

Community Pharmacy Offering



Introduction

21.6 million people a day use a community pharmacy

5 years training to become a Registered Pharmacist
(4 years at University and 1 year under the supervision of a fully trained pharmacist)

Pharmacists are registered with General Pharmaceutical Council (GPhC)

Pharmacies do not hold patient lists (only SCR)

Never know who may come through the front door

Good accessibility with respect to long opening hours

375 pharmacies across North East London

Essential Services

- These services are offered by all pharmacy contractors as part of the NHS community Pharmacy contractual framework (CPCF):
- **Discharge Medicines Service (DMS)** – This service aims to optimise the use of medicines, reduce harm from medicines at transfers of care, improve patients’ understanding of their medicines and reduce hospital readmissions.
- **Dispensing medicines** – Pharmacies are required to maintain a record of all medicines dispensed and also keep records of any interventions made which they judge to be significant.
- **Disposal of unwanted medicines** – community pharmacy contractors are obliged to accept back unwanted medicines from patients.
- **Healthy Living Pharmacies** – the framework is aimed at achieving consistent provision of a broad range of health promotion interventions through community pharmacies to improve health and wellbeing and to reduce health inequalities.
- **Repeat dispensing and eRD** - community pharmacies will dispense repeat dispensing prescriptions by a GP, ensure the supply is required and ensure there is no reason that the patient should be referred back to their GP.

Advanced Services

- Community pharmacies can choose to provide any of these services as long as they meet the requirements set out in the secretary of state directions:
- **Community Pharmacy Consultation Service (CPCS)** – patients can be referred from 111 for minor illness or an urgent supply of a medicine or from their GP for a minor illness. This will soon be termed as the Pharmacy first service where pharmacists will be able to supply prescription only medicines, where suitable, for the following conditions: sinusitis, sore throat, acute otitis media, infected insect bite, impetigo, shingles and uncomplicated urinary tract infections in women (from 31st January 2024)
- **Flu vaccination service** – this campaign aims to vaccinate all patients who are at risk of developing more serious complications from the virus.
- **Pharmacy contraception service** – The service aims to provide patients with greater choice and access for their contraception.
- **Hypertension case finding service** – Patients are either referred from the GP or identified in pharmacy as having the need for a clinic blood pressure check or ABPM check. This service aims to identify patients who may not be diagnosed as hypertensive.
- **New Medicines Service (NMS)** – this service supports patients during the initial weeks when starting a new medicines for specific conditions. The aim is to improve compliance and adherence.
- **Smoking Cessation Service** – Community pharmacies manage the continuing provision of smoking cessation support initiated in secondary care following patient discharge from hospital.

Local Services

- These services are developed locally and are designed to meet local health needs. Due to the local variation in the needs of populations there are the following services per borough across NEL:
- **Barking and Dagenham:** Maternal Mental Health and Pregnancy, EHC, End of life care
- **Havering:** Needle Exchange, Supervised Consumption, EHC, Stop Smoking Pilot, End of life care
- **Newham:** Condom provision and STI screening (Chlamydia and Gonorrhoea), stop smoking provision, EHC, Needle Exchange and Naloxone service, Latent Tuberculosis infection service, oral anticoagulants for Atrial Fibrillation and End of life care, Asthma and Air Quality Service
- **Redbridge:** Smoking cessation, needle exchange, supervised consumption, smoking cessation, EHC, end of life care
- **Tower Hamlets:** EHC, supervised consumption, needle exchange, smoking cessation, end of life care
- **Waltham Forest:** EHC, Naloxone service, needle exchange, supervised consumption, end of life care
- **City and Hackney:** Minor ailment service, needle exchange, smoking cessation, supervised consumption, EHC, STI testing, healthy start vitamins