

Section 5:

Current provision of local commissioned services

Local Commissioned (Enhanced) Services (LES)

As well as national services provided by all pharmacies, the pharmacy contract also includes services that are commissioned at a local level by local Clinical Commissioning Groups (CCG), Local Authorities (LA) or NHS England.

Examples of LESs include:

- Minor Ailments Services to reduce GP practice workload, address health inequalities and provide healthcare efficiently
- Emergency hormonal contraception service to reduce the incidence of unplanned pregnancy
- Referrals from 111 service to reduce the number of Out of Hours GP consultations
- Emergency out of hours service to provide special medicines for the terminally ill
- Screening services (e.g. for diabetes, Chlamydia, high blood pressure etc.)
- Obesity management services
- Stop smoking services
- Anticoagulation monitoring and phlebotomy
- Supervising consumption of substitute prescribing e.g. Methadone and provision of Needle Exchange Schemes for drug users

Local Enhanced Services, tailored for the health challenges which exist in Newcastle, are commissioned and will be discussed in this section.

5.1 Think Pharmacy First (minor ailments)

The scheme is targeted at those patients who would not normally purchase self care medicines from their local pharmacy. These patients, and their families, are in receipt of a means tested benefit and would probably visit their surgery to have a medicine prescribed for a minor ailment because a prescription would be exempt from prescription charges i.e. free of charge. The intention of the scheme is to reduce pressure on appointments within general practices, and provide a more convenient service for patients, by providing simple remedies directly by consultation with a pharmacist.

There are currently 61 out of 65 Newcastle pharmacies reporting that they provide a Think Pharmacy First (minor ailments) service in Newcastle. There are a further 3 pharmacies reporting they are willing and able to provide the service in the future.

Table 13: Pharmacies reporting providing a Think Pharmacy First (minor ailments) service, August 2014.

Locality	Total Pharmacies	No. and % providing a Think Pharmacy First (minor ailments) Service	
		No.	%
Newcastle East	20	19	95
Newcastle North	16	15	94
Newcastle West	29	27	93
Newcastle TOTAL	65	61	94

SOURCE: Pharmaceutical Needs Assessment Questionnaire, August 2014. Valid responses: 64/65

Table 14: Average monthly numbers completed for the Think Pharmacy First (minor ailments) service, August 2014.

Locality	Average monthly numbers completed					Total
	0 - 40	41 - 80	81 - 120	121 - 160	More than 161	
Newcastle East	14	3	1	0	1	
Newcastle North	13	2	0	0	1	
Newcastle West	15	7	2	0	1	
Newcastle TOTAL	42	12	3	0	3	60

SOURCE: Pharmaceutical Needs Assessment Questionnaire, August 2014. Valid responses: 60/65

Map 8 depicts the pharmacies providing a minor ailments service. Many are situated in our most deprived wards and promotion of the service is essential in reducing unnecessary GP appointments.

responded to the PNA questionnaire as undertaking the service however only 7 are making claims) with a further 14 willing to provide the service but requiring training to do so. There are a further 7 willing and able to provide the service if commissioned to do so and 6 pharmacies willing to provide the service but will require facility adjustments in order to do so.

Table 15: Pharmacies providing a needle and syringe exchange service, August 2014

Locality	Total Pharmacies	No. and % providing Needle and Syringe Exchange Service	
		No.	%
Newcastle East	20	3	15
Newcastle North	16	2	13
Newcastle West	29	5	17
Newcastle TOTAL	65	10	15

SOURCE: Pharmaceutical Needs Assessment Questionnaire, August 2014. Valid responses: 40/65

Between July 2013 and June 2014 (12 month period), there were 2840 visits to the 7-8 Pharmacy needle exchange services in Newcastle. Around 81% of those accessing the service were male and 97% of people accessing the services also reported accessing the commissioned Harm Reduction Service in Newcastle.

Table 16: Average number of visits to needle and syringe exchange pharmacy services per month.

