







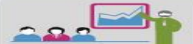


ACHIEVING EXCELLENCE IN PHARMACEUTICAL CARE

A STRATEGY FOR SCOTLAND




ACHIEVING EXCELLENCE IN PHARMACEUTICAL CARE

A STRATEGY FOR SCOTLAND

 <p>IMPROVED AND INCREASED USE OF COMMUNITY PHARMACY SERVICES</p>	 <p>PHARMACY TEAMS INTEGRATED INTO GP PRACTICES</p>	 <p>TRANSFORMED HOSPITAL PHARMACY SERVICES</p>
 <p>PHARMACEUTICAL CARE THAT SUPPORTS SAFER USE OF MEDICINES</p>	 <p>IMPROVED PHARMACEUTICAL CARE AT HOME OR IN A CARE HOME</p>	 <p>ENHANCED ACCESS TO PHARMACEUTICAL CARE IN REMOTE AND RURAL COMMUNITIES</p>
 <p>PHARMACY WORKFORCE WITH ENHANCED CLINICAL CAPABILITY AND CAPACITY</p>	 <p>IMPROVED SERVICE DELIVERY THROUGH DIGITAL INFORMATION AND TECHNOLOGIES</p>	 <p>SUSTAINABLE SERVICES THAT MEET POPULATION NEEDS</p>

Scottish Government
Pharmacy and Medicines Division
Directorate for Chief Medical Officer



Healthier
Scotland
Government

Rose Marie Parr
Chief Pharmaceutical Officer
for Scotland

All Ireland Pharmacy
Conference
October 2017

Achieving Excellence in Pharmaceutical Care

A Strategy for Scotland

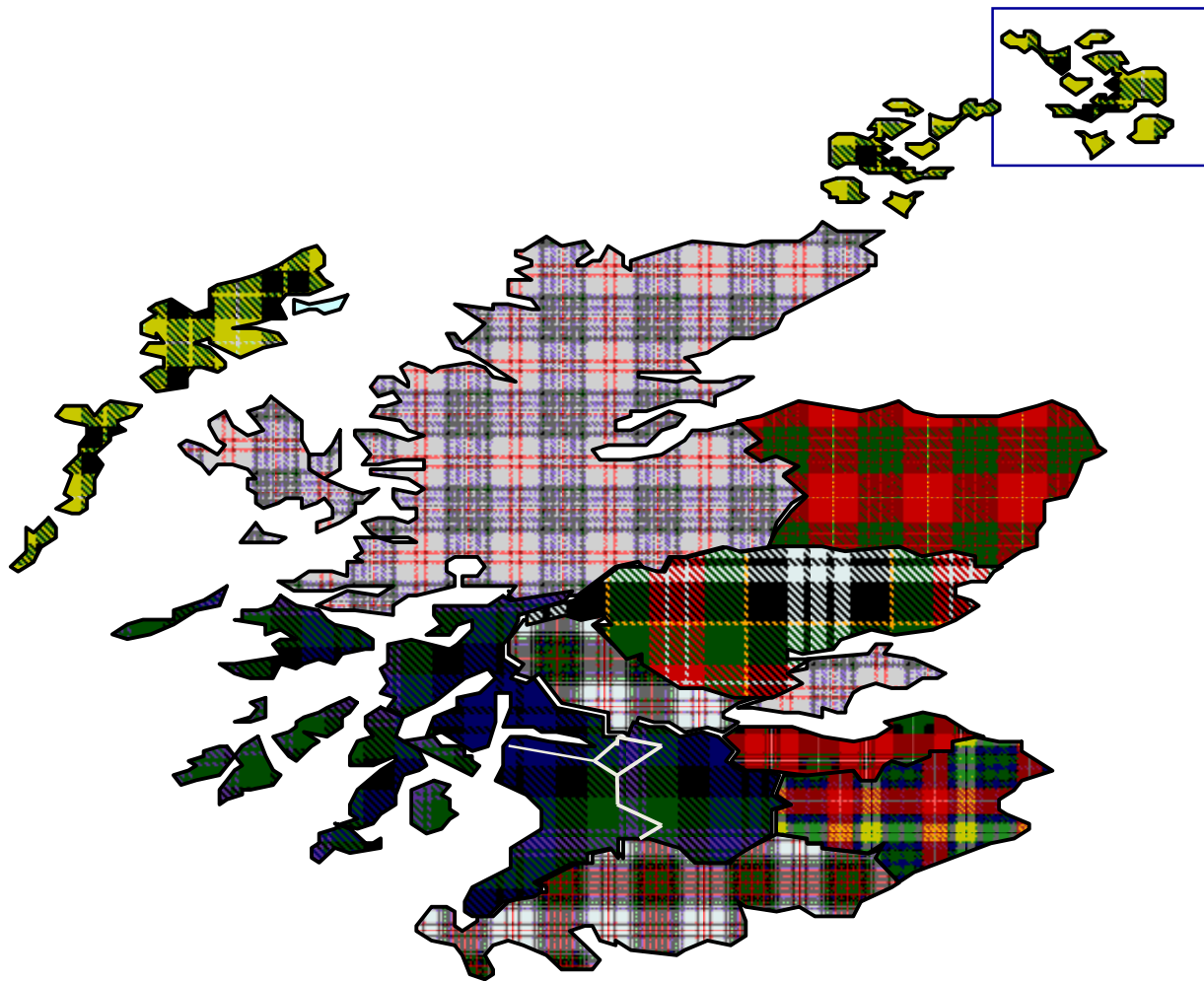
- Context
- Vision
- Next steps....





The Scottish Government

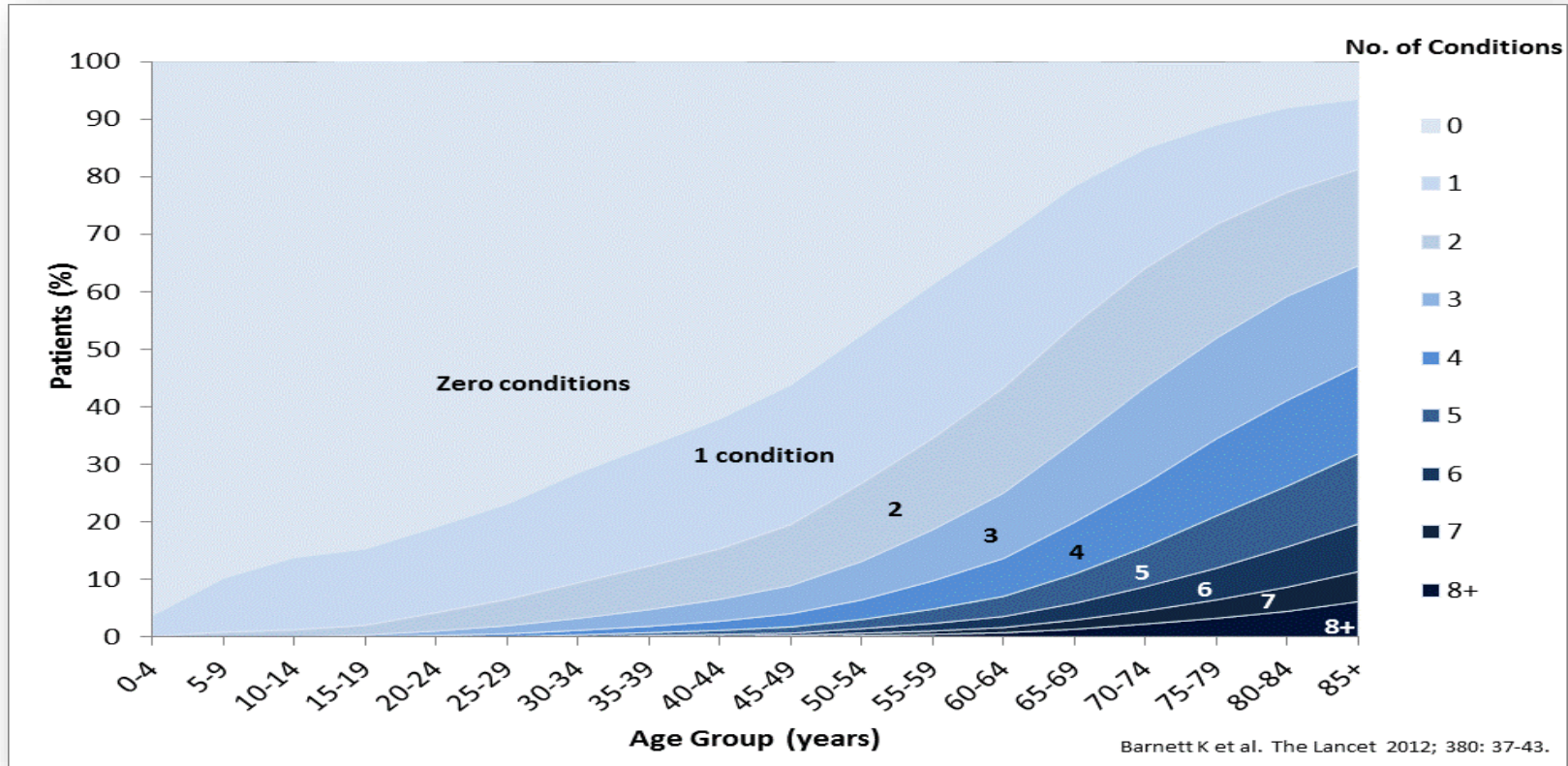
Our Context



- Approx 5.5 million people
- Approx £13.5 billion
- 14 Health Boards
- 8 Support Boards
- Integrated delivery
- Moving towards social care integration



