Community pharmacy – how it can help support carers

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Presentation overview

• About PSNC
• A few community pharmacy facts
• What can community pharmacy do to support carers?
• The Carers Trust / PSNC Carer Friendly Pharmacy pilot
Community pharmacy facts

• c.11,750 pharmacies in England
• 89% of the population in England has access to a community pharmacy within a 20 minute walk
• Over 99% of those in areas of highest deprivation are within a 20 minute walk of a community pharmacy
• 1.6m people visit a pharmacy every day
• Most pharmacies have a private consultation area
Pharmacy and the NHS

- c.1 billion NHS prescriptions dispensed in England annually
- Cost of medicines c.£8bn
- The average pharmacy dispenses c.6,600 prescription items per month
- NHS income for a typical community pharmacy accounts for 85-95% of their total turnover
What can pharmacy do to support carers?

- Identify them and offer referral and other services...
- General health advice
- Flu vaccination
- Carers Health Check / NHS Health Check
- A range of healthy lifestyle services, e.g. stop smoking support
What can pharmacy do to support carers?

- Support with medicines
  - Ordering repeat medicines / repeat dispensing
  - Delivery services
  - Advice on use, storage and administration
  - Safe use of over the counter medicines
  - Compliance aids (where appropriate and safe)
  - NHS Medicines Use Review and New Medicine Services
  - Disposal of out of date and unwanted medicines
Carer Friendly Pharmacy pilot

• Carers Trust led programme (Julia Ellis and Alan Chappell)
• Working in collaboration with:
  – PSNC
  – CPPE
  – Local carers services
  – Local Pharmaceutical Committees
  – Community pharmacies
• Went live 3rd November 2014
The aim

• Identify carers visiting the pharmacy
• Offer them support from the menu of services the pharmacy offers
• Offer to refer the carer to:
  – the local carers service
  – their GP practice
Training

- Developed by Carers Trust and CPPE
- 90 minute workshop format to be delivered by local carers centre
- Pharmacist and staff attend
- Each pharmacy will nominate at least one Carers Champion
- Find out more by attending Anne Cole’s workshop...
Training

- www.thelearningpharmacy.com
Materials to support identification

- Leaflet
- Badges
- Poster
- Referral/consent form
Making referrals

PharmOutcomes® Delivering Evidence

Service Support

Carer Support and Referral

- Referral to the Carer Service
  - Carer requests
    - Carer has requested an information pack
    - Carer has requested telephone contact by the Carer Service
  - Carer Service: Buxton Carers’ Trust (–)

- Notification to the GP practice
  - Does the carer wish their GP to be notified of their carer status?
  - Yes ☑ No

Please only record carers who require notification to their GP of their carer status and/or supportive referral to the Carers’ Service.

The NHS number only needs to be entered where known. Enter the carer’s telephone number in the Contact Details field if they want to be contacted by the Carers’ Service.
GP referral via email

Selection from "GP Surgeries (England)" lookup list

Re: Notification of Carer Status

Carer Name: Mickey Mouse
Date of Birth: 2000 Feb 01
Address: 123 Alphabet Road, Broadway AB12 3CD
NHS Number (where known): 1111111111

Dear Doctor,

This patient has been identified as a carer and has agreed that you should know this so it can be noted on his/her medical record.

This referral has been generated through this pharmacy taking part in the 'Carer Friendly Pharmacy' pilot led by Carers Trust and funded by the Department of Health; more information on the pilot is available below.

As a result of this referral we are suggesting that you tag the patient notes using the Read Code 'is a carer' - 918G (Read 2 code) or UaOLV (CTV3 code).

Yours sincerely

Name of User

Further information on the Carer Friendly Pharmacy Pilot

This pharmacy is taking part in the Carer Friendly Pharmacy pilot led by Carers Trust and funded by the Department of Health.

The pilot aims to increase the identification of carers by pharmacy teams before they reach crisis point and to encourage carers to access information, advice and support. When pharmacy staff involved in the pilot identify someone as a carer, they will ask them to complete a short form giving their permission to be referred to their local carers' services and for their GP practice to be notified as well. If you would like more information about this project please email Alan Chappell.
Carer centre referral

### Carer Service Referrals (Preview)

<table>
<thead>
<tr>
<th>Action Date</th>
<th>01-Sep-2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Info Pack Sent</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Contact Actions**
- ✔️ Contact not requested
- ✔️ Contact has not been possible
- ✔️ Telephone contact made with carer

**Registration Details brought forward**
- **Original Referral** 01 Sep 2014
- **Carer** Mickey Mouse
- **Date of Birth** 2000 Feb 01
- **Address** 123 Alphabet Road, Broad way
- **Postcode** AB12 3CD
- **NHS number** 1111111111
- **Contact Details** MickeyMousetravel
- **GP practice** Selection from “GP Surgeries (England)” lookup list
- **Notify GP** One of: Yes, No
- **Carer Service** Provider being referred to

**Acceptance and completion of referred service**
- This provision has been referred to you.
- If you are unable to complete it, you can reject the referral (please state reason information).
- If you accept it to complete later, you can optionally store notes in the details above.

**Referral history details**

Complete now | Accept | Reject referral
Where is it happening?

- 44 pharmacies in 9 areas working with the local carers service and the LPC:
  - City Healthcare, Hull
  - North Lincolnshire Carers Support Centre
  - Blackpool Carers Centre
  - Brighton and Hove Carers
  - Northamptonshire Carers
  - Gateshead Carers Association
  - Carers First Kent
  - Devon Carers Centre
  - Carers Leeds
  - The Carers Resource, Rochdale
Next steps

• Project’s active phase ends 28\textsuperscript{th} February 2015
• Evaluation by CIRCLE, University of Leeds (which will be published in due course)
• Hopefully it creates an evidence base to use with commissioners of pharmacy services
  – Could it be commissioned by NHS England in the future?