



**Department of Pharmacy and Prescribing**

# **Community Pharmacy Champion**

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## Document Development Coversheet

<b>Date</b>	<b>Group/Individual</b>	<b>Outcome</b>	<b>Changes updated</b>
12/9/19	Tony McDavitt	Minor changes	14/8/19
12/7/19	Community Pharmacy Contractors Committee	No changes requested	n/a
9/8/19	Primary Care pharmacists	No changes	n/a

## 1. Role purpose

The Community Pharmacy Champion's(CPC) role is to support the introduction and ongoing development of the NHS Community Pharmacy contract by advancing the skills and expertise of key stakeholders in all elements of the community pharmacy contract. The CPC will aim to maximise the contribution made by community pharmacy to the prevention of disease, well being of patients and the pharmaceutical care of patients.

The Community Pharmacy Champion role will be carried out by an employee of NHS Shetland who is a member of the Primary Care Pharmacy Team(PCPT). Management of the role will be from the Principal Pharmacist and prescribing advice will be from the Prescribing Advisor for NHS Shetland.

## 2. Key results areas

### *Support*

- Act as principal and regular point of contact for community pharmacies in their delivery of NHS contracted services;
- Provide appropriate support in the relevant format - of face to face, telephone, electronic contact to community pharmacies to enhance their ability to provide contracted services;
- To develop and implement a regular programme of support visits to community pharmacies;
- To plan content of discussion around the Champion's Checklist focussing on key topics on the programme arranged by the PCPT.
- To cascade information to community pharmacies on key developments
- Seek feedback from community pharmacies on all matters relating to contract and local services.
- To assist NHS Shetland in the delivery of contracted services

### *Education and training*

- Plan, organise and cascade training to community pharmacies where a training need has been identified either at a local, Board or national level as directed by Scottish Government.
- To provide support to the Principal Pharmacist to design, plan and arrange a robust local programme, providing community pharmacies with regular opportunity to network and learn, and obtain knowledge on relevant issues. Identify training needs, set agenda, prepare presentations, organise day and/or evening sessions to varying sizes of groups.
- To identify suitable topics for inclusion in the training programme.

### 3. Management of work

- Much of the work will be self generated based on the needs of the community pharmacy(s) visited. However this will also be balanced against the need for NHS Shetland to develop a consistent approach to the delivery of pharmaceutical care across Shetland.
- The employee carrying out the role will be responsible to communicate with each pharmacy they have been allocated with a minimum of once per quarter by phone or email and once per year face to face.
- Give advance notice of intention to call/visit and arrange mutually acceptable time.
- Take away any issues that they can't answer and provide a response within a timescale agreed with the contractor.
- The employee will be professionally accountable for advice given to doctors, professional colleagues and the general public.
- The employee carrying out the role will provide a summary of the visits to the principal Pharmacist, identifying any areas where further input is required.

### 4. Challenges in carrying out the role

- Guiding new initiatives and ways of working will involve engaging a range of stakeholders outwith community pharmacy;
- Motivating and supporting community pharmacists and staff to change the delivery of pharmaceutical care services to optimise benefits of medicines for patients will be challenging.
- Engaging pharmacists resistant to change to become involved in the provision of new services and supporting change within community pharmacy presents a particular challenge;
- Recognising the competing business objectives and supporting contractors to reconcile these with the provision of patient care to NHS standards;
- Supporting the engagement of community pharmacy directly into the Health & Social Care Partnership (HSCP) and facilitating the priority of community pharmacy within the Integration Joint Board (IJB);
- Developing and maintaining communication channels and a working relationship with HSCP and other stakeholders via the principal Pharmacist on issues pertinent to community pharmacy pharmaceutical care.
- To ensure that the delivery of any agreed objectives and activities are safe, effective, efficient and are implemented in accordance with agreed overall strategic objectives.
- Changes to pharmacy personnel including access to locums and job shares

## 5. Communication objectives

- Support and advise contractors in relation to Serial dispensing and increasing serial dispensing volumes
- Support and advise contractors in relation to all other aspects of CMS including the relaunch as MCR and also the use of PCR tool
- Community Workforce survey – explain the survey, encourage participation and then collate figures
- Smoking cessation – encourage the use of Varenicline first line, inform about training events, assist with production of guidance and discuss this guidance with community pharmacists.
- Promote Pharmacy First – establish issues which prevent delivery of this service in community pharmacy. Highlighting this service to GPs and practice staff.
- Quality improvement initiatives – NSAID. Explain what this involves and support staff to participate
- Quality improvement initiatives – support and encourage participation around safety climate survey.
- Gluten Free service – carry out verification on annual review visits
- Dispensing for Substance Misuse Service
- Promote use of NHS mail including access to shared inboxes by employees of pharmacies and regular checks of emails
- Promote the Respiratory inhaler project
- Discussions with community Pharmacists about upcoming switches and project work taking place in GP practices, so that they are aware of proposed changes and given the opportunity to review stock levels of medicines that may no longer be prescribed
- Respond to general queries at visits, providing advice and feedback when required to contractor.

## Appendix 1: Check list for Community Pharmacy visits

Date of visit	Pharmacy name
Topic	Comment
IT Issues – mail	
IT Issues- other (ePharmacy, scanning etc)	
<b>National Services</b>	
MAS	
PHS- EHC	
PHS-Smoking Cessation	
CMS	
AMS	
Pharmacy First	
Gluten free (annual health checks)	
Unscheduled care	
<b>Local Services</b>	
Needle exchange	
SMS	
Respiratory project	

Quality Improvement		
NSAIDs(2)		
Safety Climate Survey		
Palliative Care		
Prescribing Initiatives		
1.		
2.		
Payments		
Shortages		
Specials		
NHS Shetland	Name	Signature
Contractor	Name	Signature