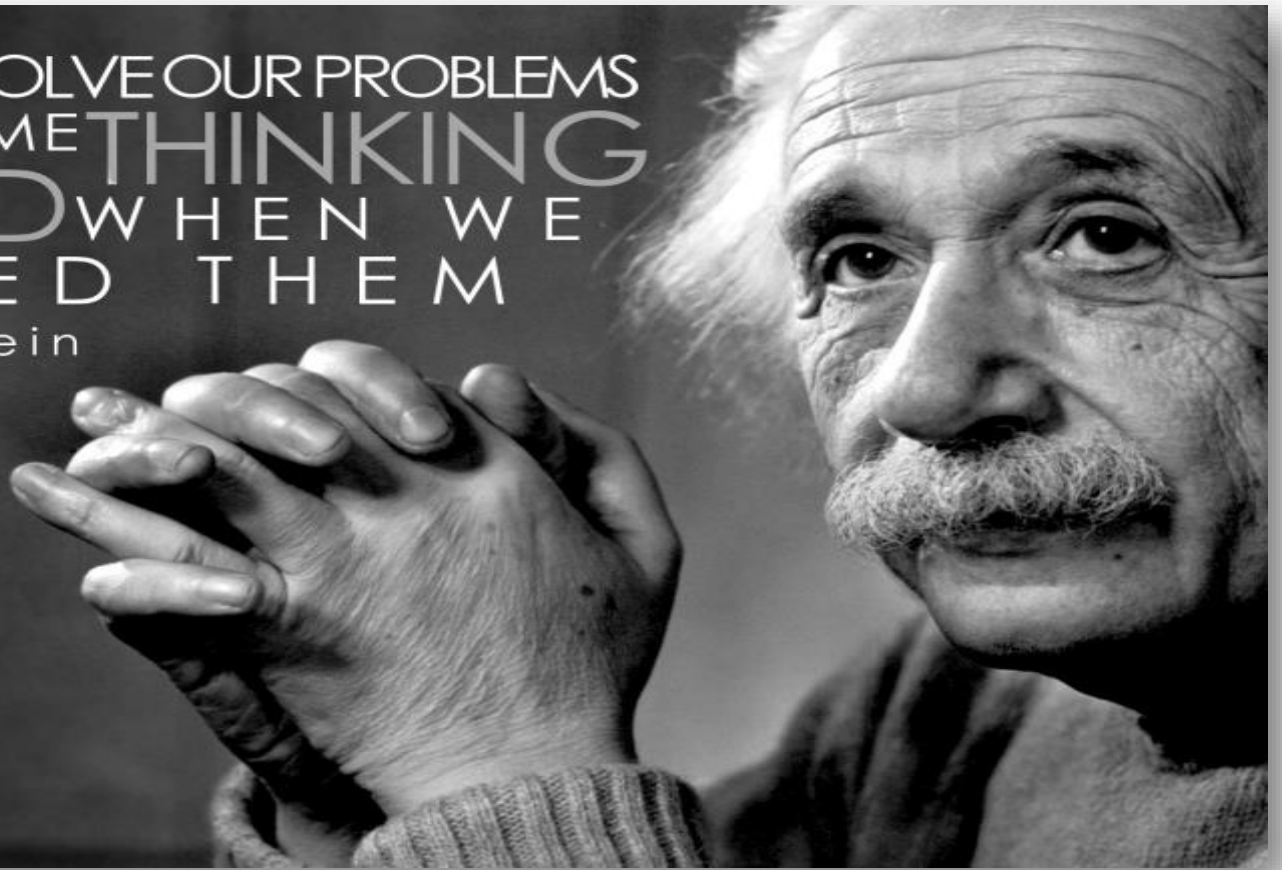
Multimorbidity is common in Scotland



More people have 2 or more conditions than only have 1

WE CANNOT SOLVE OUR PROBLEMS
WITH THE SAME THINKING
WE USED WHEN WE
CREATED THEM

-Albert Einstein



A Route Map to the
2020 Vision for
Health and Social Care



**“Safe, effective and
person-centred care
which supports
people to live as long
as possible at home or
in a homely setting.”**

Setting the Context for Change



Our Vision



The Scottish Government

**Our vision is for pharmacy as
an integral and enhanced part of a
modern NHS in Scotland**

Pharmaceutical Care

'The responsible provision of drug therapy for the purpose of achieving definite outcomes that improve a patient's quality of life.'



(Hepler & Strand 1990)

**Pharmaceutical Care:
Safe- Effective-Person centred**

Pharmacy Policy Timeline - 15 Year Journey to improve Pharmaceutical Care....

2002	The Right Medicine - A Strategy for Pharmaceutical Care in Scotland
2010	Independent Regulator the GPhC established and Royal Pharmaceutical Society (RPS) as the Professional body
2013	Prescription for Excellence
2013	Polypharmacy - Kings Fund report
2014	Now More than Ever: Why Pharmacy needs to Act Nuffield & RPS
2016	Realistic Medicine - CMO Annual Report Scotland
2017	Realising Realistic Medicine- CMO Annual Report
2017	Refresh of PfE SG Strategy....

Achieving Excellence in Pharmaceutical Care

A Strategy for Scotland



**Achieving Excellence in
Pharmaceutical Care**

**A Strategy for Scotland
Launched August 2017**

Achieving Excellence in Pharmaceutical Care

*Seeking excellence through
the eyes of the people we
serve....*



Don Berwick, President Emeritus

Institute for Healthcare Improvement (IHI).

Achieving Excellence in Pharmaceutical Care

A Strategy for Scotland



The strategy includes:

