

CPH Contractor Survey Evaluation Outcomes 2023

Background

In early 2023 as part of the CPH Committee workplan the CPH office engaged with pharmacy contractors via a survey to understand the level of representation and support that CPH provided to local pharmacy contractors.

53 responses were received:

- **43** (81%) respondents identified as **independents**
- **3** (6%) respondents identified as **AIMp**
- **7** (13%) respondents identified as **CCA**

Advanced Services

The CPH committee was keen to understand how community pharmacies were supported by CPH for advanced services.

42 (79%) of those that completed this part of the survey indicated that they provided the following advanced services:

- **40** (95%) New Medicine Service (NMS)
- **39** (93%) Community Pharmacist Consultation Service (CPCS)
- **28** (67%) Hypertension Case-finding Service (HCS)
- **2** (5%) no advanced services

Most respondents:

- 88% strongly agreed or agreed that the support received by CPH had been useful to provide advanced services;
- 83% strongly agreed or agreed that CPH resources and support had been helpful for advanced services;
- 81% strongly agreed or agreed that they had always been able to contact CPH for support when they had queries for advanced services
- 91% strongly agreed or agreed that CPH had signposted or held events for support in delivering advanced services.

Those responding indicated that they would welcome more training events in person and online but generally welcomed the helpful support from CPH regarding signposting, general information, and deadlines.

Action:

Following feedback, the CPH office and committee continue to work with commissioners on:

1. Raising patient awareness for NMS;
2. Increased referrals from other providers for CPS and HCS;
3. Provision of local email/bypass telephone numbers for services and key issues;
4. Optimising the community pharmacy voice and collaboration through integration of community pharmacy leads particularly on increasing the uptake of advanced services;
5. Share and publish local data periodically to maintain awareness and aid peer review; a dashboard has now been published by Hertfordshire and West Essex Integrated Care Board on take up of advanced services led by the Community Pharmacy Clinical Lead.

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Discharge Medicines Service (DMS) essential service

The CPH committee was keen to understand how community pharmacies were supported by CPH for the Discharge Medicines Service which is an essential service and must be delivered by all pharmacy contractors.

42 (79%) completed this part of the survey. Most respondents:

- 81% strongly agreed or agreed that the support received by CPH had been useful to provide DMS;
- 81% strongly agreed or agreed that CPH resources and support had been helpful for DMS;
- 83% strongly agreed or agreed that they had always been able to contact CPH for support when they had queries for DMS;
- 86% strongly agreed or agreed that CPH had signposted or held events for support in delivering DMS.

Those responding indicated that they would welcome more training events in person and online but generally welcomed the helpful support from CPH regarding signposting, general information and deadlines.

Action:

Following feedback, the CPH office and committee continue to work with commissioners on optimising DMS referrals and supporting contractors to deliver their essential services.

Vaccination Services

The CPH committee was keen to understand how community pharmacies were supported by CPH for vaccination services.

41 (77%) of those that completed this part of the survey indicated that they provided the following vaccination services:

- **36** (88%) Flu Vaccination Service
- **10** (24%) Covid Vaccination Service
- **5** (12%) no vaccination services

There was less clarity from pharmacy contractors regarding the support provided for vaccination services from CPH but a large proportion:

- 63% strongly agreed or agreed that the support received by CPH had been useful to provide vaccination services;
- 56% strongly agreed or agreed that CPH resources and support had been helpful for vaccination services;
- 63% strongly agreed or agreed that they had always been able to contact CPH for support when they had queries for vaccination services;
- 51% strongly agreed or agreed that CPH had signposted or held events for support in delivering vaccination services.

Those responding indicated that they welcomed the adequate support from CPH.

Action:

Following feedback, the CPH office and committee continue to work with commissioners on:

1. Providing training events to support delivery;
2. Providing up to date information and resources on the service;
3. Supporting joined up working by providers;
4. Providing information to the public.

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Locally Commissioned Services

The CPH committee was keen to understand how community pharmacies were supported by CPH for locally commissioned services.

40 (75%) of those that completed this part of the survey indicated that they provided the following locally commissioned services:

- **15** (38%) sexual health service
- **22** (55%) supervised consumption service
- **4** (10%) needle exchange service
- **17** (43%) smoking cessation service
- **1** (3%) NHS health check pilot service
- **8** (20%) immediate access to emergency medicines service
- **10** (25%) no locally commissioned services

There was less clarity from pharmacy contractors regarding the support provided for locally commissioned services from CPH but a large proportion:

- 60% strongly agreed or agreed that the support received by CPH had been useful to provide locally commissioned services;
- 58% strongly agreed or agreed that CPH resources and support had been helpful for locally commissioned services;
- 68% strongly agreed or agreed that they had always been able to contact CPH for support when they had queries for locally commissioned services;
- 60% strongly agreed or agreed that CPH had signposted or held events for support in delivering locally commissioned services.

Those responding indicated that they welcomed the good support from CPH but would welcome further training and up to date information/resources.

Action:

Following feedback, the CPH office and committee continue to work with commissioners on:

1. Ensuring that these services are financially viable benchmarking them against other services commissioned in other parts of the country;
2. Providing resources on the service for promotion;
3. Providing training sessions and training events for the services;
4. Supporting joined up working by providers and in conjunction with public health teams;
5. Providing information to the public.