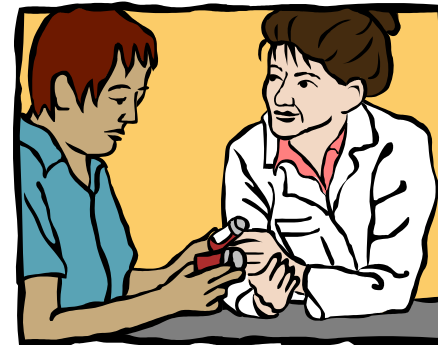




Community Pharmacy – Helping You Stay Well

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What can Community Pharmacy do for you?

- Prescriptions
- Over-the-counter medicines
- Advice and support for healthy living
- Medicines Use Reviews
- New Medicines Service
- Flu Vaccinations – NHS and Private
- Other services

Pharmacy

- Team of trained personnel
 - Pharmacist is degree educated and completes on-going professional development
 - Dispensing technicians have NVQ 3 qualification
 - Counter staff will have NVQ2 as minimum
- Private consultation area
- Immediate access – no appointment needed
- Local – in your neighbourhood, at least 6 days per week

Prescriptions

- Regular prescriptions and acute items
- Prescription collection service
- Electronic Prescription Service
- Advice on prescribed medicines
- Additional support with some new medicines
- Disposal of waste medicines

Over the counter Medicines

- Self treatment options
- Advice on whether these will interact with your prescribed medicines
- Standard preparations for your medicine cabinet

Advice and Support for Healthy Living

- Healthy Eating advice
- Advice on weight management
- Help to stop smoking
- Alcohol awareness

Medicines Use Review

An MUR is a confidential discussion that:

- Should build on your understanding of your medicines and your condition
- Allows you to discuss any problems you have taking your medicines including side effects
- Gives you more information on your condition and what you can do to help yourself
- Helps to reduce medicine waste



An MUR is an NHS service

Who can have an MUR?

- Patients with multiple medicines and/or long-term conditions
- Patient would normally have been using the pharmacy for more than 3 months
- Patients recently discharged from hospital may be invited to have an MUR
- Normally only one MUR in 12 month period
- You can ask to have one

What to expect

- An informal discussion about your medicines
- In private consultation area with pharmacist
- 10-15 minutes in length
- A chance to ask questions
- A copy of the recommendations
- Healthy living advice – diet, exercise, alcohol, smoking etc

What sort of questions?

- When do you take your medicines?
- Do you ever forget some?
- Do you know what your medicines are for?
- Do you have any problems with any of your medicines?
- Do you take any other medicines?
- Do you smoke?
- How much do you drink?

Outcomes

- Information on how to get the best out of your medicines
- Recommendations to your GP to change/ discontinue/ add-in something
- Help to stop smoking/ reduce alcohol/ manage weight
- Information about your condition
- Advice on any necessary tests

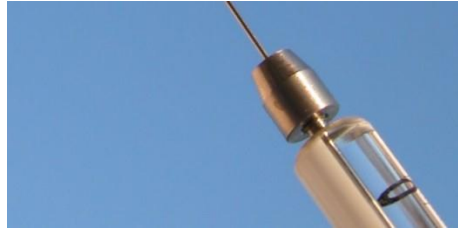
New Medicines Service

- 33% of patients not taking medicine as intended by day 10
- 66% have at least one problem or need information
- £20million of waste medicines per year in our area alone
- Unnecessary hospital admissions

New Medicines Service

- Offered when patient starts on selected new medicines
- Hypertension, Diabetes, Asthma/ COPD, Anti-platelet/ anti-coagulants
- Initial discussion; follow up after 14 days and again at 28 days
- May be done by telephone
- Helps to improve health outcomes

Flu Vaccinations



- Pharmacies offer private flu vaccinations
- Have been vaccinating under 65s on NHS
- From September they will also offer NHS vaccinations for all at risk patients over 18
- No need to make an appointment
- GP will be notified

In the future?

- Health Checks
- More medicines added to the New Medicines Service
- What would you like to see?

Summary

- Pharmacy has wide range of services to offer
- Trained staff and private consultation area
- Available without an appointment
- Local to you

