

Locally commissioned services

This group of services is commissioned by NHS England's local teams, Clinical Commissioning Groups (CCGs) and Local Authorities in order to meet the needs of their communities, A wide range of services are commissioned across England, including:

Public health services

- Substance misuse services
- Sexual health services
- Stop smoking services
- Weight management services
- Alcohol misuse services
- NHS Health Checks for people aged 40-74 years



Other services

- Minor ailments management
- Falls reduction service
- Care home services
- Palliative care services
- Out of hours services
- Independent prescribing by pharmacists



Community Pharmacy Lancashire

www.pharmacylancashire.org



@lancslpc

What community pharmacies do: A guide to the services offered by pharmacies



The NHS Community Pharmacy Contractual Framework consists of Essential services, Advanced services, and locally commissioned services. Pharmacy owners (contractors) must provide Essential services, but they can choose whether they wish to provide Advanced and locally commissioned services.

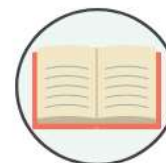


There are over 11,700 community pharmacies in England

90% of the population can walk to a pharmacy in 20 minutes



Pharmacies are usually open for longer hours than other NHS providers



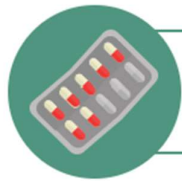
Pharmacists train for five years and are experts on the safe use of medicines



Over 90% of pharmacies have private consultation areas

Essential services

These are the services that **all** community pharmacies provide:



Dispensing



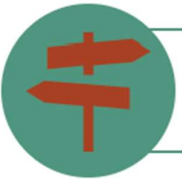
Repeat Dispensing



Disposal of unwanted medicines



Promotion of healthy lifestyles



Signposting to other healthcare providers



Support for self-care



Clinical governance



Pharmacies must have have a system to support the provision of excellent care, this includes using standard operating procedures, acting on drug alerts, and carrying out patient satisfaction surveys.

Advanced services

These are the services that **most** community pharmacies provide:

Medicines Use Review (MUR)

- An adherence focussed medicines review
- For patients taking multiple medicines
- Aims to help a patient use their medicines more effectively
- Patients can be referred into the service by GPs and nurses
- The pharmacist will contact the patient's GP if a relevant issue is identified

New Medicine Service (NMS)

- Support for patients when starting a new medicine for certain conditions
- Aims to improve a patient's understanding of their newly prescribed medicine
- Patients can be referred into the service by GPs and nurses
- The patient will be referred back to the prescriber if appropriate

Flu Vaccination Service

- Seasonal flu vaccination provision (available from September to March)
- For patients aged 65 and over or in an at-risk group
- Gives patients more choice of where to get vaccinated
- Many pharmacies offer a walk-in service with no appointment necessary

NHS Urgent Medicine Supply Advanced Service

- Medicine supplied in an emergency, as appropriate
- For patients who have run out of their medicines
- Patients must be referred by NHS 111 or an integrated urgent care hub
- The pharmacist will notify the GP if a supply is made

With these ones being a little less common:



Appliance Use Review - helping patients to better understand and use appliances



Stoma Appliance Customisation - customisation of a stoma appliance