



North Central London
Health and Care
Integrated Care System



Innovation in community pharmacy, and future plans

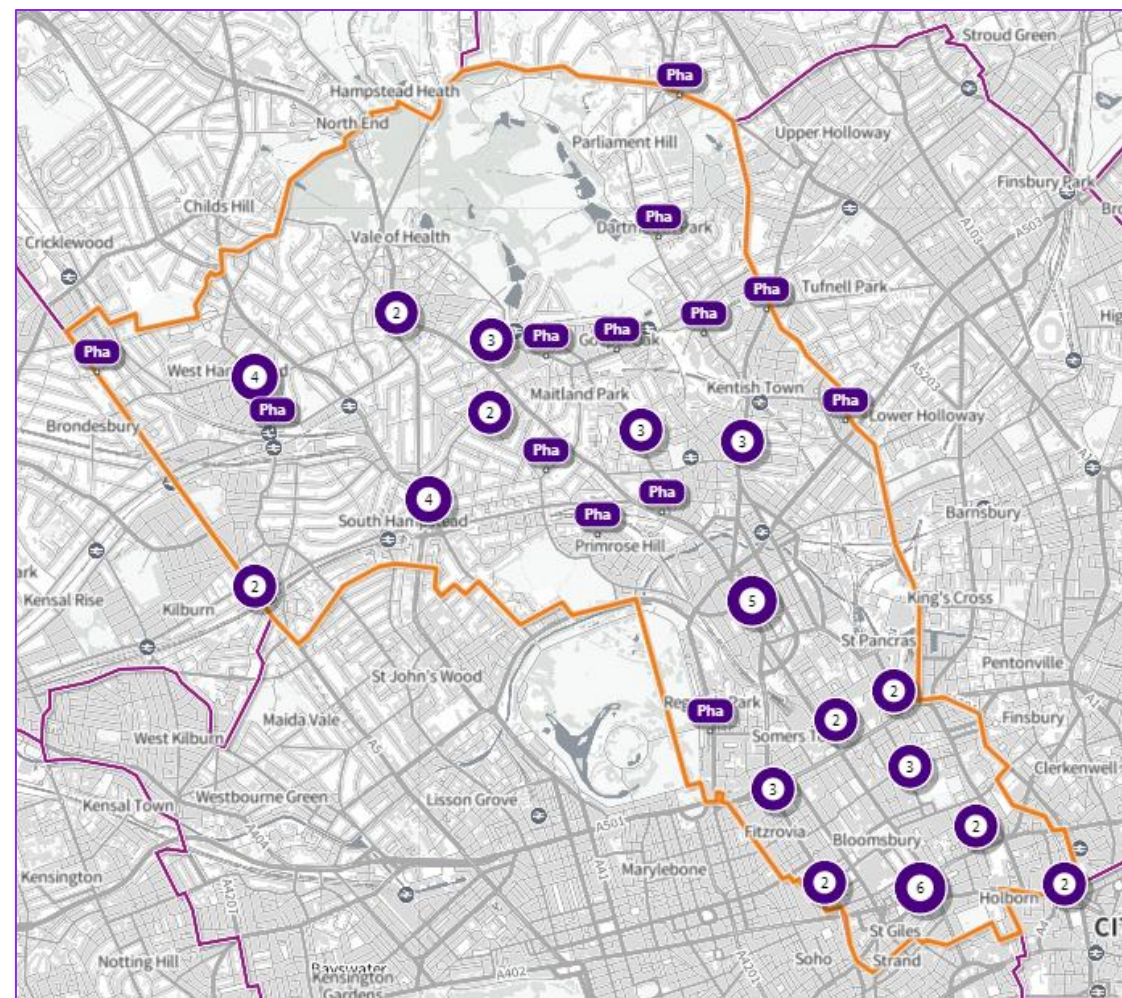
Appendix 1 - Data to support
the Report to Camden Health
and Wellbeing Board

18th December 2024

Map illustrating the pharmacies in NCL(left) and Camden (right)



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Pharmacy – at the heart of our communities

	START WELL All children and young people have the fair chance to succeed, and no one gets left behind	LIVE WELL People live in connected, prosperous and sustainable communities	AGE WELL People live healthier and more independent lives, for longer
Healthy and ready for School	Reducing health inequalities so children have the best possible start in life is vital to help our children be healthy and ready to thrive in every sense.	Supporting good speech and language development early, so the potentially negative health and social impacts of poor communication skills do not materialise later in life.	Fostering the early experiences that develop confidence, independence, and the emotional stability that supports people through their later years.
Good work and employment	Supporting families into good work helps tackle childhood poverty, thereby improving health outcomes for everyone.	Supporting people furthest from the labour market, such as people with learning disabilities into good work will increase their independence and help them achieve secure livelihoods.	Developing a motivated, skilled health and care workforce which builds on people's strengths will enable people to live fulfilling, independent lives for as long as possible.
Community Connectedness and friendships	Children's speech, language and communication can improve through interaction with other children, and through peer-to-peer support, parents can share tips of how best to support their child's early development.	Connecting people to activities in their communities helps them to live fulfilling lives. Forming friendships and pursuing passions help to reduce social isolation and loneliness and prevent common mental health problems.	Passions and friendships will help people to develop support networks later in life, reducing loneliness and enabling people to be supported by their friends and family in the community, reducing the need for care from health services.

