



PCN Community Pharmacy Lead

Agenda

1. Introduction
2. General overview of PQS including payments
3. Primary Care Network - Influenza vaccination
4. General practice referral pathway to the Community Pharmacist Consultation Service
5. Discharge Medicines Service

Introduction

The continued development of Primary Care Networks (PCNs) across England remains a key part of implementing the NHS Long Term Plan (LTP) and it is of great importance that community pharmacy is a fully integrated part of the networks.

The Pharmacy PCN Lead has an important role in shaping engagement between pharmacies in the PCN. The role:

- provides a single channel of engagement with the PCN, building collaborative working relationships with relevant PCN members; and
- identifies opportunities for pharmacies in the PCN area and assist the LPC, and other relevant LPCs, with the development of community pharmacy service proposals to meet local population health needs.

General Overview

- The Pharmacy Quality Scheme (PQS) forms part of the Community Pharmacy Contractual Framework (CPCF). The main aim is to support delivery of the NHS Long Term Plan and reward community pharmacy contractors that achieve quality criteria in the three domains of healthcare quality: clinical effectiveness, patient safety and patient experience
- Contractors who meet the Gateway criteria on the day of the declaration will receive a PQS payment if they meet one or more of the domains. Contractors must meet **all** the quality criteria **in a domain** to be eligible for a PQS payment for that domain; the only exception to this is for the Healthy living support domain
- The total funding for PQS 2021/22 is £75 million. The funding will be divided between qualifying pharmacies based on the number of points they have achieved up to a maximum £135.50 per point. Each point will have a minimum value of £67.75, based on all pharmacy contractors achieving maximum points. Payments will be made to eligible contractors depending on the band they are placed in, how many domains they have declared they are meeting, and points claimed.
- Pharmacies will be able to claim an optional aspiration payment. Each pharmacy will need to make a declaration to the NHSBSA using MYS and indicate which domains they intend to achieve before the end of the declaration period maximum payment is 70% at min value for each point of £67.75 this must be claimed between 09:00 on 04 October 2021 and 23:59 on 29 October 2021. This will be paid on 1st April 2022

General Overview

Table 3. Maximum number of points per domain

Band	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6
Annual Items	0-1,200	1,201-30,000	30,001-60,000	60,001-150,000	150,001-230,000	230,001+
Medicines safety & optimisation	0.50	6.67	8.33	10.00	11.67	13.33
Respiratory	1.25	16.67	20.83	25.00	29.17	33.33
Digital	0.25	3.33	4.17	5.00	5.83	6.67
Primary Care Network	0.50	6.67	8.33	10.00	11.67	13.33
Primary Care Network - PCN Lead	10.50	16.67	18.33	20.00	21.67	23.33
Prevention	0.75	10.00	12.50	15.00	17.50	20.00
Addressing unwarranted variation in care	0.75	10.00	12.50	15.00	17.50	20.00
Healthy living support	1.00	13.33	16.67	20.00	23.33	26.67
Total (non-PCN lead)	5.00	66.67	83.33	100.00	116.67	133.33
Total (PCN lead)	15.00	76.67	93.33	110.00	126.67	143.33

Your role as PCN Lead is crucial to enable maximum points in this domain. This could be worth a min £1,355 for your pharmacy and min £677.50 for pharmacies in your PCN



Primary Care Network – Flu Vaccinations

What the scheme says:

The pharmacy must have demonstrably contributed to the PCN achieving 80.1% or above for flu vaccination to patients aged 65 and over. This can be evidenced by the number of vaccines they have administered to all eligible patients (not just those aged 65 and over) between 1st September 2021 and 31st January 2022, under the community pharmacy seasonal influenza vaccination advanced service, with this number being 30 or greater.