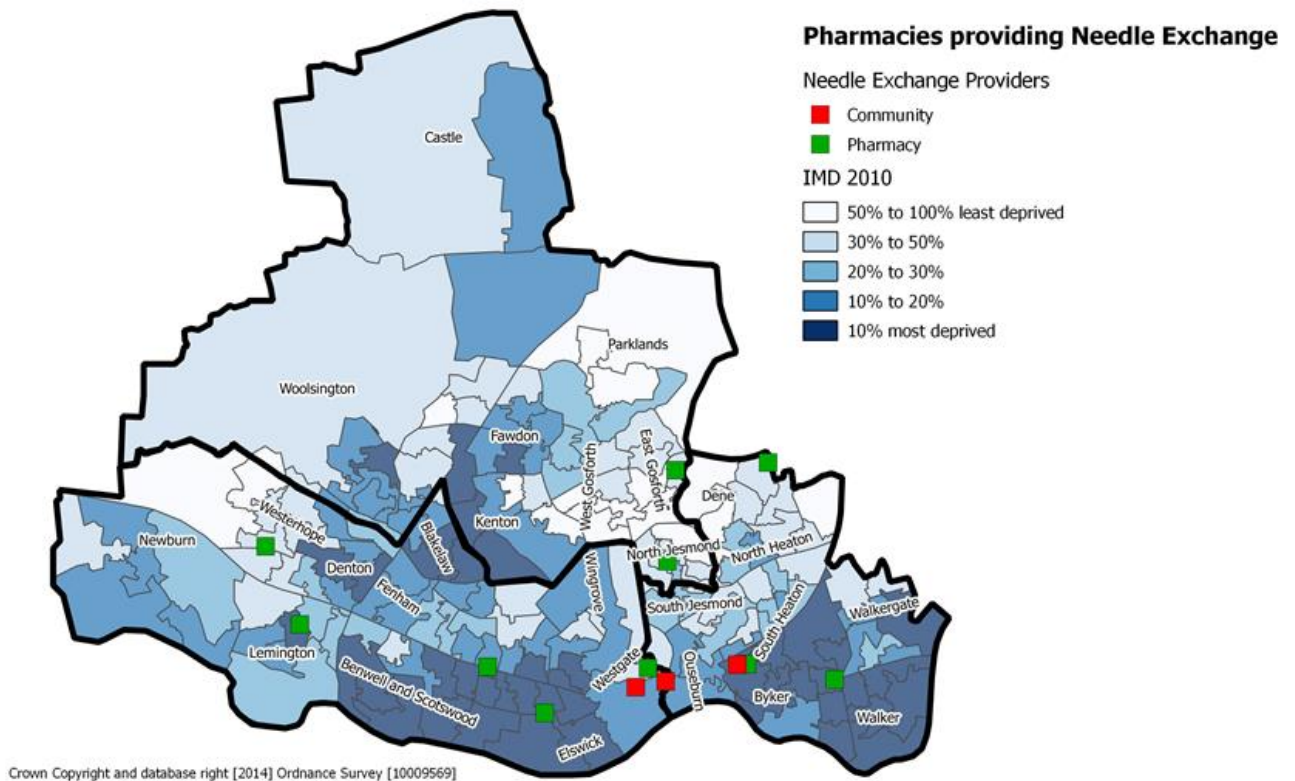
Locality	Total Pharmacies	Total visits	Average monthly visits
Newcastle East	2	1185	99
Newcastle North	1	208	17
Newcastle West	5	1447	121
Newcastle TOTAL	8	2840	237

Source: PharmOutcomes, Needle Exchange Programme, July 2013 to June 2014 (12 months data)

The above data highlights that the main level of activity occurs in the Newcastle West locality as they have the highest number of pharmacies participating. However the Newcastle East locality have a high number of visits across the 2 participating pharmacies.

Map 9 below shows the provision of needle exchange sites in and around Newcastle City.

Map 9: Needle Exchange



Map 9 demonstrates the spread of pharmacies offering needle exchange schemes for injecting substance misuser population. The East and West areas of Newcastle have gaps which mean that access to clean injecting equipment is difficult for certain patients.

5.2.3 Supervised Consumption

Historically, services have been commissioned from community pharmacies to provide a supervised consumption scheme for methadone and buprenorphine for those individuals who have made the decision to reduce their illegal opiate use. Substance misuse services prescribe an opiate substitute, tailoring the dose to the individual's needs. The pharmacist then supervises the patient's consumption to ensure that supplies are not diverted.

There are 57 out of 65 pharmacies across Newcastle delivering this service. There are further 4 pharmacies willing and able to deliver the service if commissioned and 1 pharmacy is willing but would require facility adjustments in order to deliver the service.

Table 17: Pharmacies able to provide a supervised consumption service, August 2014

Locality	Total Pharmacies	No. and % providing a Supervised consumption Service	
		No.	%
Newcastle East	20	19	95
Newcastle North	16	10	63
Newcastle West	29	28	97
Newcastle TOTAL	65	57	88

SOURCE: Pharmaceutical Needs Assessment Questionnaire, August 2014. Valid responses: 62/65

Data from July 2013 to June 2014 shows that there were **1239 registrations** with pharmacies for supervised consumption scheme. With the highest registrations taking place in the Newcastle West locality.

There is also data available on the level of activity at pharmacies delivering supervised consumption. Between July 2013 and June 2014 there were **11550** contacts with the pharmacy services delivering supervised consumption across 54 pharmacies. With an average of 963 contacts each month – see table 18 below.