- Community pharmacies are more accessible in areas of higher deprivation. 89.2% of the population in England can access a community pharmacy within a 20-minute walk, and access is greatest in areas of highest deprivation.
- Community pharmacies in lower socioeconomic areas are more likely to offer prevention services.
- Community Connectedness and friendships – community pharmacy is an untapped resource for Camden. For many communities their pharmacy is an informal resource for social and emotional support due to the accessibility of the pharmacist.



A POPULATION HEALTH APPROACH FOR CAMDEN

Together we share a vision to make Camden the very best place to live and work, live well and age well. To bring this about, our partnership is adopting a population health approach.

The aim is to draw on our collective resources and capabilities to ensure an optimal pattern of health in everything we do. This means prioritising the prevention rather than the treatment of disease and changing how we allocate our resources (people and money) to reflect this. In some cases, it will mean moving resources away from clinical and hospital based care into community based and preventative which are often more effective at helping people lead healthier, independent lives for longer.

In pursuit of these objectives, our partners commit to learn from each other and mutually consider their influence over the four key drivers of health:

1. Your support and wider social determinants
2. Your lifestyle and behaviours
3. Your experience of health and care services
4. The places and communities you live in

This 'four pillars' model, adapted from the work of the King's Fund, is all about putting equity of health at the centre of local policies and driving greater prevention in practice.



A trusted pillar in the community



- **Darzi: ‘the accessibility of pharmacy is one of the NHS’s greatest strengths’**
- **Trusted by the public**
 - GP Patient Survey: 87% had a good experience using pharmacy services
 - Pharmacies ranked the ‘most essential’ local service by consumers (ACS Community Barometer)
- **Vital role in dispensing**
 - 1.1bn a year: increase c. 33m each year
 - UK medicine spend 16% lower than OECD average
- **Flu and COVID-19 vaccine delivery**
- **Pharmacy First** – over 1m clinical pathway consultations delivered by August
- **Informal and accessible health care advice**
 - 21 informal advice sessions per day = 1.3m per week
- **350% increase in service delivery since 2017**



The potential identified in The King's Fund and Nuffield Trust Vision



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Preventing ill-
health and
supporting
well-being

Providing
clinical care
for patients

Living well
with
medicines

Part of integrated
primary care
offer for
neighbourhoods

Community pharmacy services



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NATIONAL		REGIONAL	NCL ICB/PH
Essential Services	Advanced Services	Enhanced Services	Locally Commissioned Services
<ol style="list-style-type: none"> 1. Dispensing Medicines 2. Repeat Dispensing and eRD 3. Dispensing Appliances 4. Disposal of unwanted medicines 5. Support for Self Care 6. Signposting 7. Healthy Living Pharmacies 8. Public Health (Promotion of Healthy Lifestyles) 9. Discharge Medicines Service (DMS) 	<ol style="list-style-type: none"> 1. Flu vaccination service 2. Pharmacy First 3. Hypertension case-finding service 4. New Medicine Service (NMS) 5. Appliance Use Review (AUR) 6. Stoma Appliance Customisation (SAC) 7. Smoking Cessation Advanced Service 8. Contraception service 	<ol style="list-style-type: none"> 1. London Vaccination Service 2. COVID-19 vaccination (national) 3. Bank holiday rota 	<p><u>Local Authority / Public Health</u></p> <ul style="list-style-type: none"> • Needle Exchange • Supervised self-administration • Stop Smoking Service • Emergency Hormonal Contraception (EHC) • Condom Distribution <p><u>ICB</u></p> <ul style="list-style-type: none"> • Supply of End-of-Life medicines (EoL) • Self-Care Medicines Scheme (SCMS)

Pharmacy First Service



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From soothing an earache to treating a UTI, your local pharmacist can now provide medicines for seven conditions, if necessary, without the need for a GP appointment or prescription.

Subject to age eligibility. For more information, visit nhs.uk/thinkpharmacyfirst



- Almost all pharmacies now offer the Pharmacy First service, giving advice and, if needed, NHS medicines to treat seven common health conditions – and all without the need for a GP appointment.
- This service is available in 96% of pharmacies in NCL

PHARMACIES REGISTERED FOR PHARMACY FIRST	Yes	No	Grand Total
Barnet	70	2	72
Camden	58	3	61
Enfield	54	3	57
Haringey	52	2	54
Islington	44	1	45
Grand Total	278	11	289

Pharmacy First – launched 31st Jan 2024



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- Pharmacy First (PF) launched 31st January, replacing the Community Pharmacist Consultation Service (CPCS).
- It includes all previous CPCS elements, plus 7 new clinical pathways.
- The PF service comprises three elements:

Pharmacy First (NHS referrals for minor illness)

- ✓ Previously commissioned as part of CPCS
- ✓ referrals from GP practice and NHS111

Pharmacy First (urgent repeat medicine supply)

- ✓ Previously commissioned as part of CPCS
- ✓ referrals from NHS111

Pharmacy First (clinical pathways)

