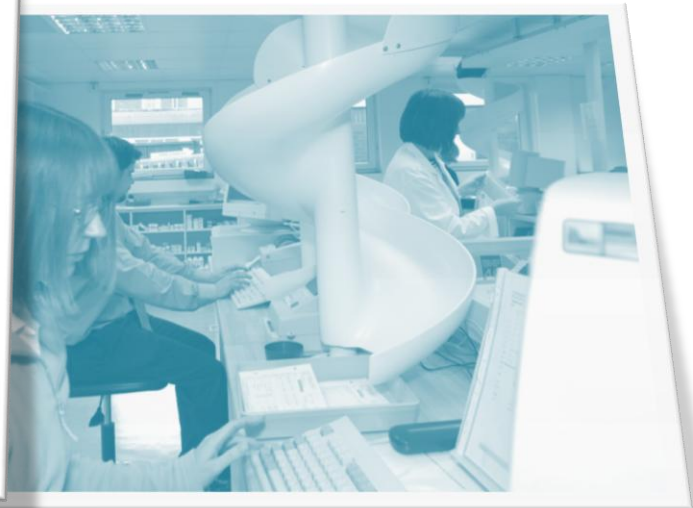


November 2010

# Cross Party Group on Pharmacy in the National Assembly for Wales:

## **Pharmacy : One Voice - Many Tones**



Report prepared by the Welsh Directorate of the Royal  
Pharmaceutical Society of Great Britain on behalf of the  
chair of the Cross Party Group on Pharmacy

**NATIONAL ASSEMBLY FOR WALES**

**CROSS - PARTY GROUP ON PHARMACY**

Meeting at 6.15pm on Tuesday 2<sup>nd</sup> November 2010, Conference Room C&D, Ty Hywel,  
National Assembly, Cardiff Bay

**AGENDA**

**1. Welcome and Introduction**

**2. Apologies for Absence**

**3. Pharmacy: One Voice – Many Tones**

- Royal Pharmaceutical Society
- Community Pharmacy Wales
- National Pharmacy Association
- Company Chemists Association

**4. Medicine Safety – Report on Symposium held on 22<sup>nd</sup> October**

**5. Any Other Business**

**6. Dates of Future Meetings**

**7. Close of Meeting**

# **Cross Party Group on Pharmacy**

## **Pharmacy: One Voice - Many Tones**

### **1. Welcome and introductions**

Jonathan Morgan AM, Chair of the Group, welcomed everyone to the third meeting of the Cross Party Group on Pharmacy. Introductions were made and the Chair explained that the meeting would provide an opportunity for the representatives from pharmacy organisations from across Wales to provide an update on their roles and responsibilities. It was also explained that this would be followed by a summary report of the Royal Pharmaceutical Society's Medicines Safety Symposium held on 22<sup>nd</sup> October.

### **2. Attendance and apologies for absence**

See appendix A.

### **3. Pharmacy: One Voice – Many Tones**

The Chair invited representatives from each of the pharmacy organisations to present to the group on their roles, responsibilities and key functions.

**i) The Royal Pharmaceutical Society:** Paul Gimson, Royal Pharmaceutical Society Director for Wales and Nuala Brennan, Chair of the Welsh Pharmacy Board, highlighted that the Royal pharmaceutical Society is:

- The professional body for pharmacists and pharmacy in England, Scotland and Wales
- The only body that represents all sectors of pharmacy across Great Britain including the hospital sector, primary care, the community, academia, research, prisons, and the pharmaceutical industry
- The driving force for professional development and support across the pharmacy profession
- Focused on safeguarding patient safety and public protection
- Committed to supporting pharmacists to develop new skill-sets
- Responsible for advising key decision makers in government and across the NHS on key pharmacy issues

- Committed to working with key partners including the General Pharmaceutical Council, the body responsible for regulating pharmacy services in the UK

ii) **Community Pharmacy Wales (CPW):** Russell Goodway, Chief Executive of Community Pharmacy Wales outlined the role of CPW. It was explained that CPW is:

- The only body in Wales that single-handedly represents the 707 community pharmacy contractors across Wales
- Responsible for providing equal representation for independent pharmacy contractors and the large multiples i.e. Boots, Lloyds, Co-op and Rowlands.
- The body which, in statute, has responsibility for negotiating contractual issues with the NHS on behalf of all community pharmacy contractors
- Funded by a compulsory levy on all community pharmacy contractors
- The body in Wales that works for the benefit of community pharmacy contractors, the NHS and the Welsh Assembly Government by undertaking all key negotiations on NHS contractual issues relating to community pharmacy provision
- The key body able to take forward future negotiations on the development of a Wales specific Community Pharmacy Contract

iii) **National Pharmacy Association (NPA):** Steve Simmonds, Representation Manager for Wales, highlighted that the NPA is:

- The leading trade body for community pharmacy in the UK which has been in place since 1921
- A not-for-profit organisation that represents supports and protects the interests of pharmacy owners and proprietors across the UK
- A body with a distinctive role in representing the interests of proprietors of community pharmacies and promoting the use of pharmacies through campaigns such as 'Ask the Pharmacist' and representing them on a UK and European stage
- Committed to working in partnership with other key pharmacy bodies where responsibilities overlap

- Involved in providing high quality training for pharmacists, technicians and other community pharmacy staff
- Focused on providing information to pharmacists across the UK on a wide range of issues including advice on technical, legal, taxation, and employment issues
- Committed to protecting the livelihoods of community pharmacists through the provision of indemnity insurance and extended support

**iv) Company Chemists Association (CCA):** Steve Ridd, representative of the CCA and Clinical Development Manager at Lloyds Pharmacy, outlined the role of CCA:

- Established in 1898 as the Drug Companies Association Ltd, the CCA represents the large pharmacy businesses or 'multiples' engaged in community pharmacy including Boots, Co-operative Pharmacy, Rowlands, Lloyds Pharmacy, Tesco and Superdrug
- The CCA provides a forum for the 'multiples' to work together to help create an environment where pharmacy can flourish and providers compete in a fair and equitable way
- The CCA represents 54% (381) of all community pharmacies in Wales
- Working closely with Community Pharmacy Wales to promote the interests of its members is a key aspect of the work of the CCA in Wales
- The CCA also aims to work with its members and other key stakeholders to help influence and shape the policy environment

Jonathan Morgan thanked the representatives for their contributions and for their informative presentations about the roles and responsibilities of their respective organisations. Following discussion it was suggested that all key organisations work together to identify a common area of concern that can be brought to the Cross Party Group for discussion. It was also stressed that the forthcoming 2011 National Assembly elections provided a good opportunity for approaching election candidates and engaging them in the pharmacy agenda.

It was recommended that the Cross Party Group should be presented with a clear view of where pharmacy services should be positioned for the future and that pharmacy organisations should play a key part in raising key issues to the political parties. Once this view is known it was agreed

that AMs would be in a better position to make calls for change and for greater involvement of pharmacy services in models of health care where the best possible outcomes for patients could be achieved. It was agreed that a united approach was needed by pharmacy organisations on common issues and that the Cross Party Group should focus on getting AMs and the general public on board. Key messages from the pharmacy organisations were therefore called for by the Chair of the Cross Party Group to help raise the profile of pharmacy in Wales and to help push for change.

The Chair recommended that as the Cross Party Group was well established it should now take steps to vigorously push the pharmacy agenda forward in Wales. It was suggested that the burning issues for pharmacy should be brought to the group and action agreed to explore progress and problems in the NHS, question Welsh Assembly Government policy approaches, and ask for the changes needed for pharmacy services in the NHS. It was agreed that this approach should be underpinned by robust evidence and a clear rationale at all times.

A discussion followed and immediate issues of concerns were highlighted as:

- **Medicines safety** – what changes are needed to ensure pharmacy services can strengthen its role in improving patient safety in Wales?
- **Control of entry** – is the current system fair?
- **The volume based community pharmacy contract** – does it inhibit the development of pharmacy services in Wales?
- **Pharmacist prescribers** – why are the skills of pharmacist prescribers not being utilised?
- **Minor ailment services** – can we introduce such a scheme in Wales?
- **Public Health** – How can the engagement of the pharmacy profession in public health interventions be strengthened in Wales?
- **Health Literacy** - How can pharmacy play a more formal role in helping patients understand more about their medicines and their health conditions?
- **NHS Walk in Centres** – what progress is being made by the Welsh Assembly Government and what role is envisaged for the pharmacy profession in this development?
- **New models of care** – Where should pharmacy be positioned?

Following discussion it was **agreed** that:

- pharmacy organisations would explore options for approaching election candidates
- pharmacy organisations would identify common themes of concern and suggest up to five key priorities for action to be brought to the Cross Party Group for consideration.

#### **4. Medicine Safety – Report on Symposium held on 22<sup>nd</sup> October**

The Chair called on Ross Gregory, Health Policy analyst at the Royal Pharmaceutical Society to provide an update of the Society's Medicines Safety Symposium. It was explained that this event was held on 22<sup>nd</sup> October and attracted over 60 pharmacist delegates from across Wales. It was highlighted that the event was held by RPS in association with 1000 Lives Plus and Public Health Wales and served to highlight examples of innovative practice where pharmacists are positively influencing patient safety as well as exploring areas where improvements are needed and where barriers to change need to be removed in the NHS.

