

Service:	Health & Social Care Partnership
P.I. Reporting Period:	Quarter 4 (January to March 2018)
Date Reported to Committee:	28 August 2018

Garioch Area Committee

SUBJECT MATTER:	Aberdeenshire Health and Social Care Partnership Performance and Outcomes Framework, Quarter 4 Reporting – 2017/18
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ACTION REQUIRED:	Committee requested that information regarding numbers and types of consultations being done by Pharmacists be circulated to Councillors, if available.
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ACTION TAKEN:

Types of consultations

Information about the types of consultations provided by pharmacies in NHS Grampian is provided in the document below: 'What your pharmacy can do for you'.

What your pharmacy can do for you

Your community pharmacy, sometimes also called your high street pharmacy or local chemist has staff that are trained in delivering healthcare and after you have decided as a patient that you need more advice, should be the first place you should go. Described below is a range of services the community pharmacy can deliver to help you.

Core services

These are the services that you can expect to be delivered by all community pharmacies.

1. All NHS Pharmacies are able to dispense prescriptions and can provide advice and treatment with over the counter medicines which they will recommend if they think it is appropriate. In addition there a several other services that they can provide in certain circumstances.
2. Minor Ailment Service

If you are

- under 16 or over 60 years of age
- under 19 years of age and in full time further education
- hold a medical certificate
- are a war pensioner
- are pregnant

You can register with your pharmacy for the Minor Ailment Service. This service allows that when you present in your community pharmacy with minor ailment symptoms, the trained pharmacy healthcare staff will assess you and your symptoms based on what you tell them about your illness, the medicines you have tried and any medicines that you take regularly and can provide either advice, free over the counter medicines for treatment (from a

defined list of products) or a referral to your GP or another healthcare professional if necessary. Chloramphenicol eye drops for bacterial conjunctivitis and Fluconazole for treatment of vaginal thrush are provided under PGD for which there are strict treatment and patient criteria.

There is a patient leaflet available at the pharmacy about this service and how to register. <http://www.communitypharmacyscotland.org.uk/media/1555/minor-ailment-service-leaflet-english-2013.pdf>

3. Pharmaceutical Public Health Service

Your pharmacy delivers services providing help around a range of specific health issues :

a. Pharmacy first service

This service allows pharmacy staff, following assessment of the patient, to provide where appropriate, advice, free treatment with antibiotics or referral to the GP or other healthcare professional for impetigo in patients over the age of 2 and for uncomplicated urinary tract infection in women aged 16 to 64. Pharmacists are working from PGDs for which there are strict treatment and patient criteria.

b. Smoking cessation service

This service allows pharmacy staff to deliver a free 12 week treatment and support programme to help patients over the age of 12 (note parent or guardian consent is required for those under 13 years of age.) stopping smoking. A range of nicotine replacement products and varenicline (on PGD for 18 years of age and over) are available as appropriate to help treat withdrawal symptoms and weekly visits to the pharmacy helps support patients in their quit attempt.

c. Emergency hormonal contraception also known as the morning after pill

This service, available free of charge to any woman between the ages of 13 and 54 allows pharmacy staff to prescribe using PGD, levonorgestrel or ulipristal treatment to an eligible patient as appropriate following an episode of unprotected sexual intercourse(UPSI) that occurred no longer than 72 hours previously (levonorgestrel) or 120 hours previously (ulipristal). Pharmacists are working from PGDs for which there are strict treatment and patient criteria.

d. Gluten free foods service

Patients with a diagnosed Coeliac Disease can, after agreement with their GP, register to receive their Gluten free foods allocation (a set number of units based on age and other lifestyle considerations and issued by their dietitian) directly from their community pharmacy without the need to get a prescription. They order their preferred products on a monthly basis choosing from a local formulary of products.

4. Chronic Medication Service

Patients with long term stable conditions can register with their community pharmacy for the chronic medication service. In its present format this service has two elements – pharmaceutical care and serial prescriptions.

All patients are eligible for the pharmaceutical care aspect of the service where the pharmacy team will assess the patient's medication and lifestyle and if any pharmaceutical issues are identified, these are recorded and reviewed following advice and in some cases interventions e.g. arranging a change of medication form or dosage

regimen or a spacer device or alternative inhaler device for a patient with asthma or COPD to make taking their medicines and treatment easier.