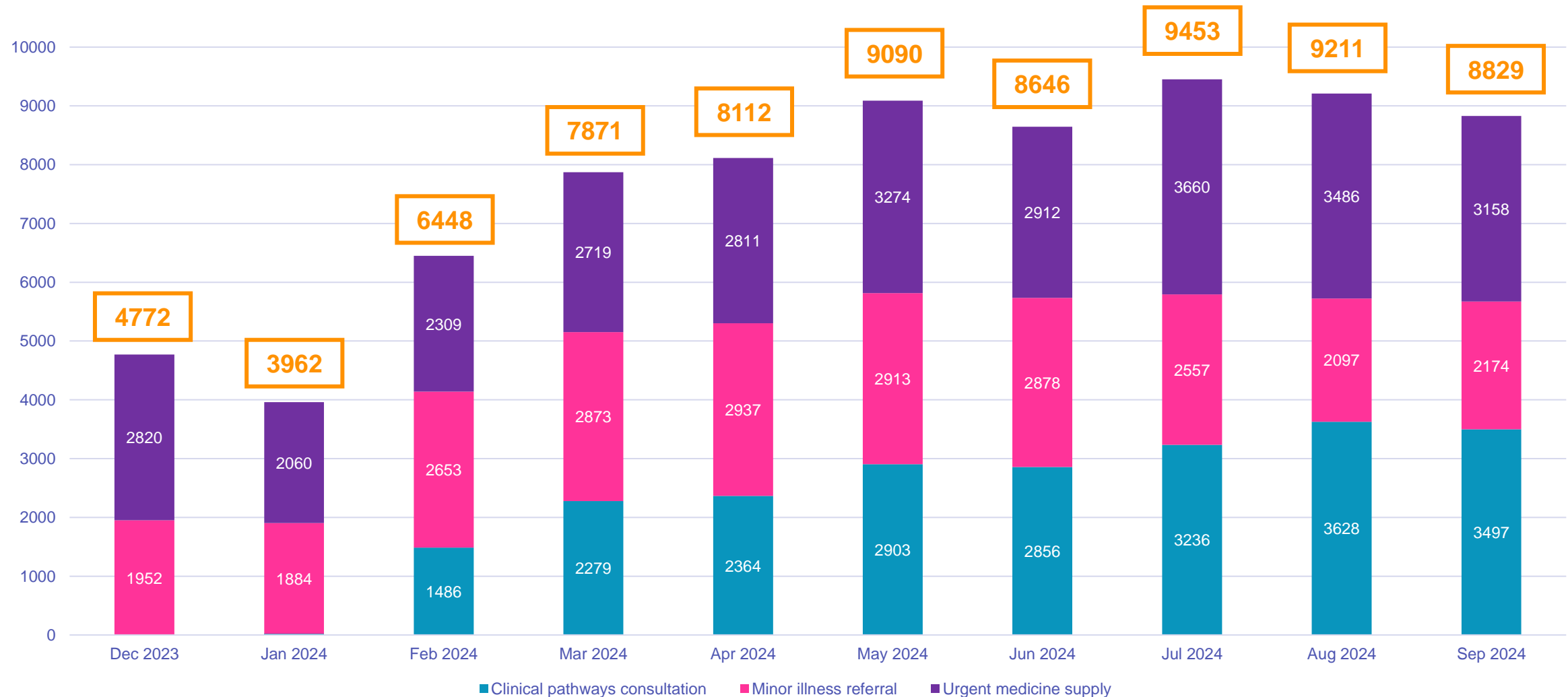
- ✓ new element
- ✓ referrals from GP practice and NHS111 or walk-in

- Contractors **MUST** be able to provide all 3 elements (only exception is DSPs will not need to do otitis media pathway due to need to use otoscopes).
- By 31st March 2025; any contractor wishing to provide Pharmacy First must also provide Pharmacy Contraception and Hypertension Case-Finding Service.

NCL completed Pharmacy First consultations by month by type



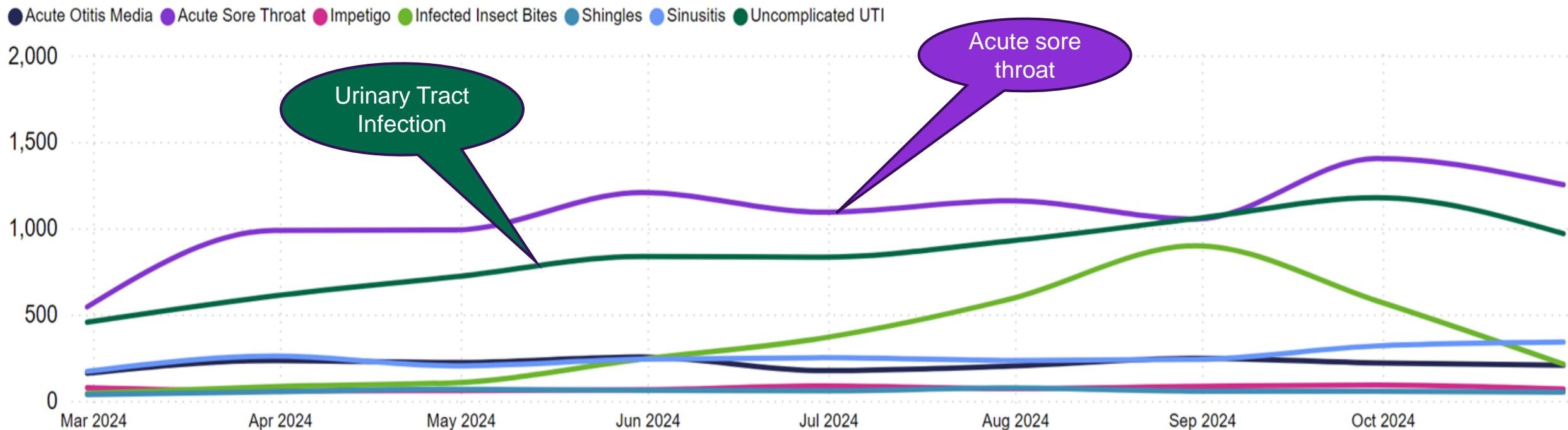
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PF activity by month by clinical pathway



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The two most common conditions presented to community pharmacies as part of Pharmacy First are sore throat and urinary tract infection.