The group was informed that a wide range of issues were raised at the symposium. They included:

- 2.5 million NHS prescriptions per day are issued in the UK; 40 million NHS prescriptions per year are issued in Wales. Due to the high volume of prescribing, the scope for error is high  
Around 1 in 20 hospital admissions result from avoidable adverse effects of drug therapy
- There are three areas where harm can occur:
  - Non adherence by patients
  - Molecular issues/drug issues
  - Human error
- Errors are the result of the systems that produce them – systems improvements are needed in the NHS
- Errors can occur as a result of the information overload experienced by the health professionals involved in prescribing and medicines management
- Changes are needed in the NHS and a whole systems approach is needed to improve patient safety and the administration of medicines

It was reported to the group that the symposium outlined that pharmacists have an important role in creating the right environment for safe practice, working closely with medical colleagues and others who can influence the patient safety agenda. A core theme of the event was the call for

further integration of the pharmacy profession into core models of health care services. Other key recommendations included:

- Adherence to medicines needs to improve to reduce levels of avoidable harm from medicines. Pharmacists should be part of a clear process of prescribing, dispensing and supporting medicines taking to ensure that as patients move through the system, the risks of harm are reduced.
- Communication between GPs, hospital doctors and pharmacists needs to be improved to help minimise levels of avoidable harm from medicines. This is particularly important when patients are moved between care settings (i.e. admission to hospital and on discharge from hospital in particular).
- New technologies are needed to ensure patient information is available to pharmacists in the community when patients are discharged from hospital to help reduce the risks to patients and the numbers of avoidable readmissions to hospital.
- IT solutions are needed and we need to be creative to ensure new technologies are used as tools for improvement and do not cause unnecessary bureaucracy. Electronic prescribing and access to electronic patient information is key to reducing errors in the use of medicines.
- Pharmacists need support and protected time to become 'masters of information' to ensure the latest evidence based information and clinical guidelines can be addressed and understood.
- Pharmacists need to be supported to help patients adhere to the medication instructions. This can be achieved by pharmacists undertaking regular reviews with patients and contacting patients by phone, for instance, to see how they are getting on with their medicines.
- There should be an increasing focus on improving health literacy and pharmacists should be supported to play an increasing role in helping patients to understand more about their condition(s) and their medicines. Better health literacy and self-care, particularly for chronic conditions, is needed to reduce levels of harm from medicines.

The group was informed that a full report of the symposium would be published by the end of November. In the meantime the Cross Party Group was asked to:

- Support the recommendations arising at the medicines safety symposium

- Call for action to be taken to ensure pharmacists have protected time for continued professional development
- Call for the development of a pharmacy based strategy in Wales to improve health literacy

The members who were present agreed that they would support the above points in principle but recommended that agreement should be sought from AMs from the other political parties who were not represented on this occasion. It was agreed therefore to highlight the medicines safety report and the above recommendations to AMs from all political parties in due course to help inform future discussions and decisions by the Group. It was also suggested by members present that the Group may wish to consider highlighting the issues raised at the medicines safety symposium in a letter to the Minister for Health and Social Services and to ask what action is currently being taken by the Welsh Assembly Government to reduce prescribing errors and improve medicines adherence in Wales. The Chair also asked if any examples of good practice in medicines safety could be identified from an international perspective to inform service developments and discussions in Wales.

#### **5. Any other business**

No other business was raised.

#### **6 Next Meeting**

The Chair closed the meeting and reminded the group that the next meeting would be held on Tuesday 15<sup>th</sup> February, at 6.15pm in Conference Room C&D, Ty Hywel, National Assembly for Wales. Agenda papers will be distributed in due course.

**Attendance at the Cross Party Group on Pharmacy (7<sup>th</sup> July 2010)**

Jonathan Morgan AM (Chair)

Dai Lloyd AM (for part of the meeting)

Nick Ramsey AM

Darren Miller AM

Cathryn Richards, Her Majesty's Prison Service, Swansea

Paul Gimson, Royal Pharmaceutical Society

Nuala Brennan, Welsh Pharmacy Board

Russell Goodway, Community Pharmacy Wales

Elizabeth Rawlins, Royal Pharmaceutical Society

Ross Gregory, Royal Pharmaceutical Society

Leigh Jeffes, Royal Pharmaceutical Society

Marc Donovan, Boots

Steve Simmonds, National Pharmacy Association

Steve Ridd, Lloyds/Company Chemists Association

Marie James, Community Pharmacy Wales

**Apologies received:**

Val Lloyd AM

Mair Davies, Welsh Pharmacy Board

Raj Aggarwal, Community Pharmacy Wales

Wendy Davies, Welsh Pharmacy Board,

Paul Harris, Boots

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## Enquiries

For further information or enquiries about the issues raised at the Cross Party Group on Pharmacy, please contact the Secretariat at:

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