NHS Flu Vaccination Plan

Pharmacies providing an NHS Flu vaccination service in the PCN:

Name of Pharmacy	ODS code	Postcode	By appointment	Walk-in (no appointment needed)	Evenings (after 5pm)	Saturdays	Sundays	Off-site provision
<i>Example: Sample Pharmacy</i>	<i>FN345</i>	<i>TN12 5ME</i>	<i>Y</i>	<i>Y</i>	<i>Y New</i>	<i>Y</i>		

Pharmacies providing vaccines at an off-site event:

Name of Pharmacy	ODS code	Postcode	Planned venue and date
<i>Example: Sample Pharmacy</i>	<i>FN345</i>	<i>TN12 5ME</i>	<i>Station Carpark 10/10/2020</i>
<i>Example: Sample Pharmacy</i>	<i>FN345</i>	<i>TN12 5ME</i>	<i>Village Hall 16/10/2020</i>

Add additional rows to table as required.

Pharmacies that can provide domiciliary or care home vaccinations:

Name of Pharmacy	ODS code	Postcode	Domiciliary vaccinations	Were domiciliary vaccinations provided last year?	Care Home vaccinations	Were care home vaccinations provided last year?
<i>Example: Sample Pharmacy</i>	<i>FN345</i>	<i>TN125ME</i>	<i>Y</i>		<i>Unsure yet</i>	

Other ways in which pharmacies in the PCN are supporting the NHS flu vaccination campaign:

What additional opportunities could be considered to support the PCN with NHS flu vaccinations? Add agreed actions here.

Increasing uptake- Consider the following

- Flu Champion for the pharmacies in the PCN
- Sharing of opening hours and clinic times
- Communication of stock levels in the pharmacies
- Engagement and sharing of clinic information with GP surgeries and vice versa
- Sharing resources- Posters, leaflets etc
- Meet with your surgeries to collaborate
- Signpost to each other

Primary Care Network – Key Points

The Pharmacy PCN Lead must:

- Engage with all the community pharmacies in the PCN that wish to be involved in increasing the uptake of flu vaccination to patients aged 65 and over for the 2021/22 influenza season, to agree how they will collaborate with each other and discuss how they could collaborate with general practice colleagues.
- Engage with the PCN Clinical Director to agree how community pharmacies in the PCN will collaborate with general practices.
- Create a flu vaccination plan.
- Chair a webinar with your PCN pharmacies.

Primary Care Network - Actions

What this means you have to do in reality.

- **Send the flu survey to the Pharmacies in the PCN and confirm participation with a return deadline of two weeks**
- **Hold a webinar for pharmacies in the PCN that you organise and chair. Deadline to complete the 1st or 2nd week of October**

This meeting should provide an understanding of the PCN approach to NHS flu vaccination services and allow contractors to discuss their plans for NHS flu vaccination provision while considering the community pharmacy approach to supporting general practice to provide the service.

- **Contact PCN clinical director and discuss how you will work together**
- **Collate the information and put together a flu vaccination plan.**

This plan will then be shared with contractors in the PCN and the PCN Clinical Director. Contractors are advised to use this plan to support action planning with their teams and to retain a copy of it as part of their PQS evidence.

- **Confirm back to LPC the above two elements have been completed**

Primary Care Network – Timelines

- LPC PCN webinar 15th September.
- LPC requests all contractors to verify their PCN by the end of September.
- PCN Leads send flu template form to all pharmacies in their PCN – 2 week deadline.
- Chase any outstanding.
- Run PCN Lead webinar – first to second week of October (avoiding half term week). Collate feedback. Send meeting feedback form to LPC.
- Contact PCN Clinical Director – by end of October. Confirm to LPC complete.

Primary Care Network – Resources

- PSNC Toolkit
- PCN letter for community pharmacies
- Contractor survey to support the PQS 2021-22 domain
- PCN agenda for contractor webinar and meeting feedback form
- PCN introductory letters for new and existing PCN Leads
- Briefing for general practice teams – changes to the NHS community pharmacy contract in 2021/22

PCN Lead information pack will be sent out after this meeting.

GP CPCS - Benefits of the service?