NCL Self-care Medicines Scheme



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Self-Care Medicines Scheme

Could you or your child get free non-prescription medicines?

Some people on low incomes, young people aged 16-18 in education or who are undertaking an apprenticeship, and people who are homeless may be able to get selected free over-the-counter medicines for themselves or their child at a local pharmacy as part of the Self-Care Medicines Scheme in Barnet, Camden, Enfield, Haringey and Islington.

Go to the website below or scan this QR code for full eligibility criteria and more information >



bit.ly/NCLselfcare

Who can use this service...

Patients aged under 16 years who have at least one parent who would be eligible for this service

Patients who are receiving Universal Credit and whose income is at a level where they are eligible for free prescriptions.

Patients receiving any other benefits which give them eligibility for free prescriptions:

- NHS Low Income Scheme and are in possession of a valid HC2 certificate.
- Income Support (IS) or Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Tax Credit exemption certificate
- Pension Credit Guarantee Credit

Young people aged 16,17 or 18 years **and**

- in full-time education, part-time education, or undertaking an accredited level 1 apprenticeship

Homeless and in possession of local authority 'Letter of homelessness'

Further info: <https://cpe.org.uk/dispensing-and-supply/prescription-processing/receiving-a-prescription/patient-charges/exemptions/>

Conditions and medicines included in the SCMS



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- Athlete's foot
- Back pain
- Constipation (Age > 12)
- Contact dermatitis
- Diarrhoea
- Dyspepsia and indigestion
- Earache
- Fever / headache
- Haemorrhoids
- Hay fever, allergic rhinitis and allergies
- Head lice
- Minor injuries
- Nappy rash
- Ringworm
- Scabies*
- (and pruritus from scabies)
- Teething
- Threadworm
- Vaginal thrush
- Warts and verrucas

Anusol™ cream / oint / supps
 Aquamax® cream
 Beclometasone nasal spray
 Bonjela® teething gel
 Bug busting kit
 Cetirizine tablets / liquid
 Chlorphenamine tablets / liquid
 Clobetasone 0.05% cream
 Clotrimazole cream / pess/ combi
 Crotamiton 10% cream
 Dimeticone (Hedrin®)
 Dioralyte™ sachets
 Docusate sodium caps
 Duofilm® (15ml)
 Emulsifying ointment
 Fluconazole oral capsule 150mg (1)
 Head lice comb
 Hydrocortisone 1% cream (15g)
Ibuprofen **
 Isphagula husk sachets (Fybogel™)

Loperamide capsules (6)
 Loratadine 10mg tablets (30)
 Macrogol compound oral powder sachets
 Malathion liquid
 Mebendazole tablet / liquid
 Metanium® ointment
 Miconazole cream 2% (30g)
 Mucogel® oral suspension
 Olive Oil ear drops
Paracetamol **
 Peptac® suspension
 Permethrin cream
 Salactol™ paint
 Senna tablets / liquid
 Sodium bicarbonate eardrops
 Sodium chloride 0.9% sterile solution
 Sodium cromoglicate 2% eye drops
 Sudocrem®
 Zinc & castor Oil cream

