

Jeannette Howe
Head of Pharmacy

**Utilising all the contractual levers to
deliver world class commissioning of
community pharmacy – why is this so
important?**

31 March 2009

Outline



- Pharmaceutical needs assessment
- Service framework
- Financial levers
- Quality improvement and performance
- Leadership, accountability and engagement

Pharmaceutical needs assessment (PNA)

- Commissioning pharmaceutical services
- Market entry → provider base
- Pharmaceutical services = essential services + directed services (advanced and enhanced services)

Pharmaceutical needs assessment (PNA): Scope

- Necessary services – current provision
- Necessary services – gaps in provision
- Improvements and better access – future provision

High

People: frequency of usage of pharmacist/pharmacy team

People with severe health conditions, including CHD/COPD/emphysema/who are not mobile

Traditionalists

Local independent pharmacies

Small/specialist chains

Women with COPD/emphysema/CHD who are mobile

Enthusiasts

Parents of children with diabetes/asthma

Women with diabetes/asthma/less severe LTCs

Older people with mild/moderate health conditions

Older men 55-70 (separated/divorced)

Older men 55-70 (cohabiting)

Mothers/women/carers 35+

Low

Men with diabetes/asthma/less severe LTCs

Avoiders

Men 16-24, including black African & Caribbean men

Men 25-55

15-17s

Supermarket pharmacies

Indulgers

Larger health & beauty-related chains

Younger women with diabetes/asthma/less severe LTCs

Women 18-35

High

Low

Service Framework

- **Essential services**
 - Assuring and supporting delivery
 - Maximising utilisation
- **Advanced services**
 - Prioritisation to meet health needs
 - Rewarding health outcomes
- **Local enhanced services**
 - Utilising community pharmacy's strengths: access, convenience, foot-fall
 - Optimising use of medicines
 - Improving health and well being
 - Addressing health inequalities
 - Preferred provider
 - Range of providers

Financial levers

- Medicines margin → supply chain efficiencies
- Funding flows
- Supporting investment
- Devolving the global sum
- Cost of service inquiry
- Payment structure and incentives

Quality improvement and performance

- Health Act 2009 powers → more effective performance management tools
 - Remedial action notices
 - Withholding payment
- Clinical governance
- Quality indicators and metrics
- Quality accounts
- Supplementary/performer lists
 - Safeguarding Vulnerable Groups Act

Quality and productivity challenge

- High quality costs less than poor quality
- Right first time
- Financial climate
- Value for money – cash releasing

Leadership, accountability and engagement

- Board level oversight and leadership
- Named Board member with responsibility for pharmaceutical services
- PCT vision for pharmaceutical services
- Appropriate pharmacist input whenever key decisions taken on pharmaceutical services, eg signing off pharmaceutical needs assessment
- Pharmacist clinical leadership and engagement
- Engagement of public, patients, carers, providers
- Sufficient capability & capacity – involving medicine management, public health & commissioning functions – avoid disconnect from other commissioning decisions