



North East London

# Pharmacy and Medicines Optimisation Update

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December 2023

# NEL ICB Pharmacy and Medicines Optimisation Team

- Dr Raliat Onatade is the Chief Pharmacist and Director of the NEL Pharmacy and Medicines Optimisation Team
- The senior leadership team includes 3 Deputy Directors of Medicines Optimisation.
- Each of the 7 places including City and Hackney is supported by a lead medicines optimisation pharmacist and a senior medicines optimisation pharmacist.
- Dr Wande Fafunso is the City and Hackney prescribing clinical lead

# Delegation of Pharmacy contracts from NHSE to ICBs

- From 1 July 2023 the commissioning of Community Pharmacy, General Dental and General Ophthalmic services were delegated to ICBs from NHSE&I Regional teams.
- To achieve economies of scale and for continuity the NHSE&I regional team that led the regional commissioning previously are now hosted within NEL ICB.
- Although hosted by NEL ICB the team operate under a memorandum of understanding, to deliver their functions across London

# Monitored Dosage System (MDS) Update

- The NHS England MDS de-commissioning of the Medicines Optimisation Service was presented to the HSC in March 2020.
- At the time, City and Hackney Prescribing Support Pharmacists took on workplans delivered over a couple of years to support GP practices and Community Pharmacies (CPs) in identifying patients on an MDS.
- National and locally developed guidelines were made available to aid the process of reviewing the suitability of MDSs for individual patients and the appropriate processes to follow.
- In summary
  - The NHS does not provide additional funding to CP to dispense medicines in an MDS
  - When a patient has been assessed under the Equality Act and an MDS is deemed necessary, provision for funding is already available as part of the pharmacy contractual practice payment (i.e. wrapped up in the global sum).
  - For patients who do not fall under the Equality Act after considering other options, GP practices and community pharmacies **may** jointly agree to the issue of 7-day prescriptions to support MDS use, depending on individual circumstances
- The City and Hackney guideline developed to support general practice and CPs is in line with current drafts of the London Procurement Partnership's position statement for 'The use of Pharmacy filled Multi-Compartment Medicines Compliance Aids (MCCAs) within the London region'
- **NB-** the terms MDS and MCCAs are often used interchangeably
- No on-going concerns as a consequence of the decommissioned service have been flagged up to the ICB's Pharmacy and Medicines Optimisation Team specifically in City and Hackney
- The development of the pan London position statement should help support health and social care workers adopt a more uniform approach to the use of MDSs

# Prescription Charges and Prepayment

## Certificates

- Approx 90% of the prescriptions dispensed nationally are exempt from prescription charges
- The reverse of an NHS prescription includes guidance on how to get help with prescription charges. This includes:
  - Links to the NHS [check if you're eligible](#) and the [real-time exemption checker sites](#)
- Patients who are not exempt from prescription charges but receive regular medications should consider an NHS Pre-Payment Certificate (PPC).
- The PPC covers all NHS prescriptions for a set price. Further information can be found [here](#)
- PPCs are cost saving where patients receive more than 3 prescription items in 3 months, or more than 11 items in 12 months.
- PPC current costs:- £31.25 for 3 months, £111.60 for 12 months. One prescription item costs £9.65
- A PPC specifically for those receiving HRT has also been recently introduced ([click here](#))

### When should I pay?

You must pay if none of the statements apply to you on the day you were asked to pay. These are the only accepted reasons for not paying.

### I'm not sure if I should pay

Pay and ask for a prescription refund form (FP57). You can't get one later. If you find you didn't need to pay, you can claim a refund up to 3 months later.

### What if I don't pay when I should?

We check claims made for free prescriptions. If we can't confirm that you are entitled to exemption from prescription charges, you may be issued a Penalty Charge Notice and you may have to pay up to £100 as well as your prescription charge(s), and you could be prosecuted.

### Can I get help to pay?

Help with costs may be available. You could also save money by buying a prescription prepayment certificate.

Check at [www.nhsbsa.nhs.uk/check](http://www.nhsbsa.nhs.uk/check)

### Is my exemption certificate still valid?

Visit [www.nhsbsa.nhs.uk/exemption](http://www.nhsbsa.nhs.uk/exemption) to see what help is available or ask at your GP surgery or pharmacy.

### I am unable to collect my prescription

If you are unable to collect your prescription someone can do so on your behalf. Your representative should complete the 'If you paid' box and sign the form, or you or your representative should complete the 'If you didn't pay' box, and your representative should sign the form. Your representative will need to put a cross in the 'on behalf of patient' box next to their signature.

