



Community
Pharmacy
Scotland

**Community Pharmacy Scotland
Response to the National Care Standards**

**Community Pharmacy Scotland
42 Queen Street
Edinburgh
EH2 3NH
Tel: 0131-467-7766**

Who are we?

Community Pharmacy Scotland is the organisation which represents community pharmacy contractor owners in almost every aspect of their working lives, and is the voice of these vital healthcare professionals as they deliver pharmaceutical care to the people of Scotland.

It is empowered to represent the owners of Scotland's 1256 community pharmacies and negotiates on their behalf with the Scottish Government. This covers all matters of terms of service and contractors' NHS service activity including remuneration and reimbursement for the provision of NHS pharmaceutical services.

Community Pharmacy Scotland also has over 1200 Associate Members ranging from pharmacists practising in Scotland, pre-registration pharmacists, registered pharmacy technicians and pharmacy students.

What do we do?

Community Pharmacy Scotland works with the Scottish Government on the development of new pharmaceutical care services and works to ensure that the framework exists to allow the owners of Scotland's community pharmacies to deliver these services.

The Scottish community pharmacy contract puts the care of the individual right at its centre and with its focus on pharmaceutical care and improving clinical outcomes, community pharmacy contractors and their employee pharmacists are playing an increasingly important role in maximising therapeutic outcomes and improving medicine safety. Community pharmacy is at the heart of every community and plays an important part in the drive to ensure that the health professions provide the services and care the people of Scotland require and deserve.

NATIONAL CARE STANDARDS



The Review of the Scottish National Care Standards has begun.

We now want your views on the overarching principles that will form the basis of these standards.

These standards will apply to all health and social care settings across Scotland. The principles written from the perspective of people who use health, care and support services, using a Human Rights based approach. A Human Rights based approach is one which empowers people to know what they are entitled to and ensures that this is integrated into their day to day care and support.

We are also interested in your views on how we put these principles into practice.

Everyone should have high quality services and have a positive experience. We want everyone's views so we get it right and make this happen.

On the following pages you will see all the principles. Please let us know what you think about each one.

This consultation is open from 26 October 2015 – 10 December 2015.

I am:

- A person who uses a service/s
- A family member/carer
- Completing this on behalf of a person who uses services
- A member of the public
- A volunteer
- Working in health, care or support services*
- Representing a professional body*
- Working for an organisation that represents people using services*
- Working for a commissioning service*
- Working for scrutiny /regulation body*
- A provider and/or organisation representing providers*
- Other*

* Please provide further information.

Community Pharmacy Scotland

If this return was completed on behalf of more than one person – please provide the number of people who contributed to this response:

Are you happy for us to contact you again as part of this process?

Yes	x
No	

If yes, please provide your details below?

Name:

Matt Barclay

Organisation (if applicable):

Community Pharmacy Scotland

Job title (if applicable):

Director of Operations

Contact details:

Please contact
Matt.Barclay@cps.scot

I am entitled to **be respected**

This means:

My opinions, privacy, beliefs, values and culture are respected.

I am treated with dignity.

Thinking about this principle, do you:

Strongly Agree	x
Agree	
Disagree	
Strongly Disagree	

Comments:

Community Pharmacy Scotland as an organisation that supports pharmacists delivering patient centred care in communities up and down the country completely agrees with this. Through professional practice the community pharmacy network strives to deliver services which embody the ethos above.

Legislation such as the Patients Rights act has also been supported by the members of Community Pharmacy Scotland as part of positive culture to be 'open and honest' in interactions with patients. This is also reinforced by our regulator the GPhC who expect a culture of openness and learning to include our partnership with patients and the public.

I am entitled to **compassion**

This means:

I experience warm, compassionate and nurturing care provided by people sensitive to my needs and wishes.

Thinking about this principle, do you:

Strongly Agree	x
Agree	
Disagree	
Strongly Disagree	

Comments:

I am entitled to be **included**

This means:

I receive the right information, at the right time and in a way that I can understand.

I am supported in my right to make informed choices and decisions about my care and support.

I am involved in wider decisions about the way the service is provided. When I make suggestions and voice concerns I am listened to.

I can play a full role in the community around me.

