

How to work with your Pharmacist

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Outline

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Workforce Crisis

- ▶ Around a quarter of the population now has a long-term condition and they account for 50% of GP appointments.
- ▶ GP surgeries now make 370 million consultations per year – 70 million more than five years ago. Despite this, GP numbers have remained relatively stagnant during that time.
- ▶ GP vacancy rate at highest ever with a 50% rise in empty posts
- ▶ 1 in 8 GP Practice Nurse positions is vacant

The Solution?

- ▶ “We already have a ‘hidden army’ of highly-trained pharmacists who could provide a solution. Practice-based pharmacists, working as part of the clinical team, would relieve the pressure on GPs and make a huge difference to patient care” - Dr Maureen Baker, RCGP Chair



Patient Safety

- ▶ Between 30% to 50% of medicines prescribed for long-term conditions not taken as intended. (World Health Organisation, The world health report 2003)
- ▶ 5%-8% of unplanned hospital admissions due to medication issues. (Department of Health, Exploring the costs of unsafe care in the NHS)
- ▶ Polypharmacy – Between 2003 and 2013 the average number of prescription items per year for any one person in England increased from 13 to 19 (Data from Health and Social Care Information Centre)
- ▶ High-Risk Drug Monitoring
- ▶ Drug-safety Alerts

High-Quality Care

- ▶ Working as a Multidisciplinary team
- ▶ The **right** person for the **right** job!
- ▶ Medication Optimisation offered by the experts in Medication!
- ▶ Allow GPs to deal with more complex health issues.
- ▶ Supporting QOF and QUIPP

Time/Workload

- ▶ GP time
 - The average GP spends an hour a day dealing with medicine-related issues.
 - Increased Efficiency
- ▶ Reduced burden on GPs
- ▶ Patient time (reduction in waiting times)

Money

- ▶ GP Time = Money
- ▶ QOF / QUIPP
- ▶ Travel clinics
- ▶ Medicines Management
 - £300 million per year of medicines are wasted

Barriers/Concerns

- ▶ Will patients be content to see a Pharmacist rather than a Doctor?
- ▶ Cost? Who will pay for the Pharmacist's salary?
- ▶ Will this compromise patient care?

Practice-based Pharmacist Job Description (1)

- ▶ Work closely with GPs to resolve day-to-day medicines issues
- ▶ Addressing medicines adherence with patients
- ▶ Managing and prescribing for long-term conditions in clinics
- ▶ Triageing and managing common ailments
- ▶ Responding to acute medicine requests
- ▶ Reviewing patients on complex medication regimens
- ▶ Taking part in multidisciplinary case reviews
- ▶ Carrying out face-to-face or telephone follow up with patients
- ▶ Signposting patients to appropriate services and other healthcare professionals (e.g. community pharmacists)

Practice-based Pharmacist Job Description (2)

- ▶ Reconciliation of medicines in outpatient and discharge letters — including liaison with hospital, community and primary care colleagues to ensure correct medicines are continued following transfer of care
- ▶ Supporting the GPs and other practice staff to deliver on QIPP agenda, QOF and locally commissioned enhanced services
- ▶ Working with the practice team to deliver repeat prescription reviews — especially for care home residents, people prescribed polypharmacy and frail older people
- ▶ Converting acute medicine requests into repeat medicines, where appropriate
- ▶ Point of contact for the practice for all medicines-related queries for healthcare professionals and patients
- ▶ Implementing and monitoring a practice's adherence to a repeat prescription policy

Practice-based Pharmacist Job Description (3)

- ▶ Conducting clinical audits
- ▶ Answering medicine information enquiries from GPs, other healthcare professionals and patients
- ▶ Implementing, in conjunction with the practice team, systems for monitoring medicines use
- ▶ Contributing to clinical education of other healthcare professionals
- ▶ Working with GPs and practices nurses to agree, and then manage, practice formularies to improve the choice and cost effectiveness of medicines
- ▶ Implementing NICE guidance through audit and feedback, formulary management and educational sessions with the wider primary healthcare team and patients



a practice-based pharmacist's typical day

- 8-9am ● Repeat prescriptions, liaising with healthcare professionals and patients; sorting out medicines-related problems. Signing prescriptions within my scope of practice.
- 9-10am ● Helping with patient triage in the practice.
- 10-11am ● Receiving clinical post and dealing with it as appropriate.
- 11am-1pm ● Clinic - patients for medication use reviews, screening and management of long-term conditions, such as diabetes, asthma, COPD and hypertension.
- 2-3pm ● Going through Docman and clinical coding, for example, for QCF.
- 3-3.30pm ● Pathology results analysis.
- 3.30-5pm ● Clinic - offering extended hours services.

Taken from PCPA (Primary Care Pharmacists' Association)

Questions?


