

Success with six-month reviews highlights progress

Your success in carrying out six-month reviews with patients receiving the Pharmacy Care Plan service highlights the great progress that we are making, and the benefits this is bringing to our patients.

Interim figures at the end of January 2016 show that around 475 patients have had data from a six-month review recorded on PharmOutcomes. This is around 70% of those who had baseline data recorded at their initial consultation. This retention rate is similar to that which we had in the first phase of the Community Pharmacy Future project (when data was only collected for six months).

There is still some work going on to verify all the data, so please can you respond promptly if we need to contact you to clarify any information. The accuracy of the data is, of course, vital to the strength of our final outcomes.

We are now making preparations to start arranging the final (12-month) consultations. We have sent you template letters which you can use to invite patients to come in for an appointment for their reviews. We expect that the final review consultations will take between 30 and 45 minutes each. This will include taking final

measurements and blood tests, as well as reviewing patients' progress with achieving their health goals. Please can you also make sure that patients are booked in for an interim review in the next few weeks and that this is recorded on PharmOutcomes.

Our plan has always been to publish data relating to the service and to demonstrate the benefits that community pharmacy can bring to patients. The first paper, discussing what researchers have found from the baseline data, is currently being reviewed. We hope that it will be published by the time of our next newsletter. This will be followed by papers on the progress made by patients.

The recent government announcements about future funding for community pharmacies mean that our work has never been more important. It demonstrates how frequent contact between patients, community pharmacists and their teams is a unique and powerful way of improving the engagement of patients with their own health. This goes well beyond supporting better medicines use. Your support for patients could prove invaluable for the future of community pharmacy.

MP hears about benefits of Pharmacy Care Plans

Local Member of Parliament Jon Trickett (Hemsworth, Labour) visited Cohens Chemist in Featherstone and heard about the work being done to support patients through the Pharmacy Care Plan service.

Pharmacist Manager Sageer Sharif says that Mr Trickett, who is also Shadow Secretary of State for Communities and Local Government, was briefed about the service when he visited during the official opening of a new pharmacy in the medical centre in November 2015.

"The MP said that our service plays an important role in supporting patients not only with their medicines but also with their lifestyles."

During his visit, Mr Trickett also presented a cheque for £565.26 to support the nearby Prince of Wales Hospice. The money was raised by members of the pharmacy team in support of a popular local charity (see picture, right).

Mr Sharif says that the Pharmacy Care Plan has been a huge success for his pharmacy and the team there. "Our patients have had a very positive and rewarding experience, and in some cases have found it life-changing."

Members of staff have also benefited. Dispenser Liam Goodaire says that providing the service helped his personal development, especially around taking measurements from patients and helping them to achieve their



Photograph courtesy of Cohens Chemist

MP Jon Trickett presents a cheque to a representative of Prince of Wales Hospice (left) during a visit to Cohens Chemist hosted by Sageer Sharif (right)

health goals. "Patients felt very comfortable with having tests done by me in the pharmacy, and said that they felt this should become more of a routine service in community pharmacies," Liam says. "Some of our patients have seen significant reductions in weight thanks to the support we have given them through the service."

Pharmacy Care Plan service photo of the month

The pharmacy team at Lloyds Pharmacy in Hemsworth have been making great strides with delivering the Pharmacy Care Plan service.

In particular, Pharmacist Manager Hira Hassan praises team member Claire Hides as “an absolute star” who has supported the service at two different Lloyds Pharmacy branches: Wrangbrook Road, Upton, and her own base pharmacy at Hemsworth.

“In her own time, Claire has gone to another pharmacy to help them with putting data on PharmOutcomes and she has volunteered to do whatever is necessary for both branches,” says Hira.

“Claire wasn’t even at the initial training event for the Pharmacy Care Plan service, yet she has taken the lead for the team and really driven it.”

The team have seen some great results from their patients (see below).



Staff at Lloyds Pharmacy, Hemsworth (L-R): Beverley, Claire, Hira, Sue and Melanie

What our patients think of the service



Patient Philip Ludgate has been full of praise for the pharmacy team at Lloyds Pharmacy in Hemsworth for their help after an unexpected diagnosis of diabetes.

Pharmacist Manager Hira Hassan explains: “Philip was our very first patient for the Pharmacy Care Plan service. He is a very lean-built man and he never thought that he could have diabetes, but his blood glucose was very high when we did our first reading. He was referred to his GP straight away by the pharmacist. The GP phoned back the same day and, as a team, the pharmacist and the GP agreed to try him on diabetes medication.

“Philip was very impressed by the quick and efficient service that he received and he came back in and gave the pharmacist a ‘high five’ when his blood glucose came straight down after he started on his medication. It’s been in the target range ever since.”

Mr Ludgate is pictured (left) with Hira in the pharmacy.

Leeds West CCG commissions COPD service

Leeds West Clinical Commissioning Group (CCG) has become the first CCG in West Yorkshire to commission a service based on the work undertaken by the Community Pharmacy Future project.

The new service is called “Enabling patient health improvements through Chronic Obstructive Pulmonary Disease medicines optimisation” (or EPIC for short) and community pharmacies will be supporting high-risk COPD patients at 14 practices in the Pudsey, Armley and Bramley areas of Leeds. Eligible patients will receive two consultations eight weeks apart.

The aim is to educate and support patients on how they can control their COPD and slow down disease progression, as well as improving their understanding of their medicines and how and when to take them properly, such as using inhalers correctly.

The EPIC service builds on the evidence from our award-winning COPD Support Service in phase 1 of CPF. Elements of this are also available to support suitable patients through the Pharmacy Care Plan service and the information in your service box.

We have been supporting Community Pharmacy West Yorkshire to develop a folder of materials for the pharmacy teams in Leeds who are providing the EPIC service. This folder gives background information on COPD, links to relevant clinical guidelines and tools, and information on recording patient outcomes.

We hope that this will be the first of many services that will be commissioned on the strength of evidence from the CPF project. There is already interest in the Pharmacy Care Plan service, and especially in its innovative use of the Patient Activation Measure.