

Meeting: Primary Care Commissioning Committee			
Meeting Date	28 November 2018	Action	Receive
Item No.	6	Confidential	No
Title	GP Referrals to Community Pharmacy Pilot		
Presented By	Ann Gough, Senior Primary Care Manager (GP Team), NHS England		
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Clinical Lead	-		

Executive Summary
The attached Project Briefing Paper outlines the GP Minor Illness Referral Service to Community Pharmacy project.
Recommendations
It is recommended that the Primary Care Commissioning Committee: <ul style="list-style-type: none"> • Receive the briefing paper for information.

Links to CCG Strategic Objectives	
To encourage people so that they want to, and do, take responsibility for their own health and well-being.	<input type="checkbox"/>
To drive and support system wide transformation.	<input type="checkbox"/>
To commission joined-up health and social care for people in Bury through a Single Commissioning Framework.	<input type="checkbox"/>
To achieve financial sustainability for the Bury health and social care economy.	<input type="checkbox"/>
To support the Locality Care Alliance to deliver high quality services in line with commissioner intentions.	<input type="checkbox"/>
To be a high-performing, well-run and respected organisation with an empowered workforce	<input type="checkbox"/>
Does this report seek to address any of the risks included on the Governing Body Assurance Framework? If yes, state which risk below:	
GBAF <i>[Insert Risk Number and Detail Here]</i>	

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>

Has any engagement (clinical, stakeholder or public/patient) been undertaken in relation to this report?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Have any departments/organisations who will be affected been consulted ?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any financial Implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Has a Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Is a Equality, Privacy or Quality Impact Assessment required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are there any associated risks including Conflicts of Interest?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Are the risks on the CCG's risk register?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
<i>If you have ticked yes provide details here. If you are unsure seek advice from Lynne Byers, Email - lynnebyers@nhs.net about the risk register.</i>						

Governance and Reporting		
Meeting	Date	Outcome
Name of meeting		

GP Minor Illness Referral Service to Community Pharmacy

Bury Primary Care Committee GM Project briefing paper

Background

It is estimated that 6% of all GP consultations could be safely transferred to a community pharmacy¹ (20.4million appointments per year) and managed via a clinical consultation with a community pharmacist. It is also estimated that there are 57 million GP consultations a year for minor ailments at a total cost to the NHS of £2 billion. This takes up an average of an hour a day for every GP.

Over 80,000 people visit a community pharmacy every day across GM. There is good evidence that the advice provided by community pharmacists, as part of a consultation about symptoms of minor illness will result in the same outcome as if the patient went to see their GP or attend an Emergency Department².

As part of the Pharmacy Integration Fund programme of work, to integrate community pharmacy into local NHS urgent care pathways, a new approach is being taken to create a digital process for urgent care and General Practice. This involves making a referral to a community pharmacist instead of booking a GP appointment for low acuity minor illness assessment. This service is called the Digital Minor Illness Referral Service (DMIRS).

GM has been selected to develop and deliver the referral processes between General Practice and Community Pharmacy. The funding available from the NHS Integration fund, allows us to deliver a pilot project in a GM neighbourhood.

There is to be a national evaluation of this pilot.

What the service entails:

This project could be described as a development to existing Care Navigation projects that exist in some parts of GM.

1. Patient contacts the GP practice via telephone or attends in person. Usual processes of patient assessment are followed to determine if an appointment is required. Where appropriate the reception staff or care navigator makes a referral to the local DMIRS community pharmacist. The referrals will be made for the agreed list of presenting symptoms.
2. The appointment details are sent through to the pharmacy as an electronic message using agreed proforma e.g. via Choose and Book (electronic referral service-ERS) or NHSmail template or other local arrangement.
3. Pharmacist undertakes clinical assessment in consultation room and completes the episode of care, including making the appropriate electronic health record. If a referral is necessary the pharmacist contacts the GP practice using local contact

¹ <https://www.england.nhs.uk/gp/gp/vf/workload/releasing-pressure/>

² <https://bmjopen.bmj.com/content/5/2/e006261>

details and agrees next steps, e.g. patient is booked into an emergency appointment at the practice that day.

4. To support the project monitoring and as part of evaluation, regular reporting from participating pharmacies will be undertaken using anonymised data.

Site selection in GM for a GP referral DMIRS.

In GM we already have three localities rolling out Care Navigation concepts, including Salford, Stockport and Bury.

It is therefore a logical step to develop the concept in one of the above localities as the ground work and engagement with both GPs and Community Pharmacies is already embedded.

Bury was the first locality to progress the Care Navigation concept, and furthermore has two neighbourhoods; Prestwich and Radcliffe, that have highly developed, active Neighbourhood teams, in which General Practice and Community Pharmacy are actively engaged.

The registered patient population of Radcliffe is circa 29,950. For Radcliffe this could equate to approximately 25,865 consultations per annum for minor illness that could be referred to and effectively managed by community pharmacists.

The proposed GP practices and community pharmacies are listed in appendix 1.

Funding:

This service is to be funded through the Pharmacy Integration fund for three months. GMHSCP is scoping the possibility of funding being available for a further 3 months.

The funding from the Pharmacy Integration Fund would cover the following:

- Project management led by the local NHS England team.
- Engagement events involving LPC and LMC within the Primary Care Network locality.
- Community pharmacy fees at **£14** per referral for participation in the project.
- Pharmacy system licence fees to enable documentation and reporting by the pharmacist as part of the consultation.

Timescales:

It is planned to undertake engagement with the selected GP practices and community pharmacies throughout December 2018, with a view to launching in January 2019.

Appendix 1

Proposed GP practices and community pharmacies

GP Practices	Community Pharmacies
GP Practices that fall in the West Neighbourhood	Asda Pharmacy, Riverside Retail Park
Tower Family Healthcare, Spring Lane	Boots the Chemist, 11 Blackburn Street
Radcliffe M. P. Radcliffe PCC, Wave Suite 69 Church Street West, Radcliffe	JT Smith & Son, 8-8a Ainsworth Road
Redbank Group Practice, Sun Suite 69 Church Street West, Radcliffe	Manor Pharmacy, Unsworth Street
Rock at Radcliffe, Star Suite, Radcliffe PCC, 69 Church Street West, Radcliffe	Radcliffe Pharmacy, 62 Cross Lane
Mile Lane H. C, Mile Lane, Bury	Radcliffe Pharmacy, 47 - 49 Church Street West
Monarch M. C. 65 Cross Lane, Radcliffe	Well, Radcliffe PCC
	Pure Hope Pharmacy, 21 Church Street East