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Social Services Directorate  
Department of Health and Social Services  
Welsh Government  
Crown Buildings  
Cathays Park  
Cardiff  
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31 October 2013

Dear Sir/Madam

**Consultation Response: A Framework for Delivering Integrated Health and Social Care - For Older People with Complex Needs**

The Royal Pharmaceutical Society welcomes the opportunity to respond to the consultation on the Framework for Delivering Integrated Health and Social Care for Older People with Complex Needs.

We believe that the integration agenda is of vital importance for improving the health, social care and well being of older people with complex needs. The need for integrated services resonates with us and other key stakeholders of the pharmacy profession who have recently been exploring the role of the pharmacy profession in person centred care in Wales. Our work to develop a vision for the future of pharmaceutical care in Wales is currently being developed and we would be pleased to share this work with you once finalised to help inform the integration agenda.

We agree that it is crucial that work to integrate services across Health, Social Services and other local authority departments, and the third sector should commence at pace to ensure services can cope with the growing demands being placed on health

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and social care services by the ageing population. We are therefore supportive in principle of the development of this framework to help create a system which is more responsive to the needs of older people and helps to build sustainability for future services in Wales.

We are pleased to see that the Framework is underpinned by evidence in so much that it has considered the findings of the King's Fund research into the implementation of integrated care. We believe the sixteen core planning issues identified by the King's Fund provide a useful reference point for planning for all organisations involved but appreciate the difficulties in practice in making progress in each area. These are significant issues for all partners involved and the ability to assess these issues and the action required by the end of December 2013 may therefore be unrealistic. Similarly developing a meaningful Statement of Intent on Integrated Care by the end of January 2014 may be difficult to achieve.

In terms of evidence we recommend that the Framework also includes reference to the recently published findings of the *Realistic Evaluation of Health and Social for Older People in Wales*<sup>1</sup> and signposts planners to this document as a resource to inform learning and planning decisions.

Overall we believe the Framework provides a broad framework for partners to work to in establishing integrated services. We are concerned about the limited detail within the plan and look forward to seeing further detail in an implementation plan for Wales. We support the concept of the Maturity Matrix to guide the work of the Health and Social Care Integrated Care Partnerships. Not only will this provide a clear focus for the Partnerships in terms of key elements and progress but it will provide useful criteria to evaluate and compare their achievements across Wales. We recommend that this matrix is given a high priority so that it becomes a 'living document', committed to by all partners involved, and regularly reported upon to outline progress made.

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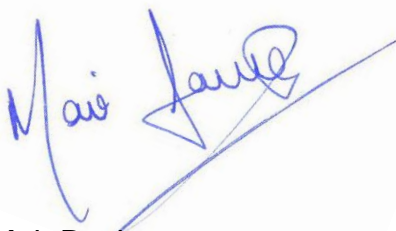
<sup>1</sup> <http://wales.gov.uk/docs/caecd/research/131015-evaluation-integrated-health-social-care-older-people-interim-report-en.pdf>

Our main concern at this stage is that the Framework makes little reference to the role and development of the primary care team. The reality of successful integration of services across health and social care will depend upon new working arrangements by the primary care team (including GPs, nurses and community pharmacists) with social services departments, other local authority departments such as housing, and the third sector. This will require a significant change in working practices, workforce developments and culture which are currently not addressed by the Framework.

We believe the integration agenda provides an opportunity to consider how the clinical skills of pharmacists can be harnessed within new services to support the needs of older people. Older people with co-morbidities and complex medication regimes will need increasing levels of support and advice from pharmacists as their care is increasingly managed and stabilised in their own home environments. Pharmacists from the hospital sector and the community can play a significant role in this respect working closely with other partners to help ensure the delivery of truly person centred care. As the experts in medicines, pharmacists can help older people to get the best from their medicines and as independent prescribers they can take a greater degree of control over the individual's medication regime, ensuring efficiency and simplicity in the patient's care.

We therefore recommend that greater attention is paid to the primary care team and its important role in helping integration to become a reality. This may include for instance considering the inherent incentives of the GP and community pharmacy contractual frameworks to help drive new behaviours and cultures needed to make integrated health and social care a success in Wales.

Yours sincerely

A handwritten signature in blue ink that reads "Mair Davies". The signature is written in a cursive style and is positioned above a horizontal line.

Mair Davies

Chair Welsh Pharmacy Board

## **About us**

The Royal Pharmaceutical Society is the professional body for every pharmacist in Great Britain. We are the only body that represents all sectors and specialisms of pharmacy in Great Britain.

The RPS leads and supports the development of the pharmacy profession to deliver excellence of care and service to patients and the public. This includes the advancement of science, practice, education and knowledge in pharmacy and the provision of professional standards and guidance to promote and deliver excellence. In addition, it promotes the profession's policies and views to a range of external stakeholders in a number of different forums.

Its functions and services include:

**Leadership, representation and advocacy:** Ensuring the expertise of the pharmacist is heard by governments, the media and the public.

**Professional development, education and support:** helping pharmacists deliver excellent care and also to advance their careers through professional advancement, career advice and guidance on good practice.

**Professional networking and publications:** hosting and facilitating a series of communication channels to enable pharmacists to discuss areas of common interest, develop and learn.