- **9 commitments**supported by
- **29 actions**

IMPROVING NHS PHARMACEUTICAL CARE



Minor Ailment Service

Public Health Service

GP Practice based pharmacy

Transformation requirements

Quality improvement & performance measures

Data measurement & monitoring

Pharmacy role awareness

Improvement approaches

Recruitment & retention

Chronic Medication Service

Serial prescribing & dispensing

Discharge process

Modern Outpatient Programme

Medicines reconciliation

Quality improvement in community pharmacy

Independent prescribing & advanced clinical skills

ePharmacy support for all primary care prescribers

Postgraduate career framework

HEPMA

Future hospital requirements

Pharmacy technician development

Health information access

Clinical decision support tools

Contracting & funding arrangements

Workforce planning

Technology enabled care solutions

Automation

Planning



ENABLING NHS PHARMACEUTICAL CARE TRANSFORMATION



Integrated Pharmaceutical Care

GP practice-based pharmacy

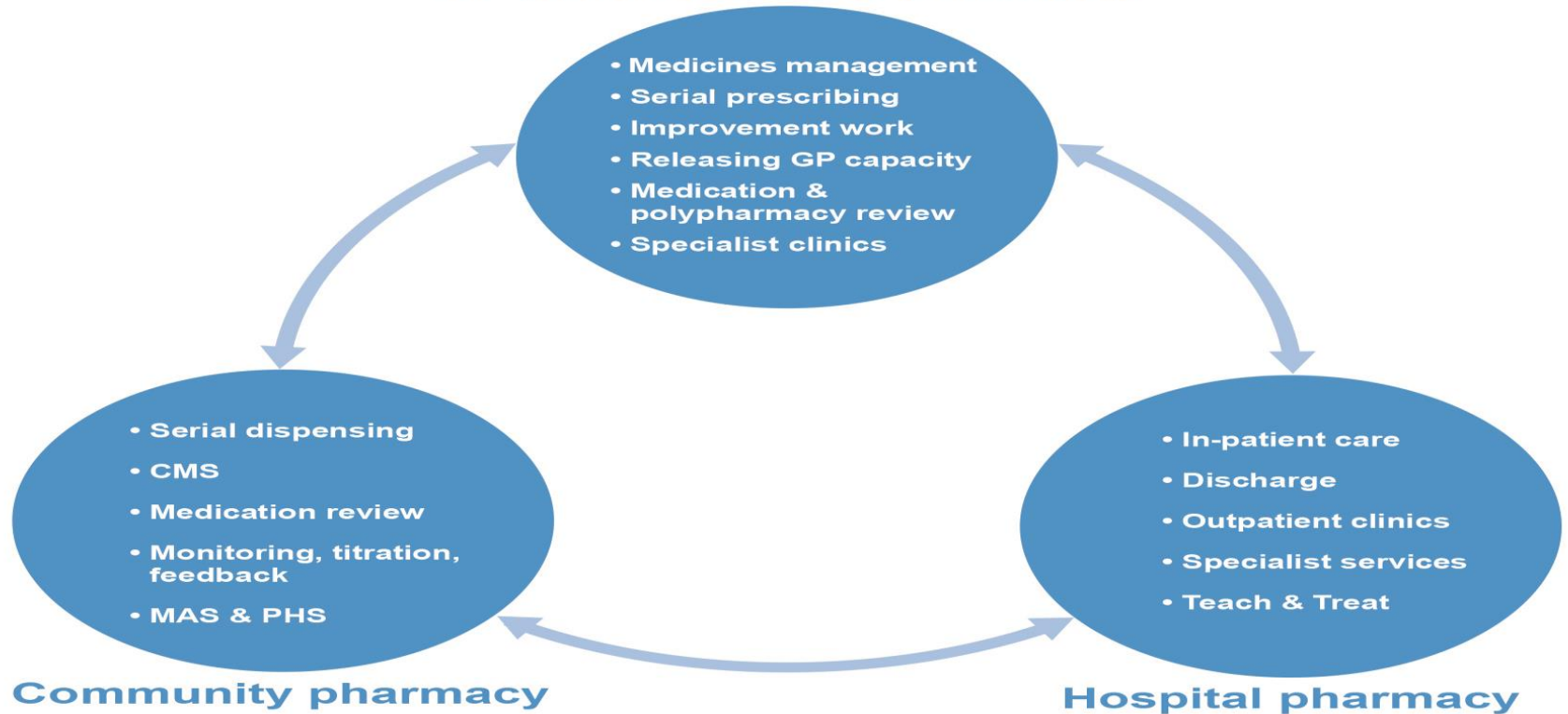
- Medicines management
- Serial prescribing
- Improvement work
- Releasing GP capacity
- Medication & polypharmacy review
- Specialist clinics

- Serial dispensing
- CMS
- Medication review
- Monitoring, titration, feedback
- MAS & PHS

Community pharmacy

- In-patient care
- Discharge
- Outpatient clinics
- Specialist services
- Teach & Treat

Hospital pharmacy



ACHIEVING EXCELLENCE IN PHARMACEUTICAL CARE – SUMMARY

IMPROVING NHS PHARMACEUTICAL CARE



IMPROVED AND INCREASED USE OF
COMMUNITY PHARMACY SERVICES



PHARMACY TEAMS
INTEGRATED INTO GP PRACTICES



TRANSFORMED
HOSPITAL PHARMACY SERVICES



PHARMACEUTICAL CARE THAT SUPPORTS
SAFER USE OF MEDICINES



IMPROVED PHARMACEUTICAL CARE
AT HOME OR IN A CARE HOME



ENHANCED ACCESS TO PHARMACEUTICAL CARE IN
REMOTE AND RURAL COMMUNITIES

Minor Ailment Service

Public Health Service

Chronic Medication Service

Serial prescribing & dispensing

Independent prescribing & advanced clinical skills

GP Practice based pharmacy

Transformation requirements

Quality improvement & performance measures

Discharge process

Modern Outpatient Programme

Data measurement & monitoring

Pharmacy role awareness

Medicines reconciliation

Quality improvement in community pharmacy

Improvement approaches

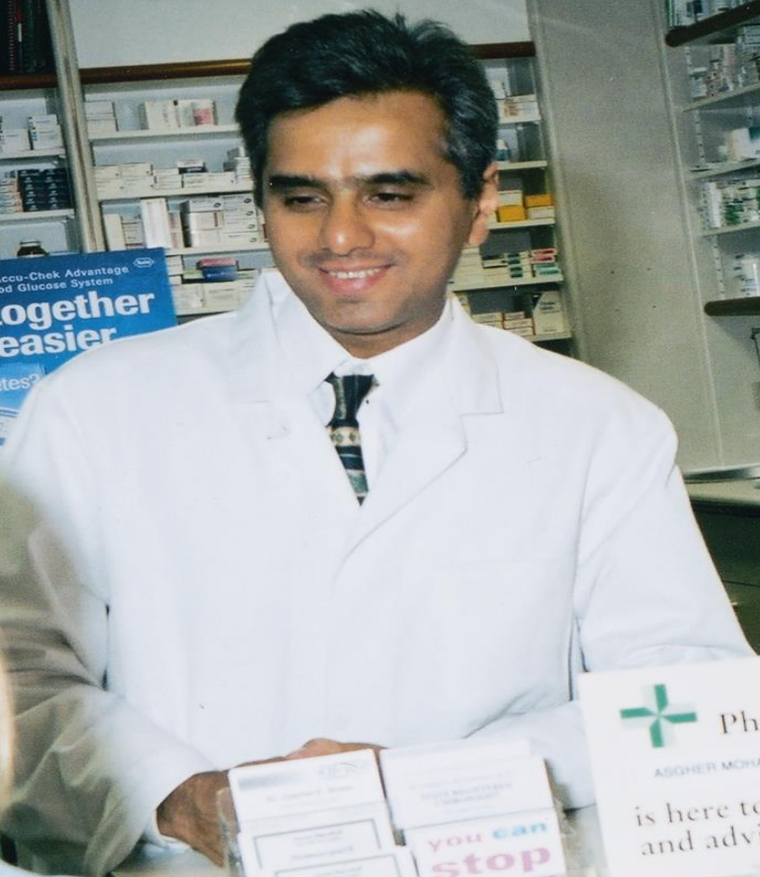
Recruitment & retention

Availability of technology to support R&R

RY
C



Accu-Chek Advantage
Blood Glucose System
Altogether easier
Diabetes?



you can
stop



Our
Pharmacist

ASHIER MOHAMMED MIPHARMIS

is here to help
and advise you

tu
T & Warrant (Pharmacy) LTD
30 CANNON STREET
LONDON EC4A 3DF
Tel: 020 7411 1111

WEDNESDAY
22

Achieving Excellence in Pharmaceutical Care A Strategy for Scotland

COMMITMENT 1



Increasing access to community pharmacy as the first port of call for managing self-limiting illnesses and supporting self-management of stable long term conditions, in-hours and out-of-hours.

Pharmacy Now - and in the Future?

Community

- Clinically checking prescriptions for safety, appropriateness and supervising dispensing
- Minor Ailments Service
- Chronic Medication Service for long term conditions
- Public Health Service e.g. Smoking Cessation, Needle Exchange....

Community Pharmacy

Existing roles

- Minor Ailment Service
- Public Health Service
- Chronic Medication Service
- Access to regular repeat prescriptions out of hours



Further Developments

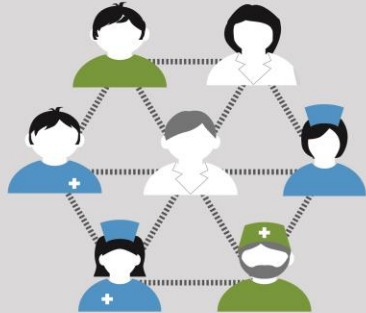
- Treatment of a wider range of common conditions using PGDs
- Pharmacist prescribing
- Pharmacists working in different care settings
- GP Practice Pharmacy....





Achieving Excellence in Pharmaceutical Care A Strategy for Scotland

COMMITMENT 2



PHARMACY TEAMS
**INTEGRATED INTO
GP PRACTICES**

Integrating pharmacists with advanced clinical skills and pharmacy technicians in GP practices to improve pharmaceutical care and contribute to the multidisciplinary team.

Pharmacy Now - and in the Future?

GP Practice

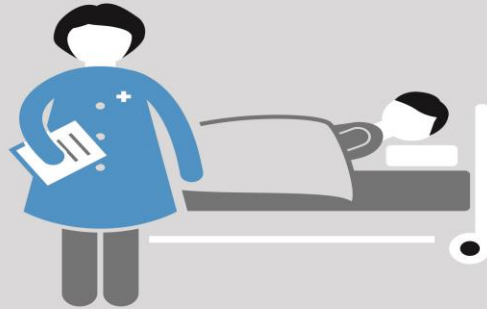
- Consulting patients & treating Long Term Conditions
- Undertaking PolyPharmacy Reviews
- Managing the medicines of patients discharged from hospital
- Holding Specialist Clinics e.g. Pain Management
- Working with GP's to improve the quality and safety of prescribing....



