

Comparison of East Riding of Yorkshire Minor Ailment Service versus North East Lincolnshire Minor Ailment Service data for period 20.10.16 – 31.5.17

East Riding of Yorkshire MAS: Revised service launched October 2016.		North East Lincolnshire MAS: Service launched on 20th October 2016.
Total number of pharmacies in East Riding of Yorkshire: 65 61 pharmacies are contracted to provide the service. 54 pharmacies have provided the service		Total number of pharmacies in North East Lincolnshire: 35 33 pharmacies are contracted to provide the service 32 pharmacies have provided the service
5461 consultations held to date Equivalent to 176 consultations/ week : (3.2/active pharmacy/week)		2816 consultations held to date Equivalent to 90.8 consultations/ week: (2.83/active pharmacy/week)
The four most active pharmacies to date are: 19.9% of all consultations: Bridlington late night pharmacy. 7.9% of all consultations: East Riding Pharmacy Hedon. 6.8% of all consultations: Day Lewis pharmacy Hornsea. 5.8% of all consultations : Tesco Instore pharmacy Hornsea		The four most active pharmacies to date are: 16.8% of all consultations: Cottinghams chemist, Wellington st, Grimsby. 8.0% of all consultations: Birmingham’s Chemist, Cleethorpes. 7.6% of all consultations: Lloyds chemist, Raj Medical Centre, Grimsby 6.4% of all consultations: Periville ltd Weelsby.
4528 ERoY residents registered on the scheme (61% female, 39% male) This represents 1.34% of total population of ERoY Total population for ERoY (2015 data observatory): 336,685 people 54917 0-15 years (16.3% of population), 82596 over 60 years (24.5% of population)		2449 NEL residents on the scheme (61% female, 39% male) This represents 1.54% of total population of NEL Total population for NEL(2015 data observatory): 159,570 people 34204 0-17 years (21.4% of population), 21567 over 70 years (13.5% of population)
64.6% of clients registered are ‘white British’. 33.3% of clients preferring not to say or not stating their ethnicity 2.1% from alternative ethnic groups.		90.4% of clients registered are ‘white British’. 5.73% of clients preferring not to say or not stating their ethnicity 3.9% from alternative ethnic groups
Majority of clients reside within: YO16 (Bridlington) High numbers also registered across: HU12 (Hedon area) HU18 (Hornsea area)	HU17 (Beverley) YO15 (Flamborough/ Bridlington) YO43 (Market Weighton / Holme on Spalding Moor).	Majority of clients reside within: DN32 DN35 areas also showing high engagement: DN33 and DN37
66.6% of clients registered on the scheme are children aged under 13 years		54% of clients registered on the scheme are children aged under 13 years
Only 656 (13.4 %) of referrals into the minor ailment service arose from GP practice/other health professionals or agencies. Majority of referrals arose through patient self-referral 3365 (68.4 %) . 819 (16.6%) Referred in by the pharmacy team		1322 (50.3%) of referrals into the minor ailment service arose from GP practice/other health professionals or agencies. Only 742 (28.2%) self-referral 492 (18.7%) Referred in by the pharmacy team
98.6% of consultations resulted in a medication being supplied 1.4% receiving advice only.		97.7% of consultations resulted in a medication being supplied 2.3% receiving advice only.
Only 53 (1%) of all consultations required onward referral with only 1 of these being classed as urgent and requiring referral to A&E		Only 81 (2.9%) of all consultations required onward referral with only 1 of these being classed as urgent and requiring referral to A&E

<p>21 Conditions included in the scheme: Advice has been sought all of the 21 conditions included in the scheme</p>	<p>28 Conditions included in the scheme: Advice has been sought all of the 28 conditions included in the scheme</p>		
<p>Most common conditions consulted upon include: (please note cough / cold not included in the ERoY scheme)</p> <ul style="list-style-type: none"> 29.1% Temperature/ aches/ pain/ post vaccination fever 26.5% Head lice 11.0% Threadworms 7.9% Conjunctivitis 	<p>Most common conditions consulted upon include:</p> <ul style="list-style-type: none"> 13.4% Cough/cold/flu 12.4% Temperature/ aches/ pain/ post vaccination fever 10.6% Conjunctivitis 10.1% Head lice 6.9% Threadworms 		
<p>13.9% of consultations also included advice for a second minor ailment</p>	<p>16.6% of consultations also included advice for a second minor ailment</p>		
<p>If the service had not been available : 2772 (50.8%) of clients stated they would have visited their GP instead 270 (4.9%) using the out of hours service 16 (0.3%) attending A&E. (other data skewed due to error on platform)</p> <p>Pharmacy minor ailment scheme is successfully taking the pressure off GP practices and other out of hours/ urgent care services.</p>	<p>If the service had not been available: 2268 (80.5%) of clients stated they would have visited their GP instead 126 (4.5%) Practice Nurse 112 (4.2%) using the out of hours service 5 (0.2%) attending A&E. 23 (0.8%) Walk in Centre</p> <p>Pharmacy minor ailment scheme is successfully taking the pressure off GP practices and other out of hours/ urgent care services.</p>		
<p>The service has been accessed every day of the week including weekends although uptake remains lower at weekends.</p>	<p>The service has been accessed every day of the week including weekends although uptake remains lower at weekends.</p>		
<p>79.4% of consultations were provided to: Children or adults over 60 years.</p>	<p>75.5% of consultations were provided to: Children or adults over 60 years.</p>		
<p>Comment cards not used</p>	<table border="1"> <tr> <td> <p>Comment cards used: 83 cards received: 79 'very satisfied' with the service, 1 'fairly satisfied',</p> </td> <td> <p>1 neither satisfied or dissatisfied 2 very dissatisfied (although one of these referred to a different service!)</p> </td> </tr> </table>	<p>Comment cards used: 83 cards received: 79 'very satisfied' with the service, 1 'fairly satisfied',</p>	<p>1 neither satisfied or dissatisfied 2 very dissatisfied (although one of these referred to a different service!)</p>
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Key observations:

- The true value of the pharmacy minor ailment scheme in terms of successfully taking the pressure off GP practices, out of hours services / urgent care services is evident across both areas with over 90% of North East Lincolnshire clients being successfully diverted away from other health care providers.
- 97-99% of all consultations were dealt with successfully and completely by the pharmacy without requiring onward referral, indicating the need to change public behaviour and further promote Pharmacy as the first point of contact.' **Pharmacy First**'
- A greater percentage of North East Lincolnshire Residents have registered with the minor ailment scheme compared to the East Riding of Yorkshire suggesting further promotion is needed across ERoY.

Key difference observed across the two areas is the mechanism for referral into the scheme:

- North East Lincolnshire scheme indicates that GP practices and other external health agencies are actively involved in promoting and encouraging clients to access the scheme whereas patient self-referral is much lower.
- East Riding of Yorkshire scheme is often accessed due to patients self-referring; this could indicate that public awareness of the scheme is much greater due to the scheme being in existence for several years hence direct access is more commonly seen. Alternatively it could indicate the need for further promotion and raising awareness of the scheme to other health care providers and agencies.