



## Current schemes and services relating to the use of medicines that support reducing G.P Pressures and greater integration & utilisation of Community Pharmacy

### Schemes managed by NHS Derby and Derbyshire CCG

Scheme	AIM	Brief Synopsis
<b>Medicine Order Line (MOL)</b>	Reduce waste in the repeat prescribing process by improving systems within GP practices, stopping third party ordering, supporting people to manage their own repeat medicines and acting as a point of intervention during the process.	<p>The MOL provides a telephone order line where a patients or a nominated person can call to order their repeat medication. Trained members of staff process the request and can intervene and support in order to:</p> <ul style="list-style-type: none"><li>• Reduce medicine waste</li><li>• Increase safety netting – highlighting to patient &amp; G.P medication reviews are due, highlighting incorrect use of medication, ensure relevant blood test/ blood pressure checks completed where applicable</li><li>• Increase use of electronic prescriptions</li><li>• Performing medication synchronisation</li><li>• Increase use of Repeat Dispensing</li></ul> <p>The service currently covers about 80% of the Derbyshire population and operates from 2 bases (Ilkeston and Chesterfield). The service is also supported by a small team of Practice Medicines Co-ordinators who support practices in improving systems.</p> <p>There are similar schemes in other areas and the Derbyshire scheme is considered the largest.</p> <p>Feedback from patients and practices is positive. The scheme releases GP and admin time within practices and empowers people to manage their own medicines as well as reduce the need to visit practices to order prescriptions/ pick up prescriptions as this</p>

		can all be done over the phone & via electronic prescriptions going straight to the patient's nominated pharmacy.
<b>Self-Care policy and local campaign</b>	Increase self-care for self-limiting conditions, reduce reliance upon NHS, empower patients, liberate capacity and reduce costs	Aim to promote the concept of self-care and increase awareness of alternatives to making G.P appointments or attending Urgent Care for the treatment of minor ailments. The policy aims to encourage patients to explore self-care in the future so changing the culture of the dependency on the NHS. Local campaign in 20-21 will focus on promoting the self care of dry skin, dry eyes, hayfever and pain.
<b>Handiapp</b>	Reduce pressures on children's A&E by promoting parents/ Carers to self-care.	Free app, available to download. Specialist app designed by paediatric consultants which follows Derbyshire's local guidance. App asks series of questions and suggests treatments via self-care or signposts to healthcare provider if appropriate.

**Services delivered by Community Pharmacies** – commissioned via the new Community Pharmacy Contractual Framework (CPCF) launched towards the end of 2019

<b>Service</b>	<b>AIM</b>	<b>Brief Synopsis</b>
<b>Community Pharmacist Consultation Service (CPCS)</b>	Relieve pressure on the wider NHS by connecting patients with community pharmacy, which should be their first port of call and can deliver a swift, convenient and effective service to meet their needs.	<p>The CPCS takes referrals for urgent repeat medicines and for minor illness to community pharmacy from NHS 111, but there are plans for referrals to be taken from other parts of the NHS in time.</p> <p>The outcomes of a CPCS consultation will include:</p> <ul style="list-style-type: none"> <li>• Advice only</li> <li>• Advice and the pharmacist recommends the patient buys an OTC product</li> <li>• Advice and where appropriate the pharmacist uses another NHS pharmacy service to treat the patient/make an emergency supply of a medication</li> <li>• Advice and signpost (non-urgent) to another healthcare professional</li> </ul>

		<ul style="list-style-type: none"> <li>• Advice and refer (urgent), usually either back to 111 (out of hours) or to the GP (in hours)</li> </ul>
<b>New Medicine Service (NMS)</b>	Support people to understand their conditions and get the most benefit from their medicine. Resulting in better value for the individual and the NHS.	<p>The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is focused on particular patient groups and conditions.</p> <p>These are:</p> <ul style="list-style-type: none"> <li>• asthma and COPD</li> <li>• type 2 diabetes</li> <li>• antiplatelet/anticoagulant therapy</li> <li>• hypertension</li> </ul>