The serial prescription aspect of the service required the patient, pharmacy and GP agreement before it can start and allows those eligible patients to be provided with a prescription for their medicines for up to a year (depending on GP preference) which they then need only collect from their registered pharmacy at monthly intervals without having to visit the GP surgery. The pharmacy staff can then also check when they see the patient if they need all of their medicines, if they are concerned about any symptoms or side effect that have recently started and if they are compliant with their medicines.

A leaflet about the service should be available in pharmacies.

<http://www.communitypharmacyscotland.org.uk/media/1484/cms-leaflet-english.pdf>

Additional Services

In addition to the core services to be delivered from community pharmacies, there are a number of additional services that the Health Board negotiate with some community pharmacies to deliver. A list of these with a brief description of each service follows.

1. Collection and destruction of sharps from community pharmacy patients
All community pharmacies in NHS Grampian will accept patient's own sharps and medicines waste for destruction. Some services including diabetes care and rheumatology patients treated with methotrexate, require patients to have sharps bins at home to collect their empty syringes. These bins can be sealed and taken by the patient to their community pharmacy for destruction of the full bin and collection
2. Substance misuse service
Some pharmacies deliver this service aimed at reducing harm, pharmacy staff ensure that those patients on a recovery programme are helped by delivering substitute therapies prescribed by specialist teams and through supervision and pharmaceutical care and collaboration with the clinical teams looking after the patient.
3. Injecting equipment programme
Some pharmacies deliver this service aimed at reducing harm; this involves pharmacies supplying clean needles and paraphernalia to injecting drug users to reduce the incidence of Blood Borne Viruses that occur from infected patients sharing needles and equipment
4. Naloxone provision and training
Continuing the harm reduction theme, a small number of pharmacies also provide Naloxone kits and training to injecting drug users and their families/partners for emergency counter-acting the symptoms of drug overdose
5. Care home service
Some pharmacies deliver this service to nursing care homes. Pharmacy staff visit the care home on a regular basis. They ensure that the home is using safe ordering, storage, administration and destruction processes for medicines. In some cases the staff deliver training for nursing and other care home staff on these matters.

6. Home carers Medicine Management Service
Some pharmacies provide this service on behalf of their local Health and Social Care Partnership for patients with a diagnosed level 3 incapacity to manage their own medicines. Pharmacy teams provide a Medicines Administration Record (MAR) chart to enable trained carers to administer and record that patients have been given all their relevant medicines at the correct times of day.
7. Compliance Aids Service
Some community pharmacies will, following appropriate patient referral to and assessment by the pharmacy, will arrange for the patient's medicines to be provided in a compliance aid to help ensure they take the correct medicines at the correct dose at the correct time. This service is only of use when patients still have the capacity to understand their medication needs, but have some other issues which mean they cannot manage their medicines eg. physical dexterity or sight impairment which means that working with a number of medicines in their original packs is difficult. The pharmacy has a requirement to assess every patient for this service at commencement of the service and on an annual basis thereafter.
8. Palliative care service
The key aim of the community pharmacies palliative care network is to have a network of pharmacies that can provide suitable supplies of medication and advice on palliative care medicines in a timely manner for patients during the difficult times around end of life treatment. The network pharmacies are required to maintain a stock of a set range and quantity medicines which are the most widely used palliative care. They are also required, where they do not have stock, to facilitate access to the medicines by either obtaining from another source, or ensuring another pharmacy has stock before recommending an alternative pharmacy for supply, or in the event of a supply issue, with liaising with prescriber on a suitable alternative that could be used.
9. Collection and delivery service
NHS Grampian has a small number of pharmacies that provide a collection and delivery service to some remote and rural areas of Grampian where there is no community pharmacy or dispensing doctor.
10. Hepatitis C treatment service
Some pharmacies where elected by a patient and in collaboration with the hospital Hepatology team are delivering the patient's hepatitis C treatment so that the patient does not need to make as many hospital visits. The pharmacy monitors the patient's compliance with the treatment and reports back to the hepatology team.
11. Flu vaccination service
Healthcare staff eligible for free influenza vaccination can opt to receive this from their community pharmacy. A majority of pharmacies in NHS Grampian deliver this service.
12. Banchory is the only town in Grampian with a regular rota service in place and only covering one late opening evening per week.

Independent Prescriber Clinics

A small number of pharmacists in collaboration with their local GP practices deliver independent prescriber clinics either from their pharmacy premises or from the GP practice.

