

# News from the Future

Vol. 2 Issue 2

Pharmacy Care Plan service

May 2015

## Pharmacy Care Plan recruitment well on the way

Recruitment to the Pharmacy Care Plan service is well on its way to reaching our ambitions, with over 800 patients enrolled and almost three-quarters of these have already had their first consultation.

We need you to continue to ensure that all the patients who have signed up to the service get their first consultation as soon as possible. This consultation is the baseline against which any changes will be measured, so getting these done will ensure that our data is available to the researchers in the first half of next year.

It is very pleasing that some pharmacies have completed first consultations for all their 20 patients. We

hear from one of these pharmacies in this issue. Thank you also for taking the advice of our weekly top tips and recording your data on PharmOutcomes quickly. More than 90% of data is being entered on the same or next day. This is the best way to keep on top of data entry and will help when we come to the final analysis.

Also in this issue, we've got more top tips from your colleagues as well as information on what you think about delivering the service to your patients.

We are planning to produce a newsletter for your patients, for when they start returning for ongoing consultations. Please let us know of any topics to include.

### Progress report

At the end of week 10 (1st May 2015), patient recruitment figures were

**Pharmacy Care Plan service      803 enrolments      577 first consultations (72%)**

Please ensure that all data is entered into PharmOutcomes within five days of a patient visit.

## Pharmacy Care Plan service photo of the month

The team at Well (formerly The Co-operative Pharmacy) in Heckmondwike were the first to recruit 20 patients and then complete all 20 first consultations.

**Beverley Thornton**, Pharmacy Manager at Heckmondwike, says that many of the team's patients are wanting to set health goals to lose weight and increase the amount of exercise they do. Others want to give up smoking and one wants to cut down on alcohol intake.

Among the clinical interventions that have been made following patient consultations, one patient is being helped to set a gradual plan to stop an anti-depressant and another has had a recommendation to stop anti-inflammatory and proton pump inhibitor products which are probably no longer appropriate.

Beverley recommends that the pharmacist should enter patients' details on PharmOutcomes while a member of staff is taking measurements. This helped her keep on top of data entry.

We also have nine other pharmacies that have completed 20 or more first consultations. Well done to Boots (Castleford Carlton Lane; Wakefield Althorp HC), LloydsPharmacy (Castleford Carlton Street; Wrangbrook Road; Market Place; Crofton) and Rowlands Pharmacy (Wrenthorpe; South Elmsall; Knottingley).



Picture courtesy of Well (formerly The Co-operative Pharmacy)

**Beverley Thornton, Nateshe Bray and Linda Walker of Well in Heckmondwike with their CPF materials**

# What sort of goals are we helping patients with?

The key aim of the Pharmacy Care Plan service is to help patients identify their health and lifestyle goals and then support them to achieve the outcomes they want.

**Becky Harrison**, pharmacist at Rowlands Pharmacy, Wrenthorpe, says that her patients are appreciating how they can make lifestyle changes that will positively affect their health, rather than just relying on medicines to do it all for them. “They are beginning to understand that they are able to influence their own health,” Becky says.

She adds that her patients have enjoyed getting their cholesterol, blood pressure and BMI results and understanding what they mean in relation to their health and wellbeing. “I tell them what their blood pressure figures mean and what they should be aiming for.”

She says that her customers are really appreciating the service. “They say that nobody has ever sat down with them like this to talk about a range of things rather than just their medicines.”

The patient information leaflets provided in your Pharmacy Care Plan service box will help you to identify ways in which you can help people, especially with issues that are not just related to the medicines they take. Many patients will gain from being able to sit down and talk with other people who have similar conditions and who are going through similar problems.

Support groups like the British Lung Foundation, Diabetes UK and Age UK can be a route to finding out about more specialist support that may be available.

## What our patients think of the service

**Chris Grahame**, who is supporting Community Pharmacy Future for Rowlands Pharmacy, says that customers have been very positive about the Pharmacy Care Plan service. Patients enrolled by Rowlands’ pharmacies in Knottingley and Ferrybridge have said:

**Mrs T:** “I’m so glad I came in and joined this service, I’ve learnt a lot and feel in really good hands.”

**Mrs S:** “You are all lovely ladies in here [Rowlands Knottingley] and I felt so well looked after. This is such a helpful service, please accept these chocolates as a thank you!” [I expect they’ve all gone by now! – Editor]

**Mrs W:** “It was lovely to come in and have my consultation, because you had lots of time to listen to me, much more so than at the doctors.”

**Anon:** “I really want to lose weight I just need a little bit of extra help and support. You and the ladies are so helpful and its lovely to know I can pop in anytime to check my weight against my target weight...”

## What our pharmacy teams are saying

**Shoaib Ashfaq** has only recently moved to Well (formerly The Co-operative Pharmacy), Market Place, Batley, to provide maternity leave cover, but he has got stuck into recruitment and consultations for the Pharmacy Care Plan service right away.

He says that he is excited to be part of the service because “I like talking to patients, and I think it is great to be engaging with them more.”

Shoaib found that having a team member colleague taking the cholesterol measurements has been invaluable.

“Taking the measurement when recruiting the patient makes sense, and means they are more likely to want to come back for the consultation.”

Shoaib likes the format of the consultation because it gives clear direction to work to. He has found that “the customers really seem to focus on the numbers”.

“One of my customers had a higher than expected cholesterol level, and she was really paying a lot of attention to this and wanted to know a lot about what she could do to be healthy. I think this will help to motivate her.”

## Doing things better – top tips to help you

We can all learn from each other. We asked **Rita Patel**, who is supporting Community Pharmacy Future for Lloyds-Pharmacy, to share some ideas about how to make the Pharmacy Care Plan service run smoothly.

- ❖ Use the PharmOutcomes reporting function to help track which patients have received consultations and which stages have been completed and entered onto the system
- ❖ Use a diary for consultation appointments and book patients to align with their visits for medication