

# Pharmacy First Event: Supporting You with the New National Service

Wednesday 24<sup>th</sup> January 2024

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**SCOPE**

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Telegram Group  
to submit any  
questions to be  
answered at the  
end of the event



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## The Pharmacy First Service

Community Pharmacy England (CPE) submitted proposals for a Pharmacy First Service to DHSC and NHSE in March 2022.

This was followed up with a comms and lobbying campaign.

On 9th May 2023, DHSC and NHSE published the Delivery Plan for Recovering Access to Primary Care.

This included a commitment to commission a Pharmacy First Service, allowing the treatment of seven conditions.

The **start date** is **31st January 2024** (subject to IT support being available).



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## Agenda

7.15pm	Nicola Goodberry Kenneally, CPWY CEO – <b>Introduction to Pharmacy First</b>
7.25pm	Ashley Cohen, CPWY Chair and local contractor – <b>Summary of the Service Requirements</b>
7.45pm	Kathryn Giles, Associate Director Primary Care – <b>Integration of Pharmacy First within Primary Care</b>
7.55pm	Chris Bland, Committee Member and local contractor – <b>Preparing to Provide the Service: Turning ENT Training into a Successful Service</b>
8.10pm	Dr Cristina Costache, NHS England Future Leaders Programme Fellow Paediatrics Trainee – <b>Consultation Skills for Children</b>
8.25pm	<b>Q&amp;A session</b> with panel speakers and David Broome, Community Pharmacy England local representative
8.45pm	Close



## West Yorkshire Stats

476 signed up out of 523 pharmacies in WY (91%)

Bradford	84.7%
Calderdale	97.8%
Craven	91.7%
Kirklees	90.9%
Leeds	94.6%
Wakefield	89.6%

National sign-up is at 94.3%

## The Pharmacy First Service

- Pharmacy First will be a new Advanced Service that will include **seven new clinical pathways** and will **replace** the Community Pharmacist Consultation Service (CPCS).
- The service will consist of **three elements**:

Clinical pathway consultations

- new element

Urgent supply of repeat meds and appliances

- previously part of CPCS

Referrals for minor illness consultations

- previously part of CPCS



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## What are the seven conditions?

Sinusitis

12 years and over

Sore throat

5 years and over

Acute otitis media

1 to 17 years

Infected insect bite

1 year and over

Impetigo

1 year and over

Shingles

18 years and over

Uncomplicated UTI

Women 16 to 64 years



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## The Pharmacy First Service

Pharmacies opting-in must provide **all three elements** of the new service.

Patients can **present to the pharmacy** for clinical pathways consultations (**only**).

Clinical pathway consultations can be provided **remotely**, except for the acute otitis media pathway (otoscope required).

Remote consultations **must** be via **high-quality video link**.

DSPs can **only** provide clinical pathway consultations **remotely** (due to the link to Essential Services).

They cannot provide the acute otitis media pathway (otoscope required).

There are no changes to the former CPCS elements of the service, e.g. referrals are still required, and telephone consultations are still possible, where clinically appropriate.



Video from Dr James Thomas,  
Medical Director of the NHS  
West Yorkshire Integrated Care  
Board (ICB) for our event which  
can be found here:

[https://youtu.be/vFnyai\\_-l8M](https://youtu.be/vFnyai_-l8M)



# Summary of the Service Requirements

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## Locating Information on Pharmacy First

The screenshot shows the Community Pharmacy England website. The main heading is 'Pharmacy First service'. Below it, there is a section for 'Latest news on the service' with several links. A sidebar on the left lists various services, with 'Pharmacy First service' highlighted. The bottom of the page features the Community Pharmacy West Yorkshire logo.

### Webinars

In late 2023 and early 2024, Community Pharmacy England hosted a series of webinars to help pharmacy owners and their teams to prepare for the new Pharmacy First service, and changes to the PCS and Hypertension Case-Finding Service.

There were two webinars on the Pharmacy First service:

**Pharmacy First: Getting to know the service** – this webinar provided the initial launch information for the Pharmacy First service, outlining the core.

[Download the slides from the webinar](#)

**Pharmacy First: Getting ready for launch** – this webinar focused on how to prepare for the service's launch, building on the content of the earlier webinar and providing additional practical information.

[Download the slides from the webinar](#)

[Click on a heading below for more information](#)

