



# Examples of Community Pharmacy services helping to reduce unwarranted variation

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## ABOUT THIS RESOURCE PACK

Community pharmacy services have been shown to help reduce unwarranted variation and improve outcomes across a number of clinical pathways.

The Royal Pharmaceutical Society have developed some examples of good practice that offer the opportunity for replication at scale in local health economies. These examples include formal clinical trials, case studies and success stories from across England. In each example, the strength of the evidence is dependent on the type of evaluation carried out.

You can find examples of community pharmacy services supporting the prevention, detection and/or management stages of the following pathways:

- Respiratory
- Circulation and endocrine
- Mental health
- Frailty/complex case management



## I RESPIRATORY

### I.1.1 Prevention

- Healthy Living Pharmacy status has been demonstrated to have a positive impact on improving smoking cessation outcomes compared to those pharmacies without Healthy Living Pharmacy accreditation or prior to accreditation.
- Smokers walking into a Healthy Living Pharmacy were twice as likely to set a quit date compared to a non-Healthy Living Pharmacy. (HLP Evaluation) Healthy Living Pharmacy accreditation will be incentivised through the Community Pharmacy Quality Payments Scheme.
- Reviews indicate that community pharmacy based stop smoking services run by trained pharmacy staff are effective and cost-effective in helping smokers quit.\* Quit rates in specialist and group services are higher but pharmacies may reach groups unable or unwilling to attend these services. (Journal of Public Health)

### I.1.2 Detection

- A community pharmacy case finding service in the Wirral identified 135 people with potentially undiagnosed COPD from 238 people screened. 88 of the people identified in the study with potential COPD were current smokers. (International Journal of Pharmacy Practice)

### I.1.3 Management

- Medicines Use Reviews (MURs) for respiratory patients is an additional service funded nationally through the community pharmacy contract.
- In Wessex, a number of health economies worked with community pharmacies to target MURs focussing on inhaler technique resulting in improved quality of life for patients and a reduction in emergency admissions (Cambridge Institute for Research Education and Management).
- Additional support for patients to use inhalers more effectively in the Isle of Wight has reduced mortality by 75%, emergency admissions by 50% and hospital inpatient costs by 66%. Prescribing costs also fell. (NICE)
- Structured medication review for asthma patients by community pharmacies in Leicester reduced GP appointments by 32% and hospital admissions by 40%. (Royal Pharmaceutical Society)
- People prescribed new inhalers for asthma and COPD are eligible for the New Medicines Service. A randomised controlled trial demonstrated that people accessing a New Medicines Service review are 10% more likely to take their medicines as prescribed. (Nottingham University)



## 2. CIRCULATION & ENDOCRINE

### 2.1.1 Prevention

- Healthy Living Pharmacy status has been demonstrated to have a positive impact on improving smoking cessation, providing brief alcohol interventions and obesity management. (HLP Evaluation)
- Healthy Living Pharmacy accreditation will be incentivised through the community pharmacy quality payment scheme.

### 2.1.2 Detection

- Community pharmacies have demonstrated that they can identify patients at high risk of developing type 2 diabetes.
- One trial carried out 21,302 risk assessments which resulted in 29% of individuals being identified as having a moderate to high risk of developing type 2 diabetes. High risk individuals were provided with lifestyle advice or onward referral as appropriate. (International Journal of Pharmacy Practice)
- Community pharmacy services can aid the detection of atrial fibrillation (AF) and hypertension.
- A community pharmacy service in Kent screened 594 people and detected 109 patients with hypertension and nine with AF. (Royal Pharmaceutical Society)

### 2.1.3 Management

- People started on treatments for hypertension or anticoagulation/antiplatelets are eligible for the nationally commissioned New Medicines Service (NMS).
- A randomised controlled trial has demonstrated that people referred to the NMS are 10% more likely to take their medicines as prescribed compared to people not referred to the service. (Nottingham University) The service has been shown to reduce cost of medicines and attendance at other NHS services.
- Community pharmacy delivered an anticoagulation service for initiating treatment and ongoing monitoring of anticoagulation patients in Bromley. This increased capacity allows the haematology department to focus on complex patients. Service waiting times reduced and patients' satisfaction was very high. (Royal Pharmaceutical Society)



### 3. MENTAL HEALTH

#### 3.1.1 Management

- One of the quality criteria in the new [community pharmacy national contract](#) is for 80% of pharmacy staff to complete dementia friends training.
- Bolton has developed a dementia friendly pharmacy framework to ensure the pharmacy environment can be a safe place for dementia patients ([Bolton Local Pharmaceutical Committee](#))
- A community pharmacy led audit of 3,165 care home residents with dementia who were prescribed antipsychotic drugs resulted in antipsychotic doses reductions in 20% of residents and drug discontinuation in a further 17% of residents. ([Nursing Times](#))

### 4. FRAIL/COMPLEX CASE MANAGEMENT

#### 4.1.1 Management

- [Discharge Medicine Use Reviews](#) have been shown to support patients by helping them to understand any changes to their medicines and exactly which medicines they should be taking and why.
- Referring patients at high risk of hospital readmission for a [Medicines Use Review](#) on discharge has been shown to reduce the risk of readmission and reduce hospital stay. ([BMJ](#)) [A similar scheme has been successfully been replicated in East Lancashire \(NICE\)](#)
- A community pharmacy home medication review service in Croydon supported housebound patients to make better use of their medicines. This reduced emergency admissions saving £180,000. ([Pharmacy Management](#))