

## Current Projects and Schemes relating to reducing G.P Pressures, greater integration & utilisation of Community Pharmacy

Project	AIM	Brief Synopsis
<b>COPD Pilot</b>	To increase diagnosis of Chronic Obstructive Pulmonary Diseases (COPD), and provide better disease management diagnosed patients. Leading to better life expectancy & decreased burden on the healthcare system.	<b>Derby City only</b> – as biggest cause of death for females in the city. Two stages <b>1<sup>st</sup> stage</b> - Case find patients with undiagnosed COPD, refer to smoking cessation & Adult Respiratory Team for diagnosis. Community Pharmacy will follow-up referrals at 6-8 weeks <b>2<sup>nd</sup> stage</b> - For diagnosed patients, Community Pharmacy performs thorough review of patient, suggest options to better manage condition. Pharmacist will then follow up after 8-12 weeks
<b>Minor Ailment Scheme</b> (aka Pharmacy First)	To reduce pressures on the G.P systems as well as other urgent care centres. Signpost patients to Pharmacy First and to self-care where possible. The scheme also helps to deliver the NHS Five year Forward plan, Sustainability and Transformational Plan in integrating better with Community pharmacy.	Patients directed to use pharmacy first for minor ailments. They receive advice & treatment where necessary. This has had a substantial uptake in Derby City in particular & in pockets of Erewash. The scheme is undergoing a service review as a result of the introduction of the Self-Care policy. Feedback has been requested from Pharmacies & Practices as to their satisfaction of the scheme to date.
<b>Pharmacy First Extended Care Pilot</b>	To further reduce pressures on the G.P systems as well as other urgent care centres. Signpost patients to Pharmacy First and to self-care where possible. The scheme also helps to deliver the NHS Five year Forward plan, Sustainability and Transformational Plan in integrating better with Community pharmacy.	NHSE pilot, only 8 pharmacies participating at this stage. Bespoke training for Community Pharmacists on diagnosis & treatment of ENT & eye conditions. Community Pharmacists will be able to advice & treat (with antibiotics & higher dose steroids). Community Pharmacists will promote the use of the Royal College of General Practitioners (RCGP) 'Treating your infection leaflets' promoting patients to self-care for common colds and other viruses. Due to launch in March/ April 18- no date as yet, but in contact with NHSE & Local Pharmaceutical Committee.
<b>Handiapp</b>	Reduce pressures on children's A&E by promoting parents/ Carers to self-care.	New app available to all free to download. Specialist app designed by paediatric consultants which follows Derbyshire's local guidance.

		App asks series of questions and suggests treatments via self-care or signposts to healthcare provider if appropriate.
--	--	--

Project	AIM	Brief Synopsis
<b>Medicine Order Line (MOL)</b>	Designed to help reduce medication waste as well as relieving pressure on G.P Practices processing prescriptions. Another method for patients to order their repeat prescriptions.	<p>.</p> <p>The MOL is a call centre model where patients can call to order their repeat medication. Pilot started Dec 17, now have 12 practices on board with demand for more being high. The pilot has already shown huge benefits to patients and G.Ps, examples of which;</p> <ul style="list-style-type: none"> <li>• Reduction in waste</li> <li>• Increased safety netting – highlighting to patient &amp; G.P medication reviews are due, highlighting incorrect use of medication, ensure relevant blood test/ BP check completed where applicable, asking for recent MUST scores</li> <li>• Increase in electronic prescriptions (80% target from NHSE)</li> <li>• Performing medication synchronisation – done by technicians</li> <li>• Addressing Training needs at G.P Practices as well as with Care Home staff – staff training provided</li> <li>• Various other value added service – for example ensuring supplies of infant milk to a discharged Premature baby over the Easter Period</li> </ul> <p>Feedback from patients and practices is positive. A local G.P has reported a noticeable decrease in the quantity of prescription queries he receives. This allows G.P time to free-up. The service also frees up admin time within practices, patient visits to order prescriptions/ pick up prescriptions as this can all be done over the phone &amp; via electronic prescriptions going straight to the patient's nominated pharmacy.</p>
<b>Repeat Dispensing</b>	Reduce the workload on G.Ps, increase convenience for patients also	Stable patients/ routine medications can be prescribed for up to 12 months. GP prescribes once and CP can just download monthly & dispense. This will be the next phase of the MOL; will not be actioned until later on in the

		year.
<b>Stay Well Campaign</b>	Increase self-care	Run by Public Health. Has moved on from Stay Well this winter to just Stay Well. Lots of resources for practices- leaflets, posters etc.

<b>Project</b>	<b>AIM</b>	<b>Brief Synopsis</b>
<b>Introduction of Self-Care Policy</b>	Increase self-care for self-limiting conditions, reduce reliance upon NHS, liberate capacity and reduce costs	Aim to promote the concept of self-care and increase awareness of alternatives to making G.P appointments or attending Urgent Care for the treatment of minor ailments. The policy aims to encourage patients to explore self-care in the future so changing the culture of the dependency on the NHS. At the early stages of planning the implementation of the policy, there will be a Self-Care information leaflet available as well as signposting to specific condition related information/ treatment options.

### Contact Details

Victoria Blackshaw, Project manager- Community Pharmacy

E: [V.Blackshaw@nhs.net](mailto:V.Blackshaw@nhs.net)

T: 01332 868754

M: 07500 760077