

Dear Colleague

PHARMACEUTICAL SERVICES SUPPORTING QUALITY IMPROVEMENT: 2019/20 ACTIVITIES

Summary

1. This Circular advises community pharmacy contractors and NHS Boards of initiatives to continue to strengthen and raise the profile of Quality Improvement activity within community pharmacy.

Background

2. Circular PCA(P)(2016)15, issued in September 2016, introduced Quality Improvement as a key focus of the Community Pharmacy Contract. It is intended that continuous Quality Improvement (QI) will be a feature of the community pharmacy funding settlement going forward.

3. The fee for undertaking Quality Improvement initiatives shall remain fixed at **£220 per month** for the financial year 2019/20.

Details

4. The quality improvement activities undertaken using 2018/19 funding were:- implementation of action plans following on from completion of the Safety Climate Survey; and participation in Non-Steroidal Anti-Inflammatory Drugs (NSAIDs) Interventions.

5. This circular advises that contractors should ensure that their pharmacy teams continue to engage with the NSAID intervention activity. They should undertake education on the NSAID Safer Care Bundle and use the Safety Culture Discussion Cards to reflect on the culture within their pharmacy team. They should also identify ways in which to improve delivery of the Public Health Smoking

8 July 2019

Addresses

For action
Chief Executives, NHS Boards

For information
Chief Executive, NHS NSS
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Cessation service. Later in 2019/20 contractors should ensure that community pharmacists and the whole pharmacy team familiarise themselves with the service specification and other documentation relating to the refreshed Minor Ailment and Common Conditions Service which will be made available ahead of implementation in April 2020.

Safety Culture Discussion Cards

6. NHS Education for Scotland (NES), on behalf of the Quality Improvement in Pharmacy Practice (QIPP) collaborative, is distributing NES Safety Culture Discussion Cards to all community pharmacies. It is recommended that these cards be used as a tool to aid with Activities A and C as outlined below.

7. Pharmacy teams may wish to use all or some of the card topics to prompt reflection and discussion on pharmacy practice and the safety culture within their team. It is suggested that as a starting point, teams should focus on the Teamwork and Communication cards along with Leadership and Management.

8. The Safety Culture Discussion Cards will be distributed to all community pharmacy contractors in August 2019. The cards are designed to provoke discussion amongst teams about issues of importance to them that may affect how you work and how this can impact on patient safety and your own performance and wellbeing. They are grouped in to 8 domains and they can be used in a number of different way (to reflect on a 'safety moment' for a short time; or to 'compare views' between team members; or even as a SWOT (strengths, weaknesses, opportunities and threats) analysis. They do not give answers, but instead raise questions. The cards build on what you know already about safety culture – you live it and feel it, and so the cards build on this understanding.

Non-Steroidal Anti-Inflammatory Drugs (NSAIDs) Interventions Safer Care Bundle – Activity A

9. NHS Healthcare Improvement Scotland is distributing NSAIDs Safer Care Bundle resources to all community pharmacies. This is a new supplement to the NSAIDs Toolkit which was issued in 2018 and should be added to the toolkit box. The new supplement will be distributed by the end of July, there is also a web link <https://ihub.scot/improvement-programmes/scottish-patient-safety-programme-spsp/spsp-primary-care/pharmacy-pack/>

10. The Safer Care Bundle aims to build on the quality improvement work from the NSAIDs Communication Care Bundle by improving the clinical care of patients who take NSAIDs in addition to other medication. All pharmacists should apply the Safer Care Bundle when performing their clinical check on NSAID prescriptions and where a prescription is presented for a patient who is currently receiving an NSAID on prescription. Pharmacy teams are to continue using the communication care bundle and pharmacists should use the safer care prompts in their clinical checks on NSAID prescriptions.

All the materials and instructions necessary to undertake this activity can be found in the toolkit. All contractors should use these materials to train staff involved in the supply of medicines to patients to:

- Continue the delivery of the bundle of three safety messages to all patients prescribed or purchasing NSAIDs and embed in ongoing practice.
- Collect small samples of data about how consistently the messages are delivered throughout this period.
- Track improvement in the delivery of the three safety messages over time.

This activity is designed to encourage internal quality improvement. Contractors will not be required to report the data collected nationally but are asked to use this methodology to drive engagement in this and any future patient safety improvement exercise.

11. The focus is on communication as a pharmacy team : talking to patients and making sure they are taking their medicines safely. There are three key safety messages that should be covered in the consultation with patients and this will feature in the QI Toolkit. Pharmacy teams should use their weekly data collection to reflect on how effectively they are delivering the NSAID key messages and what steps they can take to improve this practice.