**Introduction and background**

**Service specification and other documentation**

**Getting ready to provide the service**

**Funding and claiming payment**

**NHS England video clips**

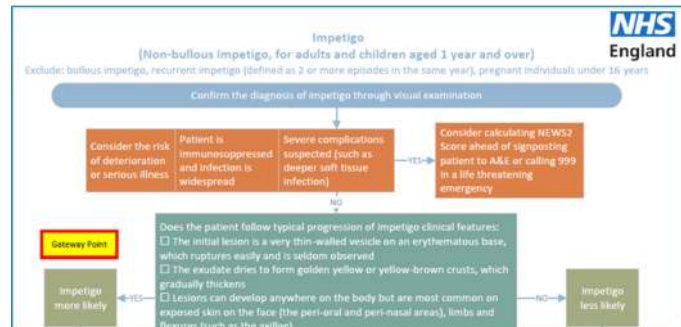
**Frequently Asked Questions**

**Resources**

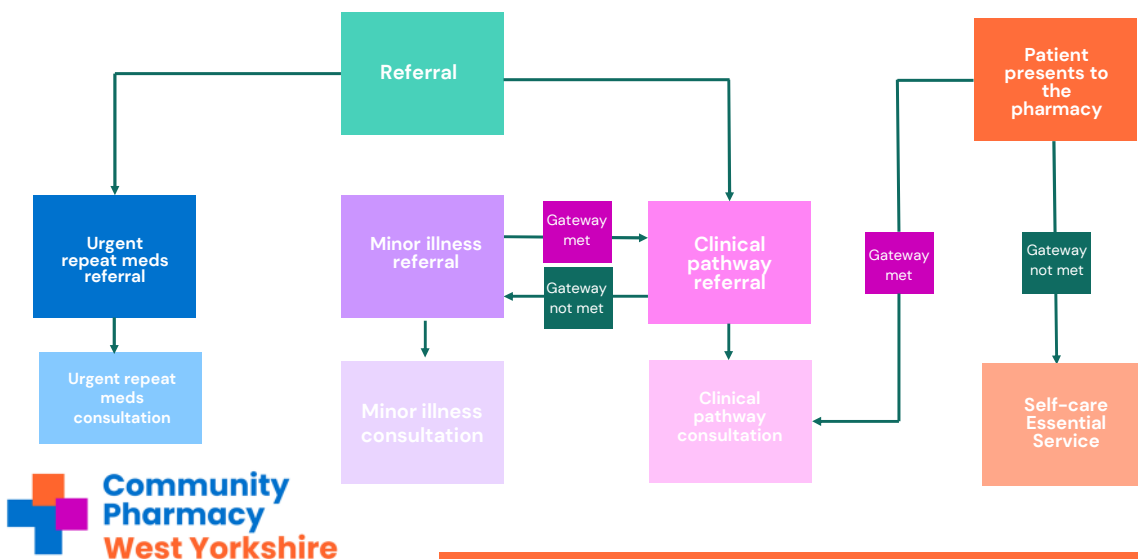
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## Clinical Pathways Consultations

- Service spec and seven clinical pathways developed.
- 23 associated PGDs and one clinical protocol (P med).
- The clinical pathways contain one or more Gateway points.
- For a patient to be eligible to receive a clinical pathways consultation, a Gateway point must be passed.

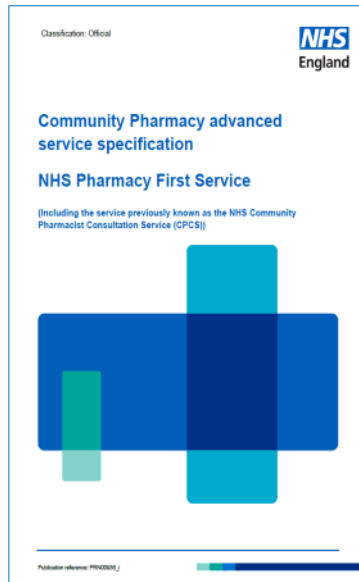


## High-Level Service Overview



A more detailed service pathway diagram can be found in Annex A of the service spec

# The Service Requirements



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## Funding

- Funding for the clinical pathways consultations comes from the additional **£645m** provided to support the recovery plan.
- Initial fixed payment of **£2,000**
  - Must sign-up to provide the service on MYS by **11.59pm on 30th January 2024**.
  - Claims submitted by **11.59pm on 31st December 2023** will be paid on **1st February 2024**.
  - Claims submitted by **11.59pm on 30th January 2024** will be paid on **1st March 2024**.
  - The payment will be **reclaimed** if **5** clinical pathways consultations are not provided by the **end of March 2024**.
- £15 fee per completed consultation (also applies to CPCS consultations from 1st January 2024).



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## Funding

- A **monthly** fixed payment of **£1,000** where the pharmacy meets a **minimum number** of clinical pathways consultations:
- From April 2024, an initial cap of 3,000 consultations per month per pharmacy will be put in place.
- From October 2024, new caps will be introduced based on actual provision of clinical pathway consultations, designed to deliver 3 million consultations per quarter.

Month	Minimum number of clinical pathways consultations
February 2024	1
March 2024	5
April 2024	5
May 2024	10
June 2024	10
July 2024	10
August 2024	20
September 2024	20
October 2024 onwards	30

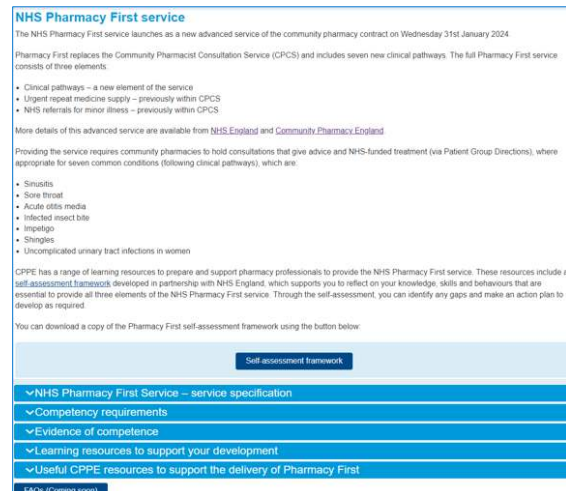


## Learning and Development Requirements



## Learning and Development

- CPPE webpage detailing training resources:
  - [www.cppe.ac.uk/services/pharmacy-first/](http://www.cppe.ac.uk/services/pharmacy-first/)
- Pharmacy First self-assessment framework – developed by CPPE and NHSE.
- Personal development action plan.



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## Learning and Development

- CPE Pharmacy First webinars (recorded versions available):
  - **Getting to know the service**
  - **Getting ready for launch**
    - <https://cpe.org.uk/our-work/updates-events/our-webinars/pharmacy-first-getting-to-know-the-service-webinar/>
- CPWY has worked with CPPE to arrange 4 ENT Clinical Assessments Skills Workshops across WY, providing an **additional 240 places** to the 120 places initially provided by CPPE.
- CliniSkills webinars.



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## Learning and Development

CPE Pharmacy First drop-in sessions:

<https://cpe.org.uk/our-news/implementing-pharmacy-first-drop-in-sessions-and-additional-resources/>



Community Pharmacy England will be hosting a series of online drop-in sessions around the launch date of the Pharmacy First service to assist pharmacy owners and their teams with any queries they may have on the service.

The drop-in sessions will be held between 1-2pm on Microsoft Teams on:

- Monday 29th January 2024;
- Tuesday 30th January 2024;
- Tuesday 6th February 2024; and
- Thursday 8th February 2024.

You do not need to register for these sessions, just use the details below to join a session:

[Join a drop-in session](#)

Meeting ID: 344 030 046 278

Passcode: tYJ7ox

Alternatively, if you are not able to join the drop-in session, queries can also be emailed to the Services Team: [services.team@cpe.org.uk](mailto:services.team@cpe.org.uk).