- Increase general practice capacity to deal with patients with higher acuity needs (estimate **6% of GP appointments** can be dealt with by a Community Pharmacist....20 million GP appointments a year)
- Community Pharmacists are experts in medicines and managing minor illnesses (around **90% of patients** during the pilots had their issues successfully dealt with by a Community Pharmacist)
- Increase patient awareness of the role of Community Pharmacy – ‘first port of call’ for minor illnesses
- Encourages self-care – 54% of referrals from pilot advice only
- Greater collaborative working between General Practice and Community Pharmacy across a PCN
- Improved same-day access for patients – high satisfaction ratings. **86% of patients agreed to the pharmacy referral during the pilots.**

Implementation principles

- Locally led via PCNs (with System, LPC and NHSE&I Regional support)
 - PCNs can phase Go-Live by practice.
- PCN practices and pharmacies across ICS should work to common and consistent processes wherever possible
 - Symptoms in scope - as per national [CPCS Advanced Service Specification](#)
 - Same referral form
 - Same IT process to create and send the CPCS referral
 - Same process for escalating patients back to a practice
 - Same process for community pharmacy returning Post Event Messages

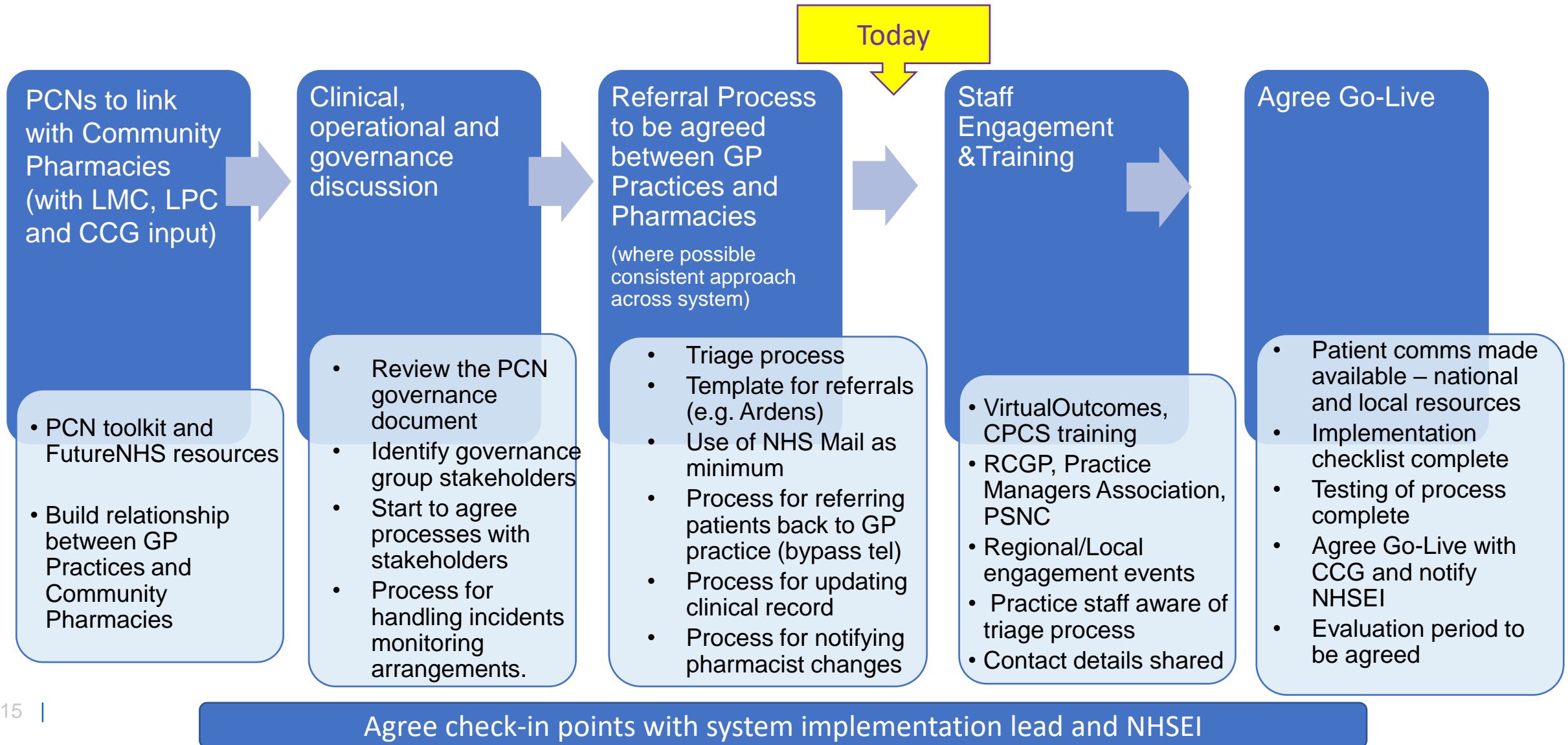
What conditions can be referred?