Additional Services not negotiated through NHS Grampian

Some community pharmacies deliver other services independently of NHS Grampian and not commissioned by NHS Grampian, but which patients find useful e.g. Travel Clinics, weight management programmes, testing for e.g. cholesterol

Numbers of consultations

Data for the number of consultations carried out in Garioch would not give an accurate reflection of the uptake of community pharmacy services by Garioch residents, as people can use services across the whole of the Shire and City.

Aberdeenshire figures for consultations are available for the services listed below:

1. Grampian Pharmacy First. This service was launched in December, although many pharmacy provided a Urinary Tract Infection (UTI) service prior to this. The information in the document enclosed shows the number of consultations delivered in community pharmacies that may otherwise have resulted in presentation at GP surgery or out of hours services.

**NHS BOARD: Grampian Pharmacy First
DECEMBER 2017 FIGURES**

<u>UTI TOTAL (480)</u>	NO. GIVEN ADVICE	71
	NO. CONTACT GP/NHS24	55
	MED. PRESCRIBED VIA PGD	354
<u>IMPETIGO TOTAL (31)</u>	NO. GIVEN ADVICE	6
	NO. CONTACT GP/NHS24	4
	MED. PRESCRIBED VIA PGD	21

JANUARY 2018 FIGURES

<u>UTI TOTAL (624)</u>	NO. GIVEN ADVICE	128
	NO. CONTACT GP/NHS24	87
		406

	MED. PRESCRIBED VIA PGD	
<u>IMPETIGO TOTAL (48)</u>	NO. GIVEN ADVICE	4
	NO. CONTACT GP/NHS24	5
	MED. PRESCRIBED VIA PGD	39

FEBRUARY 2018 FIGURES

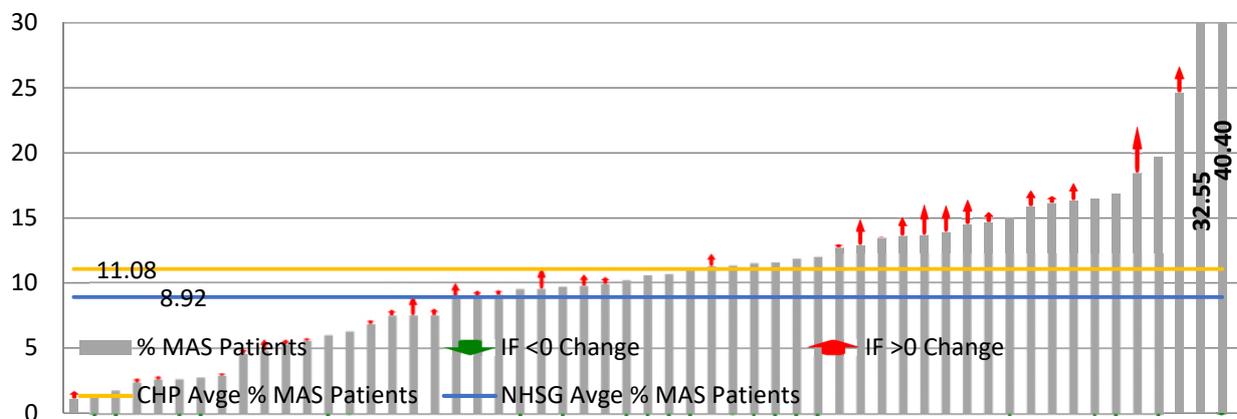
<u>UTI TOTAL (540)</u>	NO. GIVEN ADVICE	106
	NO. CONTACT GP/NHS24	77
	MED. PRESCRIBED VIA PGD	357
<u>IMPETIGO TOTAL (81)</u>	NO. GIVEN ADVICE	15
	NO. CONTACT GP/NHS24	7
	MED. PRESCRIBED VIA PGD	59

2. Smoking Cessation. The document attached as an appendix provides information regarding the number of clients accessing smoking cessation support via community pharmacies. Across Aberdeenshire the number of clients and quit rates recorded at 4 and 12 weeks is high.

3. Minor ailments service. The graphs in the document enclosed show the number of patients (as % of registered patients) accessing Minor Ailments and treatment via this route. The second graph shows the number of items issued on MAS compared with total items issued in each community pharmacy. This is variable dependant on the number of patients registered to the service and presenting for advice and treatment. The number of registered patients will vary depending on the location of the pharmacy and the size of the local population which it serves. There is a range of prescribing activity across pharmacies, as with other primary care settings.

