

COMMISSIONING SERVICES FROM COMMUNITY PHARMACY

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**YOUR
OUTCOMES?**



Objectives

At the end of this workshop you should be able to:

- understand how the commissioning cycle should be applied to the development of CP services
- understand how the PNA fits within WCC
- identify the critical success factors in service development
- identify the key elements of a bid for service development
- consider how community pharmacists can collaborate with PCOs and others to develop integrated solutions




ROADMAP



COMMISSIONING





NHS Next Stage Review

Our vision for primary and community care




Pharmacy in England

Building on strengths – delivering the future



Pharmaceutical Needs Assessments (PNAs) as part of world class commissioning

 Guidance for primary care trusts

January 2009



High Quality Care For All



Primary Care & Community Services:

Improving pharmaceutical services




Vision Summary



 East of England

 East Midlands

 London

 North East

 North West

 South East Coast

 South Central

 South West

 West Midlands

 Yorkshire and the Humber

High Quality Care For All

 NHS Next Stage Review Final Report






Vision Summary



Adding life to years and years to life

Commissioning aims

Better health and well-being for all

Better care for all; improving health outcomes

Better value for all; reducing inequalities

Better quality and safety

**Priorities driven
by local needs
assessment:**

- supports the commissioning of pharmaceutical services
- opportunity to fully integrate pharmacy into wider NHS

Key Elements

- Assess needs
 - JSNA/PNA
- Map existing services
 - Capacity
 - Access
 - Patient experience
 - Premises
 - Quality
 - Advanced and enhanced services
- Identify what needs to change
 - Develop the vision
- Make it happen
 - Transparency
 - Performance management
 - Support quality improvement
 - Inform patients and public
 - Develop the market and capacity
 - PBC



PHARMACEUTICAL NEEDS ASSESSMENT

Pharmaceutical Needs
Assessments (PNAs) as part of
world class commissioning

Guidance for primary care trusts

January 2009

A part of the NHS Confederation
working on behalf of the 

 NHS Employers



PNA and WCC

- There is the potential for pharmaceutical service providers to make a very important contribution towards achieving the goals of Lord Darzi's report (*High Quality Care for all*)
 - patient-centred, clinically driven services
 - reduced health inequalities
 - improved access with services closer to home
- PNAs should be a detailed component of the JSNA
- PNAs should support PCTs in dealing with market entry and developing new services



PNA and WCC Competencies

- C2 – work collaboratively with community partners to commission services that optimise health gains and reduce inequalities
- C4 – collaborate with clinicians to inform strategy and drive quality, service redesign and resource utilisation
- C5 – manage knowledge and undertake robust and regular needs assessments that establish a full understanding of current and future local health needs and requirements
- C7 – effectively stimulate the market to meet demand and secure required clinical and health and well being outcomes



Key Elements of a PNA Report

- Executive summary
- Introduction
- Process summary
- Needs summary and how providers could meet them
- Needs assessment by area
- Services review
- Decommissioning strategy
- Recommendations



High Impact Changes

MAXIMISING HEALTH GAIN THROUGH COMMUNITY PHARMACY

10 HIGH IMPACT CHANGES IN PCT COMMISSIONING PRACTICE

CCA
COMMUNITY CHEMISTS ASSOCIATION


Royal Pharmaceutical Society of Great Britain

NPA
National Pharmacy Association

nhsalliance

PSNC

AIM



MAXIMISING HEALTH GAIN THROUGH COMMUNITY PHARMACY

5 HIGH IMPACT CHANGES FOR SHAs

CCA
COMMUNITY CHEMISTS ASSOCIATION

Royal Pharmaceutical Society of Great Britain

NPA
National Pharmacy Association

nhsalliance

PSNC

AIM



High Impact Changes

The direction of travel for pharmacy towards the Pharmacy White Paper goal of 'Healthy Living Pharmacies' (Point 3)