This list is not exhaustive but reflects the expected case mix based on current NHS 111 calls.

- Acne, spots and pimples
- Allergic reaction
- Ankle or foot Pain or swelling
- Athlete's foot
- Bites or stings, insect or spider
- Blisters
- Constipation
- Diarrhoea
- Dressing problems
- Ear discharge or ear wax / earache
- Eye, red or irritable
- Eye, sticky or watery
- Eyelid problems
- Failed contraception
- Headache
- Hearing problems or blocked ear
- Hip, thigh or buttock pain or swelling

- Knee or lower leg pain
- Lower back pain
- Lower limb pain or swelling
- Mouth ulcers
- Nasal congestion
- Rectal pain
- Scabies
- Shoulder pain
- Skin, rash
- Sleep difficulties
- Sore throat
- Tiredness
- Toe pain or swelling
- Vaginal discharge
- Vaginal itch or soreness
- Vomiting
- Wrist, hand or finger pain or swelling

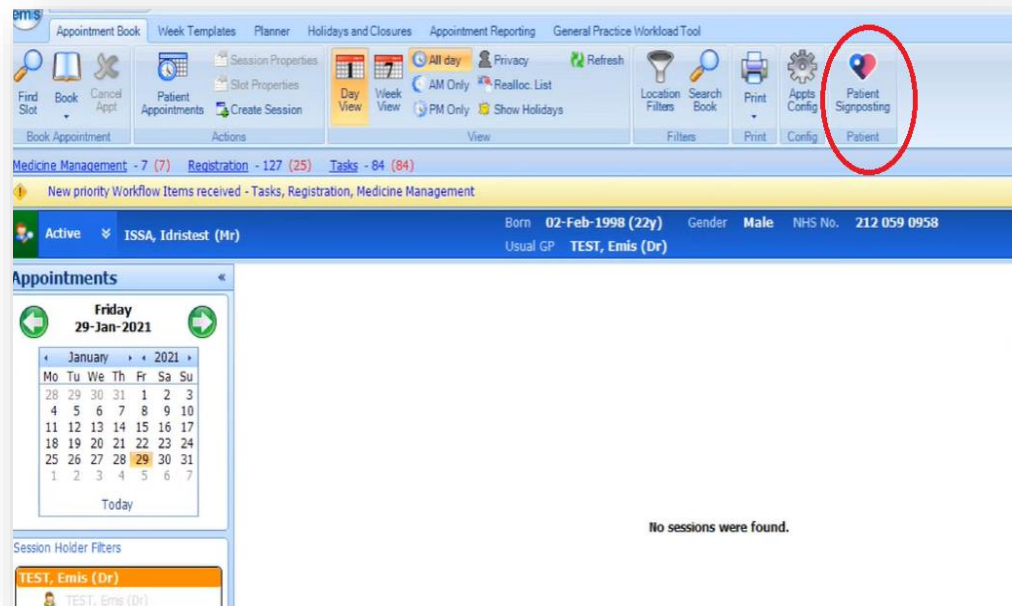
General Practice Referral to Community Pharmacist Consultation Service (CPCS) Implementation Process