### Why did the pharmacy ask to see evidence?

We need to check your exemption is valid.

The NHS Business Services Authority is responsible for this service. We will use your information to check your exemption is valid, pay the dispenser and help plan and improve NHS services. Find out more at [www.nhsbsa.nhs.uk/yourinformation](http://www.nhsbsa.nhs.uk/yourinformation)

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**If you paid** Enter amount paid and sign below £    .

**If you didn't pay** Mark a line in one box and sign below

A  is 60 years of age or over or is under 16 years of age (unless your date of birth is printed on the form)

B  is 16, 17 or 18 and in full time education

D  Maternity exemption certificate

E  Medical exemption certificate

F  Prescription prepayment certificate

G  Prescription exemption certificate issued by Ministry of Defence

L  HC2 (full help) certificate

H  Income Support or Income-related Employment and Support Allowance

K  Income-based Jobseeker's Allowance

M  Tax Credit exemption certificate

S  Pension Credit Guarantee Credit (including partners)

U  Universal Credit and meets the criteria. Find out more at [www.nhsbsa.nhs.uk/UC](http://www.nhsbsa.nhs.uk/UC)

**Read the declaration and sign the form**

The information I have given is correct and complete and I confirm proper entitlement to exemption.

**!** I understand that if I falsely claim, I may be issued a Penalty Charge Notice, and I may have to pay up to £100 - as well as my prescription charge(s).

I understand the NHS Business Services Authority may use and share my information within the NHS and with relevant Government bodies to check for fraud and mistakes. Find out more at: [www.nhsbsa.nhs.uk/yourinformation](http://www.nhsbsa.nhs.uk/yourinformation)

Signature  Date    On behalf of patient

SIGNATURE OF COLLECTOR OF SCHEDULE 2 & 3 CDs  PHARMACY USE ONLY EVIDENCE NOT SEEN

# City and Hackney Health First Pharmacy Minor Ailment Scheme (HFP MAS)

- In 2020, the City and Hackney Medicines Optimisation Committee informed the Hackney HSC that NHSE had announced the de-commissioned of the national minor ailment service; NHSE decommissioned this scheme on the 31<sup>st</sup> March 2020.
- The City and Hackney minor ailment scheme commenced on 14 September 2020. A bridging scheme was in place Apr-Sep2020
- There are 20 conditions covered by the service. Eligibility is broadly based on socio-economic vulnerability.
- The scheme is in place till end of the financial year, after which a NEL wide minor ailment service will become available across all NEL places (including City and Hackney)

DATA COLLECTED	SEPT 2020 – DEC 2021	JAN 2022 – OCT 2023
Total number of consultations	<b>10 459</b>	<b>12 248</b>
Consultation outcome	<ul style="list-style-type: none"> <li>• 90% - Advice* and Medicine Provided</li> <li>• 9% - Advice, Medicine and Information** Provided</li> <li>• &lt;1% - either advice and information only <b>or</b> advice only provided</li> </ul> <p>*where the community pharmacy team recommends specific action(s) to follow for self-care.  **refers to signposting to relevant sources of information for self-management</p>	<ul style="list-style-type: none"> <li>• 84% - Advice and Medicine Provided</li> <li>• 14% - Advice, Medicine and Information Provided</li> <li>• &lt;1% - either advice and information only <b>or</b> advice only provided</li> </ul>
Main service beneficiaries	<ul style="list-style-type: none"> <li>• 57% of patients were under 16 years and had at least one parent eligible for the service</li> <li>• 18% of patients were receiving any other benefits which gave them eligibility for free prescriptions</li> <li>• 14% were receiving tax credits (have been sent an 'NHS Tax Credit Exemption Certificate' by prescription services)</li> </ul>	<ul style="list-style-type: none"> <li>• 53% of patients were under 16 years and had at least one parent eligible for the service</li> <li>• 17% of patients were receiving any other benefits which gave them eligibility for free prescriptions</li> <li>• 13% were receiving tax credits (have been sent an 'NHS Tax Credit Exemption Certificate' by prescription services)</li> </ul>
Top conditions being treated	<ul style="list-style-type: none"> <li>• Fever (pyrexia)</li> <li>• Hayfever</li> <li>• Contact Dermatitis</li> <li>• Threadworm</li> <li>• Indigestion / Heartburn</li> </ul>	<ul style="list-style-type: none"> <li>• Fever (pyrexia)</li> <li>• Hayfever</li> <li>• Vaginal Thrush</li> <li>• Threadworm</li> <li>• Contact Dermatitis</li> </ul>
Referral route	<ul style="list-style-type: none"> <li>• Approximately 96% of consultations were self-referral</li> <li>• Referrals from GP, CPCS, A&amp;E, Urgent Care and NHS 111 account for less than 0.05% of all consultations.</li> </ul>	<ul style="list-style-type: none"> <li>• 82% of referrals were self-referral,</li> <li>• 11.5% GP referral</li> <li>• 4.5% CPCS referral</li> </ul>

