

Managing Long Term Conditions in the Pharmacy: Proving the Concept

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Review Hypertension & Asthma in the Community Pharmacy setting.

💧 Aim of Pilot

- 💧 To establish and prove the concept that patients with long term conditions can be effectively and safely managed by a pharmacist independent prescriber from a community pharmacy

Strategic Background

- Transforming Your Care
- DHSS Pharmacy Strategy, for Pharmacy in the Community
- The DHSS “Living with long term conditions” strategy
- The Francis report into the events of Mid Staffordshire NHS Trust
- Sir Liam Donaldson’s report: “The right time, the right place”



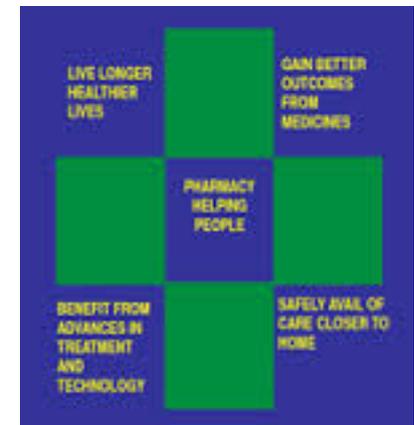
Pharmacy role in TYC

- Expanded role for Community Pharmacist in the area of Health Promotion
- Role for CP in medication management for LTCs
- Integration and multi-disciplinary approach.
- Greater use of pharmacists for managing minor ailments
- Improving access to medicines



“Making it Better Strategy”

- Supporting Public health
- Improving use of medicines
- Promoting seamless care
- Quality Improvement
- Improving Access and Communication
- New Structures and Systems



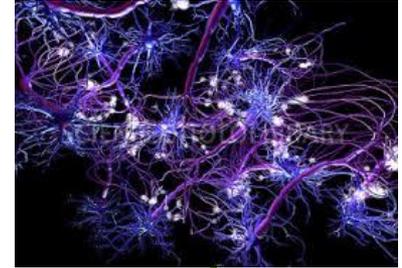
Structure of Clinics

- ◆ Chronic disease review clinics held in the Pharmacy (with remote access to GP Server/Desktop computer)
- ◆ One clinic held each Saturday morning during months Jan to March 2015
- ◆ Three GP Practices involved
- ◆ Three Pharmacists (2 CP & 1 Practice Pharmacist)
- ◆ Two clinical areas – Hypertension & Asthma

IT Connections



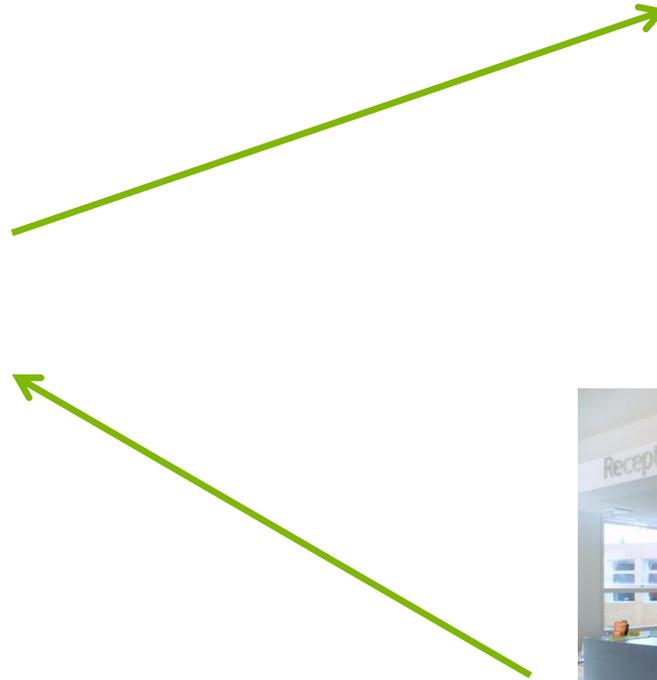
Pharmacy network



NHS Net



Surgery Server



Service Outline

- ▶ Service built on a history of working with GP Practice & seeking to improve access for patients due review of a chronic condition
- ▶ Appointments in the community pharmacy offered the same service as that provided in the PIP led clinic at GP surgery:
 - Blood pressure assessment or Asthma assessment
 - Interpretation of lab results
 - CV Risk Assessment or Peak Flow, Inhaler Tech & O2 Sat
 - Lifestyle and Dietary advice
 - Issue prescriptions when appropriate
 - Full medication review
- ▶ Community pharmacy has a private consultation room to ensure all consultations are private
- ▶ Full remote access to the GP clinical system available from a nominated practice laptop

Evaluation Data

No of Clinics (3.5hr sessions)	11
No. of consultations completed	74 (70 patients)
Medicines Optimisation Interventions	
No. of medicines initiated	5 (+2 restarted)
No. of doses increased	7
No of doses decreased	0
No. of medicines discontinued	5
No. of Compliance issues addressed	13
No. of patients with medication review	51
No. of patients with lifestyle advice	55

Evaluation Data

Patient Outcomes	
BP. No of patients not to QOF BP target (150/90) at first appointment	18 (1 not at level to treat)
BP. Of those patients not to target (18) how many reached target	7/17 (10 still need follow up)
BP. Average drop in drop pressure for those initiated new medicine or dose adjusted	14/8
Asthma. No of patients who had education on their condition	16
Near Patient Testing	
No of Patients who had Peak Flow checked	16
No of Patients who had inhaler technique checked	7
No of Patients who had O2 Sat checked	12

Patient Survey

Patient Survey (Carried out between Jan –Mar 2015)	Total 66
In general how satisfied were you with the care you received at the Blood Pressure Clinic in the Community Pharmacy	97% V. satisfied
Did you have confidence and trust in the clinician you saw?	100% Yes
Did you receive the same level of care as you would expect to receive from a consultation within the GP practice?	99% Yes
Did an appointment outside normal GP Practice opening times suit you better due to finding it difficult to attend the GP practice?	94% Yes
Would you be happy to continue to attend the community pharmacy for future blood pressure appointments?	97% Yes
On a scale of 1-10 how would you rate your overall experience of attending the blood pressure clinic in the community pharmacy	91% 10/10

Finally GP/Patient feedback

GP Comment:

The development of the Remote Access Clinics has made a huge difference to our patients, as this offered another more accessible option for them to attend for their review appointment.

This is especially helpful to those patients who work during the week and are unable to attend the surgery during normal opening times.

Patients Comments:

Very Helpful and pleasant, Great Service, Very helpful and friendly, Quick and convenient, Excellent, I find this service invaluable and very helpful, Consultations are very personalised,

Next Steps

- Maintain momentum with current clinics operating from within Community Pharmacy setting.
- Increase the number of practices with pharmacists (Practice or Community) offering Saturday morning review clinics.
- Look at the potential to link in with Southern Area Out of Hours Pharmacy prescribing pilot by integrating community pharmacy into the project
- Continue to improve access to services by strengthening links between community pharmacy and primary care.