The National Pharmacy Association is also holding drop-in sessions for their members and their teams this Wednesday (24th January 2024) at the following times (please note, registration is required for these events):

Lunchtime session (1-2pm) – [register for this event](#)

Evening session (8-9pm) – [register for this event](#)

## Integration of Pharmacy First within Primary Care

## West Yorkshire Integrated Care Board - supporting Integration in Community Pharmacy

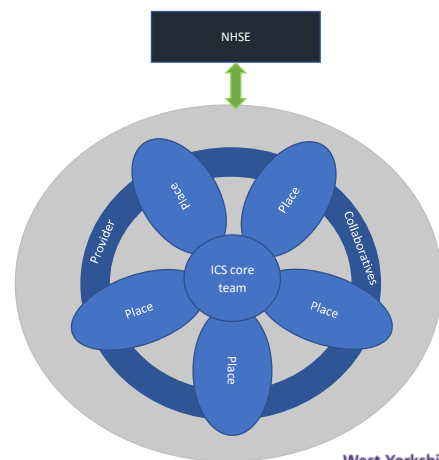
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## Background

In April 2023 the ICB took on responsibility for commissioning of Pharmacy, Optometry and Dental services from NHS England. These are currently commissioned at WY level – but are also an important component of integrated services at place, Ian Holmes, Director of Strategy and Partnerships is the responsible Director for Pharmacy, Optometry and Dental.

### How we work

- ICB statutory responsibility for planning and funding local NHS services
- Most functions are delegated to our 5 places (Bradford, Leeds, Calderdale Kirklees and Wakefield), planning and delivering services, closer and better understanding of local population needs.
- Some functions and services are delivered at WY level where it makes sense to do so, community pharmacy is one of these, although it is Important for Community Pharmacy Interactions at both WY and place



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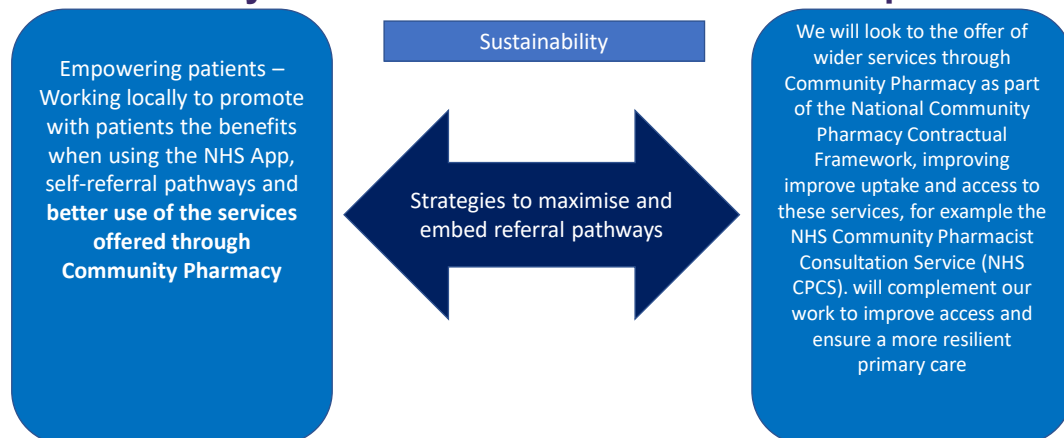
## Improved Access and Care for Patients

Implementation of the National Primary Care Access Recovery Plan (PCARP). The recovery plan focusses on taking the pressure off General Practice, improving access opening the door to wider primary care reform and transformation.

- Recognition Community Pharmacy is a solution in this too
- Improving the Interface CP and GP- Working in collaboration for the benefits of patients
- A number of WY working groups are in place to support
  - WY Access Improvement & Oversight Group
  - Enabling workstreams and subgroups to lead

The ICB Strategy and Joint forward plan, and the November 2023 Primary Care Board paper sets out the recommendations underpinning this commitment.

## Joint Forward Plan Primary care vision set out in the Fuller Report



## Examples of support

### Access and Inequalities Funding

- A locally enhanced, short term service, offered to all eligible community pharmacies signed up to deliver Covid vaccinations and in an IMD1 postcode – 56 across West Yorkshire

### Pharmacy Integration Group Established

- Collective & Ambition for CP
- Sharing best practice
- Data to inform actions
- Barriers and Risk

### Secured transformation funds against PCARP requirements

PCN level support for integration, allocated CP lead within a PCN geography, supporting conversations with local GP practice.

Community Pharmacy Clinical Lead – support clinical conversations, GP-CP - pathway development, support improved uptake

## Next Steps - Leadership & Engagement

We are keen to build relationships and take steps to effective leadership and collaboration with community pharmacy at WY and place.

Good working relationships with CPWY

We are aware of variation in PCN/CD and GP engagement, and we are hearing the need for support in this area.

- Stakeholder Communications/engagement, events and sessions
- Proposal and agreement of system actions - Supporting approaches for improving the interface with Community Pharmacy and GP practices.
- Develop and sign off implementation plan (Access Oversight/WY CP Integration Group)

Clinical representation and leadership at place level is through local Clinical Care Professional Forum, which should include representation across the 4 primary care professions, should include Community Pharmacy.

