

Implementation of new national services

LPC Learning Exchange

Session plan

1. Review progress with implementation of the NMS
2. Share experiences of LPCs supporting implementation of the service
3. Assess the need for further support for the NMS
4. Collate learning on how to implement another national service

NMS statistics

Month	Completed NMS claimed	No. pharmacies claiming payment
October 2011	10,121	2,557
November 2011	43,759	5,840
December 2011	43,480	5,741
January 2012	40,571	5,671
Total	137,930	
Cumulative number of pharmacies claiming a payment since Oct 2011		8,005

LPC survey results

- All English LPCs responded to the survey

Communication with contractors about the NMS

LPC briefing documents for contractors	62%
Information in LPC newsletter	74%
Information on the LPC website	65%

LPC survey results

Contractor meetings on the NMS

- 89% of LPCs organised meetings
- Total attendees at LPC meetings – 7,600
- 50% of LPCs planning follow-up meetings
- 85% of LPCs worked with partners:

PCC	3%	Other LPC	41%
CPPE	44%	LMC	12%
PCT	38%	RPS LPF	12%
Pharma Co	64%		

LPC survey results

65% developed or supplied other resources:

- Distributed copies of PSNC/NHSE documents
- Key point summaries / simple guides
- NMS Post-it notes / cards for GP referral
- Supplies of placebo inhalers etc.
- NMS appointment cards
- e-Bulletins for pharmacies
- Advanced services development officer

LPC survey results

69% of LPCs offered other support to contractors:

- 69% offered support and advice from a buddy
- 64% offered visits to pharmacies
- Many LPCs also offered telephone support

LPC survey results

Level of support for implementation of NMS from PCTs (LPCs' assessment of level of engagement):

1 Disengaged	9%
2	15%
3	23%
4	24%
5 Fully engaged	29%

LPC survey results

GP relationships:

- 76% of LPCs met their LMC to discuss NMS
- 90% of LMCs were positive about the NMS
- 68% of LPCs issued information on the NMS to GP practices
- 81% doing this collaboratively with others:
 - 53% with the LMC; 14% with the PCT; 33% with the LMC/PCT
- 28% of LPCs organised a meeting for GPs or invited them to contractor meetings
- 56% of LPCs report local GPs referring patients to the NMS

LPC survey results

Secondary care relationships:

- 67% of LPCs met with hospital colleagues to discuss NMS and tMUR
- The PCT was involved in 81% of these discussions
- 73% of hospitals agreed to promote NMS/tMUR by:

Providing information on the services to clinicians	36%
Undertaking training on the services for clinicians	13%
Issuing leaflets to patients being discharged	66%
Making referrals to community pharmacies	66%
Recommending patients visit their CP following discharge	77%

LPC survey results

Local promotional work:

- 16% of LPCs have undertaken promotional work with the local media
- 36% of LPCs have undertaken promotional work with the local patient groups
- 8% of LPCs have collected NMS patient case studies for use in promotional work

LPC survey results

What other support is required?

- [Change the funding structure]
- National advertising of the service
- Training resources for support staff

LPC survey results

What would you do differently next time you support implementation of a new national service?

- Would like more time to implement a service
- Undertake more local promotional work on the service
- Use of social media to promote the service to younger pharmacists
- Offer contractor visits

LPC survey results

What should PSNC do differently next time it implements a new national service?

- Comments on financial structure
- Provide more time to implement the service

LPC survey results

Any questions on the
survey results?

Sharing learning

- What did you do in your LPC that you are proud of?
- Were there any unexpected benefits?
- What didn't go as planned/expected?
- What else is needed to support NMS?
- What would you do differently next time?
- What would you not do at all next time?

Conclusion

- Well done to all LPCs for the work on NMS!
- Local comms support is an area for development – PSNC resource to be issued