Thinking about this principle, do you:

Strongly Agree	x
Agree	
Disagree	
Strongly Disagree	

Comments:

Community pharmacy teams are trained to support patients make informed choices in a variety of areas including medicines, over the counter preparations and public health lifestyle issues. Community pharmacies can also work as a signpost point to other services which could support patients further in making these choices.

Throughout the field of healthcare, professionals are being encouraged to embrace an attitude of co-production in their relationships with patients. It is only when both parties engage that the best solutions to patients care needs can be realised.

Through working with patients community pharmacy teams can enable patients to live better and more fulfilled lives benefiting themselves and the wider community.

I am entitled to be treated **fairly**

This means:

I am valued as an individual and I am treated fairly.

My human rights are respected and promoted.

I do not experience discrimination.

Thinking about this principle, do you:

Strongly Agree	x
Agree	
Disagree	
Strongly Disagree	

Comments:

I am entitled to a **responsive** service

This means:

I receive the right care and support at the right time.

My care and support responds when my needs, views and decisions change.

I have personal goals, aspirations and the support to achieve them.

Thinking about this principle, do you:

Strongly Agree	x
Agree	
Disagree	
Strongly Disagree	

Comments:

Community pharmacies provide highly accessible, walk in healthcare services. Services provided in this nature can often meet the needs of the public when other services are not accessible.
Again through the patient centred approach this care should respond to individual needs and circumstances.

I am entitled to be **safe**

This means:

I am safe, free from harm and abuse.

My care and support is provided in an environment in which I feel safe.

I am supported and encouraged to achieve my aspirations and potential, even when this means I might be taking risks.

Thinking about this principle, do you:

Strongly Agree	x
Agree	
Disagree	
Strongly Disagree	

Comments:

Pharmacy teams contribute to protecting and promoting patient safety and quality day-in day-out, through their core dispensing activities

A total of 101.1 million items were dispensed in 2014/15, an increase of 2.3 million items (2.4%) on 2013/14. (Prescribing & Medicines: Reimbursement and remuneration paid to dispensing contractors Financial Year 2014/15 Publication date – 30 June 2015)

The Scottish Patient Safety Programme in primary care (in particular the Pharmacy in Primary Care Collaborative) also includes community pharmacy teams. This encourages community pharmacy teams to share best safe practice in a number of areas including high risk medicines and workplace practices. It also incorporates a learning culture throughout the team encouraging every member to contribute to ensure the safest environment for patients.

The regulator for pharmacy professionals, the General Pharmaceutical Council (GPhC), includes standards for pharmacy premises which also support patient safety as well as standards for practising pharmacy professionals.

I am entitled to **personal wellbeing**

This means:

I have individual health and wellbeing preferences and outcomes.

I am supported to achieve these, and to realise my potential.

Thinking about this principle, do you:

Strongly Agree	
Agree	x
Disagree	
Strongly Disagree	

Comments:

Are there any other principles that you think should be included?

Yes	
No	x

If yes, please provide details.

We want your views on how on how we put the principles into practice.

For these principles to be met, what general standards are needed (for example, quality of care from staff, management and leadership, quality assurance)?

We recommend that implementing the National Care Standards for Scotland requires joining up other health and social care policy stands such as

1. Health Improvement Scotland Person-Centred Health and Care Programme

Practical improvements to person-centred care are promoted and supported through five key 'Must Do With Me' areas:

- What matters to you?
- Who matters to you?
- What information do you need?
- Nothing about me without me
- Personalised contact

Together these five "Must Do With Me" areas will help to ensure that all of the interactions between people using services and the staff delivering them are characterised by listening, dignity, compassion and respect

http://www.healthcareimprovementscotland.org/our_work/person-centred_care/person-centred_collaborative.aspx

The [Pharmacy in Primary Care Collaborative](#) (part of the Scottish Patient Safety Programme) should be expanded to ensure the safety culture is cascaded throughout the community pharmacy network.