## Preparing to Provide the Service: Turning ENT Training into a Successful Service

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## Preparing to Provide the Service

1. Download and read the **service specification** and **clinical pathways**.
2. If you then want to provide the service from the start date, **sign up on MYS**.
3. Place an **order for an otoscope**.
4. Download and start
  - reading the **PGDs** and
  - **clinical protocol**

UTI	Shingles	Impetigo	Insect bite	Sore throat	Sinusitis	Acute otitis media
Nitrofurantoin	Aciclovir Valaciclovir	Hydrogen Peroxide Cream Fusidic acid cream Flucloxacillin	Flucloxacillin	Pen V	Mometasone nasal spray Futicasone nasal spray	Phenazone & Lidocaine ear drops
		Clarithromycin Erythromycin	Clarithromycin Erythromycin	Clarithromycin Erythromycin	Pen V Clarithromycin Erythromycin Doxycycline	Amoxicillin Clarithromycin Erythromycin

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## Quick Wins

- Google (other search engines exist)
- Guinea Pigs
- Communication
  - GP practice
  - Pharmacy team



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## Clinical Pathway Consultations

- Patients
- Red Flags
- Consent
- Safety Net
- Confidence
- Paperwork / Claiming



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## Patient Group Directives (PGDs)

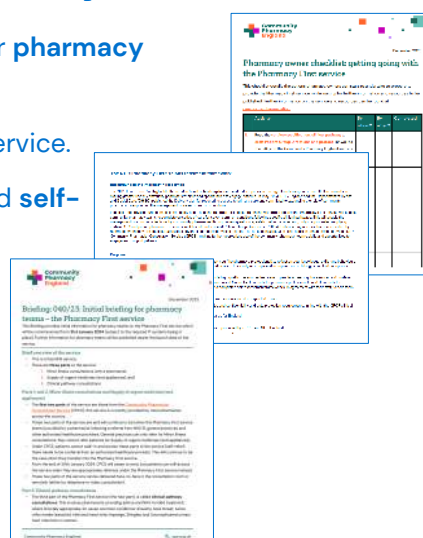
- Pharmacists need to read all 23 PGDs and protocol.
- Draft PGDs and protocol published on 1st December 2023 to help pharmacists and pharmacy owners start to prepare.
- Pharmacists must read and sign the final versions of the PGDs and protocol, rather than the draft versions.
- Draft versions are not signed by NHSE – do not provide authorisation to supply medicines at NHS expense for the Pharmacy First Service.



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## Resources to Help You Get Ready

- Checklists of things to do to prepare for the service for **pharmacy owners** and **pharmacists**.
- The **CPCS toolkit** is being updated to cover the new service.
- **CPPE Pharmacy First webpage, online workshops and self-assessment framework**.
- **CliniSkills training modules and locally organised training options**.
- **Summary briefing for pharmacy team members**.



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## Consultation Skills for Children

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## WORKING WITH CHILDREN

LET'S PLAY!

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**WHAT ARE YOUR  
BIGGEST FEARS?**

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**HOW MANY OF YOU  
HAVE CHILDREN, OR  
LOOKED AFTER YOUNGER  
RELATIVES?**

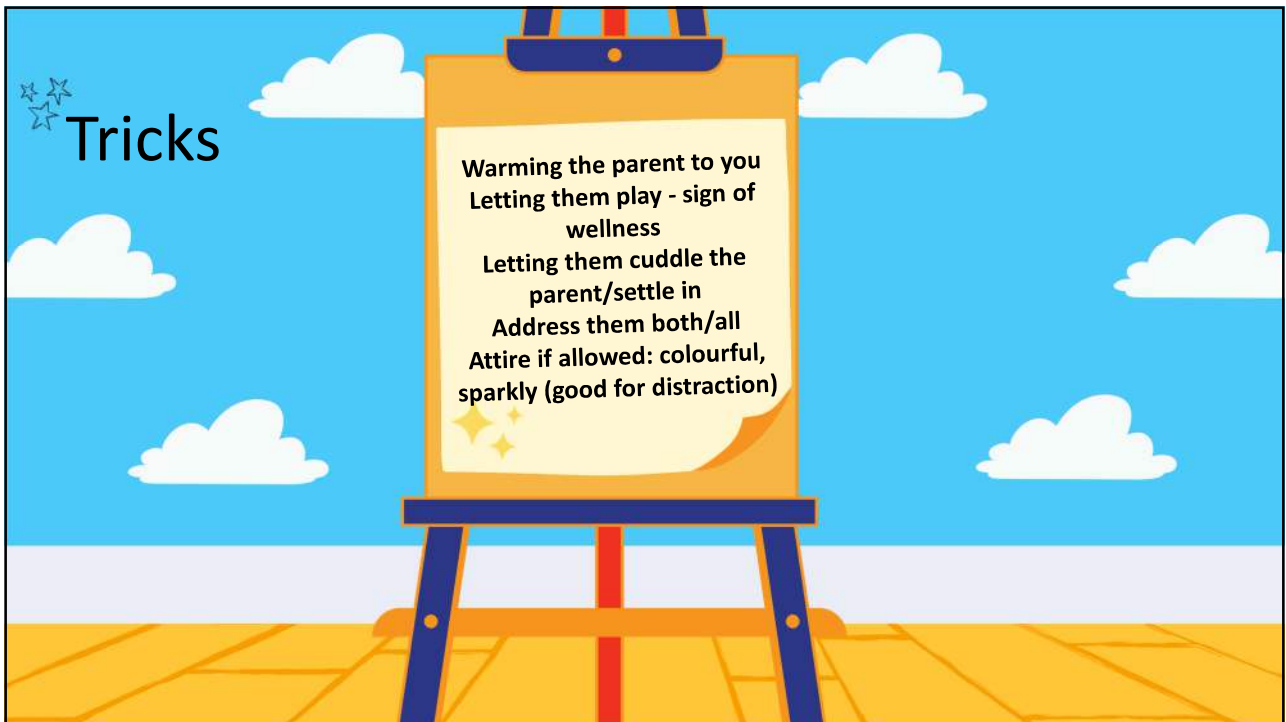
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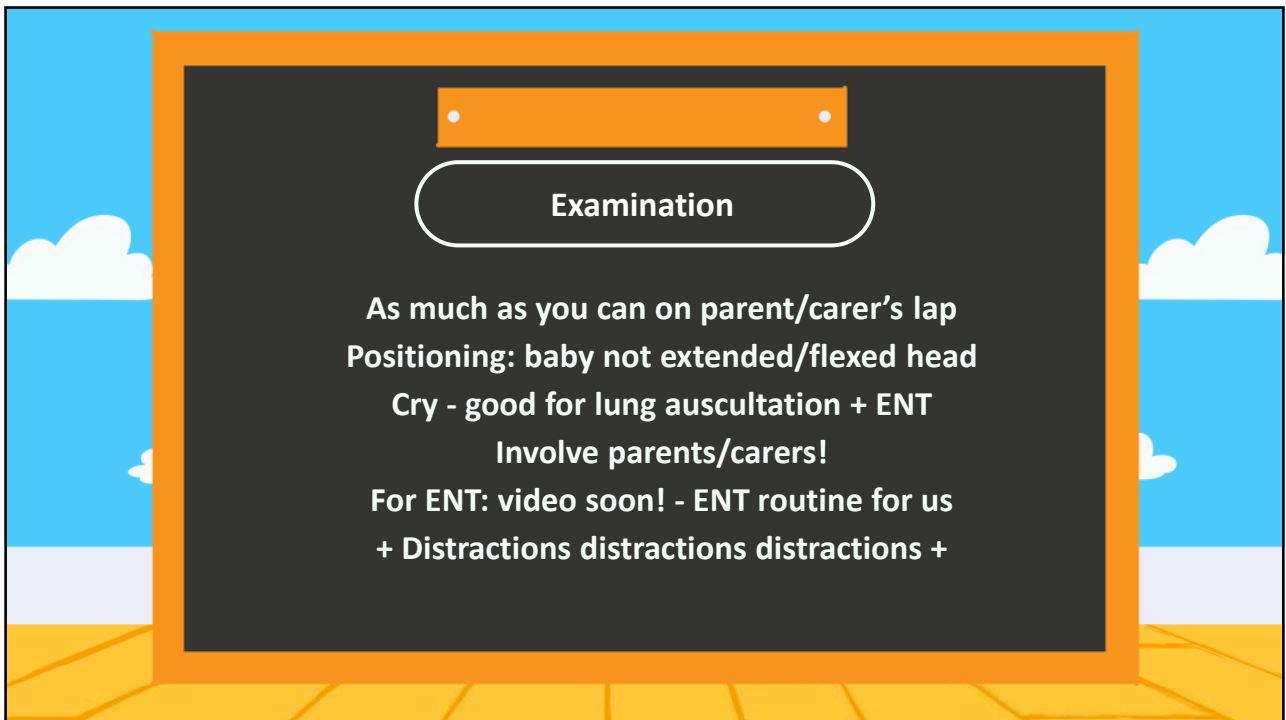
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### Examination