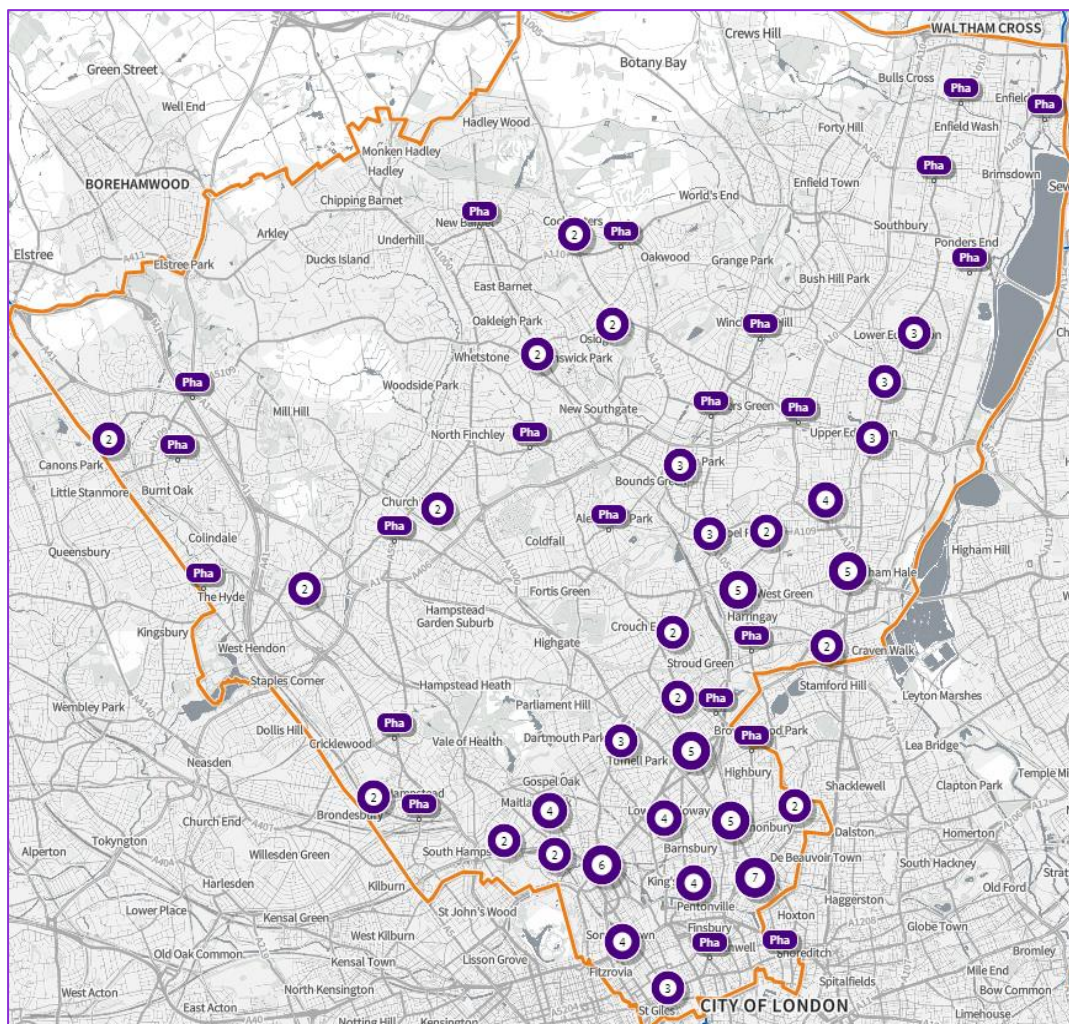
Paracetamol	Tablets 500mg (32)	Suspension SF 120mg/5ml (100ml)	Suspension SF 250mg/5ml (100ml)	Suspension SF 120mg/5ml (200ml)	Suspension SF 250mg/5ml (200ml)
Ibuprofen	Tablets 200mg (24)	Tablets 400mg (24)	Suspension 100mg/5ml (100ml)	Suspension 100mg/5ml (200ml)	

Pharmacies signed up for SCMS

(as of 29/11/2024)



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Borough	Number of participating pharmacies
Barnet	16
Camden	27
Enfield	21
Haringey	28
Islington	34
Westminster (on Camden border)	1
Brent (Camden border)	1
Grand Total	128

Further info: <https://gps.northcentrallondon.icb.nhs.uk/self-care-medicines-scheme-scms>

SCMS activity: June – Oct 2024



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4098

consultations June-
Oct 2024

91% of
patients would
have gone to GP

84% of
consultations were
self-referred

60%

consultations were in
Islington

46%

patients under 16

3 patients

required onward
referral (A&E)

NHS blood pressure check service



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Over 40? You need to know your blood pressure



Around 1 in 4 adults in the UK have high blood pressure, but many don't know it. It can increase your risk of having a heart attack or stroke.

Knowing what your blood pressure numbers mean could save your life.

To find out how to get checked and manage your risk, visit nhs.uk/bloodpressure



Why get your blood pressure checked?

- High blood pressure, also called hypertension, is a condition which can be controlled to reduce the risk of a heart attack, stroke or other cardiovascular disease.
- In the UK there are about five million adults (one in every nine) who have high blood pressure without even knowing it, since high blood pressure itself rarely causes symptoms.
- The British Heart Foundation estimates that high blood pressure causes over 50% of heart attacks and strokes.

What does this free NHS blood pressure check involve?