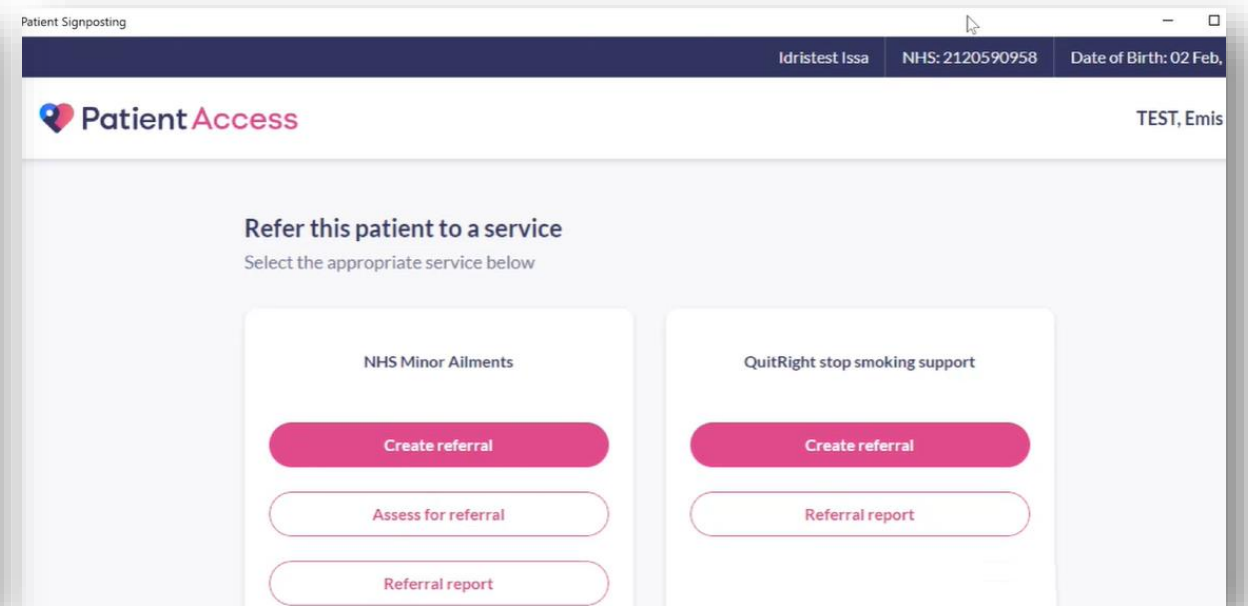
Referral Systems

Integrated EMIS patients signposting option

Video: <https://www.youtube.com/watch?v=pyQUfUR2lz0>



EMIS Appointment Book interface showing the Patient Signposting option circled in red. The patient details for ISSA, Idrigest (Mr) are visible, including NHS number 212 059 0958 and usual GP TEST, Emis (Dr). The appointments section shows a calendar for Friday, 29-Jan-2021, with no sessions found.



Patient Signposting interface showing the patient's name Idrigest Issa, NHS number 2120590958, and date of birth 02 Feb. The interface prompts to "Refer this patient to a service" and lists two options: "NHS Minor Ailments" and "QuitRight stop smoking support". Each option has a "Create referral" button and a "Referral report" button.

https://media.pharmoutcomes.org/video.php?name=PharmRefer-2021_Update

Surrey GP CPCS Progress

- ICS Working Group meeting regularly, comprised of: CCG MO Lead, LPC, Digital First, Primary Care and NHS England.
- Decision on referral pathway made.
- Expressions of interest from early adopter PCN's.
- Early adopter surgeries due to go live as soon as EMIS contract signed in Surrey Heartlands CCG.
- Frimley CCG – Surrey Heath PCN due to go live next week.