# NEL Self-Care Advice service

- The NEL ICB Population Health and Integration Committee has approved funding to improve health inequalities in NEL.
- This project – to commission a self-care service from local community pharmacists – will support cost of living pressures
- This service will provide support to residents on low incomes and the most socially vulnerable residents, to self-manage their minor ailments with clinical advice from the pharmacist, and access to free over the counter (OTC) medication where eligible.
- There will be no duplication of national scheme as this scheme relates to supply of only over the counter medication.
- The City and Hackney scheme will be incorporated into the NEL Pharmacy Selfcare advice service.



# NEL Self-Care Advice service

- The main objectives of this scheme are:
  - a) For eligible residents to have access to timely advice and support on health and wellbeing.
  - b) Signposting.
  - c) To reduce the number of GP appointments and/or A&E attendances for conditions related to specific minor ailments.
  - d) To complement the new NHS England commissioned Community Pharmacy Consultation Service (CPCS).
- The eligibility criteria is almost the same for the City and Hackney scheme however the new scheme will specify that those aged 16, 17 and 18 years old in full time education, will have access to the scheme if they have at least one parent who would be eligible for this service.
- The scheme will cover approximately 25 different conditions
- Provision of this scheme will be open to all 375 community pharmacists within North East London

# National Delivery Plan for Recovering Access to Primary Care



On 9<sup>th</sup> May 2023, NHSE and DHSC published the [Delivery Plan for recovering access to primary care](#).

The plan includes a commitment to:

- Commission community pharmacies to deliver a Pharmacy First service by enabling the supply of NHS medicines for seven conditions **and**
- Increase provision of the community pharmacy NHS Pharmacy Contraception Service and the Blood Pressure Checks Service.
- Invest to significantly improve the digital infrastructure between general practice and community pharmacy.

Launch expansion of Pharmacy Contraception Service on  
**1 December 2023**

Relaunch Blood Pressure Check Service on  
**1 December 2023**

Launch Pharmacy First on **31 January 2024**, subject to the appropriate digital systems being in place to support these services

# Pharmacy First

Pharmacy First (national service) will be a new advanced service that will include 7 new clinical pathways and will replace the Community Pharmacist Consultation Service (CPCS).

## Short Briefing on Pharmacy First

This national Pharmacy First service will consist of three elements:

### Pharmacy First

#### i. clinical pathways

- **new element**  
UTIs, Shingles, Impetigo, Acute Sinusitis, Acute Otitis Media, Acute Sore throat, Infected Insect Bites

### Pharmacy First

#### ii. urgent repeat medicine supply

- previously commissioned as the CPCS

### Pharmacy First

#### iii. NHS referrals for minor illness

- previously commissioned as the CPCS

- Pharmacy Contractors will need to be able to provide all 3 elements (only exception is Internet Pharmacies will not need to do otitis media pathway due to need to use otoscopes).
- Remote consultations for 6 of the 7 **clinical pathways** are permissible via high quality video and if clinically appropriate speed of access to medicines can be facilitated.

# Expansion of Contraception Service

**Introduction of initiation of contraception in community pharmacies, supporting women to have easier access to contraception, through:**

- Additional funding.
- Greater use of pharmacy team skill mix.
- Encouraging contractors to sign up.
- Both ongoing supply and initiation of supply will be combined into one service.
- NHS website postcode search tool enable patients to find local pharmacies who deliver the contraception service.



£75 million per year additional funding, outside of the global sum, has been made available to support the expansion of both these services.

# Relaunch of Blood Pressure Service

**Blood pressure checks to help identify the 5.5 million people with undiagnosed blood pressure at risk of heart attack and stroke, through:**

- Additional funding
- Greater use of pharmacy team skill mix
- Encouraging contractors not signed up to do so
- Encouraging contractors who have signed up to see more patients and completion of more ABPMs

£75 million per year additional funding, outside of the global sum, has been made available to support the expansion of both these services.

