

Cyflwynwyd yr ymateb i ymgynghoriad y [Pwyllgor Iechyd a Gofal Cymdeithasol](#) ar [Effaith yr ôl-groniad o ran amseroedd aros ar bobl yng Nghymru sy'n aros am ddiagnosis neu driniaeth](#)

This response was submitted to the [Health and Social Care Committee](#) consultation on the [impact of the waiting times backlog on people in Wales who are waiting for diagnosis or treatment](#)

WT 35

Ymateb gan: | Response from: Cymdeithas Fferylliaeth Genedlaethol |
National Pharmacy Association





Response to

Welsh Parliament

Impact of the waiting times backlog on people in Wales who are waiting for diagnosis or treatment.

January 2022.

National Pharmacy Association

The National Pharmacy Association (NPA) is the trade body which represents the vast majority of independent community pharmacy owners in the UK, including across Wales. In addition to being a representative voice, we provide members with a range of commercial and professional services to help them maintain and improve the health of the communities they serve.

The NPA welcomes the opportunity to respond to this consultation on the impact of waiting times backlog on people in Wales who are waiting for diagnosis or treatment.

We would welcome the opportunity to be called to provide further evidence and to arrange this, please contact

General remarks

Community pharmacy is an integral part of NHS Wales, a vital local service and an essential community facility which is perfectly placed to meet the evolving needs of patients and alleviate pressure on the health and care system. Furthermore, the community pharmacy network is a unique exception to the inverse care law which states that those with the highest need for medical care are least likely to receive it. Community pharmacies are often the first port of call for advice and treatment and offer an increasing range of NHS Wales services designed to work in concert with the rest of the primary care multidisciplinary teams, which in turn may take alleviate some of the backlog on people in Wales who are waiting for diagnosis or treatment.

This demonstrates the critical role of community pharmacies in tackling health inequalities and improving the health and wellbeing of deprived communities.

Pharmacies provide a range of NHS Wales services that support the “A Healthier Wales” strategy, these include but not limited to Medicines Use Reviews, Discharge Medicines Reviews, Smoking Cessation, Emergency Contraception and the Common Ailments services.

As figures from Community Pharmacy Wales highlight, Community Pharmacies in Wales can truly be seen as the front door to the NHS. Data has shown that pharmacies in Wales conduct 11,000 consultations per day, with 53% of patients reporting that they would otherwise have visited the GP if the pharmacy were unavailable. Furthermore, without Community Pharmacy support, the report showed that GP practices in Wales would have to accommodate an additional 35,000 consultations.

Committee’s considerations:

With Welsh Governments stated aim of having a pharmacist Independent Prescriber (IP) in every pharmacy by 2030, their utilisation over the coming years will be vital to the efficiency of the NHS as a whole. Ensuring new services are available according to local need alongside the Minor Illness and Contraception which will both be provided nationally. The NPA would advocate for services which would assist people currently awaiting treatment in secondary care, such as pain management.

Within the current service offering, Minor Illness is by far the most utilised across the network. Since its inception it has continued to expand as more pharmacists complete the IP training and begin to offer consultations from the Pharmacy. This has aided patients in being able to see a prescriber for their condition in a timelier manner and reduced patient flow to General Practice.

Proposed services, such as mental health signposting, which Hywel Dda Universtiy Health board are currently proceeding with could also be rolled out nationally in various forms to ensure that the patients most at need are seen by those most suitable to assist. The service proposed in this instance is technician led, which is something the NPA supports as it is further utilising the entire team in order to maximise service delivery and patient care opportunities.

The continued and enhanced promotion of the Common Ailment Scheme, which is available across the network, will ensure the continued diversion of patients who would otherwise have made a GP appointment to Community Pharmacy and allow for their prompt and appropriate treatment.

In summary, the Community Pharmacy network in Wales has shown over the last few years to be a flexible, resourceful and resilient community who have a desire to embed itself in the mind of patients as a clinical site for patient care. We would encourage Welsh Government to continue with this theme and allow the growth and promotion of a clinical Community Pharmacy which is more than able to assist with many of the NHS backlog needs.

Yours sincerely,