

29 April 2024

An Evaluation of Community Pharmacy Clinical Services delivered through the Community Pharmacy Contractual Framework (2019-2024)

What is happening?

As the Community Pharmacy Contractual Framework (CPCF) moves on from the 5-year deal of 2019–2024, NHS England has commissioned an independent evaluation of how the clinical services covered under this contract, and their contractual arrangements, have been working. These services include blood pressure checks, contraception service, discharge medicines service, new medicine service, smoking cessation service, the Community Pharmacy Consultation Service (CPCS) and influenza vaccinations.

Why is this evaluation taking place?

The evaluation will offer important information to help NHS England make effective decisions regarding clinical services for the future community pharmacy sector, and how it is best proposed that these services are commissioned. Your voice in this evaluation is essential so we can understand the experience of the community pharmacy workforce, and the successes and challenges they have faced in providing the CPCF clinical services. The findings can be used to inform future developments of the CPCF, taking into account the contribution community pharmacy can make in delivering clinical services that meet the needs of the population who use them.

Who is funding and conducting the evaluation?

NHS England has commissioned [RAND Europe](#) to conduct this independent evaluation. We are a not-for-profit policy research organisation based in Cambridge. Our mission is to inform policy decision making through robust research and analysis.

How will I be involved?

RAND Europe will reach out to a sample of community pharmacy contractors, community pharmacists and their teams and other stakeholders across England to ask them to participate in a 60-minute interview. We will also ask that informational materials are put in their pharmacies to recruit patients for focus groups to better understand the patient experience and outcomes of clinical services. RAND Europe will ask pharmacies to allow a member of our evaluation team to conduct site visits. As a thank you for your participation in an interview, you will receive a gift card for your time. For front line pharmacy professionals, remuneration is also available for you to hire locum staff to facilitate your participation in the interview and/or a site visit.

Where will the evaluation take place?

Interviews will take place by a telephone or video call, on a day and at a time that is convenient for you. With your permission, site visits will also occur in some of the pharmacies that participate in interviews, and the RAND Europe evaluation team will work with you to schedule 2 to 3 days that they could visit the pharmacy. These observations will allow us to better understand the context in which clinical services are provided, the key processes involved in offering the CPCF services, and to identify outcomes of importance to pharmacy staff and service users. We will not include the practice name in our findings.

When will I be contacted?

In April and May 2024, the RAND Europe evaluation team will be reaching out via email to pharmacy contractors, including practising community pharmacy teams, to ask them to participate in this evaluation.

Please help to shape the future of clinical services offered in community pharmacies by participating in the evaluation! Thank You.