

## **Survey shows New Medicine Service joining up care**

Evidence from a survey of all Local Pharmaceutical Committees (LPCs) has shown how the New Medicine Service, introduced to community pharmacies last year, has led to improved collaboration between community pharmacists and other medical professionals.

### **Key findings:**

- 76% of LPCs met their GP equivalents, Local Medical Committees (LMCs), to discuss the service
- Of these LMCs, 90% were supportive of the service
- 73% of LPCs reported that local hospitals have agreed to work with LPCs and community pharmacy to promote the New Medicine Service and targeted Medicines Use Reviews
- Of these, 66% agreed to make referrals to community pharmacy, and 77% agreed to recommend that patients visit a pharmacy after discharge from hospital.

The survey also found that there are additional areas in which LPCs can promote the New Medicine Service. If LPCs are able to promote the service to patient groups and the local media, more eligible candidates for the service may identify themselves.

### **PSNC Head of NHS Services Alastair Buxton said:**

“The NMS is a useful model of how national services might be commissioned in the future. It’s great to see that the service is helping different parts of the NHS to work together and create better integrated patient pathways, as we hoped it would. Patients have a better experience and the NHS saves money when pharmacies can collaborate with GP practices and hospitals. Support from other professions is essential to the successful development of pharmacy’s role in the NHS.

“LPCs have done sterling work to support the implementation of the NMS since its launch, but there is still more to do, particularly on promotion of the service to patients. Now that at least three quarters of pharmacies in England have completed at least one NMS, we need to make sure that all potential NMS candidates are aware of the

service, and that the public is well educated about the range of services available at community pharmacies. PSNC is on hand to help, with a range of resources available on the PSNC website, and further support over the phone. "

## ENDS

### Notes to editors:

- PSNC (The Pharmaceutical Services Negotiating Committee) is the body that represents community pharmacies in England and Wales on NHS matters.
- The Pharmaceutical Services Negotiating Committee (PSNC) is recognised by the Secretary of State for Health as the representative of community pharmacy on NHS matters. PSNC's main objective is to secure the best possible NHS service opportunities, remuneration, terms and conditions for NHS pharmacy contractors in England. PSNC represents and promotes the interests of 10,500 pharmacy contractors (pharmacy owners) in England. It is the role of PSNC to liaise with the Department of Health and representatives of the NHS in England to negotiate the contractual terms for the provision of NHS community pharmacy services.
- For further information, including links to the academic literature on the subject, please contact Amy Bourke or Sam MacAuslan on 020 618 9187 or [psnc@luther.co.uk](mailto:psnc@luther.co.uk).

### Full survey results:

1) LPCs responding	All English LPCs
2) How did the LPC communicate with contractors about the NMS?	
LPC briefing documents for contractors	62%
Information in LPC newsletter	74%
Information on the LPC website	65%
3) Did the LPC organise any meetings on NMS for contractors?	
Yes	89%
4) How many contractor meetings were organised?	
1	31 (43%)
2	20 (27%)
3	11 (15%)
4	5 (7%)
5 or more	6 (8%)
Total number of meetings organised	136
5) Approximately how many people attended the contractor meetings in total?	7600
6) How would you rate the attendance level?	
Very low 1%; Low 2%; Typical 11%; Good 45%; Very good 41%	
7) Did the LPC work with partners to organise the contractor meetings?	
Yes	85%

8) Which partners did you work with to organise the contractor meetings?	
PCC	3%
CPPE	44%
PCT	38%
Other LPC	41%
LMC	12%
RPS LPF	12%
PharmaCo	64%
9) Are you planning any follow up meetings?	
Yes	50%
10) Did the LPC develop or supply any resources to assist contractors with implementation of the NMS?	
Yes	65%
11) List the resources developed or supplied to assist contractors with implementation of the NMS	
Distributing copies of PSNC materials was frequently listed and provision of NMS post-it notes / reminder cards for GP referrals. Also provision of key point summaries / simple guides, supplies of placebo inhalers and other respiratory devices, ebulletins for contractors, part-time staff member to support Advanced services, NMS appointment cards.	
12) Did you offer other support to contractors?	
Yes	69%
13) What other support did you offer to contractors?	
Support and advice from buddy	69%
Visits to pharmacies	64%
Other – offer of telephone advice frequently listed	
14) How would you assess your PCTs' support for the implementation of NMS?	
1 Disengaged	9%
2	15%
3	23%
4	24%
5 Fully engaged	29%
15) Did you meet the LMC to discuss the service?	
Yes	76%
16) Were they supportive of the service?	
Yes	90%
17) Did the LPC issue information on the service to GP practices?	
Yes	68%
18) Did you issue the information to GP practices as a joint communication with others?	
Yes	81%
19) With whom did you issue the information to GP practices?	
LMC	53%
PCT	14%
LMC & PCT	33%
20) Did you organise a meeting for GPs on NMS or invite them to contractor	

meetings?	
Yes	28%
21) Have some local GPs agreed to refer patients to community pharmacy for the NMS?	
Yes	56%
22) Have you been able to meet with hospital colleagues to discuss NMS and tMUR?	
Yes	67%
23) Was the PCT involved in these discussions?	
Yes	81%
24) Have your local hospitals agreed to work with the LPC / community pharmacy to promote NMS and tMUR?	
Yes	73%
25) What has the Hospital agreed to do?	
Provided information on community pharmacy services to clinicians	36%
Undertaken training for clinicians on community pharmacy services	13%
Issue leaflets to patients being discharged	66%
Make referrals to community pharmacy	66%
Recommend patients visit their community pharmacy following discharge	77%
26) Has the LPC undertaken any promotional work with the local media?	
Yes	16%
27) Has the LPC undertaken any promotional work with local patient groups?	
Yes	36%
28) Has the LPC collected any NMS patient case studies which can be used in promotional work?	
Yes	8%