

# CPWY CONNECT...

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## WITH YOUR COMMITTEE



In 2019 the world of community pharmacy experienced a mammoth change with the introduction of the new 5-year NHS contract. The NHS is adapting to fund and meet the needs of an ageing population and as a profession community pharmacy must move with pace to embrace this opportunity. Although the size of the change is significant, we must recognise that this is a once in a lifetime opportunity to future proof our profession and utilise our clinical expertise.

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The first service introduced was the Community Pharmacist Consultation Service (CPCS) and has now been operational for nearly 5 months, with over 114,000 referrals. During the seasonal break and recent floods, we have seen an increase in the number of referrals through NHS 111.

This is just the beginning. As patients start to see the benefit of the expert advice from pharmacists the service will continue to grow and allow us to utilise our clinical expertise, and we will also see an increase in patients' awareness of how pharmacists can be the first port of call for minor ailments and advice. We have received some great patient feedback about the service and gratitude already, from the simple treatment of winter coughs and colds to the hospital admission of an infant due to dehydration.

Additionally, pharmacy contractors have recently declared for Pharmacy Quality Scheme (PQS) and going forward this will be the platform for future services as we enter into the new NHS 2020/21 year. We know there are many further opportunities how we can improve the healthcare of our patients and adopt a pro-active approach. We must make the most of this opportunity to demonstrate how as a profession we can have positive impact and ensure we are remunerated to provide these services, alleviating pressures on GP practices and other parts of the NHS.

The arrangements for the Community Pharmacy Contractual Framework (CPCF) in 2020/21 have been agreed between PSNC, NHS England and NHS Improvement (NHSE&I) and the Department of Health and Social Care (DHSC), in line with the five-year CPCF deal. This includes a timeline of new services which include CPCS referrals from other NHS settings (eg Online NHS111), a new Essential service – the Discharge Medicines Service, and a Hepatitis C testing service. ....exciting times! Linked with this our representation in Primary Care Networks will further accelerate how we lead to influence the local healthcare needs.

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In summary, pharmacy has a greater part to play in primary healthcare and work collaboratively to improve patient care. Let's make the most of these services - my advice is that we all need to be consistent across the profession and ensure that we have engaged all of our team members on the benefits and how the new services work.

- [Read the joint letter to contractors on the CPCF for 2020/21](#)
- [Read the five-year deal document](#)
- [Read further information, including the PSNC statements, on the new arrangements](#)

**Bali Kaila**

**[Committee Member](#) of Community Pharmacy West Yorkshire**

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