Achieving Excellence in Pharmaceutical Care

A Strategy for Scotland

COMMITMENT 3



TRANSFORMED
**HOSPITAL PHARMACY
SERVICES**

Creating the conditions
to transform hospital
pharmacy services to
deliver world leading
pharmaceutical care.

Pharmacy Now - and in the Future?

Hospital

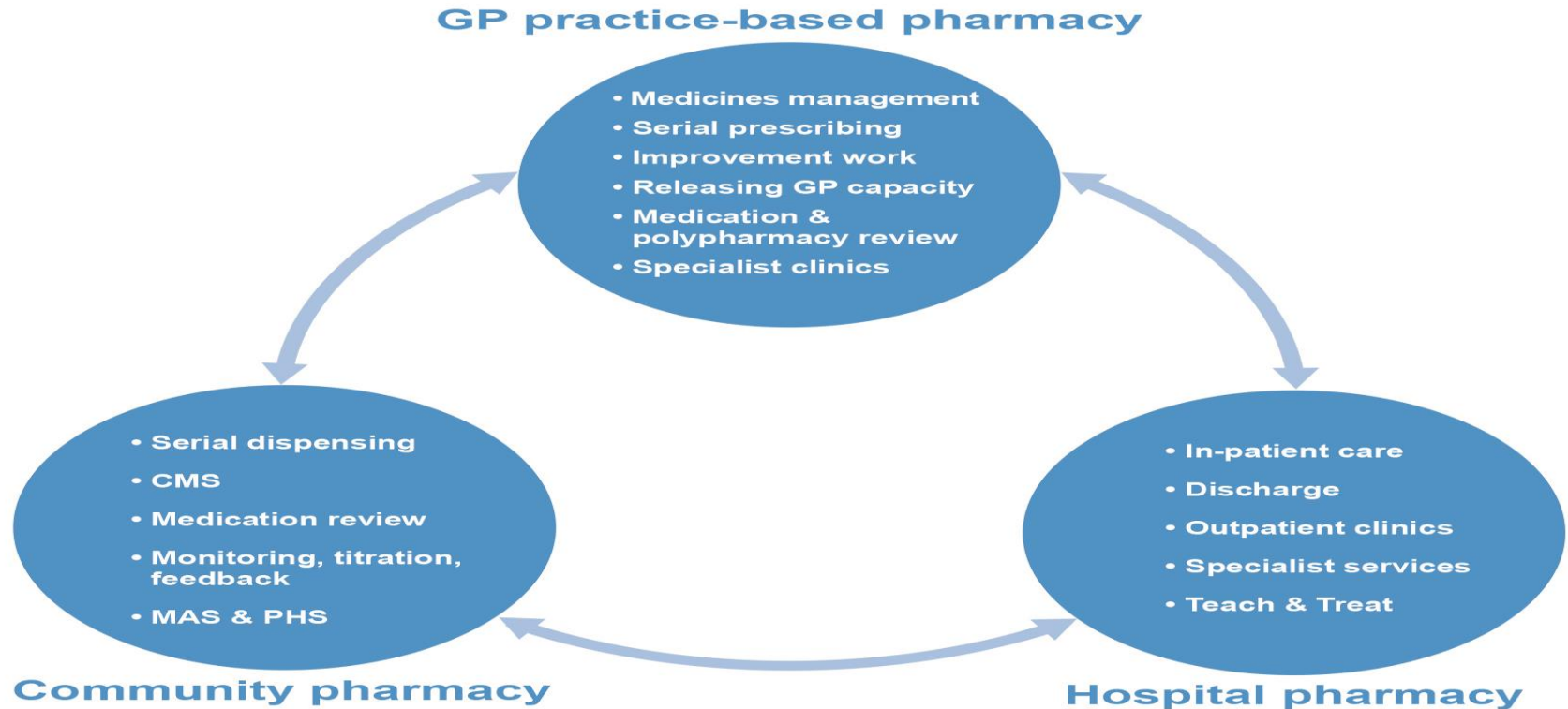
- Advise on selection of medicines, and dose and route
- Specialist clinical advise on side-effects and new treatments
- Clinically assess and prepare patients for discharge
- Manufacture medicines when preparations are not available....

Pharmacy Now - and in the Future?

All Pharmacy Professionals - PharmaceuticalCare

- Treating all minor ailments and injuries
- Clinically managing patients with LTC's in hospitals/homes and care homes/community
- Leading specialist clinics and Prescribing
- Early health interventions for COPD, Dementia, CV disease etc...

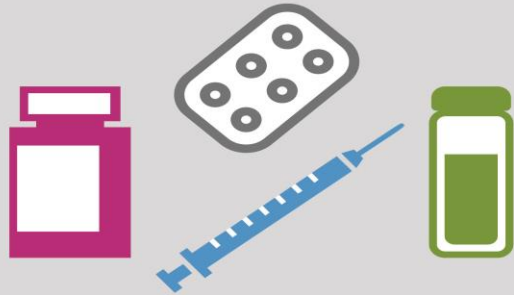
Integrated Pharmaceutical Care



Achieving Excellence in Pharmaceutical Care

A Strategy for Scotland

COMMITMENT 4



PHARMACEUTICAL CARE
THAT SUPPORTS
**SAFER USE OF
MEDICINES**

Providing the
focus, resources
and tools to
support the safer
use of medicines.