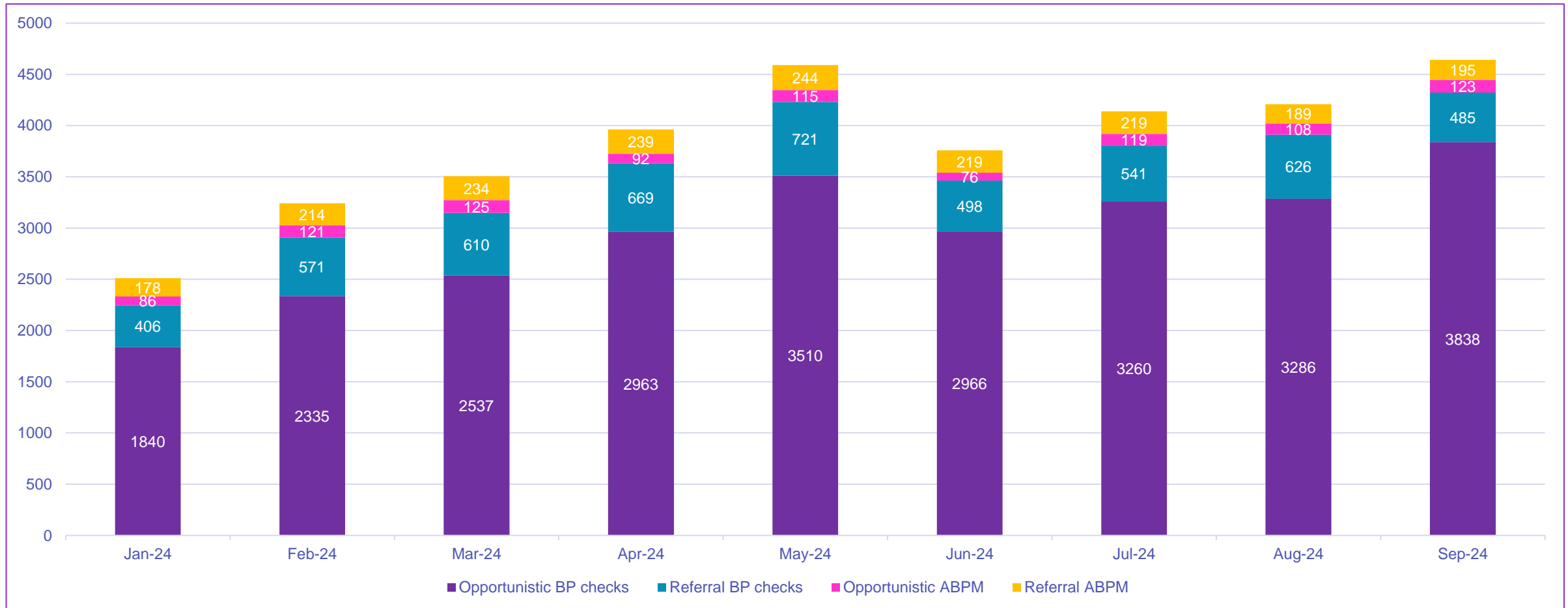
- FREE NHS blood pressure checks to people aged 40 and over with no appointment necessary.
- General practices can also refer patients to a participating community pharmacy for a clinic blood pressure reading, or for 24-hour ambulatory blood pressure monitoring.

PHARMACIES REGISTERED FOR BLOOD PRESSURE CHECK (Nov 24)	Yes	No	Grand Total
Barnet	62	10	72
Camden	54	7	61
Enfield	52	5	57
Haringey	49	5	54
Islington	43	2	45
Grand Total	260	29	289

BP activity by type (1st Jan – 30th Sep 2024)



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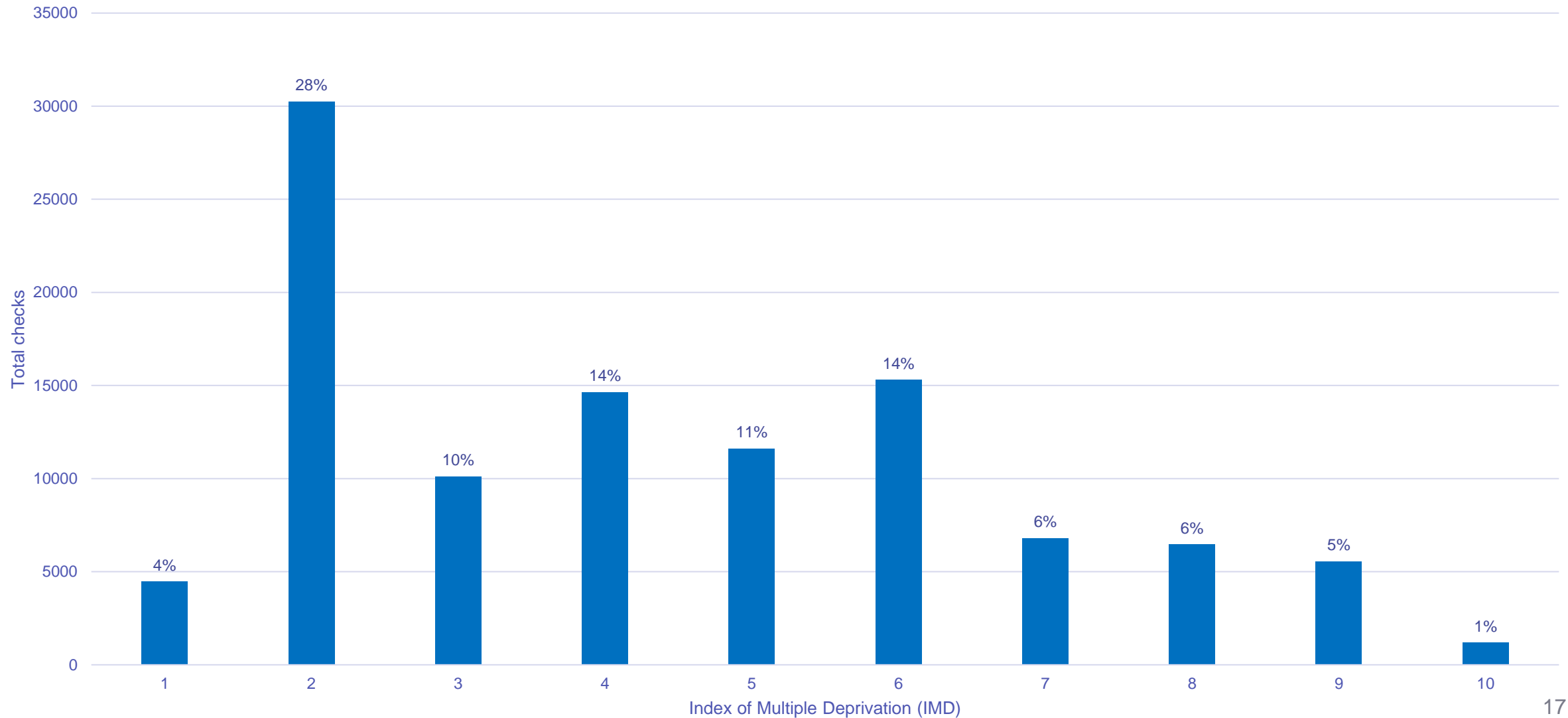