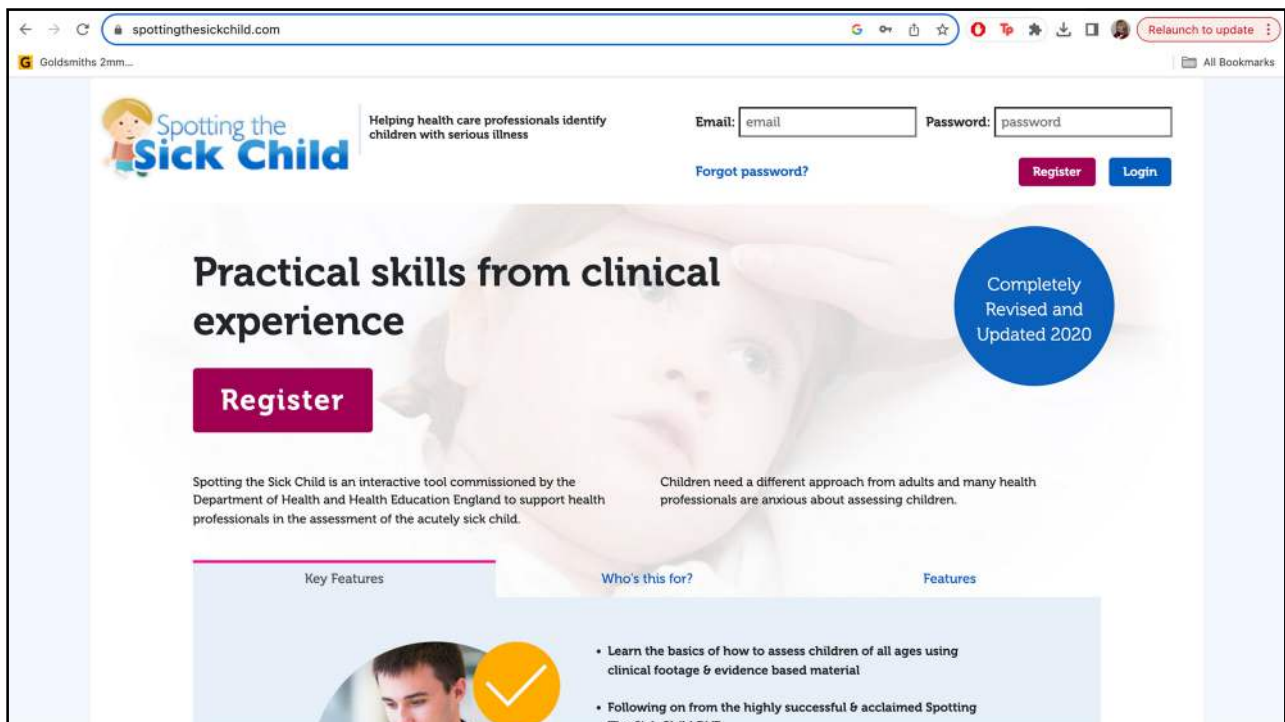
As much as you can on parent/carer's lap  
Positioning: baby not extended/flexed head  
Cry - good for lung auscultation + ENT  
Involve parents/carers!  
For ENT: video soon! - ENT routine for us  
+ Distractions distractions distractions +

