**NHS England’s Community Pharmacy Call to Action Questions and Prompts for Discussion**

**1) How can we create a culture where the public in England are aware of and utilise fully the range of services available from their local community pharmacy now and in the future?**

The prompts for this discussion might encompass:

* How the NHS can work with local authorities to enhance the public health role of community pharmacies, including making every contact count and the concept of Healthy Living Pharmacies;
* Community pharmacy teams as the first port of call for minor ailments and better use of community pharmacy for the management of stable long term conditions;
* Better marketing of clinical and public health services to ensure the public and patients are fully informed of the range of services that community pharmacies offer?
* How the public expects pharmacists to work together with GPs, hospitals, community nurses and care homes to improve health outcomes.

**2) How can the way we commission services from community pharmacy maximise the potential for community pharmacy to support patients to get more from their medicines?**

Prompts for this discussion might include:

* National versus local commissioning;
* Whether pharmacies are in the right place locally and whether we have the right number;
* Ways in which better alignment of the Community Pharmacy Contractual Framework and the General Medical Services contract could improve outcomes e.g. the management of repeat medicines and medication review;
* The balance of medicines supply role and provision of clinical services;
* How we can work more effectively across the current commissioning landscape to ensure NHS and Local Government (public health) can commission services from community pharmacy more easily and avoid duplication.

**3) How can we better integrate community pharmacy services into the patient care pathway?**

The prompts for this discussion might include:

* Accelerate Pharmacists’ access to the Summary Care Record;
* Better management of “high risk” or vulnerable patients;
* How can collaboration on a population basis support  the  delivery of better health outcomes?
* Improving the digital maturity of community pharmacy;
* Community pharmacy’s role in the transformation and integration agenda for out of hospital care;
* Data for commissioners to improve the population’s health, reduce inequalities and improve quality;
* Getting the most from the whole pharmacy team (skill mix);
* Data for commissioners to improve the population’s health and ensure quality of service (including a role in research and development);
* How to ensure GPs have access to clinical pharmacy advice, for example in their practices;
* How best to secure pharmacy expertise in the care of vulnerable groups, including children, frail older people  in their own home/care home, those with mental health issues, dementia and those with learning difficulties;
* How to work with employers, training providers, Local Education and Training Boards and other commissioners to identify the development needs of the community pharmacy workforce to deliver high quality services and care across patient pathways.

**4) How can the use of a range of technologies increase the safety of dispensing?**

The prompts for this discussion might include:

* How can we best accelerate progress toward community pharmacy access to the Summary Care Record? This is considered pivotal to maximising the contribution of community pharmacy to patient outcomes;
* A greater uptake and use of local and centralised robotics within the dispensing and supply process;
* Improving the cultural, operational and  IT systems to make medication safety incidents easier to report and share learning;
* The design of pharmacy premises;
* The role of digital technology in improving patient care.