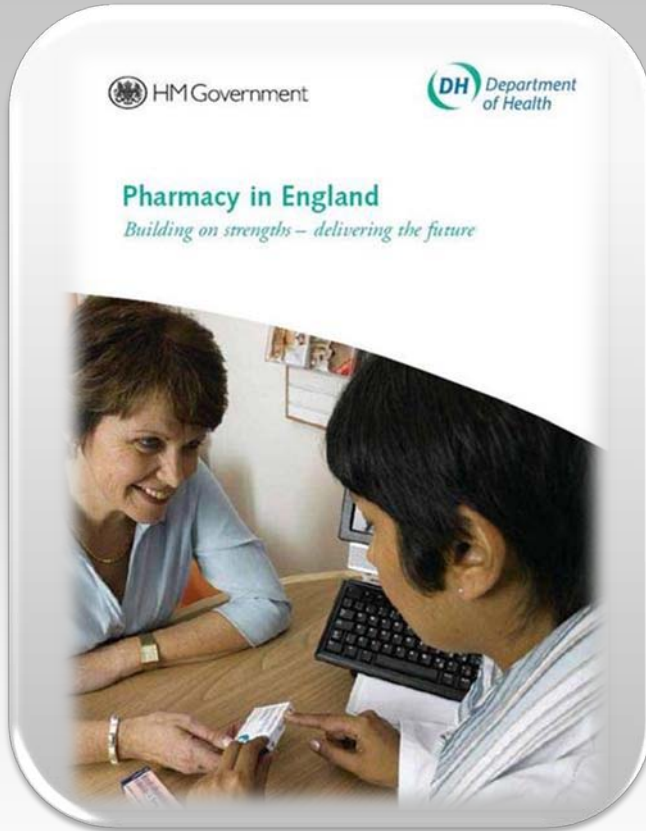
The importance of establishing a Pharmaceutical Needs Assessment and a strategic commissioning plan for pharmaceutical services (Points 5 and 6)

The establishment of a 'Pharmacy Champion' on the board of each PCT (Point 10)