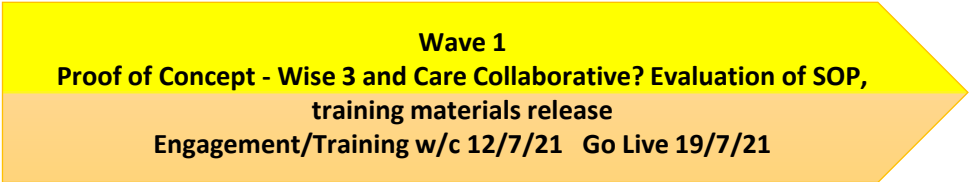
Next steps:

- Agree 'Go-Live' dates, communicate with affected pharmacies, practice training, CPSS facilitated communications.

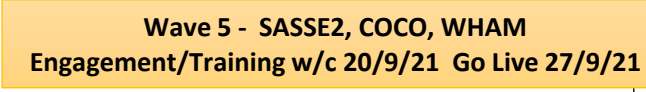
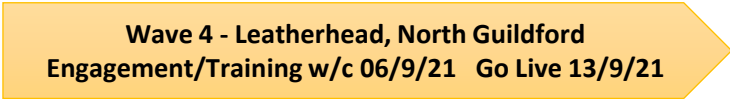
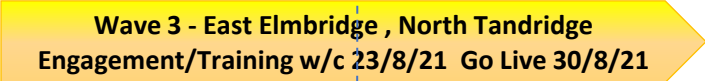
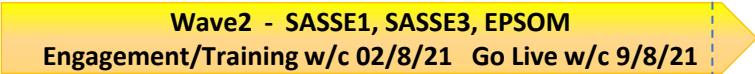
DEPLOYMENT WAVES – Provisional list



Pilot - Project initiated in two PCN



Other Early adopter PCNs



On-board other PCNs for Oct – Mar rollout

Sussex GP CPCS Progress

- ICS Working Group meeting regularly, comprised of: CCG/ICS MO Lead, LPC, Digital First, Primary Care and NHS England.
- Decision on referral pathway made.
- Expressions of interest from 17 early adopter PCN's.
- First PCN proposed to go live on 11th October.
- Carisbrook Surgery live via NHS mail system.

Next steps:

- Agree 'Go-Live' dates, communicate with affected pharmacies, practice training, CPSS facilitated communications.

Sussex GP CPCS Progress – Provisional List

Early Adopter PCN's

- Foundry Healthcare Lewes PCN
- ALPS Group PCN
- Coastal & South Downs Care Partnership (CSDCP) PCN
- Crawley Collaborative PCN

- High Weald PCN
- Goldstone PCN
- Angmering, Coppice and Fitzalan (ACF) PCN
- Rural Rother PCN
- Hastings and St Leonards PCN
- Haywards Heath Village PCN
- Victoria PCN
- Chanctonbury PCN
- Cissbury Integrated Care (CIC) PCN
- Central Worthing Practices PCN
- Haywards Heath Central PCN

GP and Pharmacist information to share

- Escalation points for queries / issues in relation to process – for the PCN, LPC for pharmacies.
- Cut off time for surgery same day consultation.
- Agreement that will support the DHSC guidelines that patients should purchase OTC medicines for minor / self-limiting conditions themselves and not rely on a prescription for them other than in exceptional circumstances.
- Agreement that if pharmacist picks up a Red Flag and considers that the patient needs to see a GP or any action is required from the practice this must be confirmed directly to the surgery immediately in addition to be included in the report sent through electronically via PharmOutcomes on completion of the service.

Training

- Training and preparing GP Reception teams and clinical staff well, so they are confident in the process and CPCS – making appropriate referrals.
- Use of VirtualOutcomes online training and face-to-face training

Lesson Learnt from National Pilots

- Messaging to patients is key to success
“Having listened to your symptoms, I am arranging a same day consultation for you with an NHS community pharmacist working with our practice.”