Safer Use of Medicines





AGE 0-4
AMOXICILIN

4-12
RITALIN

12-18
APPETITE
SUPPRESSANTS

18-24
NO-DOZ

24-38
PROZAC

38-65
VIAGRA

65 —
EVERYTHING
ELSE

Safer Use of Medicines

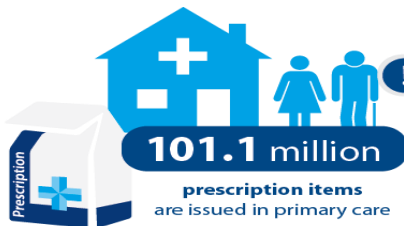


adults in Scotland are dispensed 5 or more medicines

59%

of patients over 70 years old are dispensed 5 or more medicines

Each year in primary care



4.1 million

prescribing errors

40,000 to 3.4 million

dispensing errors



non-elective hospital admissions are due to medicines

5 classes of medicines account for most admissions

- NSAIDs
- Antiplatelets
- Anticoagulants
- Diuretics
- Anti-hypertensives

Each year in acute care



32,500

prescribing errors with up to 200 causing patient harm

35 to 85

dispensing errors



2.2 million

doses of medicines administered in an average 500 bed acute hospital

189,000

administration errors

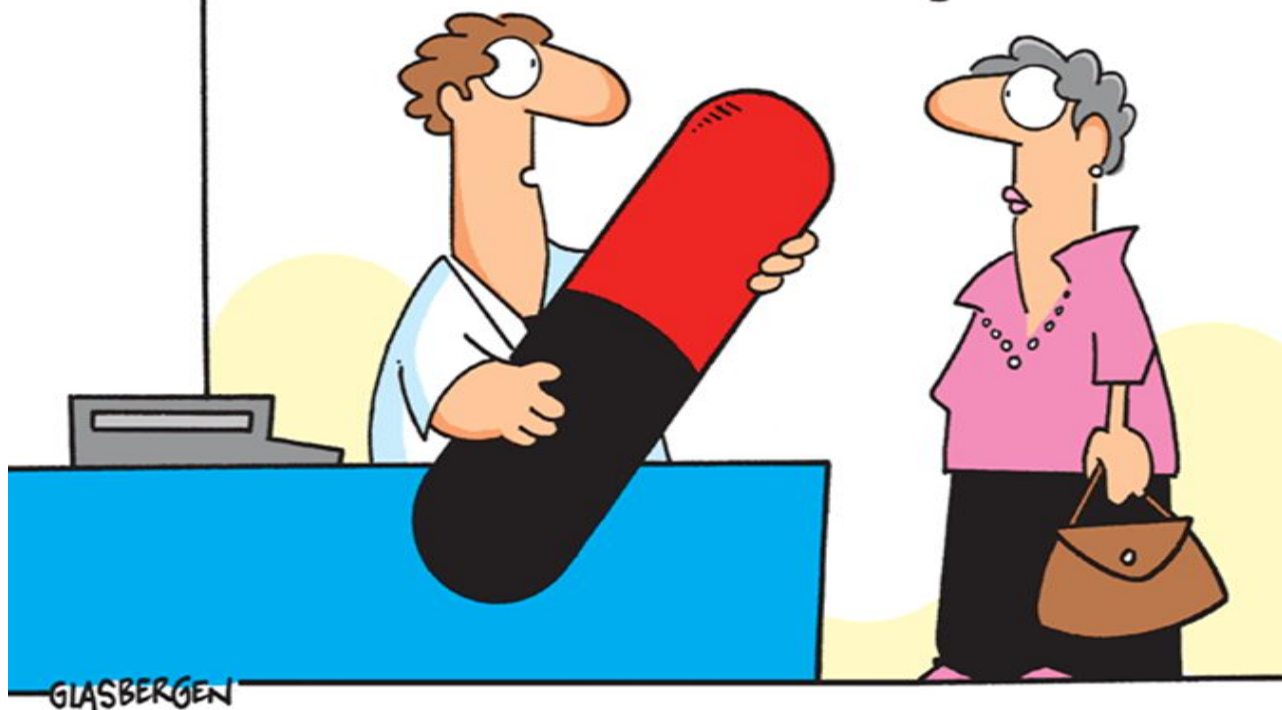
15,000

patients admitted to all acute hospitals experience an adverse event due to medicines

up to 280

preventable deaths across all acute hospitals are due to medicines

Pharmacy



**“Each capsule contains your medication,
plus a treatment for each of its side effects.”**

Achieving Excellence in Pharmaceutical Care A Strategy for Scotland

COMMITMENT 5



Improving the pharmaceutical care of residents in care homes and people being cared for in their own homes.

Pharmaceutical care of people in care homes

- Care homes residents have particularly high levels of co-morbidity and polypharmacy; seven out of ten residents receive some form of medication error each day (mostly a result of factors outside the control of the home).
- While many errors are of little or no clinical consequence this high prevalence results in adverse events and emergency admissions to hospital.

Review of NHS Pharmaceutical Care of Patients in the
Community in Scotland (Wilson and Barbour 2013)

Achieving Excellence in Pharmaceutical Care A Strategy for Scotland

COMMITMENT 6



ENHANCED ACCESS TO
PHARMACEUTICAL CARE IN
**REMOTE AND RURAL
COMMUNITIES**

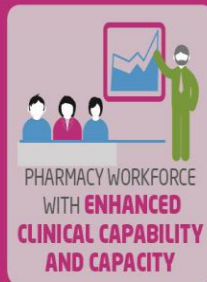
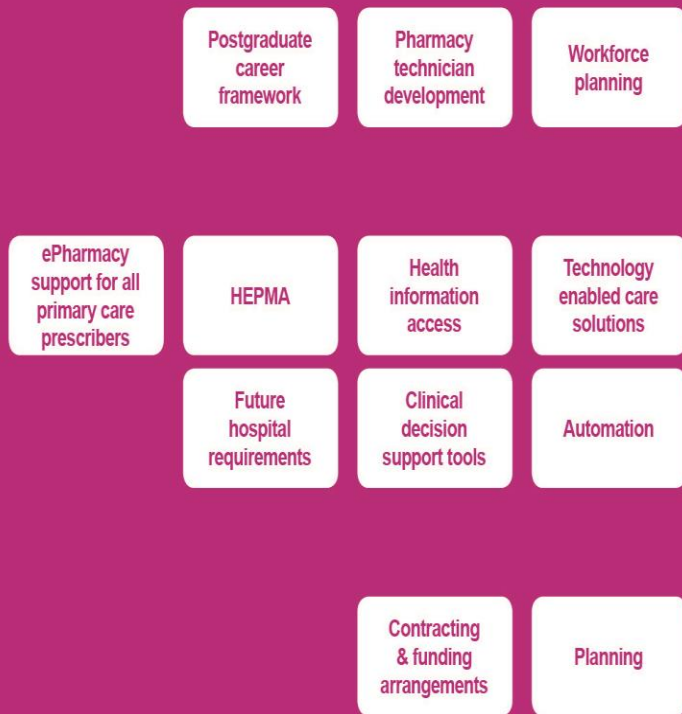
Enhancing access to
pharmaceutical care
in remote and rural
communities.

Pharmaceutical care in remote & rural communities.

- Cross-sectional survey of the access of older people in the Scottish Highlands to general medical practices, community pharmacies and prescription medicines

Need for further review of the pharmaceutical care of those of older age with poorer health, living alone in the more remote and rural areas and taking five or more prescribed medicines.

