



Making Time – A Summary for Community Pharmacies

Making Time has been developed to ensure that people with learning disabilities get the maximum benefit from services offered by local community pharmacies. It's not about providing a new service; it is about having more time to provide services already offered by the pharmacy, (e.g. MUR, health promotion, signposting).

The role of the pharmacy team is to support the patient to achieve their goals and deliver care in a way which makes it accessible and easy to understand. This could include any area of health and wellbeing, including prevention of ill health, self-care and long term conditions management, but as a pharmacy-based service, medicines optimisation is likely to be a key element.

The Making Time service is based in the south of Leeds and has been developed by NHS Leeds North CCG and Community Pharmacy West Yorkshire in partnership with Leeds City Council Adult Social Care Learning Disability Services, Leeds and York Partnership NHS Foundation Trust and service users. It is a new concept which is initially being launched as a 1-year project and is a national pilot aimed at demonstrating what Community Pharmacy can offer to people with learning disabilities.

Participating pharmacies will collect data to enable the impact of Making Time to be evaluated; it is essential pharmacy teams produce the best possible results they can.

Who is Eligible?

Any patient with a learning disability who has consented to taking part in Making Time.

How Will Patients Be Referred?

- Via the Adult Social Care Learning Disability Team – the team will either signpost or take patients to a Making Time Pharmacy.
- Via other social care provider in the Leeds South Making Time area.
- By self-referral (it is important that participating pharmacies display their Making Time poster/sticker so that patients know you offer the service).
- Via carers (who may see the posters or media activity).
- Via the patient's GP (who may ask them to attend a Making Time pharmacy).
- Pharmacy teams can also identify and directly recruit patients to the service – talk to any patients with a known learning disability about the service.

Key Steps to Making Time

There are a few key steps to be included which should act as a starting point for pharmacies. Other than these key requirements (please see overleaf) the service offered will be defined by each **individual patient and their pharmacy**.

Resources

Participating pharmacies have been supplied with a resource box containing a number of different resources, (available to view on the CPWY website), which may be given to support consultations. Additional copies can be ordered by emailing info@cpwy.org. Other sources (such as NHS Choices) may also be used.

Key Points for Pharmacies

- Making Time is a pilot and as such it is essential pharmacy teams provide feedback.
- It is important to get patients registered onto the pilot as soon as possible. The first Making Time patient for your pharmacy will allow the process to be tested.
- Each Making Time contact must be recorded onto PharmOutcomes.
- The role of the pharmacy TEAM is to support the patient to achieve their goals.
- A flexible approach should be adopted which should be personalised for the needs of each individual patient. The exact number of interventions and contacts is not prescribed, however, there is a minimum requirement of at least 5 interactions over a year.
- Building and maintaining a trusting and non-judgemental relationship with each patient is key to the success of the service.
- It is essential to adapt communication style and approach to suit each patient; be prepared to explain something several times. Ask the patient to repeat in their own words to check their understanding of your conversation.
- Consider calling the patient day before the appointment to remind them. If a patient misses an appointment contact them to rearrange.
- Encourage patients to show their Making Time card and patient held record every time they visit the pharmacy.

This document represents a brief overview of the service – refer to the Making Time Service Guide for detailed guidance (available to download from www.cpwy.org/pharmacy-contracts-services/local-services-enhanced-.shtml)

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Key Steps to Making Time