CHALLENGES

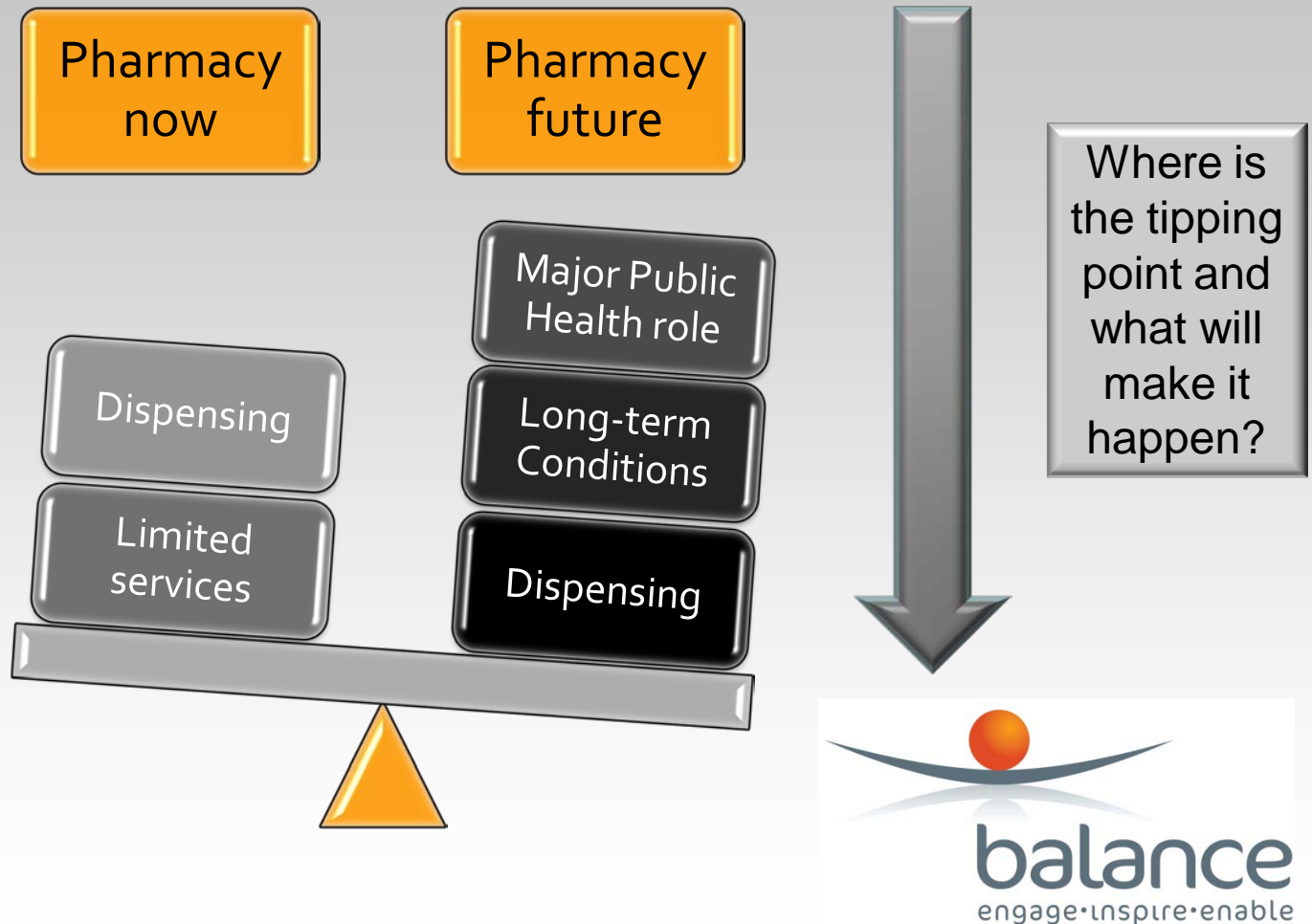


World Class Pharmacies will:



- become ***healthy living centres***:
 - promoting and supporting healthy living and health literacy
 - offering patients and the public healthy lifestyle advice and support on self care and a range of pressing public health concerns, including influenza
 - treating minor ailments
 - supporting patients with Long-term conditions