Rushworth G , Cunningham S, Pflieger S, Hall J, Stewart D.
January 2017



ENABLING NHS PHARMACEUTICAL CARE TRANSFORMATION

Achieving Excellence in Pharmaceutical Care

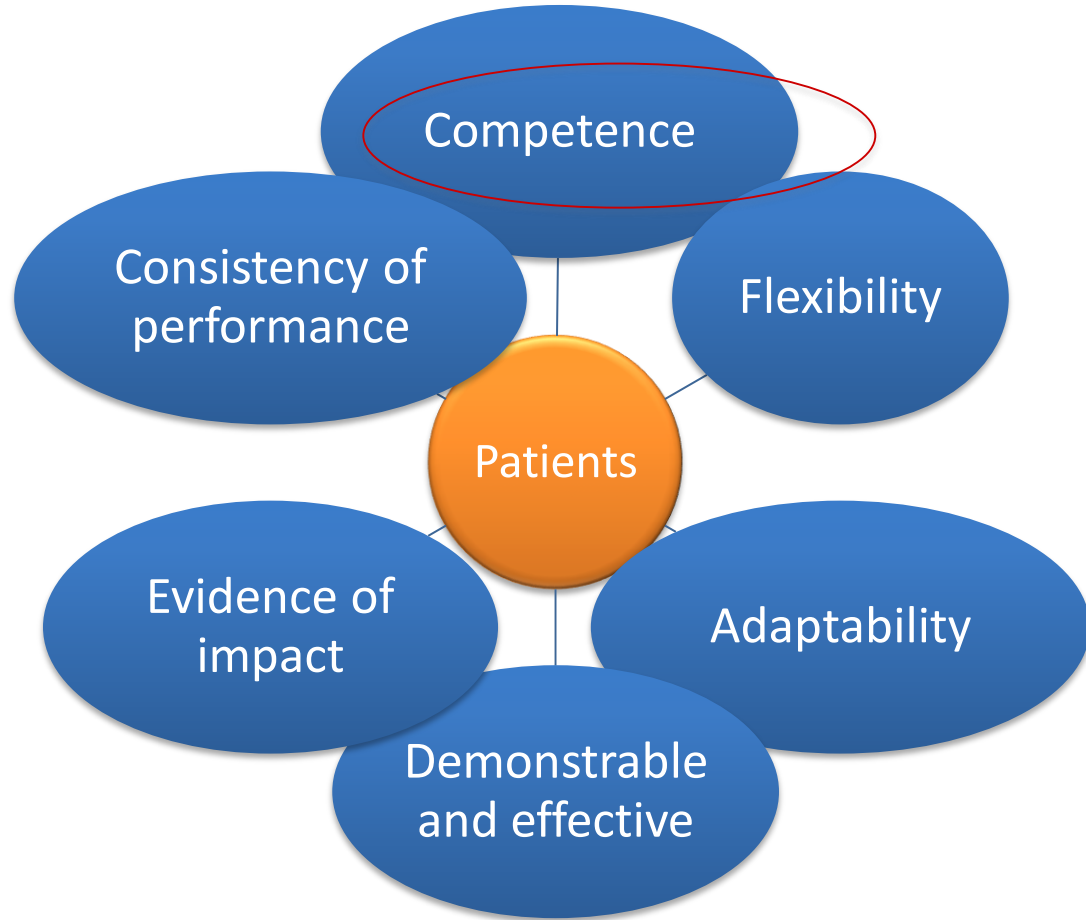
A Strategy for Scotland

COMMITMENT 7

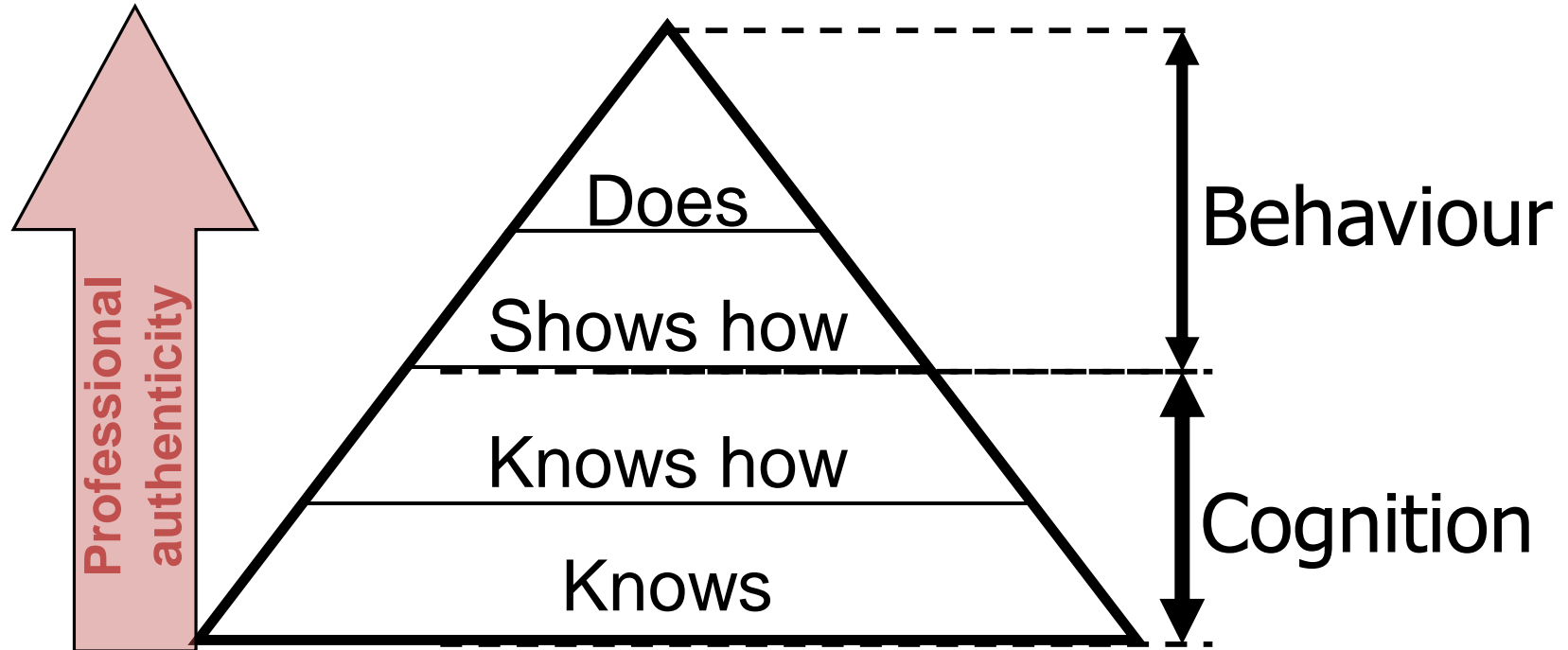


Building the clinical capacity and capability of the pharmacy workforce.

**What do
patients and
the public
need from
health
professionals?**



Miller's simple model of clinical competence



Miller GE. The assessment of clinical skills/competence/performance. *Academic Medicine* (Suppl) 1990; 65: S63-S67.

Competency is a complex construct

skills

knowledge

values

behaviours

experiences

competency

Competence and Capability

Professional Education vs. Professional Practice

Demands of Professional Practice with its:

- Uncertainty,
- instability,
- uniqueness and
- value conflicts

(Schon 1987)

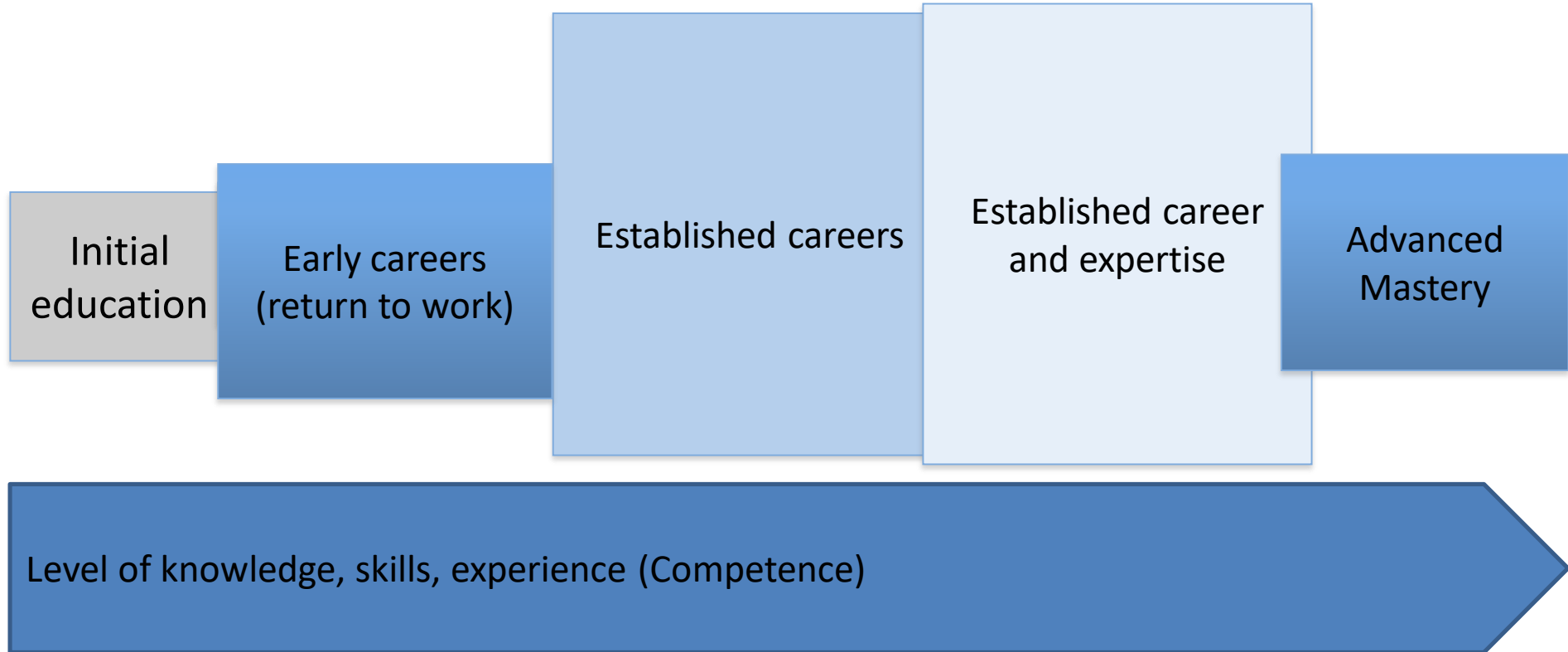
Integrated Initial E & T Review

“The Cabinet Secretary for Health has approved the Five Year Integrated Initial Education Programme for Pharmacists in Scotland.

