



Devon Community Pharmacy Strategy Survey

Devon Community Pharmacy Strategy Survey for Healthcare Professionals

NHS Devon ICB is developing a Community Pharmacy Strategy and would value feedback on current services, challenges and opportunities of this Primary Care contractor group.

The King's Fund and the Nuffield Trust were commissioned by Community Pharmacy England to develop a vision for community pharmacy that will underpin a strategy for the sector and support Community Pharmacy England in its leadership role, its work with members and in negotiations. The independent report describes that vision and the actions which will be required to turn the vision into reality. It is therefore appropriate to use this document in the development of our local strategy (see links below).

Other important documentation that will feed into the local strategy includes a recent Patient Experience Summary Report regarding Pharmacy Services, produced by Healthwatch (yet to be published) and the Royal Pharmaceutical Society (RPS) report on pharmacy workforce wellbeing, published September 2023 (see links below).

All feedback will be anonymous and not attributed to any individual. Your feedback will be used to directly inform the Devon Community Pharmacy Strategy. All feedback will be shared with key stakeholders across the Devon health and social care system, with the purpose of maximising the benefit of this contractor group in meeting the population needs.

The survey will take approximately 15 minutes to complete.

Please submit your completed survey by 29th February 2024.

If you have any queries or issues in relation to the completion of this survey, please contact d-icb.medicinesoptimisation@nhs.net

A vision for community pharmacy and the associated literature review can be found at:
- <https://www.nuffieldtrust.org.uk/research/a-vision-for-community-pharmacy>.

Workforce Wellbeing Roundtable Report can be found at:
<https://www.rpharms.com/about-us/news/details/rps-and-pharmacist-support-publish-roundtable-report-on-wellbeing>

Your role

1. Please select the type of organisation(s) you are actively involved in (tick all that apply)

- Acute Trust
- Dentistry
- Education and Training
- General Practice
- Community Services Provider
- Healthwatch
- Local Authority
- Mental Health Trust
- Optometry
- Out of Hours service
- Pharmacy
- Public Health England
- Representative body – LDC/LMC/LOC/LPC (Community Pharmacy Devon)
- Regulatory body – e.g. CQC
- Other

2. Please select which role(s) you are actively involved in (tick all that apply)

- Administrative/Non-management
- Advanced Nurse Practitioner/Nurse/Nurse Associate
- Allied Healthcare Professionals
- Elected representative
- General Practitioner
- General Practice Assistant/Healthcare Assistant/Phlebotomist
- Manager – Primary Care
- Manager – Acute Trust/Mental Health Trust
- Manager – Other
- Pharmacist – Community Pharmacy
- Pharmacist – Community Services
- Pharmacist – Acute Trust/Mental Health Trust
- Pharmacist - ICB
- Pharmacist – Primary Care
- Pharmacist – Out of Hours
- Pharmacist – Education and Training
- Pharmacy – Community Pharmacy - Counter Assistant
- Pharmacy Technician/Dispenser – Community Pharmacy
- Pharmacy Technician/Dispenser – Community Services
- Pharmacy Technician/Dispenser – Acute Trust/Mental Health Trust

- Pharmacy Technician/Dispenser – ICB
- Pharmacy Technician/Dispenser – Primary Care
- Pharmacy Technician/Dispenser – Out of Hours
- Prescriber
- Receptionist/Patient services/Care Navigator/Care Coordinator
- Inspector/Regulator
- Social care professional
- Social prescriber or health and wellbeing coach
- Trainer
- Volunteer
- Other

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In your opinion, are the following four principles the core role of community pharmacists?

3. **Preventing ill health and supporting wellbeing** - supporting people and communities to stay healthy and well, with a particular focus on reducing health inequalities.

Yes

No

4. **Providing clinical care for patients** - much more clinically focused role, with members of the public consistently able to access care from community pharmacy teams for common conditions in a way that suits them and supports their health and wellbeing.

Yes

No

5. **Living well with medicines** - supporting people to access and to live well with the medicines and treatments they are taking to improve outcomes, enhance safety and deliver better value.

Yes

No

6. **An integrated primary care offer for neighbourhoods** - being an integral part of a local integrated primary care offer, working closely with local general practice, allowing people access to care in their own neighbourhoods, supporting patients with ongoing care needs in addition to preventive and on the day care.

Yes

No

7. **Do you have any further comments on what a core role of Community Pharmacy should be?**

Enter your answer

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Devon Community Pharmacy Strategy Survey

Your views on good Community Pharmacy

8. **Given your role, what do you consider are the most important characteristics of 'good' Community Pharmacy for patients and the profession?**

(Please rank your responses, with 1 being the most important)

Accessible on the high street

Co-located with other healthcare services

Consistent service provision

Efficient and timely supply of medicines

Integrated working as part of local health and social care services

Providing a wide range of services

Providing on-line services

Providing sound advice on the best use of medicines and how to use them safely

Providing sound advice on the management of minor ailments and long term conditions

9. **Do you have any comments on what the characteristics of 'good' Community Pharmacy are?**

Enter your answer

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The following services are provided by all community pharmacies

- Dispensing prescriptions
- Disposal of unwanted medicines and other prescription items
- Providing public health and healthy living advice and supporting Public Health campaigns
- Reconciling medicines when a patient has been discharged from hospital (following a referral from the hospital)
- Signposting patients to other health and social care service who may best help them
- Support patients to look after themselves and those they care for, by providing advice to help with the treatment of minor illness and long-term conditions

10. What additional services do you think should be consistently provided by all community pharmacies?

Please select at most 5 options.

