

# Reading Community Pharmacy Update



## Who is Community Pharmacy Thames Valley?

Statutory, non-profit organisation representing 328 Community Pharmacies across Oxfordshire, Bucks, and Berks

Work with Local Authorities, ICS, Public Health and Patient Groups, GPs, Trusts, and other providers

2.5 Employees - paid for by our members

29 Community Pharmacies within the Reading footprint

2 are “100 Hour” Pharmacies

Asda, Honey End Lane – Opens until 9pm Every Evening  
Sundays 10am-4pm

Oxford Rd Pharmacy – 8am – 10pm Every Day  
Sundays 8am-8pm

1 Distance Selling Pharmacy – Orange Pharmacy

## Essential Services

Offered by all pharmacy contractors as part of the NHS community Pharmacy Contractual Framework (CPCF)

- **Discharge Medicines Service (DMS)** – This service aims to optimise the use of medicines, reduce harm from medicines at transfers of care, improve patients' understanding of their medicines, and reduce hospital readmissions.
- **Dispensing medicines** – Pharmacies are required to maintain a record of all medicines dispensed, and also keep records of any interventions made which they judge to be significant..
- **Disposal of unwanted medicines** – Community Pharmacy contractors are obliged to accept back unwanted medicines from patients.
- **Healthy Living Pharmacies** – The framework is aimed at achieving consistent provision of a broad range of health promotion interventions through community pharmacies to improve health and wellbeing and to reduce health inequalities.
- **Repeat dispensing and eRD** – Community Pharmacies will dispense repeat dispensing prescriptions by a GP, ensure the supply is required, and ensure there is no reason that the patient should be referred back to their GP.

## Advanced services

Community Pharmacies can choose to provide any of these services as long as they meet the requirements set out in the Secretary of State Directions.

- **Pharmacy First Service** – Patients can be referred by NHS 111 for minor illness or an urgent supply of a medicine, or by their GP for a minor illness. SEVEN Common Conditions can also be treated with medicines without the need of a prescription.
- **Flu/COVID vaccination service** – This campaign aims to vaccinate all patients who are at risk of developing more serious complications from the virus
- **Pharmacy contraception service** – This service aims to provide patients with greater choice and access to their contraception.
- **Hypertension case finding service** – Patients are either referred by the GP or identified in pharmacy as having a need for a clinic Blood Pressure check or ABPM check. This service aims to identify patients who may not be diagnosed as hypertensive.
- **New Medicines Service (NMS)** – This service supports patients during the initial weeks when starting new medicines for specific conditions. The aim is to improve compliance and adherence.
- **Smoking Cessation Service** – Community Pharmacies manage the continuing provision of smoking cessation support initiated in secondary care following patient discharge from hospital.
- **Lateral Flow Device Service** – The Lateral flow device tests supply service for patients potentially eligible for COVID-19 treatments (LFD service).

## Local services

These services are developed locally and are designed to meet local health needs:

- Early Hormonal Contraception
- Substance Misuse (Needle Exchange & Supervised Consumption)
- Guaranteed Provision of Urgent Medication
  - Palliative Care
  - Antivirals
- Minor Ailments Service – Provision of OTC Meds for certain minor illnesses for those patients on lower income or their dependents.



## Pharmacy First So Far

1500 Referrals from GP so far in Reading (GP Referral Only)  
Possibly another 4500 from 111 and walk-in

6000 GP Appts saved!

All 29 Pharmacies are Registered

Top 3 Conditions

Sore Throat

Sinusitis

UTI

Lots of Patient Self Referrals evenings and weekends



## Current Pharmacy Issues

### Workload

2.5m items a month – up over 5% every year

Poor Script Management – NHS App – EPS – ErD (What is a Queue??)

### Supply Chain

Worst in living memory

Pharmacies Dispensing some items at a loss

Hours wasted looking for stock

### Funding

ZERO Increase for 9 years

Costs up by 40% in same period

### Collaboration

PCN Leads in BOB

Dependant on GP/Trust commitment