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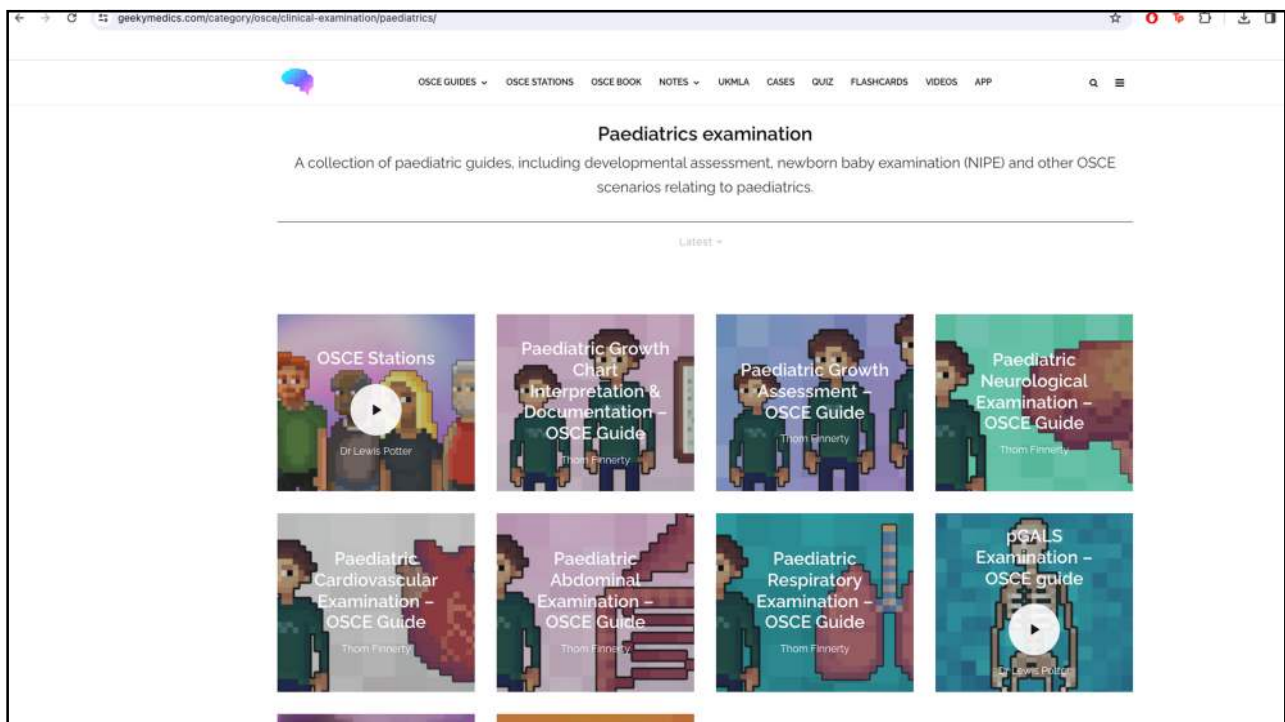


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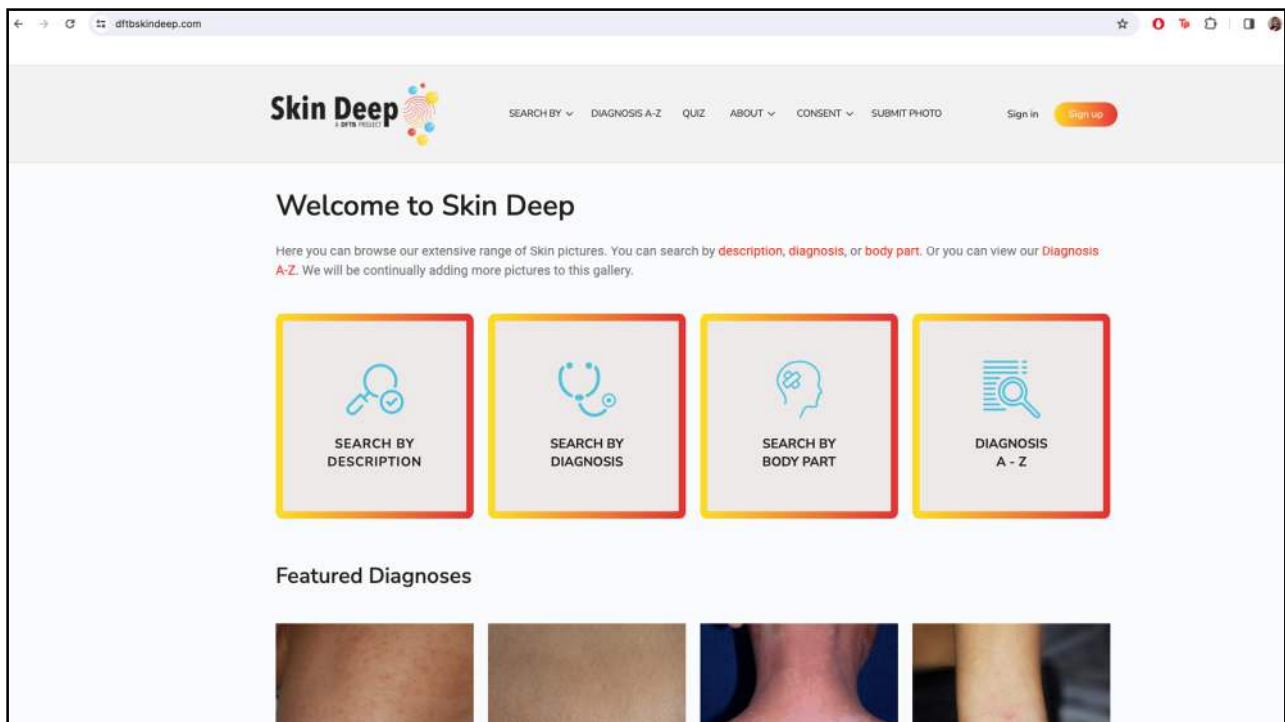