- Advising on new medicines
- Contraception services
- Hepatitis C testing
- Independent prescribing for minor ailments, acute conditions, some long-term conditions
- Managing minor ailments after a referral from the doctor
- Managing acute common conditions and supply of medicines i.e. for sinusitis, sore throat, earache, infected insect bite, impetigo, shingles and uncomplicated urinary tract infections in women
- Measuring and monitoring blood pressure
- Monitoring other long-term conditions e.g. diabetes and asthma

- Near patient testing e.g. lateral flow tests, Strep A
- Reviewing use of appliances and customising stoma products
- Smoking cessation service
- Vaccinations - Flu and COVID
- Vaccinations – other e.g. travel
- Weight management service

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Devon Community Pharmacy Strategy Survey

What could make a difference to the sustainability of Community Pharmacy?

11. Given your role, what do you see as the future sustainable models for Community Pharmacy, for patients, the wider healthcare system and the Pharmacy workforce?

N.B. Certain changes to support sustainable models are outside the control of the local system e.g. regulatory changes regarding supervision requirements in the Pharmacy.

	Strongly agree	Agree	Neutral	Disagree
Clinical check by Pharmacist, but all dispensing being done by Accredited Accuracy Checking technicians, supported by technology e.g. scanners or robotics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Most repeat dispensing done in central hubs and then distributed to local Pharmacies for collection (the hub and spoke model)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fewer, larger Pharmacies with more than one Pharmacist to provide clinical services and ensure the capacity to offer training and development placements in rotation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integration with certain elements of GP clinical systems to increase efficiencies, and the transfer of information is secure and seamless to promote continuity of care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase electronic repeat dispensing to allow forward planning and economies of scale (this would also support hub and spoke dispensing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utilise Local Pharmaceutical Services (LPS) contract opportunities to commission Community Pharmacy contracts in a different way according to population, health and workforce needs of the PCN/Local Care Partnership, this could allow a Pharmacy to provide wider a range of clinical services where it is most needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk-in service for management of minor ailments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NHS employed model similar to Primary Care Network Additional Roles Reimbursement Scheme to allow a flexible workforce across Practices, Networks or Local Care Partnerships to meet demand for same day service and the management of long-term conditions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meaningful integrated working with fellow health and care professionals in delivery of services, patient engagement, learning organisations and research.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. **Would you like to expand further on any of the above models or offer an additional model not on the list?**

Enter your answer

13. **Does the current Community Pharmacy contract/service provision deliver what the patients and the Devon health and care system needs?**

- Yes
- No
- Don't know

14. **Please give more detail as to why you have given this answer**

Enter your answer

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Devon Community Pharmacy Strategy Survey

Your views on the barriers you face

15. **What do you think are the main 'funding, workforce and capacity' barriers to Community Pharmacy fulfilling its full potential?**

(Please rank these in order of importance, 1 being the most significant barrier)

Current contractual funding structure is increasing the risk of closures

Rents for premises that do not reflect the change in Community Pharmacy funding/income streams

Pressure of workload on the remaining Pharmacies resulting from Pharmacy closures

Lack of space in smaller Pharmacies to accommodate additional workload from these closures

Workforce shortages from recruitment and retention issues across Pharmacy teams, including a competitive jobs market

Lack of placements/supervisors for trainee placements – both in Community Pharmacy and in PCNs as competing for placements with other healthcare professionals

16. **What are your suggested ways to overcome these barriers?**

Enter your answer

17. **What do you think are the main 'system' barriers to Community Pharmacy fulfilling its full potential?**

(Please rank these in order of importance, 1 being the most significant barrier)

Lack of cross organisation communication

Lack of digital integration with GP clinical systems

Stock shortages/medicines and appliance supply issues

Mutual lack of understanding of the challenges facing Community Pharmacy and PCNs/ICBs

Mutual lack of understanding of the potential of Community Pharmacy and PCNs/ICBs

Increasing patient demand when there is limited workforce capacity

18. What are your suggested ways to overcome these barriers?

Enter your answer

19. Do you think there are any other barriers? If so, please detail below.

Enter your answer

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Integrated working

20. How could Community Pharmacy working in a more integrated way within PCNs enhance the patient journey?

(Please rank in order of importance, with 1 being the most important)

Accurate and consistent signposting to other health and care services

Safe transfer of clinical information to encourage continuity of care

Provision of accessible services that support population health management and a reduction in inequalities

A way of providing services that can free up capacity across primary care to manage demand

Include the Community Pharmacy teams within PCN workforce planning and service development to address gaps in service provision and workforce across Primary Care

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Your views

21. **What else would you like to say about what works well and what doesn't work so well about Community Pharmacy?**

Enter your answer

22. **What do you think needs to change?**

Enter your answer

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