Common questions from surgeries

- The patient doesn't pay for their medication.
- Screening is by receptionist shouldn't be GP.
- What happens if they don't show up.
- Will this cost me anything.

Discharge Medicines Service

- The new NHS Discharge Medicines Service launched on the 15th February.
- It is part of the essential services of the national pharmacy contract.
- Mandatory service for all pharmacies with a NHS contract to provide.
- Training undertaken by all pharmacists and registered technicians for the service.
- Similar to TCAM which has previously been provided in parts of Surrey.

DMS – Community Pharmacy Stages

Three stages:

Stage 1

Discharge referral received from the hospital. A clinical review is undertaken by the pharmacist. Hospital contacted if required to discuss any concerns or seek clarification.

Stage 2

On receipt of the first prescription, it is checked against the discharge summary. Any queries raised with the GP surgery.

Stage 3

Discussion with the patient either face-to-face or via telephone/zoom to check their understanding of their medication regimen. Identify any adherence issues and answer any questions the patients may have.

Current status

ESHT - 250 referrals per month

Western - 280 referrals per month

Surrey and Borders Partnership - 45 referrals per month

Ashford and St Peters - 50 referrals per month

Royal Surrey - 25 referrals per month

BSUH – at the start of implementation due to go live end
September/October

Queen Victoria – due to go live in October (via NHS mail)

SASH – not yet live – implementation delayed to coincide with
EPMA

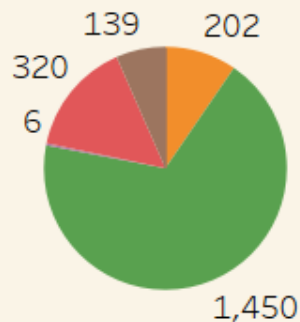
Epsom and St Helier – awaiting implementation date

[HOME](#)[NEXT](#)[PREVIOUS](#)

Total number of eligible referrals

2,111

All referral statuses



Referral Status

- ACCEPTED
- COMPLETED
- delayed
- REFERRED
- REJECTED

Meaning of Statuses

Accepted: Referrals sitting in the 'accepted' status

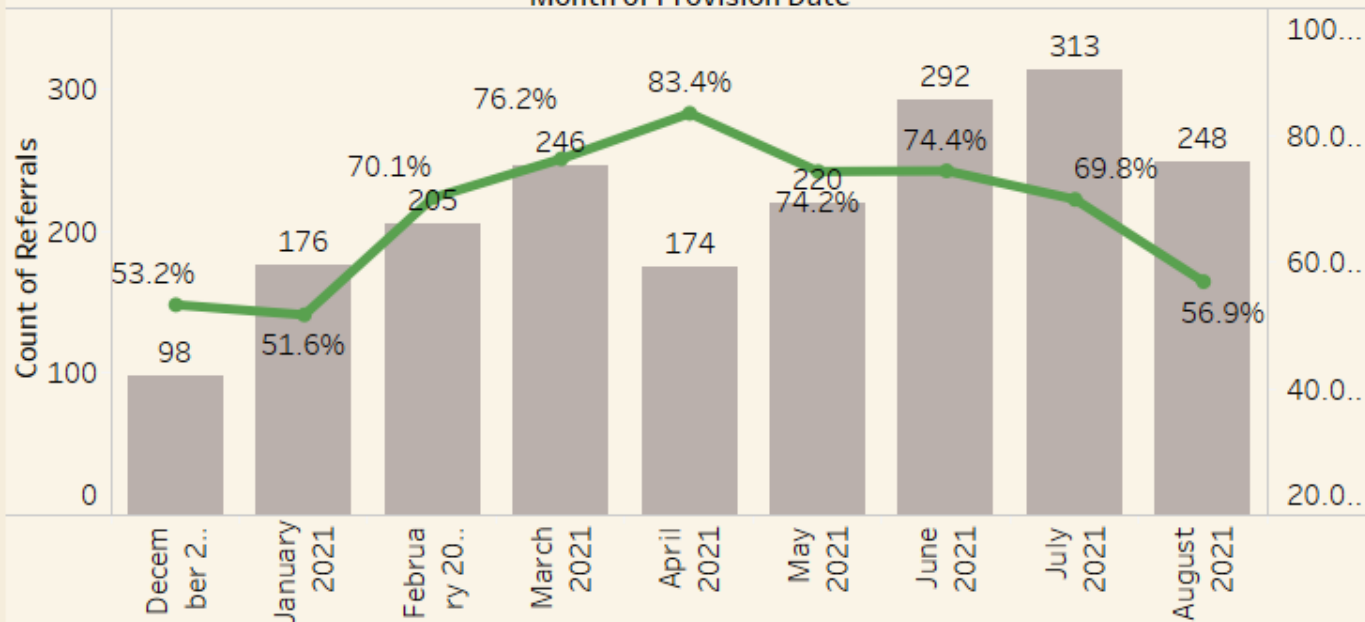
Completed: Referrals actioned as 'completed'

