PHARMACISTS IN PRIMARY CARE

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Overview

- National context of extending pharmacists role within primary care
- Current challenges facing primary care in the UK
- Traditional Models of UK General Practice

- A typical 'day in the life' of a GP practice pharmacist
- Integration with practice pharmacists and wider pharmacy teams
- Outcomes of pharmacists working in general practice

- NHS England Pharmacist in General Practice Programmes
- Educational pathway, support and infrastructure
- Now and the future of pharmacists in general practice
NHS planning guidance, Dec 2015:
Every health and care system in England to create a local plan for implementing the Five Year Forward View and to close three gaps: health and wellbeing, care quality and financial sustainability.

Local leaders to think beyond organisational boundaries to find innovative solutions for local needs.
Integration is... 

Better co-ordination better NHS primary care and secondary

Alignment with the NHS’ Five Year Forward View

A strengthened and joined up NHS-pharmacy service

Integration is about optimising the patient journey...
Our aim is to enable pharmacy to become more integrated into the NHS system so pharmacy professionals can:

1. Take on new innovative roles
2. Help better patient care
3. Relieve pressure on general practice and hospital admissions
“As Pharmacy roles change, education and training must change too”

“Helping students to think and act like pharmacists throughout their initial education and training – so that they can develop and ‘grow’ into the profession – is a powerful idea which we support.”
The process of “Natural Selection” – Charles Darwin

“Individuals that are poorly adapted to their environment are less likely to survive...”
Current primary care state of play

- Significant reconfiguration of secondary care services
- Ageing population and more diagnosed and treated with long term complex conditions
- RCGP, The BMA and RCN: GP/Nurse workforce crisis
- Higher needs of the public
- Need for better access to healthcare
- Limited financial resources
- NHS Confederations
- Pharmacists are a clinically trained workforce
- Underutilisation of the profession!
General practice crisis threatens to 'destroy the NHS'

21 May 2015

GP services face 'retirement crisis'
By Nick Triggle
Health correspondent
15 April 2015

NHS in Crisis: Nursing staff shortage is a ticking 'timebomb'

Lack of nurses 'is causing crisis in community care'
Pharmacy is moving to a wider care giving role… but we need to act now…
Pharmacists and GP surgeries

The Royal Pharmaceutical Society (RPS) believes that primary care patients should have the benefit of a pharmacist's clinical expertise similar to that currently experienced by patients in hospital.

Introduction

There are many good examples of innovative practice in primary care that integrate the skills of pharmacists as part of coordinated care to improve patient outcomes and safety whilst also reducing prescribing and downstream care costs. This is delivered in a number of ways from an enhanced role for the pharmacist in a community pharmacy through arrangements for sessional working within surgeries or care homes and also partnership with GP surgeries. We believe there is a compelling case for it to become normal practice to have pharmacists working much more closely with GPs across England. With current and future shortfall in GP and nurse numbers, pharmacists are ideally placed to support their fellow professionals and

Pharmacists and general practice: A practical and timely part of solving the primary care workload and workforce crisis

NHS Alliance / Royal Pharmaceutical Society, October 2014

Summary

- Primary care is facing an immediate crisis of falling workforce and rising demand
- A significant number of suitably qualified pharmacists are available
- Pharmacists’ under-used skills could play an important role in helping GP practices and primary care providers fill their gaps quickly, practically and cost-effectively
- Pharmacists working in GP practices have helped drive significant improvements in care provision and working patterns
- Patients report feeling satisfied and safe with pharmacists in GP practices
- The Royal Pharmaceutical Society and NHS Alliance held a discussion to explore how this opportunity can and should lead to immediate action,
Building the Workforce – the New Deal for General Practice

8 New ways of working

NHS England, HEE and others will work together to identify key workforce initiatives that are known to support general practice - including e.g. physician associates, medical assistants, clinical pharmacists, advanced practitioners (including nursing staff), healthcare assistants and care navigators. We will agree a shared programme of key pilots at scale in primary care, to invest in and trial new ways of working for these roles, demonstrating how they work across community, hospitals and within GP surgeries to support safe and effective clinical services for patients. This will support current GPs in managing their workload, as well as piloting new ways of working for the future.
RCGP and RPS Policy Statement on GP Practice Based Pharmacists

Summary

The RCGP and RPS have been working together for the past 4 years to increase collaboration between GPs and pharmacists and to break down the perceived barriers to joint working between general practice and pharmacy(1). Key areas have been identified whereby working together pharmacists and GPs can improve the quality of patient care.