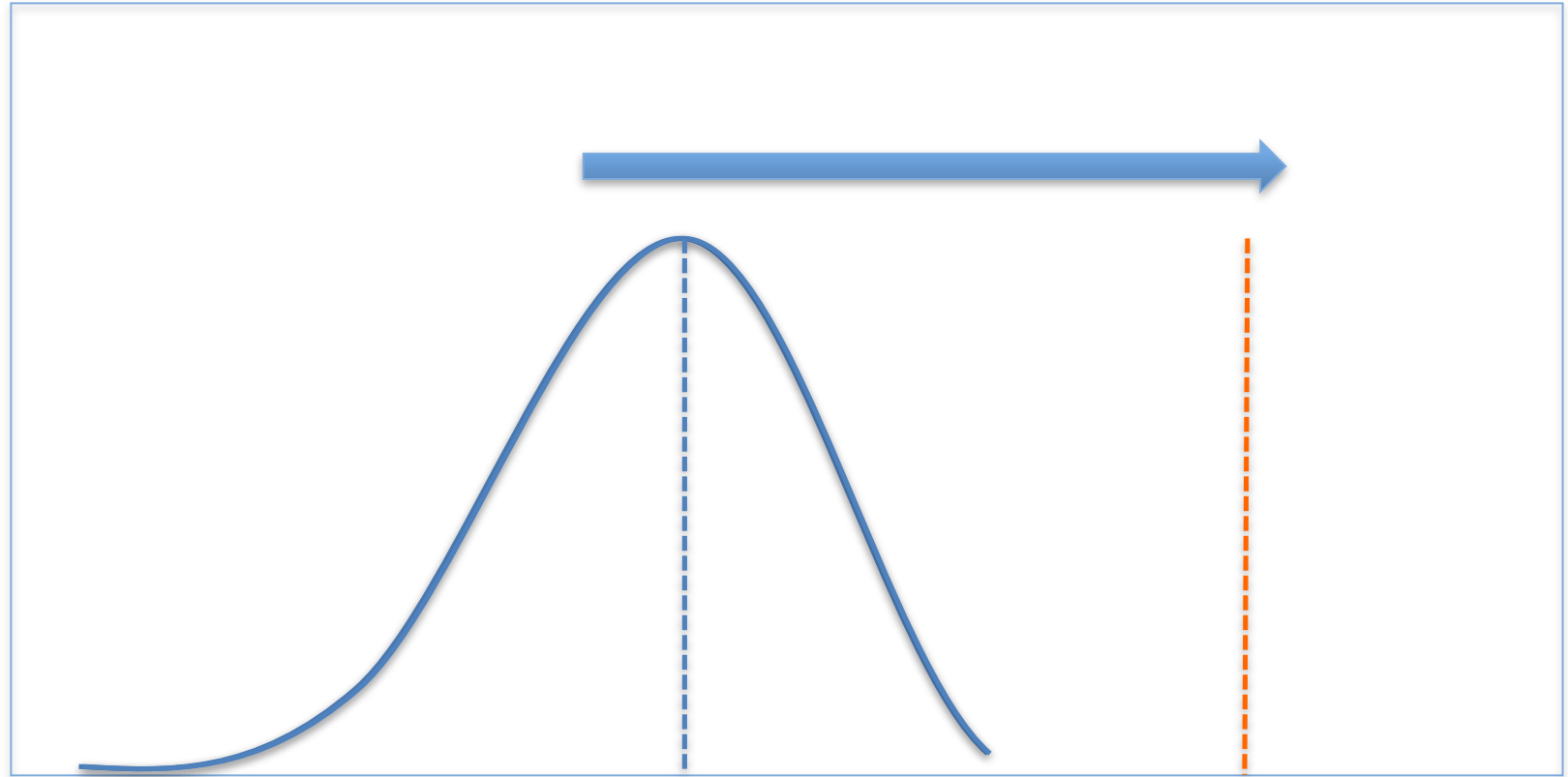
It will be implemented by 2020-2021 with an enhanced “four plus one” model providing a transitional programme structure.”



Professional development frameworks and recognition



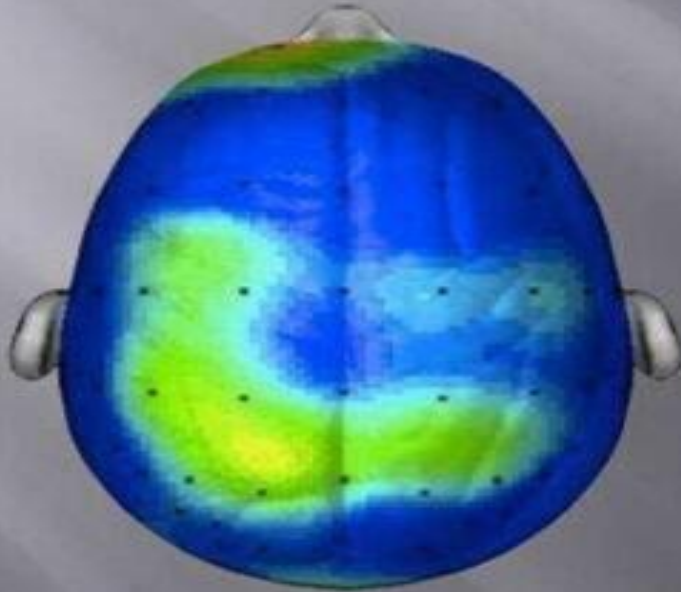
Shifting the workforce as a whole...



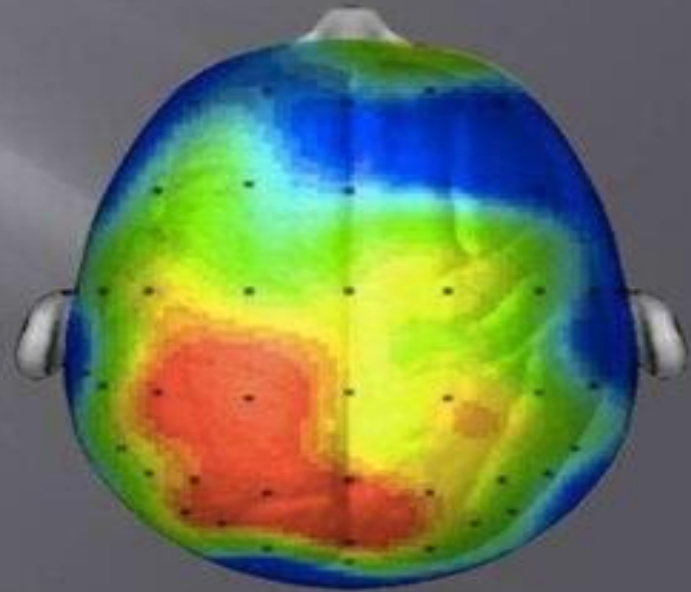
Workforce capability distribution

LET'S STAND UP !

BRAIN AFTER SITTING
QUIETLY



BRAIN AFTER 20 MINUTE
WALK



Research/scan compliments of Dr. Chuck Hillman University of Illinois

Achieving Excellence in Pharmaceutical Care

A Strategy for Scotland

COMMITMENT 8



Optimising the use of digital information, data and technologies for improved service delivery.

NHS Highland Technology Enabled Support

- The delivery of sustainable Pharmaceutical Care close to the person's own home, presents challenges in remote and rural communities.
- NHS Highland has established a remote, primary care, clinical pharmacy service to GP practices in Lochaber using a technology enabled care solution.
- The pharmacy service involves: remote medication review clinics to care home residents; videoconference attendance at multidisciplinary team meetings and virtual wards; remote clinical pharmacy support to GP practices, the integrated care team, and the wider health and social care team; and collaborative videoconferencing clinics with other healthcare groups.

Automation in hospital pharmacy

- NHS GG&C Health Board has the largest hospital pharmacy robotic installation in the world
- The Pharmacy Distribution Centre distributes 9 million packs of medicines to 4000 destination points from the eastern boundary of Glasgow to Argyll in the West Highlands.
- Hospitals within NHS GG&C also have dispensing robots which dispense medicines for individual people. The use of this technology has enabled pharmacy staff working to be available at the bedside to assist people to achieve the best outcomes from their treatment with medicines.