The tipping point

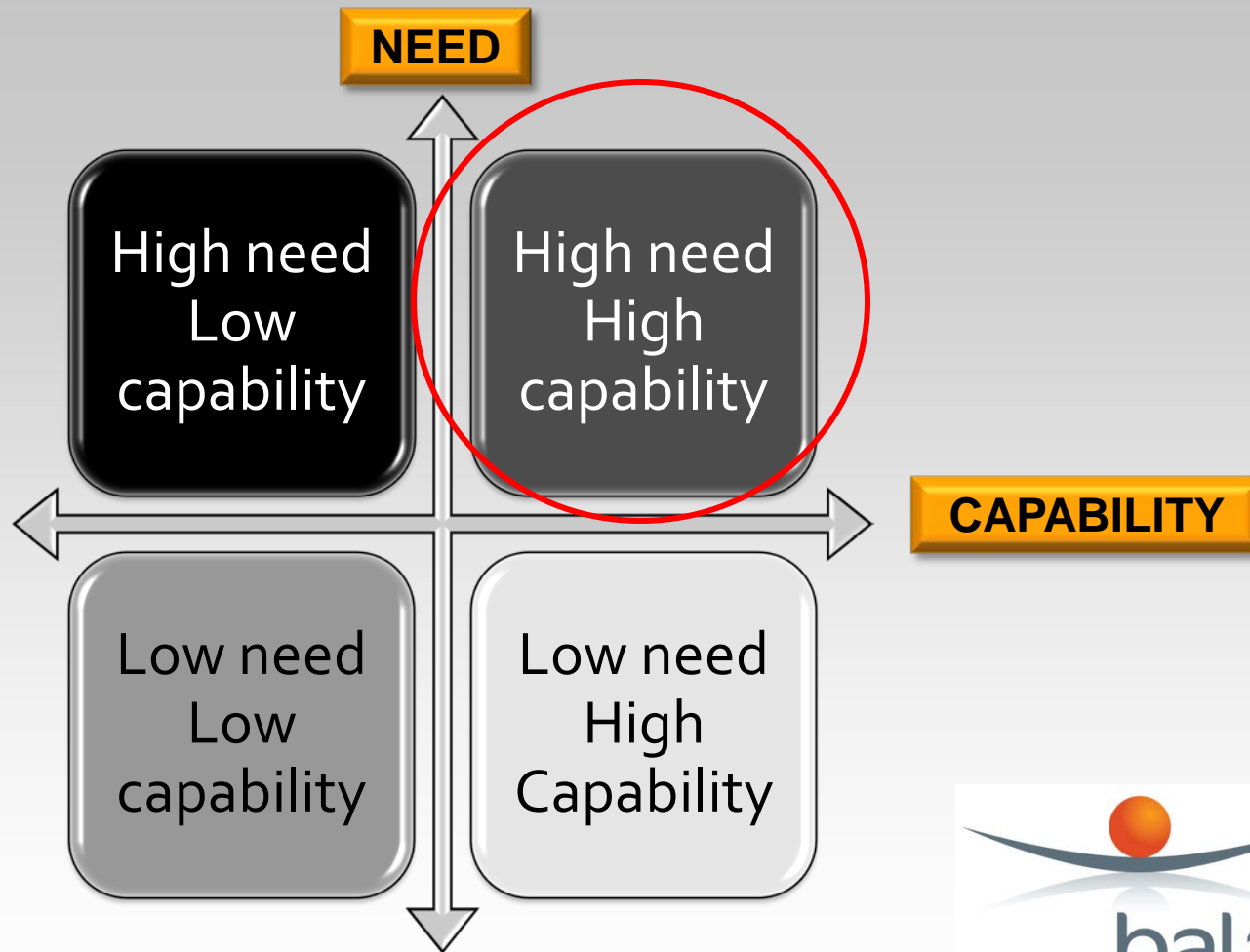


What challenges do we face?

- Position yourselves as:
 - a PCO
 - another healthcare professional
 - a pharmacy owner
 - an employee pharmacist
 - a patient
- Feedback



Challenges



Challenges

Premises



Capacity



Competency



Consistency

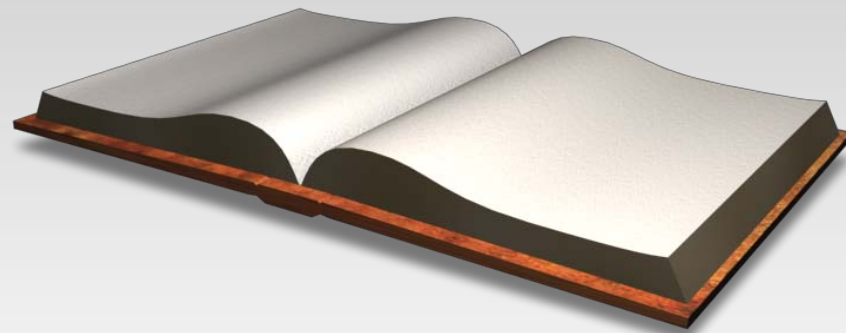


What are the solutions?

- Share best practice
- Feedback



EVIDENCE



H&IOW Asthma MUR Project

Top-line outcomes

86% knew more about their condition

99% agreed that the pharmacist clearly explained how to gain maximum benefit from their medicines

91% now understand more about their medicines

95% would recommend the service to others

30% had not seen their GP or nurse in the previous 12 months

H&IOW Asthma MUR Project

Patient feedback

"I learned how to get the most benefit from my medications in a clear and informative fashion"

GP feedback

- 86% agreed that community pharmacists have an important role to play in the management of patients with asthma

"This sort of review provides a forum for good communications between pharmacist and surgery and for the optimum benefit for patients"

Pharmacist feedback

- All respondents agreed that they would welcome the opportunity to work more closely with other healthcare professional on similar services.

IOW Medicines Management Data

Emergency admissions to hospital due to asthma have fallen by **57.8%**

Hospital length of stay due to asthma has fallen by **50.9%**

Asthma related deaths have fallen by **75%**

Prescriptions for selective beta 2 agonists have fallen by **22.7% (£58k)**

MAKING THE CASE



I have a plan!