The RPS and RCGP wish to focus on the pressing need to increase capacity in the provision of high quality care through GP surgeries. The two organisations believe that pharmacists, with the appropriate skills and experience, based in GP practices will be able to contribute to the clinical work related to medicines, relieve service pressure and increase capacity to deliver improved patient care.
GPs should employ army of pharmacists to ease pressure, says RCGP

By Nick

Pharmacists 'should help ease GP pressure'

By Smitha Mundasad
Health reporter, BBC News

17 March 2015 | Health | B14

Discuss on Doctors.net.uk
Traditional model of General Practice in UK

General Practice

- GP Partner (s)
- GP Sessional: Salaried/ Locum
- Nurses: PN’s, HCA, NP
- Senior Admin: Practice Manager; Data
- Admin: Receptionists, Telephone
- Patients
General Practice:
Collective improvement; Future planning

GP Partner(s)

GP Sessional:
Salaried/ Locum

Nurses: PN’s, HCA, NP

Senior Admin:
Practice Manager; Data

Admin:
Receptionists, Telephone

Involving: Patients

Complimentary skill sets and learning today

Improving Todays Practice

Shaping tomorrows practice

Where does a pharmacist fit?
General Practice: Collective improvement; Future planning

GP Partner (s)

GP Sessional: Salaried/ Locum

Nurses: PN’s, HCA, NP

Senior Admin: Practice Manager; Data

Admin: Receptionists, Telephone

Involving: Patients

Consultation

Planning/ Scheduling

Back Office

Referrals

Front of house

Scripts

Complimentary skill sets and learning today

Improving Todays Practice

Shaping tomorrows practice

Pharmacists can support all areas of general practice
Overview of the role of pharmacists in general practice

- Pharmacists will form part of multi-disciplinary team in a **patient facing role** to **clinically assess and treat patients** using their **expert knowledge of medicines** for specific disease areas.
- Proactively manage people with complex **polypharmacy** – especially elderly, care homes, multiple co-morbidities.
- Medicines advice – helping address both public health and social care needs.
- Leadership on **medicines optimisation** and **quality improvement**.
- Further **integration** of general practice with wider healthcare teams including community and hospital pharmacy.
- Pivotal role to **improving the quality of care** and **ensuring patient safety**.
A day in the life...

8am-9am: Repeat Prescriptions
  Prescription Queries
  Liaising with other HCPs
  Triage
  Sign Prescriptions

9am-10am: Clinical Post/DOCMAN
  Checking/reviewing post
  Action points
  Triaging when appropriate

10am-1pm: Clinics
  Long term conditions
  Clinical Medication Reviews
  Home visit
  Other services e.g. spirometry, diabetic foot checks, frail
A day in the life...

2pm-3pm: Clinical Management
- Medicine queries
- Secondary care
- Audits
- Outcome Frameworks

3pm-3:30pm: Analysis of pathlinks/pathology
- Reviewing results
- Triage

3:30-5:30pm: Clinics:
- Like earlier clinics
- Extended hours
Integration with primary and secondary care

Hospital Pharmacy

General Practice

Community Pharmacy

Practice Pharmacist
- Transfer of care
- Discharge
- Medicines reconciliation
- Meds Information

Practice Pharmacist
- Transfer of care
- Communication
- Triage
- Medicines help
- Care Plan Formation

Meds Management & Practice Pharmacist
- Prescribing
- Quality improvement
- Meds optimisation
- Audits and action
Some of the outcomes already achieved in our practices?

- **High Risk Medicines Reviews**
  - 2018 interventions in 608 patients (85.0%)

- **Improved Chronic condition outcomes**
  - Diabetes outcomes are some of best locally

- **Reduced A&E Visits**
  - Reduction in Asthma and COPD
Some of the outcomes *already achieved* in our practices?

- **Mental Health Care Plans**
  - All patients with care plan

- **Reduced GP workload**
  - 20-40% weekly

- **Prescribing errors reduced**
  - >30% of errors reduced
Can pharmacists supporting general practice sustainability?

Quality Outcomes

Enhanced Services

Medicines Value

Improved access & care

General Practice

Rxing incentives

Workload/care redesign

The NHS

National Budgets

Reducing A&E visits
‘Increase in productivity, increase in saving’

Pharmacist Centric to Business Model in General Practice

- Quality Outcomes
- Enhanced Services
- Medicines Value
- Improved access & care
- Rxing incentives
- Workload/care redesign
- National Budgets
- Reducing A&E visits

Improved access & care
Wide range of models were observed – not ‘one size fits all’

Pharmacists contributed significantly to patient safety and medicines optimisation with clear evidence of de-prescribing

Pharmacist prescribers are able to make an early impact on GP workload

Pharmacists bring a new skill mix into general practice and are not trying to replace GPs or Nurses.
NHS England’s Pharmacists in General Practice Programmes

- **Phase 1:**
  - Launched in November 2015. £31.5 million investment
  - >490 pharmacists in >650 practices across 90 pilot sites

- **Phase 2**
  - Aim to integrate an additional 1500 pharmacists into general practice by 2020
  - Central investment of >£100m to extend pilot programme
NHS England’s Pharmacists in General Practice Programmes

Criteria/General information
- GP practices have been able to apply for programme since 9th January 2017
- Innovative and flexible approaches to deploying pharmacists in general practice welcomed
- Key criteria set by NHS England - working at scale, supervision, role of pharmacists, networks of support and years of experience

Training and development
- NHS England/HEE working together to ensure training, education and development for pharmacists and practices. Three parts:
  1. Training and education pathway + independent prescribing
  2. Support for GP Supervisors
  3. In Practice Development Support

The offer
- NHS England will make a financial contribution towards the recruitment and employment costs of senior and non-senior pharmacists
  - Fixed amounts of money tapered over three years period
  - Senior practice pharmacists = £73,000 overall
  - Practice pharmacists = £60,000 overall
Who is CPPE?

