: Supporting people & communities to live well for longer

- **Support for self-care – Core service**
Advice and where appropriate, the sale of medicines, including referrals from NHS 111 and GP CPCS. National and local care navigation training for professionals
- **Blood Pressure Checks Service**
NHS England » NHS Community Pharmacy Blood Pressure Check Service, *new specification*



Priority 2: Enabling people to live well with medicines they take

- **Patient Safety Incident reporting systems**
NEW HWICS Medicines Safety group reporting to Medicines and Pharmacy Board
- **New Medicines Service**
Targeted support for *new medicines* NHS Community Pharmacy New Medicine Service



Priority 3: Enhancing patient experience and access to care

- **Primary care Access and Recovery Plans – Patient experience:**
NEW: NHS England Pharmacy First Service
Builds upon GP CPCS with more referral options of **7 clinical pathways**. Increase referrals as business-as-usual process. *Starts 31 Jan 24.*
NEW: NHS England » NHS Pharmacy Contraception Service includes initiation
DOS / NHS 111/ UES referrals to pharmacy-based services to increase



Priority 4: Our pharmacy people

- **Pharmacy Workforce** - Pharmacy Faculty workplan
- **Pharmacy Connect Programme** - Support for IP qualification for community pharmacists.
- **DPP capacity** - increasing DPP capacity for future multi sector training.
- **Education and training** – national and local to underpin new services



Priority 5: Data, innovation, science, and research

- **GP Connect** GP Connect Update Record - NHS Digital in respect of Blood pressure checks, Pharmacy First and Contraception services.
- **Discharge Medicines Service** – NHS England » NHS Discharge Medicines Service requires digital integration into Acute Trust electronic discharge systems to maximise referrals for patients taking new medicines following discharge. High value to patients and System partners in reducing 30-day readmissions.



Priority 6: Leadership Collaboration and Integration

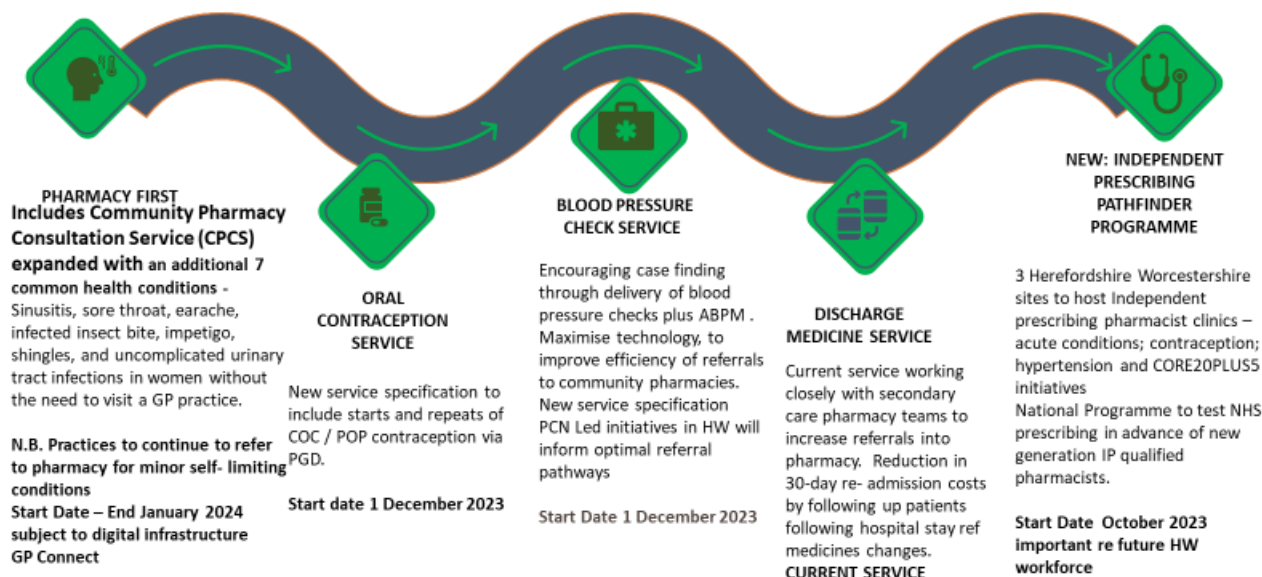
- **Community Pharmacy Independent Prescriber Pathfinder programme**
National programme for 3 HW community pharmacy sites for delivery of HW regional and national approved clinical model. *Information to follow December/ January*