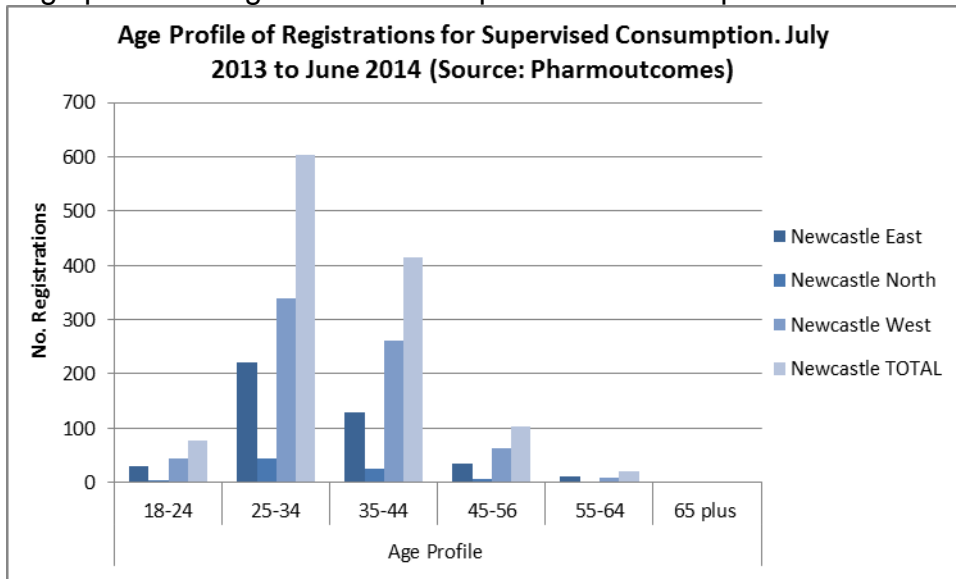
Table 18: Actual supervised consumption activity per month.

Locality	Total Pharmacies	Average number accessing supervised consumption services per month	
		Number supervised	Monthly average
Newcastle East	19	4966	414
Newcastle North	9	910	76
Newcastle West	26	5674	473
Newcastle TOTAL	54	11550	963

SOURCE: Pharmoutcomes, Supervised Consumption Supervision: July 2013 to June 2014 (12 months data)

The vast majority of people registering for supervised consumption are aged 25-34 years of age and are accessing provision within the Newcastle west area.

Figure 4: Age profile of registrations for supervised consumption

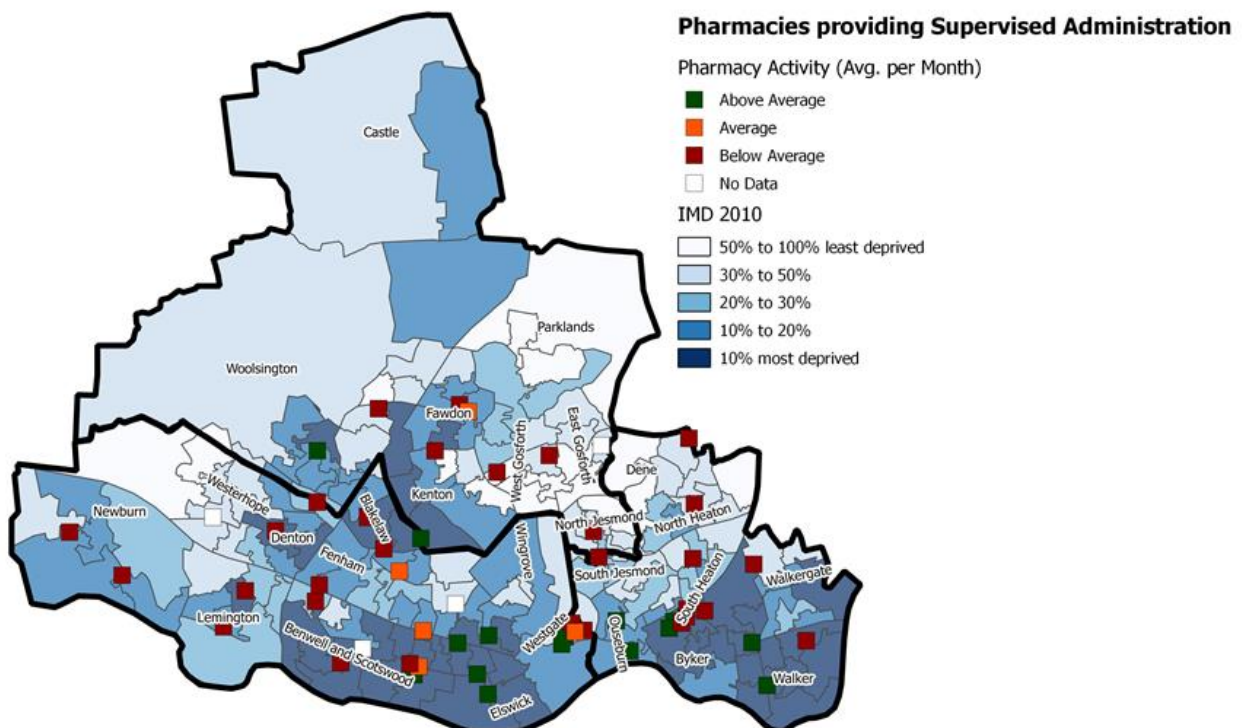


The main age group for registration was 25-34 year olds; however the level of activity shows that in the Newcastle West area you find a similar level of activity accessing the service for those aged 25-34 and 35-44.