12. This initiative aims to have an emphasis on continuous improvement and help embed practices within the pharmacy team that can be reviewed and reflected upon. All contractors are to complete the feedback form at Annex A and retain locally. Boards may put in place local arrangements to collate the forms.

Attendance at NSAID Safer care bundle training event – Activity B

13. To support the implementation of the NSAID Safer Care bundle in community pharmacy practice, NES ran training events in May and June 2019, which all community pharmacists were asked to make every effort to attend in person. The aim of these events was to support community pharmacy practitioners to progress the QI activity in their pharmacy, through introduction of an enhanced NSAID Safer Care bundle, sharing best practice from practitioners who have already implemented this bundle in practice, and supporting teams to improve error reporting and learning from error through good conversations.

14. These events were open to all pharmacy teams and to help them understand and embed Quality Improvement methodology, and apply the concept of care bundles into their own practice.

15. Pharmacists who were unable to attend any of the events must ensure that they view the recording of the webinar which is hosted on TURAS Learn (please note that this resource is only available to pharmacists and pharmacy technicians, and you need to log-in to your TURAS account or create one if you are not already registered). Once logged in you can access the recording here:

<https://learn.nes.nhs.scot/14957/pharmacy/cpd-resources/nsaid-safer-care-bundle-presentation>

Smoking cessation service QI – Activity C

16. The Public Health Smoking Cessation service delivered by community pharmacy teams plays an important part in improving the health and wellbeing of our communities. Primary Care Improvement Plans set out how primary care teams look to improve the outcomes and engage and support those looking to stop smoking.

17. Through the Primary Care Pharmacy Leads, Boards may make arrangements to provide local data – for example on numbers of patients engaging with the service, the outcomes of quit attempts at 12 weeks and level of varenicline prescribing - to individual community pharmacy contractors to support their participation in this activity. Boards may also share good practice examples and anonymised data on local peer comparisons and work closely with local tobacco control teams.

18. This may include consideration of the customer experience when accessing the service, the roles that pharmacy team members play in the delivery of services, communication with patients, how on-going support is provided and team member training and development.

19. By engaging with the Safety Culture Discussion Cards (paragraph 7), pharmacy teams may be able to highlight opportunities to enhance communication and teamwork which will support the improvement of the Public Health Smoking Cessation service. All contractors are to complete the feedback form at Annex A and retain locally. Boards may put in place local arrangements to collate the forms. There is no requirement to submit for payment purposes.

20. Pharmacies may wish to undertake the quality improvement activities during the autumn, in preparation for the period in the first quarter of 2020 when many pharmacies experience increased smoking cessation activity.

Preparation for the refreshed Minor Ailment and Common Conditions Service – Activity D

21. In preparation for the refreshed Minor Ailment and Common Conditions Service, community pharmacists and the whole pharmacy team will be required to familiarise themselves with the service specification and other documentation which will be made available ahead of implementation in April 2020. Community pharmacist practitioner champions have been directed to support their local pharmacy contractors in preparing to deliver the redesigned service. Further details on materials and support will be provided in due course.

Action

22. Community Pharmacy Scotland has been consulted on the contents of this Circular.

23. NHS Boards should share a copy of this Circular and bring it to the attention of community pharmacy contractors, local pharmacy committees and Health and Social Care Partnerships.

Yours sincerely

Rose Marie Parr

Chief Pharmaceutical Officer/

Deputy Director Pharmacy & Medicines Division

QUALITY IMPROVEMENT 2019/20 ACTIVITIES

TO BE COMPLETED, A COPY RETAINED IN THE PHARMACY AS RECORD FOR POST PAYMENT VERIFICATION

Contractor Name :

Contractor Code :

Date :

I the undersigned contractor confirm that I will comply with all the requirements detailed in NHS Circular PCA(P)(2019) (13) relating to the 2019/20 Quality Improvement Activities.

I hereby confirm that I will undertake the following activities in the financial year 2019/20:

A. Non-Steroidal Anti Inflammatory Drugs (NSAIDs) Interventions

All pharmacy team members involved in the supply of medicines to patients will be trained in, and will follow, the QI Toolkit to undertake and track improvement in interventions with patients either being dispensed or purchasing NSAIDs, as described in the body of the circular.

B. Attendance at NSAID Safer care bundle training event

To support the implementation of the NSAID Safer Care bundle in community pharmacy practice, NES ran training events in May and June 2019. I confirm that all employed Pharmacists either attended these events or viewed the recorded webinar on NES TURAS.

C. Smoking cessation service Improvement Outcomes

All pharmacy team members involved in the delivery and support of the smoking cessation service will take part in discussions on how to improve outcomes and better support clients of the service – utilising the Safety Culture Discussion Cards.