System Wide Engagement

HW ICS System Enablers:

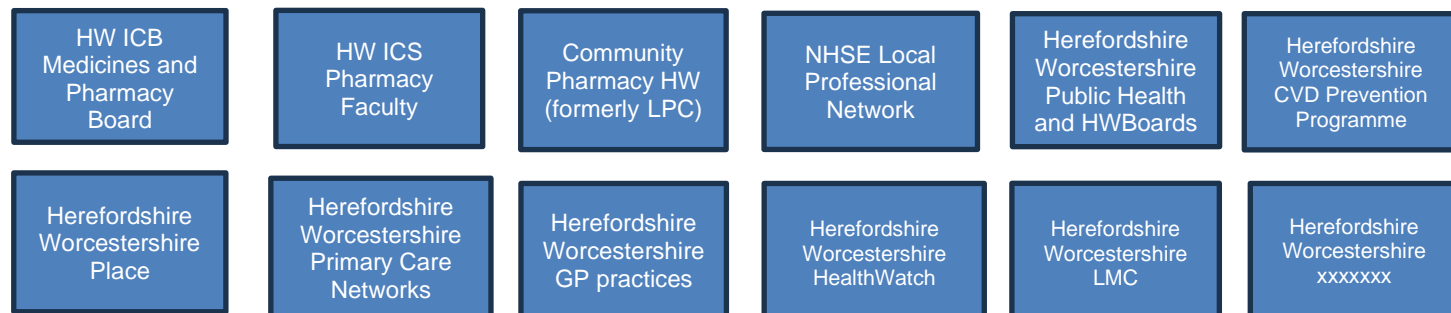
ICS General Comms	Communication between professionals	Patient Information	Digital Infrastructure	Pharmacy Contract
a) HW ICS Pharmacy page b) GP TeamNet Community Pharmacy updates c) NHS Community pharmacy services video d) HWICB GPU updates e) NHS EI National and Regional Comms Plan	a) Pharmacy GP practice Email Stock Comms Form b) Pharmacy Connect Digital services dashboard (NEW!) and Bulletins c) Supply via Serious Shortage Protocols d) HW GP CPCS Feedback Form e) Use 7 day ordering to collection resources	a) NHS E national and regional comms plan for Pharmacy First Feb 2024 b) NEW national Service finder for patients for BP checks and Contraception Services c) Increase use of NHS App NHS App guidance for GP practices and patients	a) GP Connect reference PCARP- BP checks; contraception; Pharmacy First b) GP Connect IP programme c) National BARS standards plus APIs Q4 FY 23 24 to improve financial and outcome data across pharmacy services. d) Electronic Rep Dispensing	a) Changes in ownership; changes in opening hours are updated b) Existing locally commissioned services underpin the ICS support for new services c) NHS Profile Manager updates by pharmacy

Going Forward: Herefordshire Worcestershire NHS Community Pharmacy



Providing Patients with Greater Choice and access for Complete episodes of care

Links are forged to Existing Networks:



Key Contacts:

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Community Pharmacy Herefordshire and Worcestershire (formerly HW LPC) and link to National Agenda:		
Fiona Lowe	Community Pharmacy HW Chief Executive Officer	fionalowe@nhs.net
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Qualitative Ratings for this workplan:

RAG Rating: RED No available data to demonstrate desired outcome for patients is being met. Action is required to commence.	RAG Rating: AMBER Delivery has commenced but increase in activity or embed as business as usual for equitable access to patients. Demonstrate progress where national key deliverables are defined.	RAG Rating: GREEN Progressing to time with outcome data demonstrating continuous progression and target deliverables achieved.
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