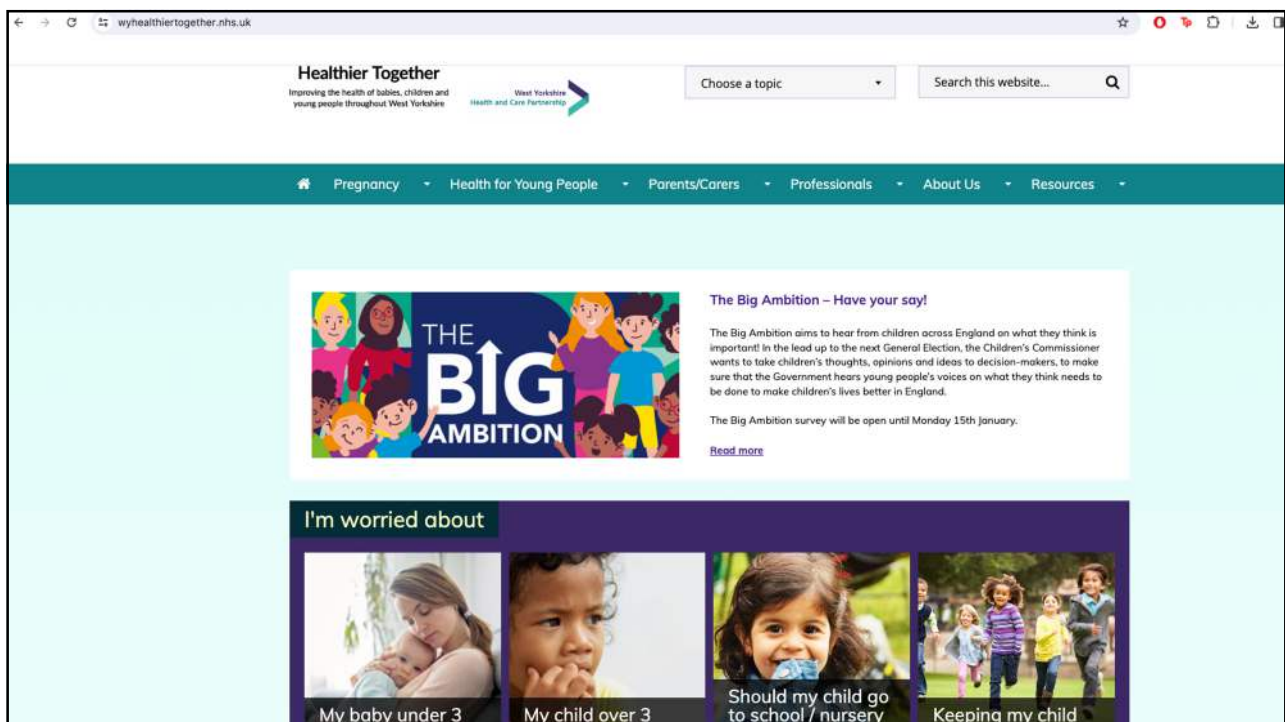
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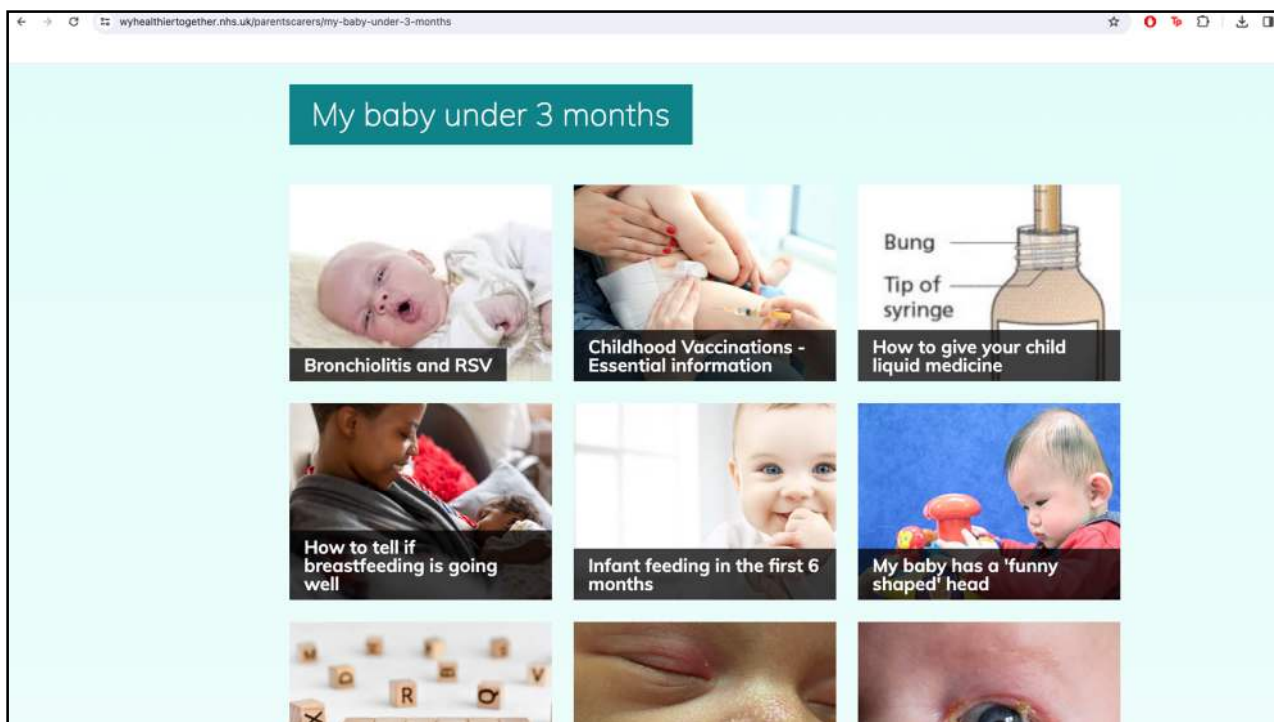
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If your child has any of the following:

- Is pale, mottled and feels abnormally cold to touch
- Has pauses in their breathing lasting more than 10 seconds, makes a **grunting** noise every time they breathe out or has blue lips
- Is stiff or rigid or makes repeated, jerky movements of arms or legs that doesn't stop when you hold them (a fit or seizure)
- Is extremely agitated (crying inconsolably despite distraction), confused or very lethargic (difficult to wake)
- Has a rash that does not disappear with pressure (the 'Glass Test')
- Is under 3 months of age with a temperature of 38°C or above (unless fever in the 48 hours following vaccinations and no other red or amber features)

**You need urgent help.**

Go to the nearest Hospital Accident and Emergency Department or phone 999

**RED**

If your child has any of the following:

