

Wound Management Project, Surrey Heartlands, Frequently Asked Questions (FAQs) For Community Pharmacies and Dispensing Practices November 2020

What is the Wound Management project?

Surrey Heartlands CCG spends in the order of £3million on wound management products via ONPOS and an additional £600K via FP10s per annum. This project is transforming the procurement route for products ordered from ONPOS.

How will the project affect Community Pharmacies and Dispensing Practices?

This project will only affect those community pharmacies and dispensing practices currently supplying wound products via ONPOS, it will not change the prescribing of wound products for patients who self-care, which will continue to be prescribed on FP10. The ONPOS platform will continue to be used by the current service users, but orders will be centralised to a single supplier: NHS Supply Chain (NHSSC). The orders will be delivered directly to the end users, therefore community pharmacies and dispensing practices currently providing this service will no longer be required to do so.

Will FP10 prescribing of wound care products be affected by this review?

There is no intention to change the current processes about accessing dressings for patients who self-manage their wounds. They will continue to have their dressings prescribed on FP10.

We are aware that there are some patients on long-term self-management who are not being adequately reviewed. With the release of Medicines Management Team time from managing ONPOS, we intend to divert resource into ensuring these patients are being regularly reviewed to optimise treatment.

Why is Surrey Heartlands making this change?

This project is being led by the opportunity of making very significant savings for Primary Care, in the order of £600K per annum for the Surrey Heartlands Integrated Care System (SHICS) after taking costs into account. There will also be additional savings to secondary care wound product costs by combining the joint buying power.

Managing the supply of appliances and devices through around 90 community pharmacies is very time consuming for the Medicines Management Team, diverting their work from wound management optimisation and formulary development to managing bureaucratic functions.

The current system has been in place for over 15 years and does not have the required infrastructure to be modernised leading to logistical problems in the management of the system. Feedback has identified problems with the current system by both community pharmacies and end users (e.g. district nurses). Satisfaction with the current model has also been recognised as variable.

The centralised service will allow:

- Resilience of a dedicated team outside of the CCG Medicines Management Team
- One point of access for problem solving, including a dedicated helpline
- Dedicated support to manage supply problems
- Professional management of service provision, with accompanying contractual levers
- Release of Medicines Management Team members whose time has been diverted from wound management optimisation and formulary development to bureaucratic functions

When will this happen?

The ONPOS orders for users in Guildford and Waverley Integrated Care Partnership (ICP) will be diverted to NHSSC on the **1st December 2020**.

For ONPOS orders from North West Surrey, Surrey Downs, and East Surrey, the plan is to make the change in February 2021.

Will Community Pharmacies / Dispensing Practices continue to be able to access their ONPOS accounts to make sure all orders have been completed and invoices paid?

Community Pharmacies and dispensing practices currently providing the ONPOS service will continue to have access to their account for 56 days after the change.

How will Community Pharmacies / Dispensing Practices be supported with stocks they are currently holding?

Where there are justifiable stock holdings that need to be managed, please contact Health Care Partners Limited (HPL) helpline.

HELP LINE MOBILE NO. (HPL) - 07816 360119

HELP LINE EMAIL ADDRESS - RSCH.HPLWoundSupplies@nhs.net

Who do we address if we have any problems or concerns?

The Surrey Heartlands Medicines Management Team will continue to respond to emails: Syheartlandscg.surreywounds@nhs.net

What should Community Pharmacies / Dispensing Practices do if traditional ONPOS users arrive with queries?

There will be a single point of access to Healthcare Partners Limited (HPL) to problem solve with a Helpline facility with answerphone/ email. These details are available if they log into ONPOS and the ONPOS users should be directed to the Helpline:

HELP LINE MOBILE NO. (HPL) - 07816 360119

HELP LINE EMAIL ADDRESS - RSCH.HPLWoundSupplies@nhs.net

Further questions asked and comments posed at the Community Pharmacy engagement meeting and from correspondence from the LPC:

The financial pressures on community pharmacy NHS contractors are increasingly treacherous: In Surrey we are seeing continued mergers and closures, with 4 consolidations and 7 closures over the last two years alone. Steps such as these that will shift funding away from the sector locally and make this situation worse, are unwelcome.

We recognise the financial pressures on community pharmacy NHS contractors. Surrey Heartlands is keen to work collaboratively with community pharmacies moving forward to maximise use of existing community pharmacy services. Particularly around self-care such as promoting the roll out of the GP CPCS to PCNs across Surrey Heartlands with the aim to have some early adopters and accessing Surrey Care Records, where work is underway to enable community pharmacy colleagues access to specific elements of the Surrey Care Record.

Have you considered the unintended consequences of reliance on a single provider, as this could result in reduced resilience in the supply and distribution of wound management products locally?

Surrey Heartlands executive team have received assurance in relation to the plans put in place to mitigate against potential supply issues arising with the new system. The contingency plans have been reviewed and are considered robust.