The Centre for Pharmacy Postgraduate Education (CPPE) is part of the Division of Pharmacy and Optometry, within the Faculty of Biology, Medicine and Health at the University of Manchester. CPPE offers a wide range of learning opportunities in a variety of formats for pharmacy professionals from all sectors of practice. CPPE is funded by Health Education England to offer continuing professional development for all pharmacists and pharmacy technicians providing NHS services in England.
CPPE General Practice Pharmacist Training Pathway (GPPTP)

- Learning needs analysis
- Senior induction
- Pathway 1 & 2 induction
- Assessment stage 1
  - Modules
    - Study days, e-learning, webinars, enquiry based learning, discussion forums
    - Clinical pharmacists role progression handbook
  - Local learning sets
  - Portfolio
- Assessment stage 2
- Assessment stage 3
  - Education supervision
  - Local support: GP clinical supervisor, senior clinical pharmacist, clinical mentor, peer support
- Statement of progression
CPPE General Practice Pharmacist Training Pathway (GPPTP)

- Module overview – more information at [www.cppe.ac.uk/gpptp](http://www.cppe.ac.uk/gpptp)
  - Module 1 – Introduction e-learning, residential placements, initial assessments on safeguarding, consolation skills and fundamentals of GP
  - Module 2 – Clinical Pharmacy through HEIs
  - Module 3 – Clinical Pharmacy in General Practice
  - Module 4 – Leadership and management
  - Module 5 & 6 – Clinical assessment skills and advance skills
  - Module 7 – Senior leadership
NHS England commissioned additional **support programme** for pharmacists in general practice. The programmes key objectives are:

- Enable general practice to **understand the role and capabilities** of pharmacists in general practice
- Support general practice **to integrate pharmacists into their multidisciplinary team** and enable them to work with patients and wider healthcare teams
- Educate reception and admin staff to **signpost patients** to relevant healthcare professional, including pharmacists in general practice
- Provide general practice with **tools and skills** to review and redesign current practices and processes to **help with care and workload redesign**
Support and infrastructure for pharmacists in general practice

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>CPPE Educational supervisor</strong></td>
<td>Supporting pharmacist to meet learning outcomes and providing guidance</td>
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<tr>
<td><strong>GP Supervisor</strong></td>
<td>Support role development and integration into practice</td>
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<tr>
<td><strong>Senior GP Practice Pharmacist</strong></td>
<td>Advises GP supervisor to ensure appropriate role development and provide mentorship</td>
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<tr>
<td><strong>Clinical Mentor</strong></td>
<td>Support for senior pharmacists on case based discussions and patient facing role</td>
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<tr>
<td><strong>Local learning sets</strong></td>
<td>Case based learning in groups of pharmacists working in GP</td>
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<tr>
<td><strong>‘Live’ or ‘real time’ network support</strong></td>
<td>PCPA telegram support group with over 900 pharmacy professionals</td>
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The now and the future...

Established and recognised career pathway

Future Work

2000 Pharmacist Prescribers in general practice by 2020

NHS England National Agenda
Career pathway for Pharmacists in General Practice?

Support and Mentorship

Pre-registration pharmacists - Grassroots

Pharmacists – Foundation

Senior Pharmacists – Advanced Practice

Learn/Reflect and help develop practice

Undergraduate pharmacy students
The now and the future…

Established and recognised career pathway

Strong support for profession

Ensuring roles are embedded and sustainable

More research and evaluation

Development of professional mobile workforce

Future Work

General Practice Forward View (GPFV)

NHS England National Agenda
Pharmacy teams 2.0 – has ‘Professional Mobility’
Overall…

- The profession and the way we deliver care is changing.
- Not ‘traditional’ roles
- Important to remember that pharmacists ARE trained to be clinicians.
- Collaboration is key and essential
- It is all about a person centred approach
- The future looks bright and exciting
“I can do things you cannot, you can do things I cannot; together we can do great things.”

- Mother Teresa
Thank you for listening

- Please follow me on twitter @RSharmaPharma

- Email address: Ravi.Sharma4@nhs.net
Useful resources

  - Guidance/narrative/videos/case studies
  - State of readiness checklist: recruitment stage
  - FAQs – continually updated

- GPhC updated indemnity insurance information - [https://www.pharmacyregulation.org/professional-indemnity-requirements](https://www.pharmacyregulation.org/professional-indemnity-requirements)


- CPPE GPPTP - [www.cppe.ac.uk/gpptp](http://www.cppe.ac.uk/gpptp)