

Community Pharmacy Surrey & Sussex

On behalf of East Sussex, West Sussex and Surrey LPCs



Response to Calls for Provider Feedback

NHS England & Improvement in the South East

South East translation and interpreting services for primary care

November 2020

For enquiries regarding this response, please contact:

James Wood FRPharmS

Chief Executive

Community Pharmacy Surrey & Sussex

jameswood@communitypharmacys.co.uk

About Community Pharmacy Surrey & Sussex

Community Pharmacy Surrey & Sussex is the local voice for all community pharmacies on behalf of East Sussex, West Sussex and Surrey Local Pharmaceutical Committees (LPCs).

We represent over 520 pharmacies, on all matters relating to the NHS and public health work undertaken by community pharmacy. This includes single handed independent pharmacies through to medium and large pharmacy businesses. Pharmacies in our area, between them, employ thousands of local people and are at the heart of communities.

Community Pharmacy Surrey and Sussex negotiates and discusses local pharmacy services with commissioners and is available to give advice to community pharmacy contractors and others wanting to know more about local pharmacy. We are committed to helping to develop and support community pharmacy teams, to deliver high quality health services.

Working closely with the local NHS, including NHS England & Improvement regional team, CCGs and local government, we are responsible for advancing the enhanced role of community pharmacy to ensure it plays an active part in promoting health and wellbeing across Surrey and Sussex. Our vision is to enhance the role of community pharmacy and to ensure the sector has an active role in promoting health and wellbeing in Surrey and Sussex.

Local Pharmaceutical Committee (LPC) are local representative committee of pharmacy contractors in the area covered by the LPC that has been approved by NHS England under the NHS Act 2006, as the body representing the owners of the community pharmacies in the Surrey Health and Wellbeing Board area.

Regulations under the NHS Act require NHS England to consult LPCs on matters such as market entry and local enhanced services. The LPC negotiates and discusses locally commissioned pharmacy services with other commissioners and is available to give advice to community pharmacy contractors and others wanting to know more about local community pharmacy.

The LPC constitution sets out the role and duties of the LPC that include:

- representing their contractors in local and national consultations relevant to pharmacy contractors; making representations to NHS England, Health and Wellbeing Boards and PSNC.
- providing support, resources and guidance to pharmacy contractors, such as advice on contract compliance and monitoring, market entry and other locally commissioned services.
- promotion and development of local pharmacy through local public affairs and lobbying to create an environment for community pharmacy to flourish.

Further information is available on our website at <http://communitypharmacys.co.uk/>

Introduction

We welcome the opportunity to provide feedback on behalf of community pharmacies in Surrey & Sussex, to NHS England and NHS Improvement (NHSE&I), as they recommission new translation and interpreting services (ITS) in the South East. This will support patients whose first language is not English and others, when they are receiving a service from a dentist, community pharmacist or optician in primary care.

Background

Community Pharmacy contractors have an important role to play in ensuring NHS funded services are accessible to all, and pharmacy teams already make efforts to provide information to people in formats that they can understand and appropriate support to help them to communicate. A major concern for community pharmacy has been the issue of access to consistent ITS and the costs of more involved accessible information / communication support. In Surrey & Sussex there is currently no access to ITS for community pharmacies that is provided by the NHS.

Increasing need for support

The role of the community pharmacy team is becoming increasingly clinical, with the development of new services through the community pharmacy contractual framework deal to 2024. The deal sets out how, over the course of the next five years, community pharmacies will adapt to provide new services to help people to stay healthy and prevent illness; to support and provide urgent care services; to support patients leaving hospital; and to help patients avoid unnecessary visits to GPs and hospitals

The initial focus of these service developments has already seen the introduction of the new national NHS Community Pharmacist Consultation Service (CPCS) which has given community pharmacies the key role in helping people with minor illness and will integrate the sector better into primary care.

As work shifts from other parts of primary care, especially the GP channel we feel it is critical that non-English speaking patients, patients who use British Sign Language and other patients that have specific communication needs have access to consistent, safe, high-quality support to meet their needs during consultations with primary care clinicians, wherever the setting.

Informing the procurement process

We expect that the newly procured services from autumn 2021 will be fully funded by NHSE&I and not by individual providers. Access to ITS should be available across the fullest range of opening hours of community pharmacies and support the provision of all aspects of the community pharmacy contractual framework, and locally commissioned services. We would encourage specifications for the new service to include the following principles:

- Easy to access and flexible to suit provider and patient needs e.g most community pharmacy touch points are not by appointment, but on a walk-in basis;
- Providers are supported with knowing how to use the services – a need for clarity on how the ITS provision works and how to book assignments; and
- ITS providers understand sector specific issues.

We expect community pharmacy teams to use the service in two main areas:

- Face-to-face, telephone or video interpreting for patients whose first language is not English
- Non-spoken face-to-face interpreting for deaf and hard of hearing patients

We hope these comments will be useful to inform the specification used to commission the new service. We would be happy to review any further documentation, such as draft specifications, to as far as possible ensure they meet the needs of community pharmacy contractors and for patients who use their services.