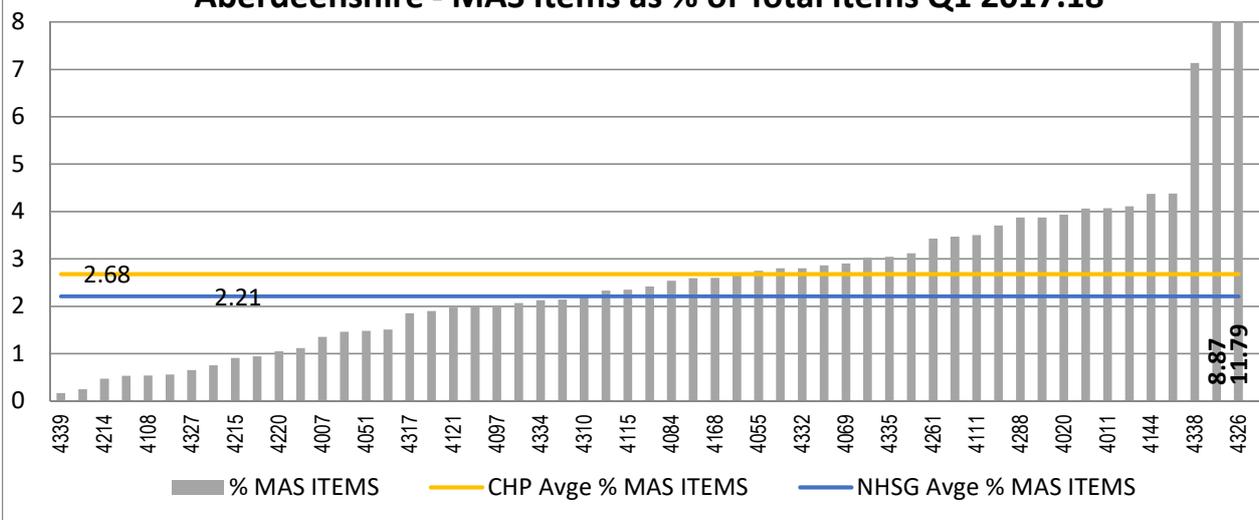
Again, The MAS provides greater accessibility for patients and minimises the need to access a GP practice for minor ailments.

Aberdeenshire - MAS Patients as % of Total Patients Q1 2017.18



Note - Each bar represents one community pharmacy premises. This graph shows the % of patients registered for Minor Ailments Service that have received treatment via Minor Ailments Service in this quarter. The graph below shows the % of items (prescriptions) issues via MAS compared with total number of items (prescriptions) issue by that pharmacy.

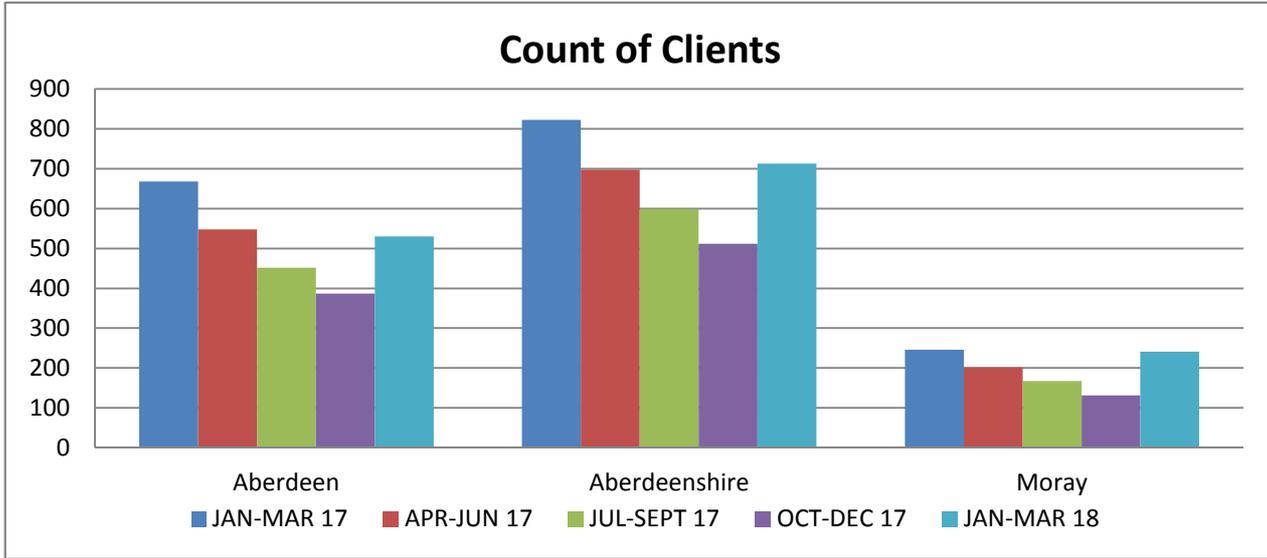
Aberdeenshire - MAS Items as % of Total Items Q1 2017.18



