

Community Pharmacy: 2019/20 to 2023/24

Collaborating to provide an integrated pharmacy service
By 2023/24, pharmacies will likely dispense larger volumes of medicines and make use of technology and collaborative arrangements between businesses.

Delivering quality services
Many pharmacies participate in the Pharmacy Quality Scheme which this year involves:

- Preparing for engagement with Primary Care Networks (PCNs);
- Carrying out audits on prescribing safety;
- Checking if patients with diabetes have had annual foot and eye checks;
- Reducing the volume of Sugar Sweetened Beverages sold;
- Completing training on look-alike, sound-alike (LASA) errors;
- Updating risk reviews;
- Completing sepsis online training; and
- Completing a Dementia Friendly environment standards checklist.



Urgent care and Integration

Helping patients coming out of hospital
From 2020/21, a pharmacy medicines reconciliation service will help patients coming out of hospital with any new medicines. Patients may also be referred to pharmacies from acute settings for stop smoking support.

Managing minor health conditions
The CPCS (see above) will take referrals to community pharmacies from NHS 111 initially, with referrals from other settings, such as GP practices, in future years.

Improving patient and medicines safety
A number of services will be piloted which may in time be rolled out more widely from community pharmacies

Hepatitis C testing
From October 2019, pharmacies will begin Hepatitis C testing for people using pharmacy needle and syringe programmes to support the national Hepatitis C elimination programme.

Future medicines optimisation service
The following services will be piloted over the five years and, if successful, may be commissioned nationally.

- Routine monitoring of patients on repeat prescriptions; and
- Dispensing palliative care medicines.

Community pharmacy

Prevention

Identifying those at risk of disease
Pharmacies will begin piloting a model to offer hypertension, atrial fibrillation and COPD case-finding services.

Collaboration with Primary Care Networks
Community pharmacies will pilot activity to support Primary Care Network (PCN) priorities such as early cancer diagnosis and tackling health inequalities.

Focus on campaigns
Pharmacies will be key supporters of NHS public health campaigns.

Providing diagnostic point-of-care testing
Pharmacies will pilot point of care test and treatment services for common ailments such as Urinary Tract Infections and Strep throat infections.

Helping local communities to stay healthy
From April 2020, all pharmacies will be accredited Healthy Living Pharmacies, making them local hubs promoting health, wellbeing and self-care, and able to provide services to prevent ill-health.