The main medicine dispensed at registration for those accessing supervised administration services was Methadone at around 75%, followed by Buprenorphine at 23%.

Map 10 illustrates the locations which provide a supervised consumption service. This shows good coverage of locations across the city

Map 10: Supervised Consumption



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5.3 Sexual health services

Sexual health services are a standard provision in most pharmacies all around England. The services provided include emergency hormonal contraception services; condom distribution; pregnancy testing and advice; Chlamydia and gonorrhoea screening and treatment; contraception advice and supply (including oral and long acting reversible contraception).

In Newcastle sexual health services from pharmacies fall under the banner of 'Plan B' (emergency hormonal contraception) which is being provided by the majority of pharmacies. There are further enhanced sexual health services being offered from a limited number of pharmacies which includes the provision of Plan B, Chlamydia screening first line treatment and partner notification, and the provision of long acting reversible contraception.

5.3.1 Plan B

To meet Newcastle public health targets to reduce unplanned teenage pregnancy rates, a local enhanced service was developed to make emergency hormonal contraception (EHC) more readily available. Although EHC is available without prescription the retail cost (around £20) means it is unaffordable for many, and it is not licensed for women under 16 when purchased.

Pharmacists providing the Plan B service undergo extensive training, and provide emergency contraception through using a patient group direction. The training includes information on safeguarding and working with young people. The aim of the service is to reduce unintended pregnancies and subsequent terminations.

Pathways for ongoing reliable contraception have been developed and pharmacists are able to refer women into specialist contraceptive services for ongoing advice, treatment and support. The service also includes an option for the pharmacist to supply ulipristal (Ella One[®]) where clinically indicated.

There are currently 52 pharmacies reporting that they provide Plan B service. There are a further 6 pharmacies reporting they were willing to provide the service, but would require training to do so. A further 2 pharmacies were willing to provide the service, but it would require facility adjustments.

Table 19: Pharmacies providing a Plan B service, August 2014

Locality	Total Pharmacies	No. and % providing a Plan B Service	
		No.	%
Newcastle East	20	18	90
Newcastle North	16	13	81
Newcastle West	29	21	72
Newcastle TOTAL	65	52	80

SOURCE: Pharmaceutical Needs Assessment Questionnaire, August 2014. Valid responses: 61/65

The highest level of activity is in the Newcastle West Locality. This locality contains 3 pharmacies that experience 40 or more visits per month. The main EHC supplied

would only be dispensed by the pharmacist following a thorough assessment which includes relevant safeguarding procedures e.g. Fraser Guidelines

Table 21: Age profile of clients accessing Plan B pharmacy service.

Locality	Age Profile					
	Under 15	15-19	20-24	25-29	30-34	35 plus
Newcastle East	4	210	551	266	141	107
Newcastle North	14	288	439	263	245	200
Newcastle West	30	1960	2219	797	409	314
Newcastle TOTAL	48	2458	3209	1326	795	621

SOURCE: Pharmoutcomes, Plan B and Chlamydia screening: July 2013 to June 2014 (12 months data)

5.3.2 Chlamydia Testing and Treatment Service

Of those aged 15-24 accessing the Plan B pharmacy service, 9.7% also had a chlamydia test. The vast majority of 15-24 year olds were from west Newcastle, 8.4% had a chlamydia test supplied, 57% were offered but refused and 35% were not offered a test.