Achieving Excellence in Pharmaceutical Care

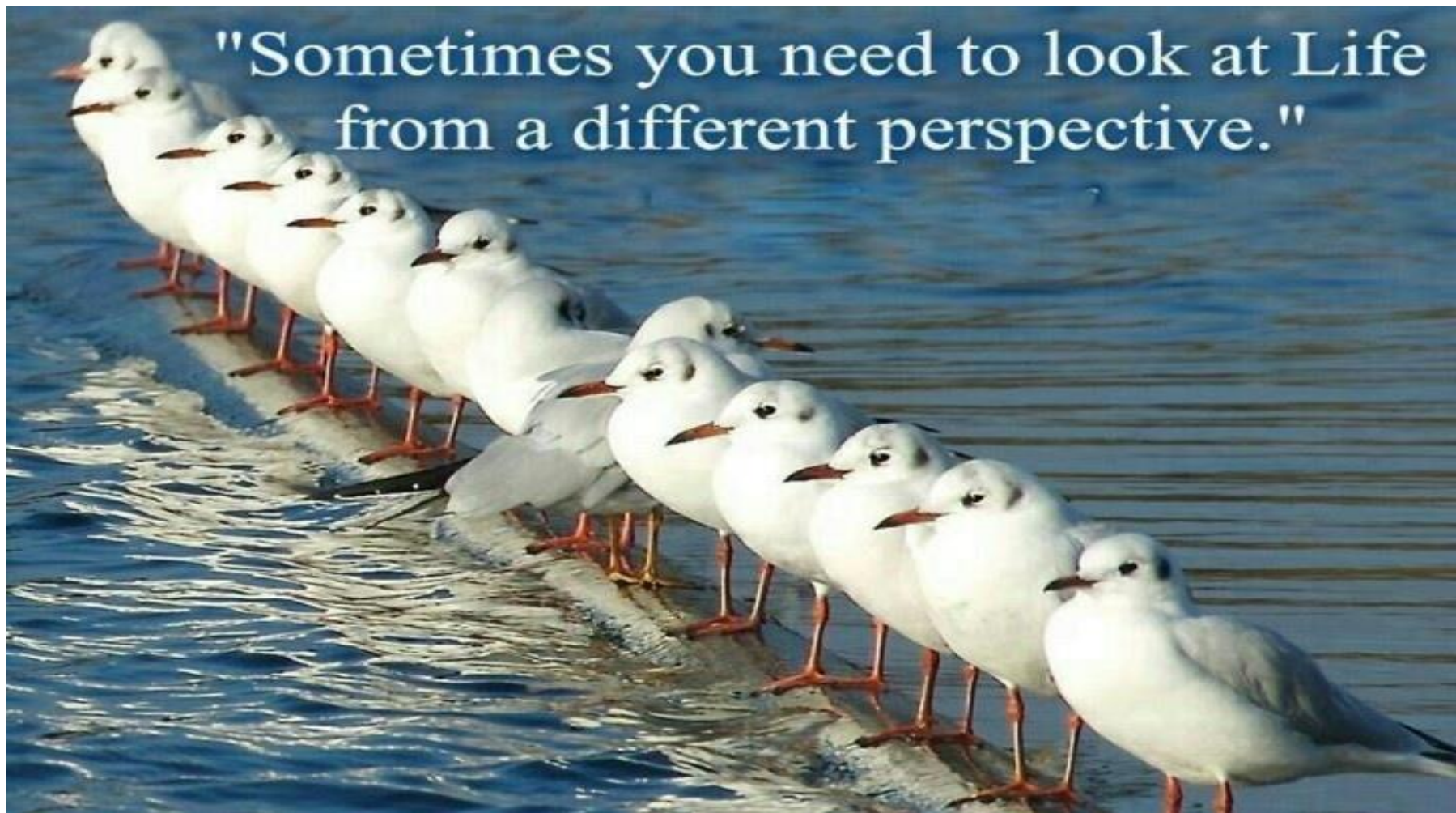
A Strategy for Scotland

COMMITMENT 9



Improving the
planning and
delivery of
pharmaceutical care.

"Sometimes you need to look at Life
from a different perspective."



Quality improvement- and how can it transform healthcare...

“Everyone in healthcare really has two jobs when they come to work every day: to do their work and to improve it.”

Batalden,P; Davidoff.F QualSafHealth Care. 2007 February; 16(1): 2–3

Community Pharmacy

Announcement of a Quality Improvement Methodology pool for quality improvement activities undertaken in Community Pharmacy

July 2016

NHS Circular
PCA (P) (2016) 11

Healthcare Quality and Strategy Directorate
Pharmacy and Medicines Division



Dear Colleague

**PHARMACEUTICAL SERVICES:
AMENDMENTS TO DRUG TARIFF IN RESPECT OF
REMUNERATION ARRANGEMENTS FROM 1 APRIL
2016**

Summary

1. This circular advises community pharmacy contractors and NHS Boards on the outcome of the negotiations for the community pharmacy funding envelope for 2016-17.

Background

2. Circular PCA (P) (2016) 7, published 11 May 2016, advised of the key and headline elements of the community pharmacy funding settlement for 2016-17.

Details

3. This circular now advises of further changes in respect of payments from July 2016 dispensings as follow:

- The annual pool for dispensing pool payments is increased by £2.063m, providing an annualised pool of £74.063m with effect from July 2016 dispensings
- A Quality Improvement Methodology pool of £2m for 2016-17, for quality improvement activities undertaken in the financial year 2016-17.
- A Closer Partnership Working Payment pool of £1.129m, for initiatives of fostering closer working with General Practices.

St Andrew's House, Regent Road, Edinburgh EH1 3DG
www.gov.scot

18 July 2016

Addresses

For action

Chief Executives, NHS Boards

For information

Chief Executive, NHS NSS
Director of Practitioner Services,
NHS NSS
NHS Directors of Finance
NHS Directors of Pharmacy

Enquiries to:

Elaine Muirhead
1st Floor East Rear
St Andrew's House
EDINBURGH
EH1 3DG

Tel: 0131-244-2524
Fax: 0131-244-2326

Email: elaine.muirhead@gov.scot

www.gov.scot



Next Steps



The Scottish Government

Achieving Excellence in Pharmaceutical Care

A Strategy for Scotland

Next Steps

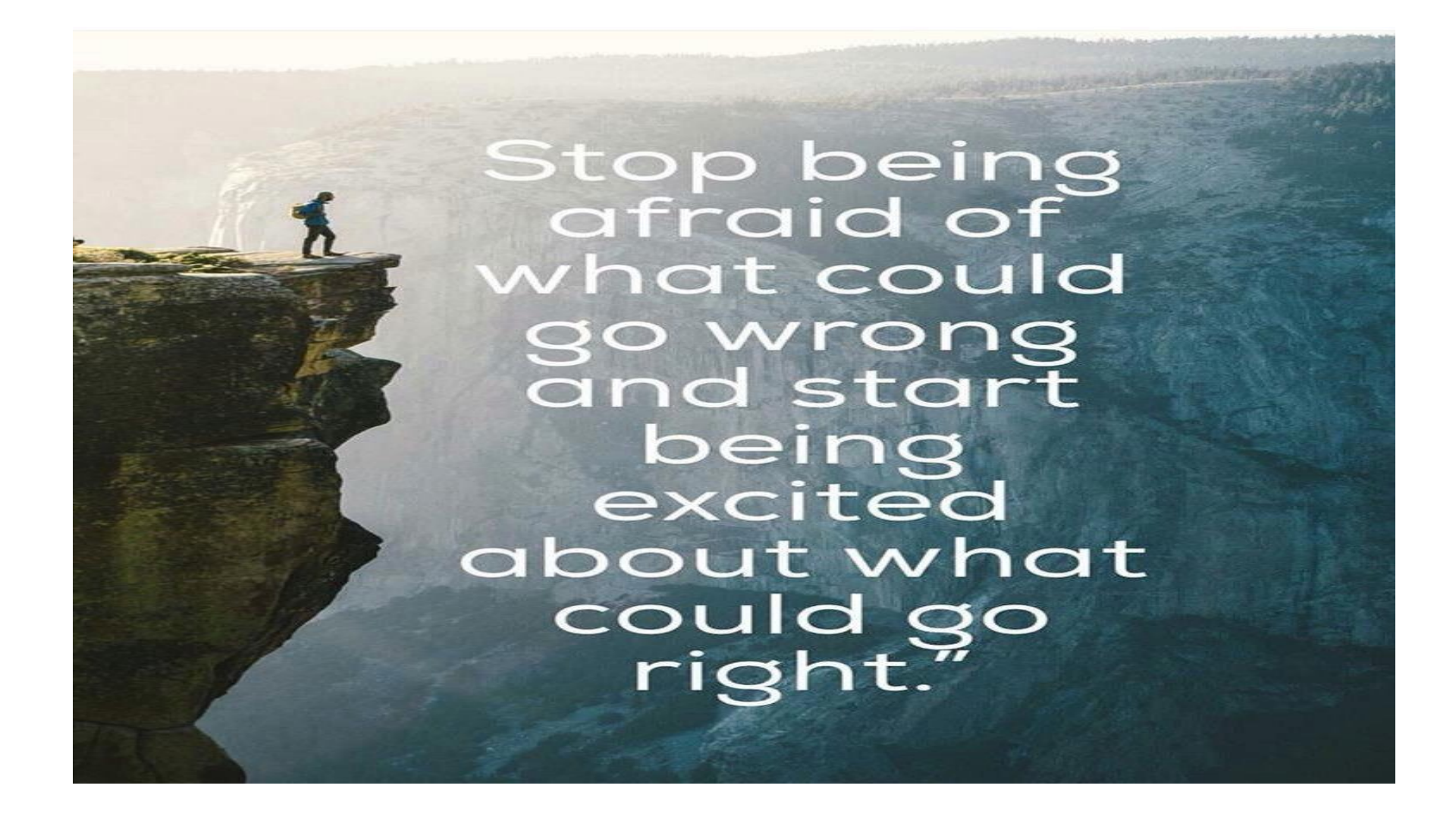
- Communication and Engagement
- Research evaluation and monitoring
- Consultation

*Harness the expertise and enthusiasm of pharmacists
to build capacity and delivery of
Pharmaceutical Care for people in Scotland.*

Walk on Air Against Your Better Judgement

Seamus Heaney 1939-2013

Irish poet and Nobel Prize in Literature.

A person with a backpack stands on the edge of a dark, mossy cliff, looking out over a vast, deep canyon. In the distance, a waterfall cascades down a rocky ledge. The canyon walls are steep and covered in dense green vegetation. The sky is hazy and bright, suggesting a sunrise or sunset. The overall mood is one of adventure and contemplation.

Stop being
afraid of
what could
go wrong
and start
being
excited
about what
could go
right."

Thank You



RoseMarie.Parr@gov.scot