- Difficulty breathing, including breathing fast all of the time; widening their nostrils or **pulling in of the muscles below the ribs** when breathing
- Not interested in feeding and/or looks dehydrated (dry mouth, sunken eyes, no tears, drowsy, no wet nappies in the last 8 hours or sunken fontanelle (soft spot on the head))
- Having less than 75 percent of their usual feeds
- Is drowsy (excessively sleepy) or irritable (unable to settle them with toys, TV, food or picking up), especially if they remain drowsy or irritable despite their fever coming down
- Is 3 to 6 months of age with a temperature of 39°C or above (but fever is common in babies up to 2 days after they receive vaccinations) or continues to have a fever of 38.0°C or above for more than 5 days

**AMBER**

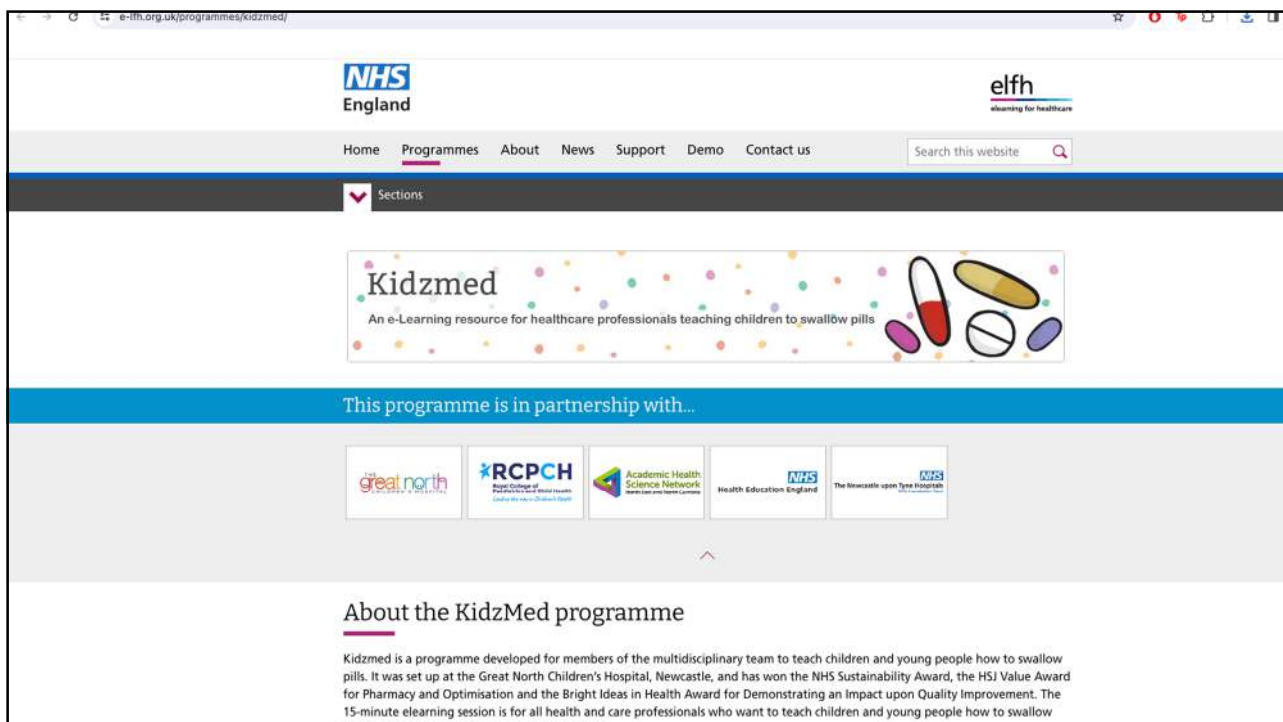
**You need to contact a doctor or nurse today**

Please ring your GP surgery or call NHS 111

We recognise that during COVID, at peak times, access to a health care professional may be delayed. If symptoms persist for 4 hours or more and you have not been able to speak to either a member of staff from your GP practice or to NHS 111 staff, then consider taking them to your nearest A&E

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medicinesforchildren.org.uk/advice-guides/giving-medicines/

## How to give different types of medicines


This section provides videos and information about how to give different formulations of medicines to your child.



### [How to give medicines: inhalers for asthma](#)

This page provides instructions on how to use inhalers for asthma. These include 'preventer inhalers', which are used regularly in order to prevent attacks (this is sometimes called...


[Read more →](#)



### [How to give medicines: tablets](#)

This page describes how to give tablets to children. Specific information on individual medicines is available on the Medicines Information pages.

[Read more →](#)



### [How to give medicines: capsules](#)

This page describes how to give capsules to children. Specific information about individual medicines is available on the Medicines Information pages.






[Read more →](#)

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**Healthier Together**  
Improving the health of children and young people  
Working in partnership with NHS.uk

## PHARMACY CLINICAL PATHWAYS

-children and young people-  
safety-netting and useful information

<b>01. <a href="#">Uncomplicated UTI</a></b> 	<b>02. <a href="#">Shingles/Chickenpox</a></b> 
<b>03. <a href="#">Rashes</a></b> 	<b>04. <a href="#">Acute sore throat</a></b> 
<b>05. <a href="#">Acute otitis media</a></b> 	<b>ENT examination:</b> <div>pending</div>

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## Questions from Audience / Telegram?



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## Thank You for Attending!

### Reminders:

**Evaluations** – please complete and hand in to one of the CPWY team members. We'd appreciate your feedback.

**Parking** – this venue has Parking Eye! Please ensure to enter your car's registration at the screen in reception before leaving.

Look out for your **post-event email**, which will include links to useful Pharmacy First resources and this presentation.

Email: [info@cpwy.org](mailto:info@cpwy.org)

Website: [www.cpwy.org](http://www.cpwy.org)

X (formerly Twitter): [@cpwyinfo](https://twitter.com/cpwyinfo)

LinkedIn: <https://www.linkedin.com/company/community-pharmacy-west-yorkshire>

Telegram: [https://t.me/joinchat/EhzBmw4XmrS1d8OD\\_OWLFQ](https://t.me/joinchat/EhzBmw4XmrS1d8OD_OWLFQ)

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