

What is the service?

The Pharmacy Care Plan Service is a patient centred support service aimed at helping patients with multiple long term conditions to become more activated in the self management of their health. Once referred into the service, patients will receive support in identifying health goals and actions that they can take to achieve them. They will be able to create their own Patient Care Plan, which will then form the basis of consultations and reviews across a 6-month period.

Why are you doing it?

To demonstrate how community pharmacy can make a sustainable difference to patients' lives, by bringing the best of pharmacy together to support an individual in one package of care. We know that a full and robust evaluation of this work by the University of Manchester will also be able to demonstrate the value of such a service to the NHS across England.

Who is delivering the service?

50 pharmacies in the Salford, Whalley Range, Fallowfield and Chorlton areas are delivering the service. A list of the pharmacies involved is included on the reverse of this letter.

Who is paying for it?

The initial 6-month Pharmacy Care Plan service is being funded by NHS England who have commissioned CPGM Healthcare Ltd. to deliver the project.

How will the service be evaluated?

The impact of the service will be primarily measured by the movement of their level of activation (using the Patient Activation Measure (PAM) assessment tool), the patient's quality of life (using EQ5D), the patient's medicines adherence (using the Morisky score) and some clinical measures such as blood pressure, BMI and cholesterol.

Who has supported the development of the service?

We setup a Steering Committee made up of key people from NHS England, CPPE, PSNC, PV, a patient advocate, GM LPC, Bolton LPC, the University of Manchester and PharmOutcomes. They guided the development and implementation of the service.

What do you want me to do?

We would like you to refer patients into the service who you feel might benefit from support with managing their long term conditions. Patients need to be over 16 years of age and have two or more long term conditions. One of the long term conditions must be: hypertension, diabetes, COPD or asthma.

How will it impact my workload?

You may see some referrals made by me, if I feel that a patient may benefit from a change to their prescribed medication, however it is my hope that any change will enable them to gain better control their conditions and so reduce their need visit you in the future.

I will also send you information that will benefit your practice such as blood pressure readings, BMI and cholesterol.

How will my patients benefit from it?

We hope to support patients to become more activated in their health, to be more confident and knowledgeable about their health, so that they require less support from the NHS in the future. The service is delivered free-of-charge to patients.