

Services
Update
9th March
2023

Eva Cardall

Engagement and Support
Officer



COMMUNITY PHARMACY

ARDEN

Representing Community Pharmacies
in Coventry and Warwickshire

Topics

1. a) GP-CPCS – Surgery side
b) GP-CPCS – Pharmacy side
2. New Medicine Service (NMS)
3. Blood Pressure Service (BPS)
4. Discharge Medicine Service (DMS)
5. Other Services and Projects

1 a) GP-CPCS – Surgery side

- Our PCNs have a total YTD referral target 32,758. They are achieving 25% of this YTD
- PCN detail on next slide YTD and % achieved that we can discuss in some more detail
- Have been into Sowe Valley surgeries, given some training and resources there – seen good improvement.
- Doing Webinar for surgeries on 15th and 30th March.
- Planning visits to Bedworth and Rugby
- Concern around our completion rates overall

Month	GP-CPCS
April	379
May	545
June	683
July	804
Aug	684
Sep	630
Oct	721
Nov	711
Dec	1165
Jan	800
Feb	982
NHS mail	101
Total	8,205

Table 1: GP-CPCS referrals made 22-23

PCN	Ref made	Target	% achieved
Coventry Central	560	1023	55%
Coventry North	168	1584	11%
Go West	266	1704	16%
GP Connect	400	1408	28%
Navigation 1	246	2112	12%
Skyward	584	979	60%
Sowe Valley	2084	2585	81%
Unity	62	2013	3%
Alcester North and west	840	1232	68%
Dene and Stour	434	1020	43%
East	17	1045	2%

PCN	Ref made	Target	% achieved
Leamington North	40	1408	3%
Leamington South	13	1111	1%
Stratford Central	987	2002	49%
War/Ken	598	1936	49%
Bedworth	163	1364	12%
North	136	1166	12%
Nuneaton North	107	1287	8%
Nuneaton CS	285	1210	24%
Rural	56	1155	5%
Rugby	156	3641	4%

1 b) GP-CPCS – Pharmacy side

In February we had 982 referrals and 721 of these were claimable in Feb, 73% completion rate which may increase for some late Feb referrals. In January we had 800 referrals of which 558 were completed, 70% completion rate which is unlikely to now move.

What have we been doing to try to increase completions

1. We have chased all outstanding referrals each week
2. We have supported with accuracy of official PGD lists (main issue with surgeries, despite different service)
3. We have fed issues back to surgeries about inappropriate referrals etc

So, has that made little difference to overall completion rates.....

1. Where we have been successful is engaging with practices and their local surgeries to increase referrals and completions at a local level (Sowe Valley)
2. So for repeat offenders of non-completion, we need to stop spending time asking them to check PhO, ringing them weekly, we need to be more targeted in our support.
3. Planning as discussed above, visits to PCNs wanting to increase with engaged pharmacies surrounding them and building those relationships.

2. NMS

Month	Number NMS claimed	Total Value £	Number of contractors participating	Average nms per contractor
April	3244	86,990	156	21
May	3306	88,582	153	22
June	3423	92,482	152	23
July	3297	88,609	153	22
August	3442	91,374	149	23
September	3404	91,550	155	22
October	3734	100,181	168	22
Total	23, 850	639,768	155 average	133

Table 3: NMS across CPA YTD

What have we done

1. Visit pharmacy with best numbers – electronic systems off-site result in higher numbers than paper format.
2. Circulated one page NMS service guide
3. Recommunicated transition payments and PQS gateway information.

What we will do next

1. DMS Event – big opportunity to highlight opportunity for NMS at first GP script for a hospital initiated drug
2. The introduction of Depression as a NMS condition later this year will coincide with renewed interest in the service.

3. Blood Pressure

Month	BP checks £15	Ambulatory £45	No. of contractors
April	234	7	24
May	554	10	25
June	546	18	30
July	709	29	31
Aug	712	40	35
Sep	1889	31	38
Oct	2629	46	37
Nov	850	69	41
Total	8123 £121,845	250 £11,250	33 avg

What are we doing to increase uptake?

- Many contractors are waiting for SS BP referral levels to change and for RegTechs to be able to deliver service before engaging
- We are circulating the information, encouraging sign-ups.
- Once we have new Service Spec we hope to focus some engagement activity on this service.

Similar to what we discussed two months ago one contractor delivered 1651 BP checks with 8 associated ambulatory checks in October. This drops off in November and ratio of BP to ambulatory normalises.