No Referral

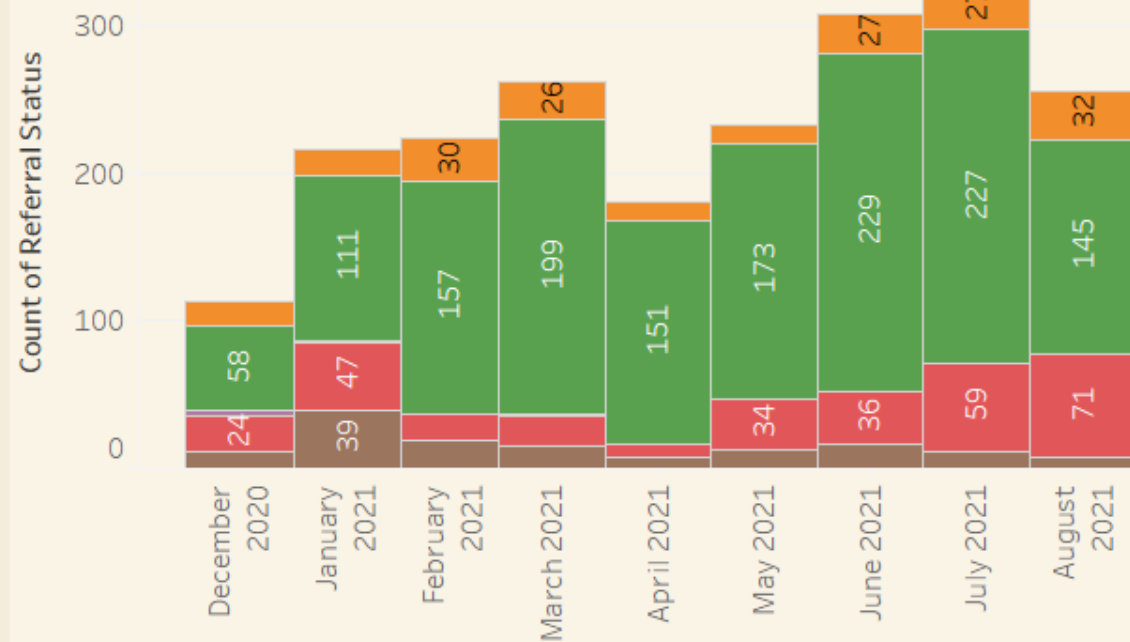
Necessary: Referrals returned to hospitals

Total referrals per month compared with the percentage of completed status

Month of Provision Date



Individual status total per month



*Line graph (Green) shows the percentage of completion against the total referrals

Future PCN Training

- Full days training planned for November for West Sussex PCN Leads.
- Future dates for other areas to follow.
- What training would you like at these events?

Questions