

PSNC Service Development Subcommittee Report

for the March 2016 PSNC meeting

Members: Marc Donovan, Mike Hewitson, Ian Hunter, Clare Kerr, Gary Warner (Chairman)

1	PSNC will make the case for the benefits to patients and the NHS of the services set out in the Pharmacy Five Point Forward Plan.	Status
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Discussions with DH and NHS England – Discussions following the 17th December letter have included three meetings of a working group on services. PSNC submitted outline proposals to DH and NHS England in February and they have subsequently been discussed by the services working group (see section 3 for further details). The proposals draw upon and develop the elements of the Pharmacy Five Point Forward Plan.

Out of Hospital Urgent Care Programme (NHS England) - A meeting with the NHS England pharmacy team undertaking work as part of the out of hospital urgent care (OHUC) programme, jointly organised with Pharmacy Voice, was held in February. The focus of the meeting was to discuss how the organisations could work together to strengthen community pharmacy's contribution to managing demand for urgent care services. This work builds on previous joint work with NHS England and other stakeholders which focussed on improving NHS 111's use of community pharmacy for referral.

A number of areas for action were identified which would be discussed at a meeting of the OHUC pharmacy reference group (held on 29th February 2016). The actions to examine were:

- Improving the quality of Directory of Service (DoS) information on community pharmacies;
- Dental pain and referrals from NHS111 - currently 8% of 1 million calls per month to NHS 111 are in relation to dental pain (the second most frequent call volume for NHS 111). Dental pain does not normally require urgent dental care but requires pain relief until dental care can be accessed. Work in this area will be about moving volumes of patients away from other urgent care services and making pain relief available as soon as possible for patients (right place, first time);
- COPD rescue packs – promotion of the concept to commissioners;
- Encouraging representation of community pharmacy on urgent care networks - PSNC is initially trying to establish which urgent care networks already have community pharmacy representatives on them so we can work with PV and NHS England to build a support network for them; and
- Minor ailments services – examine their integration with NHS 111 services and determine how this can be improved.

2	PSNC will analyse the impact that a reduced pharmacy network and growth in the use of online pharmacies would have on patient care and the use of NHS resources. (Joint objective with PSNC and FunCon)	Status
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Discussions are underway with DH and NHS England, but at present there is insufficient clarity on their proposals in order to be able to undertake any modelling to assess the impact of them on the pharmacy network and the services it provides.

3	PSNC will seek the best outcome in negotiations with the Department of Health and NHS England, working to protect the interests of contractors. (Joint objective with FunCon)	Status
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In early Plenary meetings DH and NHS England were clear that they had no specific service development proposals in order to develop the clinically focussed community pharmacy service which they have said is needed. They therefore asked PSNC to submit proposals on how services could be developed.

Gary Warner, Clare Kerr, Tricia Kennerley, Alastair Buxton and Rosie Taylor met on 26th January to consider outline service development options that could be proposed to DH and NHS England. Following feedback from the Negotiating Team and the wider committee, an amended version of the proposals was submitted to DH and NHS England on 1st February and initially discussed with them at the first services working group on 3rd February. Following these discussions the Negotiating Team decided that it would be sensible to publish a copy of our proposals to DH/NHS England, in order that it can inform lobbying being undertaken by LPCs, pharmacy contractors and the other national pharmacy bodies. The service proposals were therefore published on the PSNC website on 9th February. A copy of this document is included in the PSNC agenda papers and the proposals will be the subject of further discussions at the Committee meeting

In order to support negotiations, an MUR literature review has been drafted and once this is finalised it will be published on the PSNC website.

The CPCF clinical governance requirements have been reviewed in order to identify any options which could be considered for removal.

4	Reflecting the growing importance of local relationships with commissioners, PSNC will support LPCs to secure locally commissioned services and build effective collaboration with other local health and care services. (Joint objective with LIS)	Status
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- The Services team took over responsibility for producing the content and sending out the monthly commissioner email bulletin in February.
- Eleven Think Pharmacy prospectuses have now been published. These can be used by LPCs to promote community pharmacy service commissioning to local commissioners.
- A collection of essential facts, statistics and quotes related to community pharmacy services for use in LPC documents and business cases has been published on the PSNC website. This is 'work in progress' and new facts, statistics and quotes will continue to be added. A shortlink to the page has been set up psnc.org.uk/essentialfacts.
- Rosie Taylor recently met with Ashley Green, Lead Service Development Manager at the British Lung Foundation (BLF). Ashley is keen to work with community pharmacy and actions have been planned to promote BLF to LPCs and also the BLF resources which pharmacy teams can use in consultations with patients.
- The services team has a forthcoming meeting with Gul Root (PHE) to discuss reviewing and updating the template service specifications previously developed with DH.
- Locally commissioned service details continue to be added to the online services database, as these are obtained from LPCs and commissioners. Currently the number of services on the database stands at 1034.

5	PSNC will address operational issues affecting pharmacy practice, working to secure the best outcomes for contractors. (Joint objective with HPR and FunCon)	Status
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SCR rollout – At the beginning of February 2016, over 380 pharmacies had completed rollout and had SCR access. PSNC has worked with HSCIC to develop communications messages which clearly explain the rollout process to pharmacy teams and these have been published on the website and shared with the other pharmacy bodies for use in their communications.

Any other business

Three Briefings have been published related to the remit of the subcommittee since the last meeting:

- PSNC Briefing 006/16: Delivering the Forward View: NHS planning guidance 2016/17 to 2020/21 (February 2016);
- PSNC Briefing 005/16: NHS mandate 2016/17 (February 2016); and
- PSNC Briefing 004/16: Update on the Health and Care Landscape (January 2016).