2. [Prescription for Excellence](#), published in September 2013, signals the way forward for NHS pharmaceutical care and lists a number of action points to be taken forward over the next 10 years

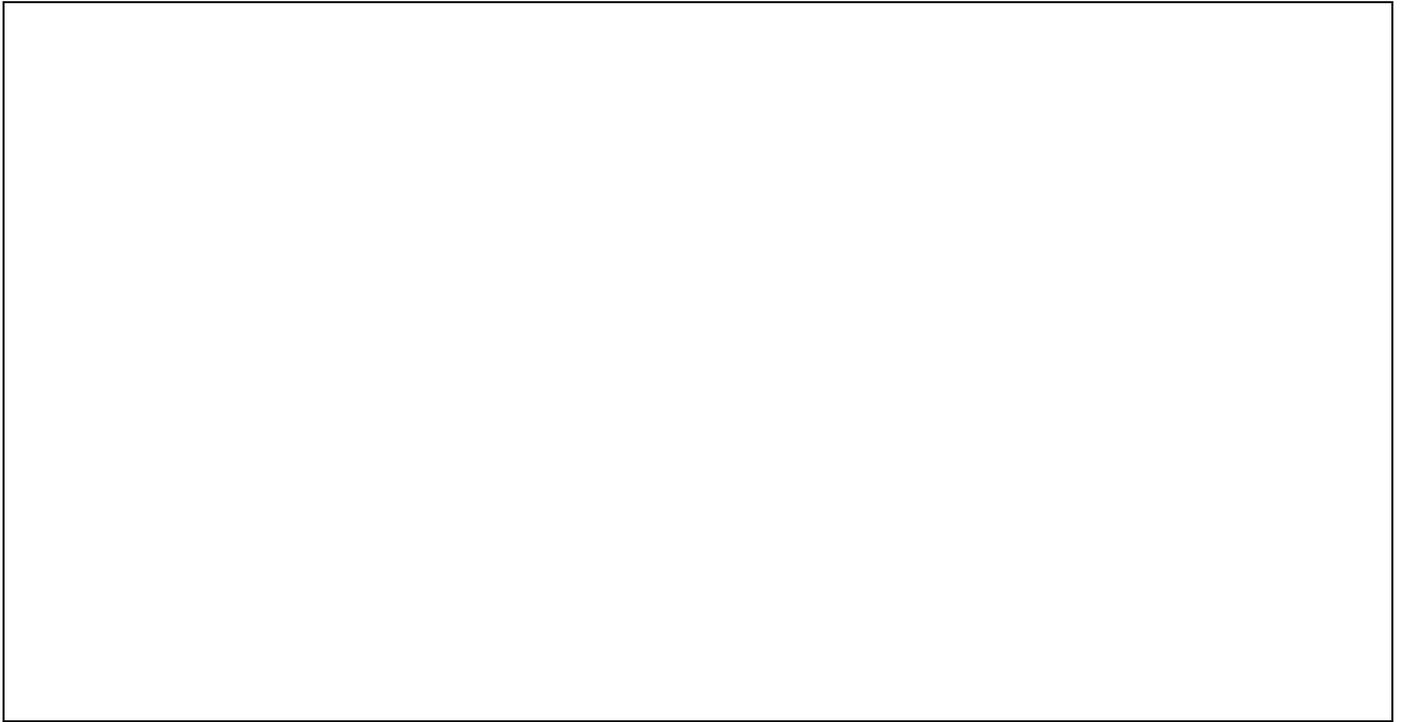
Chapter 2 Person-centred Pharmaceutical Care and Medicines sets out aims and proposed work programme to deliver person-centred pharmaceutical care. *"Importantly, it will set out our approach to help ensure patients have appropriate treatment and interventions with medicines which respect individual needs and values demonstrating compassion, continuity of care, clear communication and shared decision-making."*

This Scottish Government strategy document should be supported to meet the patient centred aims outlined above.