Map 12: Chlamydia Screening

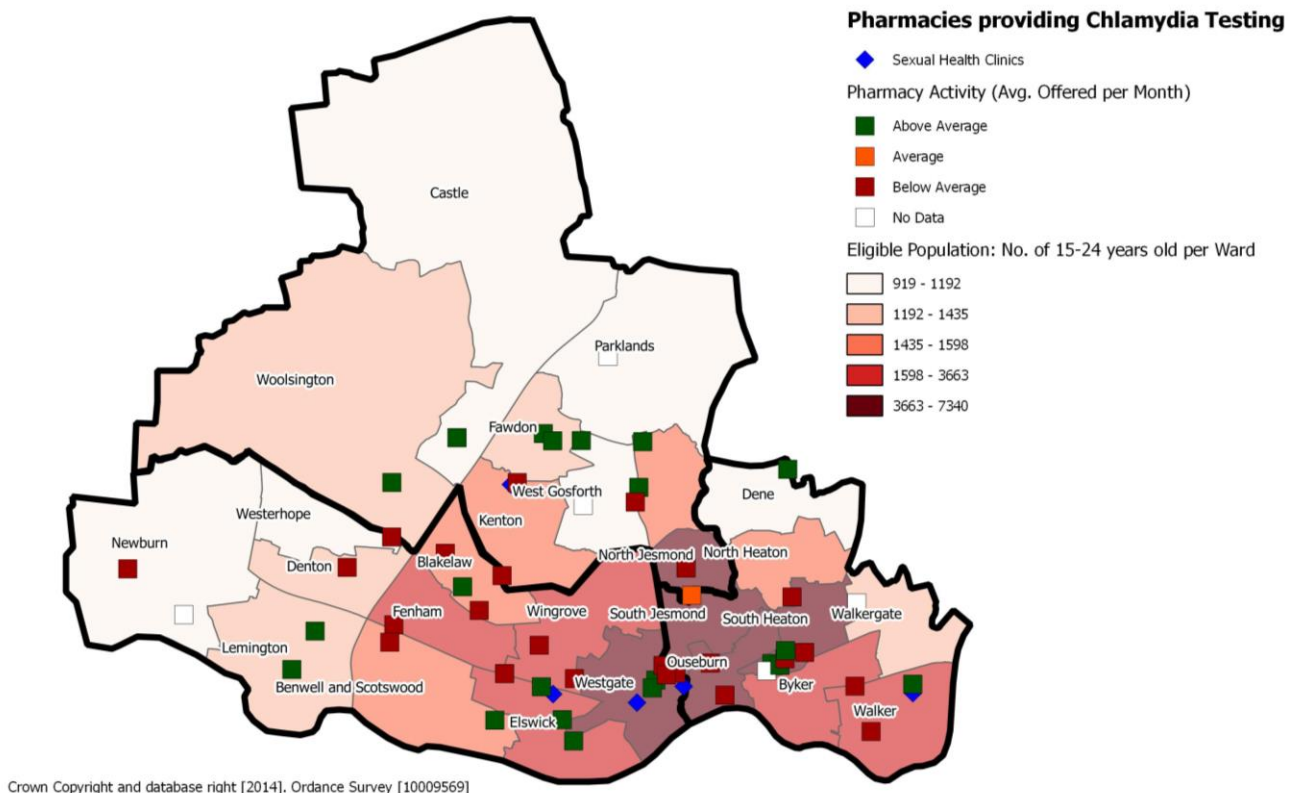


Table 22: Plan B pharmacy service, 15-24 year olds and Chlamydia Tests Supplied

Locality	Plan B Clients aged 15-24: Chlamydia test supplied				
	No. of 15-24 year olds accessing the service	No	Offered but refused	Yes	% that had a Chlamydia test supplied
Newcastle East	761	456	209	96	12.6%
Newcastle North	727	363	263	101	13.9%
Newcastle West	4179	1458	2367	354	8.4%
Newcastle TOTAL	5667	2277	2839	551	9.7%
SOURCE: Pharmoutcomes, Plan B and Chlamydia screening: July 2013 to June 2014 (12 months data)					

There are currently 8 pharmacies reporting they provide the Chlamydia treatment services. There are a further 29 pharmacies that report they would be willing to deliver the service but would require training. A further 13 pharmacies reported that they would be willing and able to deliver the service if commissioned and a further 4 stated they were willing to deliver the service, but it would require facility adjustments.

Table 23: Pharmacies providing a Chlamydia Treatment service, August 2014

Locality	Total Pharmacies	No. and % providing a Chlamydia Treatment Service	
		No.	%
Newcastle East	20	2	10
Newcastle North	16	4	25
Newcastle West	29	2	7
Newcastle TOTAL	65	8	12
SOURCE: Pharmaceutical Needs Assessment Questionnaire, August 2014. Valid responses: 54/65			

