

## Delivery of Prescription for Excellence – Key Areas for Development

Community Pharmacy Scotland has produced this briefing due to a lack of involvement with and clarity from Scottish Government officials to shape delivery of the document with pharmacy contractors. Approximately 66% of the pharmacy workforce is based in community and have direct relationships with patients in the local areas they practice. The best interests of patients will be served by delivering pharmaceutical care through the professionals who have a long established history of caring for them. We have provided our guidance on how community pharmacy should be involved.

Prescription for Excellence is the Scottish Government's strategy for delivering the contribution which pharmaceutical care can make to achievement of the 2020 vision: safe, effective and person-centred care which supports people to live as long as possible at home or in a homely setting.

This briefing sets out how community pharmacy can contribute to achieving the triple aim of the 2020 Vision, linking to the outcome detailed in Prescription for Excellence.

## Quality of Care (independent living, services are safe, engaged workforce, positive experiences)

The community pharmacy team has built up positive relationships with patients across Scotland and is best placed to deliver quality NHS services.

Pharmaceutical care and supply of medicines must be intrinsically linked to deliver safe, effective patient experiences.

Full roll-out of serial prescribing is needed to enable pharmacy contractors, using the skills within their teams, to engage with patients to support them to secure maximum benefit from their medicines. Serial prescriptions will help to build formal therapeutic partnerships with GPs. The managed workflow provided by serial prescriptions is crucial to allow redesigning of the dispensing process with increased emphasis on use of pharmacy technician checking and robotics.

Development of referral pathways is needed to ensure that the generalist community pharmacy teams can manage the majority of patients but can also enable access to other professionals, including specialist pharmacists, GPs, nurses or other healthcare professionals, when required.

Sharing of relevant patient information is needed to ensure all professionals have access to the information required to deliver a safe service. Community Pharmacy holds patient information for pharmaceutical care issues and dispensed prescriptions which would benefit other clinicians.

New structures are needed to resource community pharmacy contractors to offer pharmaceutical care in settings other than the pharmacy premises. This will become increasingly important as the drive towards integration of health and social care intensifies.



## Health of the Population (Healthier Living)

The community pharmacy to be recognised as a first access point to the NHS in Scotland.

Audit Scotland has recognised that community pharmacies are more likely to be in areas of deprivation when compared to other NHS contractors.

Health Inequalities should be minimised by removing barriers - making services universal and removing eligibility criteria where possible.

The access provided by the community pharmacy network should be used to develop further Public Health Service initiatives such as vaccination and alcohol brief interventions. Smoking cessation and sexual health services should be enhanced to benefit patients even more.

Legislation should be altered to allow NHS to contract with community pharmacy contractors to deliver vaccination programmes to increase uptake.

## Value and Financial Sustainability (Effective Resource use)

The community pharmacy network has a proven track record of delivering value and efficiencies by supporting automation of prescription claiming and pricing. Dispensing episodes have increased by 61% since 2003.

The Efficient Prescribing and Purchasing Programme of medicines through the community pharmacy network must continue to deliver value for all stakeholders. The efforts of community pharmacy contractors have helped reduce the drug bill by 5% in 2012/13 when compared to the previous 12 month period.

The pharmacy network should be used as healthcare hubs and the first port of call when accessing the NHS to reduce the strain on GPs and Accident and Emergency Departments.

Secure a reduction in waste and inappropriate prescribing by full roll-out of the Chronic Medication Service.

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