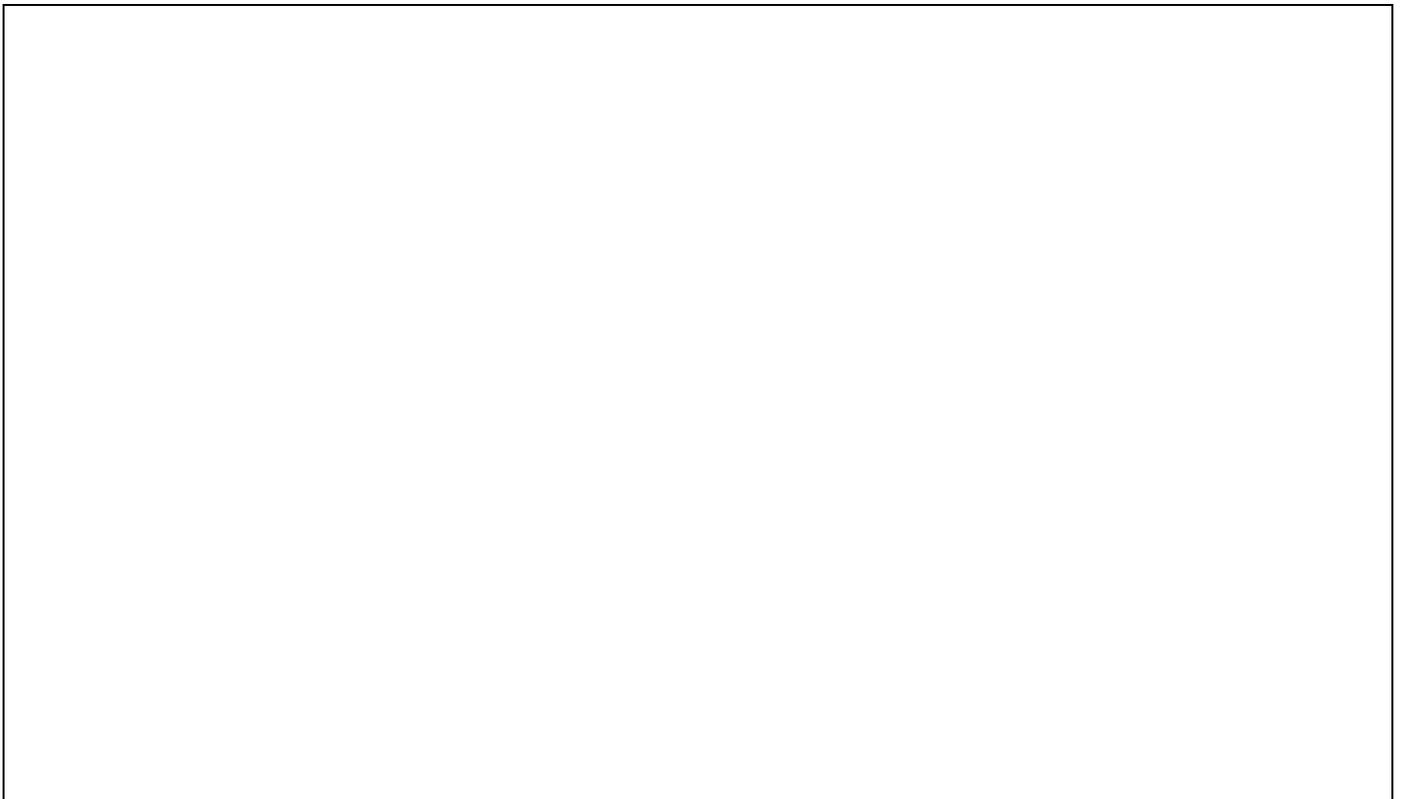
3. Quality Assurance. Pharmacists and pharmacy technician are a highly, regulated profession. The General Pharmaceutical Council (GPhC) is the independent regulator for pharmacists, pharmacy technicians and pharmacy premises in Great Britain. The role of the GPhC is to protect, promote and maintain the health, safety and wellbeing of members of the public by upholding standards and public trust in pharmacy.

The focus is a continual improvement of [pharmacy standards](#) across the UK through a process of learning for individual pharmacy professionals (Continuing Fitness to practice) and inspections of pharmacy premises and the teams that work in them.

How would specialist standards support these principles?



Any other comments, suggestions:



Please return to:

Elaine Cranston
Directorate Support Officer
Care Inspectorate
Compass House
11 Riverside Drive
Dundee, DD1 4NY

Tel: 01382 207116

Email: elaine.cranston@careinspectorate.com

Information you provide

By completing this survey, you are consenting to Healthcare Improvement Scotland using the information you provide for the purposes stated in the survey introduction. Any personal information that you give us will be kept confidential and will only be used for the reasons that have been specified in this survey. We will not give your information to outside organisations (apart from organisations processing the information on our behalf) unless you have given us your permission. Whenever we intend to give your personal details to other organisations we will ask for your permission first. This is in line with the Data Protection Act 1998

Thank you for taking the time to complete this survey.