5.3.3 Long acting reversible contraception (LARC)

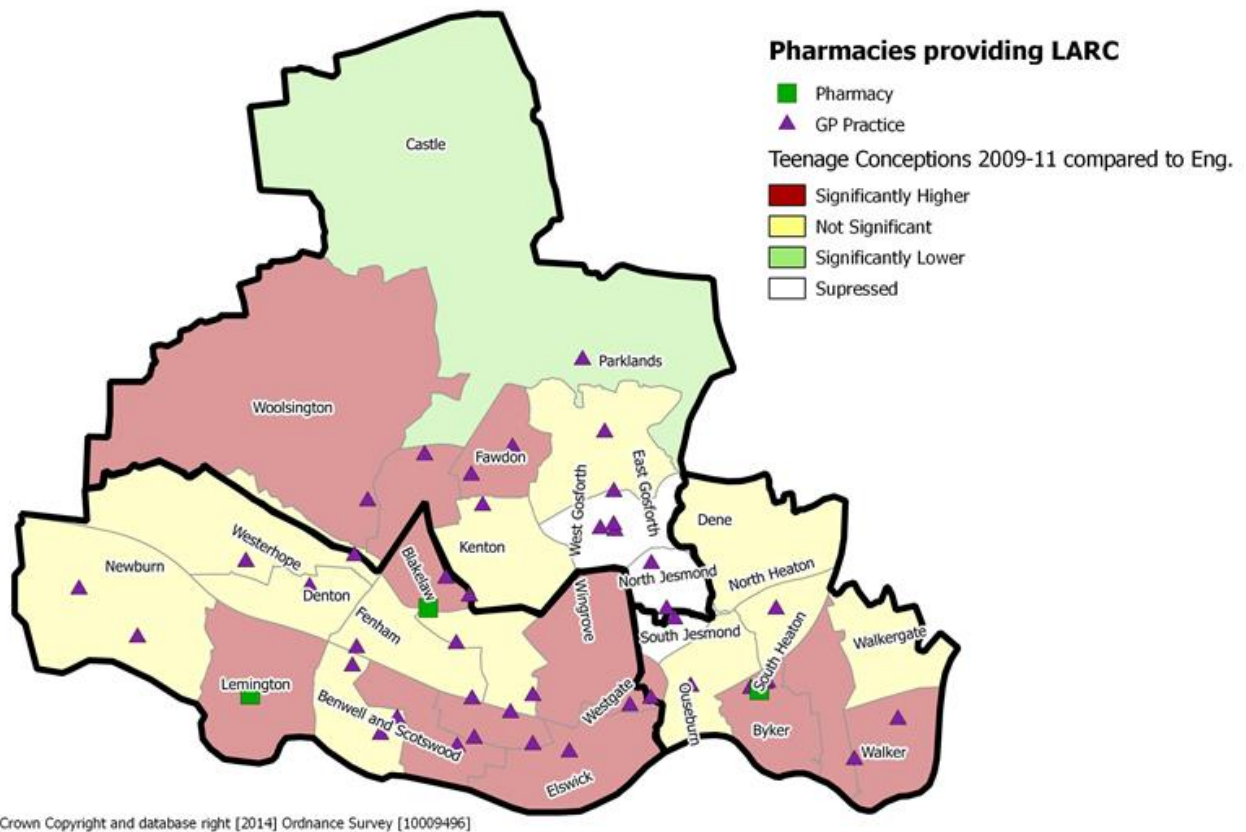
After additional training Newcastle pharmacists are able to administer both Depo Provera®, Nexplanon®, and Implanon® against patient group directions.

Research suggests that, if offered to women, LARC will be accepted by 10% of those attending for Plan B. In the past Pharmacies have been selected for this service if they were in areas of high teenage pregnancy and provided at least 60 Plan B consultations per year. This enabled pharmacists to maintain their competence, at a comparable level to that required by the Royal College of Nursing for nurses providing a similar service (a minimum of six LARCs in 12 months).

Map 13 shows the location of these pharmacies and other providers of this service.

There are currently 3 pharmacies that report the ability to provide the service however it is important to note that most are unable to deliver LARC for a variety of reasons. There are however currently 29 pharmacies that would be willing to provide the service, but they would require additional training and 9 pharmacies that report they are willing and able to provide the service if commissioned and 6 pharmacies report they are willing to provide the service, but they would require facility adjustments.

Map 13: LARC



5.4 Stop smoking services

Pharmacies are key providers of Specialist Stop Smoking Services in Newcastle.

42 out of 65 pharmacies are currently providing smoking cessation services in Newcastle. A further 4 are willing and able to provide support but have not started yet. A further 8 do not provide this service but wish to register and a further single pharmacy is unable to provide the service due to a lack of facilities.

Table 24: Pharmacies providing a stop smoking intermediate advice service, August 2014

Locality	Total Pharmacies	No. and % providing a Stop Smoking Intermediate Advice Service	
		No.	%
Newcastle East	20	17	85
Newcastle North	16	9	56
Newcastle West	29	16	55
Newcastle TOTAL	65	42	65

SOURCE: Pharmaceutical Needs Assessment Questionnaire, August 2014. Valid responses: 56/65

The main age group for those setting a quit date via pharmacy stop smoking service was 35-44 year olds, with more females accessing the service than males (627 and 508 respectively). 95% of clients were White British, and where data are available the majority of clients are either long term unemployed or from routine and manual occupations.

There are higher numbers accessing the service from the East and West localities; however this is in the context of a higher number of pharmacies providing the service in those areas.