- 209 Pharmacies have delivered at least **one** consultation 1st Jan – 30th Sep 2024
- 141 Pharmacies have delivered at least **50** consultation 1st Jan - 30th Sep 2024
- 105 Pharmacies have delivered at least **100** consultation 1st Jan - 30th Sep 2024

BP activity by IMD (1st Jan – 30th Sep 2024)



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Pharmacy Contraception Service



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Need a supply of oral contraception?

If you're already taking oral contraception (the pill) or looking for your first supply, you can arrange a confidential consultation at a local participating pharmacy.

This service is free for everyone, and you don't need to be registered with a GP.

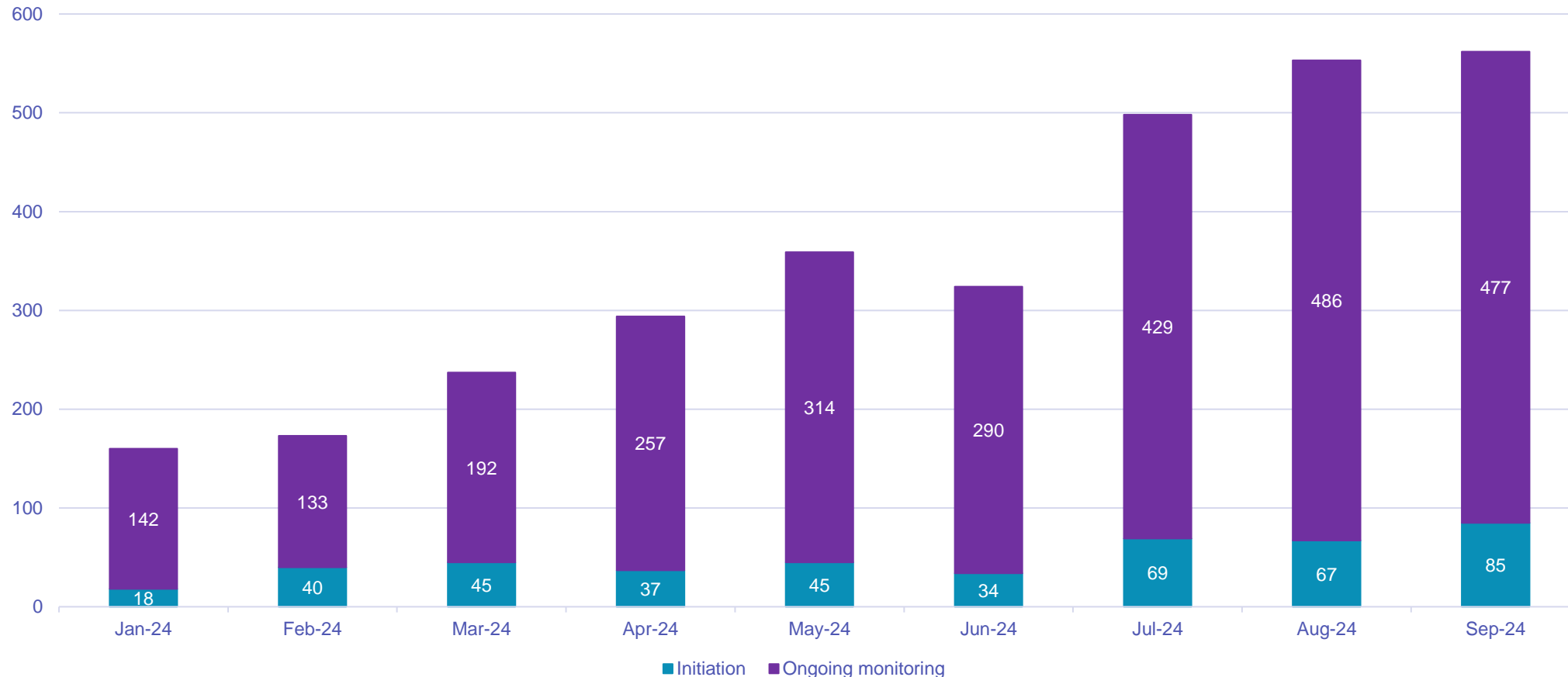


To find out more, scan the QR code or visit www.england.nhs.uk/pharmacycontraception

- This free service may be more convenient than booking an appointment with the GP surgery or at a sexual health clinic.
- The pharmacist can give the same expert advice about selecting and managing contraceptive pills as the GP surgery.