The LPC believe that some of the cost savings to the NHS may have been overstated, particularly as community pharmacies tell us that they are frequently called upon to provide a delivery service of ONPOS ordered products. These costs will need to be factored-in, especially when considering a centralised service and the local geography. The alternative may be reduced frequencies of deliveries, which may impact the compliance with the proposed route of supply.

Deliveries are included in the NHSSC catalogue prices, which were used to calculate the project envelope and estimated savings. The new service will only routinely support once weekly deliveries: this has been recognised as a reduced service when compared to the current service model for some of our users. This reduction in deliveries was included in the business case submitted to the Surrey Heartlands executive team who decided that the advantages of the project outweighed the potential disadvantages. Should any urgent supplies be required, users will receive the support they need through the helpline.

Who are Health Care Partners (HPL)?

HPL (Healthcare Partners Ltd.) are a wholly owned subsidiary of the Royal Surrey Foundation NHS Trust who are a system partner with Surrey Heartlands CCG.

Was there a process whereby different companies could bid for this particular service?

The delivery of wound care products will be commissioned from NHSSC (formerly known as NHS Logistics). The NHS Shared Business Services (NHSSBS) has a framework for commissioning 'Advanced Wound Care Delivery - total managed services'. The framework includes NHSCC, and this allows NHS organisations to ensure that suppliers selected are appropriate in terms of meeting all legislative requirements and therefore no formal tendering is required.

HPL will be funded to support the staffing required to mobilise the transition and to take over the management and problem solving functions currently being undertaken by the Medicines Management Team, as the team lacks the appropriate capacity and resilience to sustain this function.

Could Community Pharmacies not have been part of the solution?

The management of so many contractors is very expensive and time consuming and, in addition, it is not possible to utilise the considerable purchasing power of the Surrey Heartlands health economy to optimise costs. The savings derived are very significant with improved resilience in problem solving which will release the Medicines Management Team to concentrate on the clinical aspects on wound management.

Is there not a risk with going to a sole provider that the new provider, NHS Logistics, could charge a higher tariff than the Drug Tariff? The Drug Tariff is the way the Department of Health keeps the market price as low as possible and sustainable through negotiation.

The new NHS Supply Chain is designed to help the NHS deliver clinically assured, quality products at the best value, through a range of specialist buying functions. Please see the NHSSC commitment to sustainability: <https://www.supplychain.nhs.uk/about-us/sustainability/>

HPL will have the responsibility to monitor costs and changes to the procurement frameworks. They will support ongoing cost optimisation.

As a pharmacy owner, I have an excellent relationship with local nurses and feel that we provide a valuable service.

Surrey Heartlands CCG greatly values the valuable service given by supportive community pharmacies to local services and the local population. We would like to thank all those Community Pharmacies / Dispensing Practices who have been involved with the supply of dressings over the years.

If NHS supply chain is the provider. How long do we expect this third party organisation to facilitate the transition for?

HPL will be funded for the staffing required to facilitate transition over a 6-month period. Funding will continue thereafter, at a lower rate, as they are taking on and improving on some of the functions previously carried out by the Medicines Management Team including problem solving, reporting, informing the Wound Formulary Management group about changes in the market and monitoring the quality of the supplier. The additional staff funded will also increase resilience to the team supporting procurement of wound management products in both primary and secondary care. These costs were included in the original business change.

Community pharmacy representatives, who attended a meeting with the wound management project team, challenged the use of the term 'consultation' in the meeting invite when the decision for change had already been made.

The project team recognise that the terminology used in the title of the meeting held at the end of September was inaccurate and therefore apologise for the misleading terminology. The purpose of this meeting was to determine what actions the Wound Project Team needed to do to minimise the impact to community pharmacies and dispensing practices.

The two key messages were that:

1. An overlap of access to ONPOS to ensure all outstanding invoices were resolved was needed

2. Where community pharmacies had justifiable significant stock holdings, this needed to be managed.

These messages have been addressed and answered in the FAQs above.

The LPC correspondence expressed concerns that the engagement events appeared to suggest new arrangements beyond the wound project.

Surrey Heartlands have entered into a partnership with HPL in order to review pathways in relation to items that are prescribable but not considered medicines per se. The wound management products is the first project we are undertaking in this manner and dependent on the outcomes the intention is to move forward and review other areas e.g. continence products. Surrey Heartlands currently has very good governance processes in place around the use of medicines but this does not apply in the same way to products and appliances and it is considered that this is an area that can be improved. Such reviews are anticipated to lead to improved quality and outcomes for patients and reduced costs for the system. As part of this process, we will be taking learning from other systems across the UK who have already implemented innovative models and experienced benefits in terms of quality and /or cost. We will work with our communications and engagement team to ensure processes are in place within project plans to engage at an early stage with all stakeholders and patients for any future projects.