Table 25: Average number of clients setting a quit date via pharmacy stop smoking service per month

Locality	Total Pharmacies	Average number accessing Stop Smoking services per month	
		Number	Monthly average
Newcastle East	17	415	35
Newcastle North	9	240	20
Newcastle West	16	480	40
Newcastle TOTAL	42	1135	95

SOURCE: PharmOutcomes, Baseline data: July 2013 to June 2014 (12 months data)

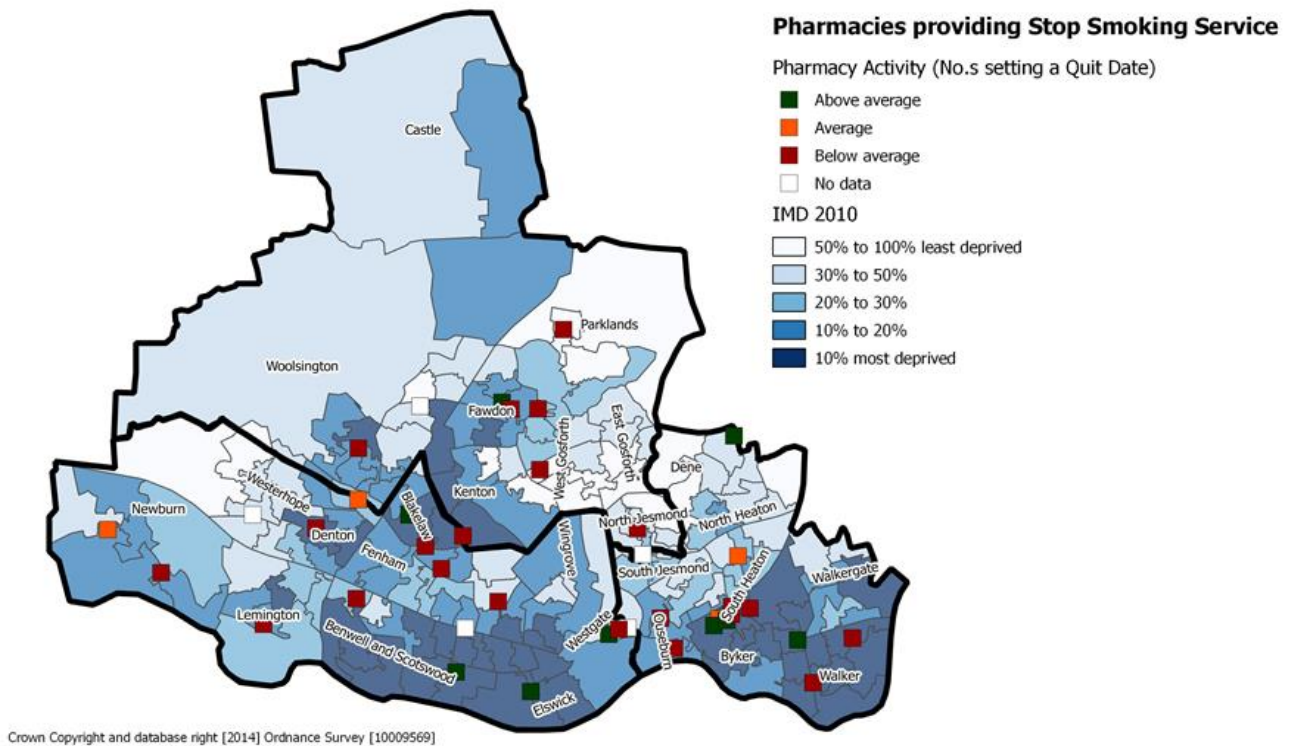
Of those clients who received a follow up contact during the 12 months, 311 had successfully quit smoking (Quit Rate - 57%). There were also 175 clients who were lost to follow up.

Table 26: Outcomes for clients setting a quit date via pharmacy stop smoking service

Locality	Total Pharmacies	Average number accessing Stop Smoking services per month		
		Quit	Not quit	Lost
Newcastle East	17	132	29	14
Newcastle North	9	66	7	33
Newcastle West	16	113	27	128
Newcastle TOTAL	42	311	63	175

SOURCE: Pharmoutcomes, Monitoring data: July 2013 to June 2014 (12 months data)

Map 14: Stop Smoking Services



It is noted that Pharmacies in Newcastle often have longer opening hours (nights and weekends) so have the opportunity to provide the service to the working population who may not be able to access other services in normal working hours.

5.5 Specialist drug access service

Some drugs are not routinely stocked in pharmacies because they are prescribed infrequently. To ensure that patients and professionals can access these drugs, e.g. for terminal care, a few community pharmacies are commissioned to hold these drugs in readiness. The community pharmacies commissioned to provide this service are open for long hours and have good parking availability.

There are currently 7 pharmacies indicating they provide a specialist drug access service, with no provision in the west locality. Of those pharmacies providing the service, the average monthly provision ranged from 1 – 25.

15 (4 in the west) pharmacies indicate that they are willing and able to provide this service if commissioned. 23 (11 in the west) are willing to provide if commissioned but would require training and a further 3 (2 in the west) are willing to provide if commissioned but require facilities adjustment.