PHARMACIES REGISTERED FOR CONTRACEPTION SERVICE (Nov 24)	Yes	No	Grand Total
Barnet	46	26	72
Camden	47	14	61
Enfield	38	19	57
Haringey	25	25	54
Islington	41	4	45
Grand Total	197	92	289

Contraception activity by service type by month (Jan-Sep'24)



- 111 Pharmacies have delivered at least **one** consultation 1st Jan – 30th Sep 2024
- 58 Pharmacies have delivered at least **ten** consultation 1st Jan - 30th Sep 2024
- 18 Pharmacies have delivered at least **50** consultation 1st Jan - 30th Sep 2024

Results of National Pharmacy Association ballot on collective action



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England Ballot Results

England	Yes	No
Q1. Do you support the following motion? We put the Department of Health and NHS England on notice that we cannot guarantee community pharmacy services will remain safe into the future if the current depressed funding, pharmacy closures and increasing workload continues, and we therefore demand immediate material improvements to the financial position and the implementation of a roadmap to sustainable funding	99.8%	0.2%
Q2. Are you prepared to limit your service offering in the interests of patient safety, if adequate funding is not forthcoming?	99.0%	1%
Q3. Are you willing to serve notice that you are prepared to take the following action(s) to preserve patient safety in the face of ongoing funding shortfalls:		
3a. We will withdraw uncapped and unfunded provision of monitored dosage systems outside the provisions of the Equality Act (formerly the Disability Discrimination Act [DDA])	96.8%	3.2%
3b. We serve notice on the provision of locally commissioned services in the interests of patient safety.	96.1%	3.9%
3c. We will withdraw the provision of free deliveries of medication.	93.3%	6.7%
3d. We will not co-operate with requests for data and analytics above those required for patient safety and contractual minimums.	99.2%	0.8%
3e. We will serve notice on opening hours above the minimums set out in the NHS contract.	97.8%	2.2%

Votes cast

3,049

Out of a total number of votes

4,809

Turnout

63.4%

- To note the NPA chief executive Paul Rees has said the NPA will make any recommendations on collective action in January, should the government fail to make a satisfactory offer

Pressures Survey 2024: a picture of distress

- **64% of businesses are operating at a loss**
- **16% predict they cannot survive a year**
- **52% say patients are negatively impacted:**
 - 94% by inability to source medicines
 - 86% by longer dispensing times
 - 79% unable to spend as much time with patients
- **90% say costs are higher:**
 - 96% rising staff costs
 - 96% rising medicine costs
- **Medicines procurement taking longer than ever before for over 80%**
- **Most businesses still experiencing staff shortages**

935 respondents representing 6,119 pharmacies

**Credit CPE slideset*



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Letter from Community Pharmacy Bodies to Secretary of State



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Rt Hon Wes Streeting MP
Secretary of State
Department of Health and Social Care
39 Victoria Street
London
SW1H 0EU

28th November 2024

Dear Secretary of State,

As leaders of the representative bodies for community pharmacies in England, we are writing to impress upon you the urgent need to shield community pharmacies from the increased costs and measures in the Budget on National Insurance and the National Living Wage.

The 10,450 community pharmacies in England see more patients each day than any other part of the NHS yet are facing extreme financial pressures after a decade of real-terms cuts, combined with ever-increasing costs. Pharmacies have already absorbed significant NHS activity increases against this backdrop. They are still waiting for a settlement for this financial year, even though we are now in November.

Even before the Budget announcements, community pharmacies required a substantial real terms uplift, merely to prevent further damage to the network. Imposing very significant additional costs through higher employers' National Insurance Contributions and increasing the National Living Wage – which will add circa £50 million and £115-152 million in costs to the sector respectively – will further undermine the already perilous position facing the pharmacy network.

You will know about pharmacy closure rates: we fear that, without mitigation, these additional costs will push many more towards insolvency. More community pharmacies will be forced to cut opening hours and services, or even close their doors entirely, which will increase pressure elsewhere in the NHS and reduce access and care for the patients we all want to serve.

As you will know, around 90% of the income for an average community pharmacy comes from providing NHS services: they are no ordinary private businesses and cannot raise their prices for patients. But unlike other parts of the NHS, they have to exist in a commercial environment and balance the books in order to survive.

We wholeheartedly agree with the Government's ambition to move care into communities, increase prevention and promote healthy living and we know that community pharmacies can move at pace to make these ambitions a reality.

However, the sector needs to be put on a sustainable financial footing to achieve this. A settlement in the current year that does not cover the increased costs community pharmacies are facing, including measures outlined in the Budget – and address the ongoing recovery of margin – will

hinder the reform the Government wants to achieve and instead see community services facing further decline. We must prevent this from happening.

We very much want to work constructively with you to help deliver your mission for the NHS. We look forward to hearing from you soon regarding this pressing matter.

Yours sincerely,

Nick Kaye, Chair of the National Pharmacy Association
Malcolm Harrison, Chief Executive of the Company Chemists' Association
Janet Morrison, Chief Executive of Community Pharmacy England
Leyla Hannbeck, Chief Executive of the Independent Pharmacies Association

Copied to:

The Rt Hon Rachel Reeves MP, Chancellor of the Exchequer
The Rt Hon Darren Jones MP, Chief Secretary to the Treasury
Stephen Kinnock MP, Minister of State, Department of Health and Social Care