4. Emergency Hormonal Contraception. The latest available data is for June 2018. During this period, 535 supplies of emergency hormonal contraception were supplied across Grampian via community pharmacies. This enabled improved access for clients and prevented the need to access GP or out of hours services.

Smoking Cessation Clients in NHSG with Quit Date set @ Community Pharmacy

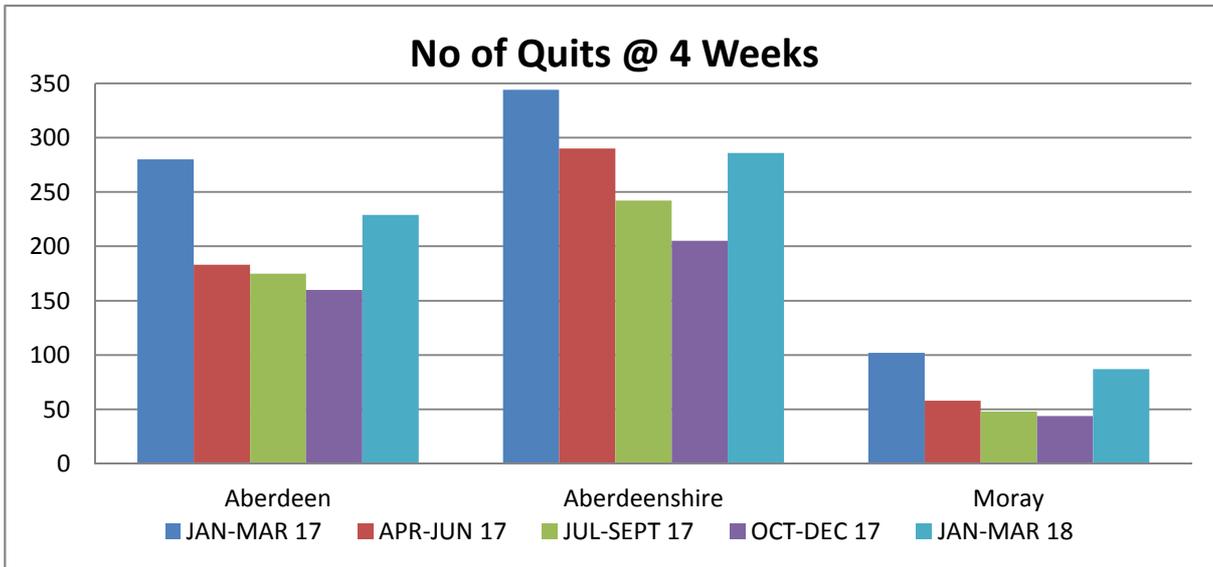
Count of Client Id Row Labels	QTR				
	JAN-MAR 17	APR-JUN 17	JUL-SEPT 17	OCT-DEC 17	JAN-MAR 18
Aberdeen	668	548	452	387	530
Aberdeenshire	823	698	599	512	713
Moray	246	202	167	131	241
Grand Total	1737	1448	1218	1030	1484



Smoking Cessation Clients in NHSG with Quit Date set @ Community Pharmacy

Smoked Last Two Weeks 4 No

Count of Client Id Row Labels	QTR				
	JAN-MAR 17	APR-JUN 17	JUL-SEPT 17	OCT-DEC 17	JAN-MAR 18
Aberdeen	280	183	175	160	229
Aberdeenshire	344	290	242	205	286
Moray	102	58	48	44	87
Grand Total	726	531	465	409	602



Cigarettes Since One Month No

Count of Client Id Row Labels	QTR				
	JAN-MAR 17	APR-JUN 17	JUL-SEPT 17	OCT-DEC 17	JAN-MAR 18
Aberdeen	177	119	122	94	152
Aberdeenshire	239	169	164	142	167
Moray	59	37	30	31	56
Grand Total	475	325	316	267	375

