

Caroline Hayward: Professional Development Pharmacist



2019-2020 was another hectic and varied year which centred on a variety of activities:

Positive relationship building and regular engagement with key pharma company representatives resulted in financial sponsorship to support LPC committee meetings and training events and secured a training package to support the development of the LPC committee members.

Planning, development and delivery of the 'Pharmacy Embracing the Future' training event which covered CPCF, PQS, PCNs and CPCS was a huge success and ensured maximum engagement of contractors with the Pharmacy Quality Scheme (PQS).

April 2019 saw the launch of the BP testing service across 40 pharmacies within Hull and the East Riding of Yorkshire, following extensive work to develop the service spec, provide equipment, train the staff, and support the media promotion via Look North TV and the radio Humberside. Contractor engagement with service delivery was slow to start; hence an additional training event was delivered in November 2019. Sadly the ever growing pressures and challenges faced by community pharmacy teams during 2019-20 continued to impact on service activity levels, with the Covid-19 pandemic temporarily ceasing service delivery completely.

Several enhanced service contracts were due to expire March 2020; following successful negotiation with commissioners, all these services were recommissioned and new contracts offered to pharmacies. Resulting in the continuation of: Sexual health services (ERY, NL, NEL, Hull), smoking cessation services (Hull- new commissioner CGL, ERY), NHS health checks (ERY), Palliative care medication service (Hull, ERY, NEL, NL), Needle exchange and supervised consumption services (ERY, Hull, NEL, NL).

Additional work to support each re-commissioned service included timely review and preparation of Patient Group Directions for Ulipristal acetate, Levonorgestrel and Varenicline Tartrate for each area; development of updated guidance documents and resources for each service, plus updates / rebuilds of PharmOutcomes platforms in line with service specification changes.

Palliative care service specifications required further changes/ rewrites in March 2020 due to the Covid-19 pandemic. Rapid development and introduction of a Covid drugs formulary to support palliation in Covid-19 patients, plus expansion of the service into additional pharmacies were all rapidly agreed and implemented. PharmOutcomes platforms were redesigned and rebuilt to support the introduction of the additional formulary and payments.

A new service specification was developed during 19/20 to support the introduction of a revised TB DOT (Directly Observed Therapy) service across Hull, East Riding and North Lincolnshire. Service fees were renegotiated, and a significantly improved service funding offer secured and implemented.

A PharmOutcomes platform was also built to support the delivery and payment claims for the service.

Work to develop a medication support service to replace the current EL23 service across the East Riding of Yorkshire was undertaken and a revised service specification and superior funding model agreed.

Expressions of interest were shared with contractors just prior to the Covid pandemic; however the new service hasn't yet launched. A PharmOutcomes platform has been developed to support delivery and claims for this future service.

March 2020 activity mainly centred around the Covid-19 pandemic which created an unprecedented challenge to pharmacies. My key focus was the provision of support to contractors; timely renegotiation and agreement with commissioners to change service delivery models to allow for remote service delivery, and the securement of average financial payments to contractors for commissioned services during the pandemic.

Work regarding PharmOutcomes included a review of PharmOutcomes license fees, and the development of a standardise fee structure for 2019/20 to ensure profitability; provision of data reports to commissioners; regular payment verification exercises in line with service activity, and contractor notification / support with data input to ensure all appropriate service fees are successfully claimed.

Additional activity during 2019/20 involved tender evaluation for Hull City Council; Audit of the Hull sexual health service and development of a revised service offer to include 'Quick start contraception' and the provision of ongoing oral contraception to clients; Involvement in a range of cardiovascular/diabetes work streams looking at new community service pathways to include community pharmacy; development of a respiratory MUR+ model.

Progression of each of these initiatives has been halted due to recognition of the capacity issues and pressures prevailing within community pharmacies.

Development of a new Out Of Hours Palliative care drug service is in the pipeline for 2020/21 with an impressive funding package agreed.

The recently agreed East Riding of Yorkshire medication management service will launch later this year.

Work is underway to review all services in light of the Covid-19 pandemic and introduce positive changes which will make delivery possible with minimum challenge.