

## **Service Delivery Report Spring 2018**

### **Key Highlights**

As of December 2017 (based on November data)

#### **MURS**

1. **88%** Pharmacies are delivering MUR'S
2. **14 Pharmacies delivered no MURS ( equivalent to a loss of £11,200 per contractor)**
3. **An average of 285 MUR's have been delivered in LLR** (equivalent to a loss of £3,220 per contractor on average ) vs 2016 where the average of 280 MUR's per pharmacy
4. The MUR delivery ranges from 9 per Pharmacy up to to full 400 quota.
5. In terms of MUR's ;**the total loss of income is equivalent to a total loss of £730,940 for LLR** and more importantly the loss of **25,990 opportunities** to support patients with a clinical service to support medicines optimisation, adherence and provision of supporting healthy lifestyle advice.

#### **Why engage?**

The opportunities to support clinical service provision through delivery of MUR's and NMS consistently to improve quality of care, medicines optimisation and adherence improvement is available to us already and its important we deliver high quality and meaningful interventions to support our patients and local NHS objectives.

The improved uptake of this service demonstrates the value of CP and enables the LPC to work on your behalf to support further commissioning. Not doing so, makes it more difficult to do so. I urge you all to engage and get on board with delivering these services if not doing so already.

## NMS

As of November 2017 ; there has been some improvement in uptake

1. 72% of Pharmacies delivered NMS vs 66% in September 2017
2. 67 Pharmacies delivered no NMS\_vs 79 Pharmacies in September 2017

<b>NMS Data September 2017</b>	<b>NMS conducted</b>	<b>No. Claiming NMS</b>	<b>% Claiming NMS</b>	<b>NMS / Claiming Pharmacy (Higher is better)</b>
Leicestershire & Rutland	1811	147	66%	12.32

<b>MUR data September 2017</b>	<b>MURs conducted</b>	<b>No. Claiming MURs</b>	<b>% Claiming MURs</b>	<b>MUR / Claiming Pharmacy (Higher is better)</b>
Leicestershire & Rutland	5671	195	88%	29.08

<b>NMS Data November 2017</b>	<b>NMS conducted</b>	<b>No. Claiming NMS</b>	<b>% Claiming NMS</b>	<b>NMS / Claiming Pharmacy (Higher is better)</b>
Leicestershire & Rutland	2044	159	72%	12.86

<b>MUR data November 2017</b>	<b>MURs conducted</b>	<b>No. Claiming MURs</b>	<b>% Claiming MURs</b>	<b>MUR / Claiming Pharmacy (Higher is better)</b>
Leicestershire & Rutland	5357	194	88%	

## **Flu vaccination Service**

1. A number of pharmacies have not engaged with the flu vaccination service which could be approximately £1970 for 200 vaccinations with unlimited opportunity for patient engagement and clinical service provision.

2. Total vaccinations for 2017-18 to date on Pharmoutcomes = 15,936 vaccinations period vs 10,000 approx in 2016-17 which is a significant uplift

I would encourage you all to engage in the flu vaccination service and begin thinking about flu training for 2018-19 season and we will provide you with more information in due course.

## **Quality Payments**

**We have a national infographic which shows the summary of the declaration data for April and November 2017**

# Pharmacy Quality Scheme

NHS England introduced a Quality Scheme for pharmacies in 2017

This infographic shows the declaration data for November 2017.

**11,091**

that's over 90%, of NHS pharmacies in England took part in the scheme



## Patient safety/clinical effectiveness



**\*11,043**

provide support for:

- Taking medicines correctly
- Starting new medicines
- Obtaining urgent supplies



**10,773**

have 80% of pharmacy professionals (pharmacists and pharmacy technicians) trained to Level 2 Safeguarding - that's approx. 20,000 pharmacy professionals



**10,766**

produced a reflective safety report specific to that pharmacy. Reporting from pharmacy to the National Reporting and Learning System has significantly increased



**10,629**

identified an estimated 12,500 high risk asthma patients and referred for review

## Patient experience



**\*11,072**

updated their NHS Choices profiles to include information about their opening times, services and facilities



**10,735**

have uploaded their latest patient survey onto NHS Choices



**9,390**

are accredited Level 1 Healthy Living Pharmacies providing expert proactive support for healthy living to local communities



**10,886**

have 80% of patient-facing staff - that's over 70,000 people - who are Dementia Friends

## Digital enablers