‘Failing to plan is planning to fail’



CSFs for a business case

meets an unmet need

in line with local and national priorities

ticks a target box

evidence based

gives value for money

can be delivered

Key elements of a business case

outline of proposed service

benefits for patients

evidence to support clinical effectiveness

evidence of stakeholder support

cost of proposed service

potential freed up resources

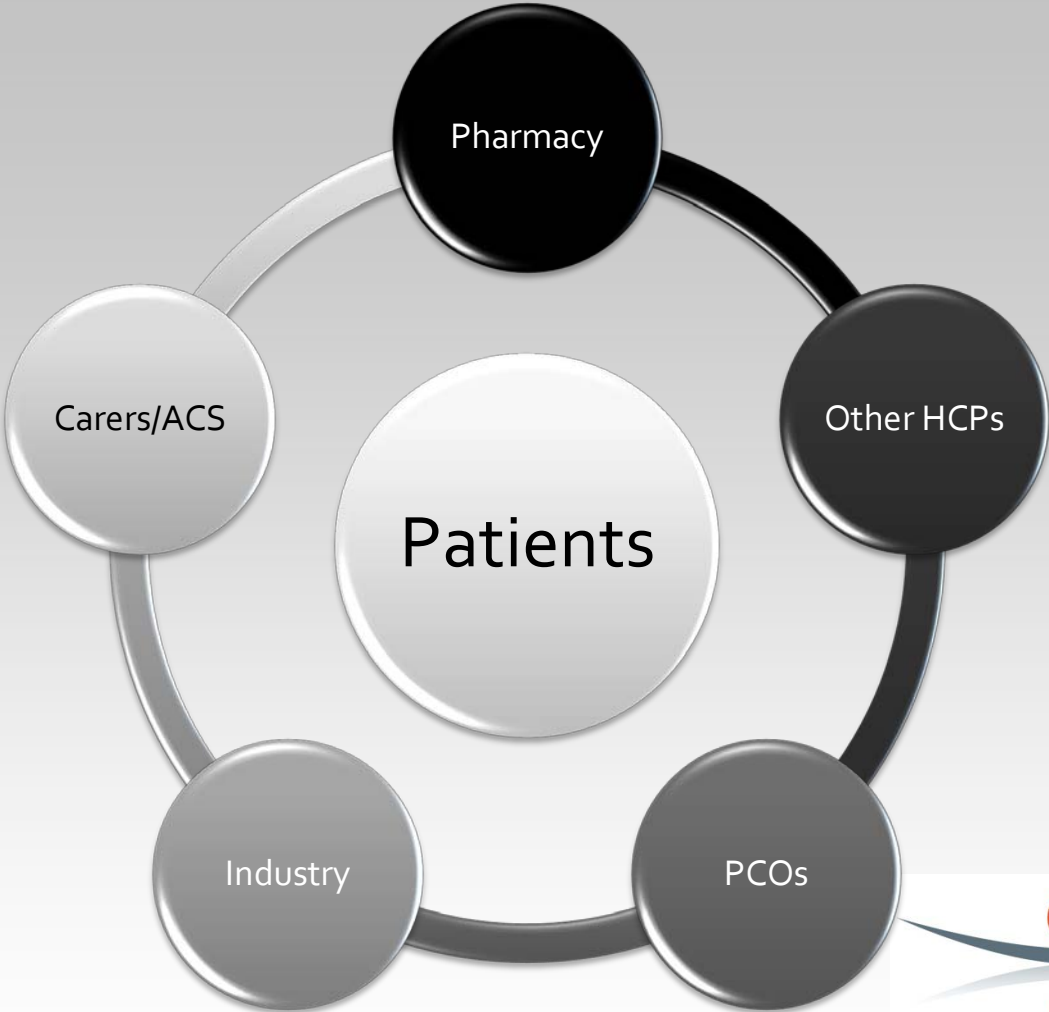
links to local and national priorities

assessment of risks

COLLABORATION



Collaboration



Summary

Identify the needs

Identify the challenges

Develop the solutions

Work in a collaborative environment

Make it happen



Thank you

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