Table 4: Blood Pressure Services provided across CPA YTD

4. Discharge Medicine Service

UHCW DMS Referrals YTD	
Rejected	34
Referred (not accepted within time frame)	194
Accepted (accepted but no stage yet completed)	40
Completed (any stage completed up to and including claimable and claimed DMS)	263 of these 157 are claimable or claimed. 106 have completed up to stage 1, 20 to stage 2 and 1 to stage 3.
Delayed	15
Total Referrals YTD	546

228 Lost

40 potential

Essentially 263 completions

Hospital have not sent onwards yet

Payment points
 Stage 1 Referral received £12
 Stage 2 First post discharge Rx £11
 Stage 3 Discussion with patient £11

YTD = April 22-Feb 22 inclusive

Table 5: DMS referrals made 22-23

GEH DMS Referrals YTD	
Rejected	88
Referred (not accepted within time frame)	108
Accepted (accepted but no stage yet completed)	18
Completed (any stage completed up to and including claimable and claimed DMS)	309 (254 claimed/claimable, 52 pending, 3 'out of grace')
Delayed	2
Total Referrals YTD	525

192 Lost, 4 potentials

18 potential

Essentially 309 completions/potential completions

Hospital have not sent onwards yet

Payment points
 Stage 1 Referral received £12
 Stage 2 First post discharge Rx £11
 Stage 3 Discussion with patient £11

YTD =
 April 22-Feb 22 inclusive

SWFT DMS Referrals YTD	
Rejected	124
Referred (not accepted within time frame)	163
Accepted (accepted but no stage yet completed)	40
Completed (any stage completed up to and including claimable and claimed DMS)	223 (176 claimed/claimable, 47 at stage 1/2/3)
Delayed	0
Total Referrals YTD	550

287 Lost

40 potential

Essentially 223 completions/potential completions

Payment points
 Stage 1 Referral received £12
 Stage 2 First post discharge Rx £11
 Stage 3 Discussion with patient £11

YTD =
 April 22-Feb 22 inclusive

5. Other Services and Projects



Invitation

NHS
Arden and
Greater East Midlands
Commissioning Support Unit



Discharge Medicines Service (DMS) Engagement Event

Tuesday 28th March 2023

6.30 pm – 9.30 pm

Holiday Inn Coventry

M6, Jct 2. Hinckley Rd, Coventry CV2 2HP

(Food will be available from 6.30 pm, registration from 7.15 pm, main event from 7.30-9.30pm)

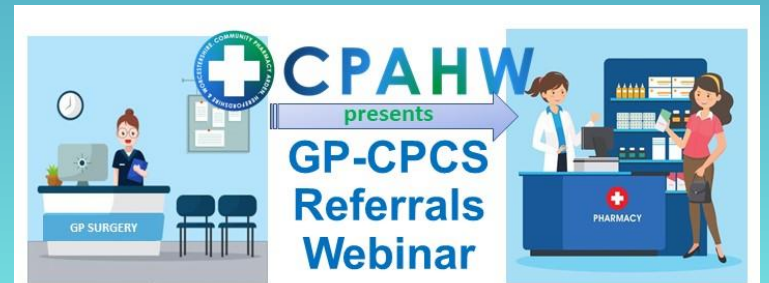
A great opportunity for pharmacy teams from all sectors to:

- Learn more about the DMS and the process from referral to completion
- Discuss and share your experiences of the service with colleagues from both primary and secondary care within your locality
- Work collaboratively with colleagues across the different sectors of pharmacy to address any issues you may have managing your patients referred into this service
 - Network with colleagues in this face-to-face event

To register your interest in attending, sign-up using the Eventbrite link:

If you have any questions, please email: AGCSU.medicines@nhs.net

We look forward to welcoming you to this event



For General Practice Teams to learn more about:

- ⊕ Process for referring patients into pharmacies
 - ⊕ How pharmacies deal with referrals
 - ⊕ How to deal with any issues that arise
- ⊕ How utilising GP-CPCS reduces workload, frees up appointments and improves GP Access
- ⊕ How Extended Care Services, while a separate service to GP-CPCS, can also support your practices
- ⊕ How your practice can easily achieve its GP-CPCS annual targets and increasing the number of patients seen each day by the appropriate healthcare professional.

Please join us on MS Teams!

Two dates are available

March 15th Wednesday 12.30-1.30pm

[Click here to join the meeting](#)

March 30th Thursday 12.30-1.30pm

[Click here to join the meeting](#)

Any questions or suggestions please email: eva.ahwlp@gmail.com

We have covered

Topics

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Thanks for listening!
Contact me on:
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