Table 27: Pharmacies providing a specialist drug access service, August 2014

Locality	Total Pharmacies	No. and % providing Specialist Drug Access Service	
		No.	%
Newcastle East	20	3	15%
Newcastle North	16	4	25%
Newcastle West	29	0	0%
Newcastle TOTAL	65	7	28%

SOURCE: Pharmaceutical Needs Assessment Questionnaire, August 2014. Valid responses: 48/65

5.6 Care home advice service

Pharmacies will often provide advice and support to residents and staff within the care home. This advice is usually aligned with the Care Quality Commission's "Essential Standards of Quality and Safety" to ensure proper and effective ordering of drugs and appliances, high quality clinical and cost effective use, safe storage, safe supply and administration, safe disposal and accurate record keeping. (Source; NHS Sheffield 2013)

Patient Benefits:

- Improved clinical outcome through better treatment compliance
- Effective use of medicines
- Improved safety through reduction of risks

Care Home Benefits:

- Compliance with CQC requirements (especially Outcome 9) and Local Authority inspections
- Assurance of systems and protocols governing medication ordering and administration process
- Education and training for staff managing medicines
- Facilitating communications with prescribers and pharmacists

There are currently 14 pharmacies indicating they provide a care home advice service, with 2 further pharmacies indicating they will be shortly providing the service. All localities are covered in terms of provision.

Table 28: Pharmacies providing a care home advice service, August 2014

Locality	Total Pharmacies	No. and % providing a Care Home Advice Service	
		No.	%
Newcastle East	20	5	25
Newcastle North	16	6	38
Newcastle West	29	3	10
Newcastle TOTAL	65	14	22

SOURCE: Pharmaceutical Needs Assessment Questionnaire, August 2014. Valid responses: 63/65

5.6.1 International Normalised Ratio (INR) Support Services

Warfarin is used in the management of an increasing number of patients with clinical conditions including post-myocardial infarction, atrial fibrillation, prophylaxis and treatment of venous thrombosis and pulmonary embolism, and transient ischaemic attacks. While it is a very safe and effective medicine, some of its side effects, including severe haemorrhage, require close monitoring.

Anticoagulation monitoring involves the pharmacy conducting patient testing of blood clotting time to determine the International Normalised Ratio (INR), which measures the delay in the clotting of the blood caused by Warfarin. Checking the INR, interpreting the results and making recommendations about changing doses or omitting doses will be carried out in line with British Haematological Society (BHS) guidelines.

The provision of appropriate support and advice to the patient on the use of their anti-coagulant therapy, including referral to other primary or secondary care professionals where appropriate is an essential element of the service.

There are a small number of pharmacies in Newcastle which are starting to provide INR testing services on behalf of CCG commissioners.

5.7 Vaccination services

There are two versions of the flu vaccination service being operated by community pharmacies in Newcastle – The NHS Flu Service and a range of private PGD flu services. The NHS Flu Vaccination service can be provided to any patient in a qualifying group who is registered with a GP practice within the geographical boundary of the NHS England area team, Cumbria, Northumberland, Tyne & Wear. Tyne & Wear includes North Tyneside, Newcastle, Gateshead, South Tyneside and Sunderland. It is the GP practice location which is crucial so if a patient lives in County Durham but their GP practice is a member of Sunderland CCG, that patient can be vaccinated.

NHS vaccination information is transferred to PharmOutcomes providing the LPCs with service data and the ability to generate invoices to the NHS England area for payment.

Eligibility

The NHS service allows vaccination of those aged 65 years and over, those in a clinical risk group aged 18 to 65 and pregnant women at any stage of their pregnancy. Children aged 17 and under are excluded from the NHS service for 2014, as they should be vaccinated using the new live nasal vaccine. Pharmacists have not been trained to administer this vaccine, therefore children should be referred to their GP practice for vaccination.

Private Flu Vaccinations

The Novartis private PGD allows the vaccination of children aged 2 and over. If a parent presents their children for vaccination aged 2 to 17, who are not in a clinical risk group and therefore not entitled to an NHS vaccination, these children can be vaccinated at the parent's expense using the Novartis private PGD. Children aged 2 to 11 can only be vaccinated by an experienced pharmacist, defined by Novartis as having administered a minimum of 20 vaccines prior to vaccinating a younger child. Those pharmacies using any other private PGD will need to check the inclusion criteria of the PGD being used to determine whether this age group can be vaccinated under the terms of that PGD.

Following both types of vaccination, all details are faxed to the GP practice within 24 hours of administration (Monday to Friday) as per the SLAs.

Nasal flu:

None currently provide, but 53 are willing to, either now or require training to do so

Pneumococcal:

None currently provide, but 52 are willing to, either now or require training to do so

Table 29: Show the percentage of pharmacies providing Flu vaccination

Locality	Total Pharmacies	No. and % providing influenza vaccination	
		No.	%
Newcastle East	20	13	76
Newcastle North	16	11	73
Newcastle West	29	14	67
Newcastle TOTAL	65	38	72
SOURCE: Pharmaceutical Needs Assessment Questionnaire, August 2014. Valid responses: 53/65			