

Cyflwynwyd yr ymateb i ymgynghoriad y [Pwyllgor Iechyd a Gofal Cymdeithasol](#) ar [Cefnogi pobl sydd â chyflyrau cronig](#)

This response was submitted to the [Health and Social Care Committee](#) consultation on [supporting people with chronic conditions](#).

CC70: Ymateb gan: | Response from:

Fferylliaeth Gymunedol Cymru/ Community Pharmacy Wales





Community Pharmacy Wales' response to the
Welsh Parliament Health and Social Care
Committee Stage 1 inquiry into

**Supporting people with chronic
conditions**

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Part 1: Introduction

Community Pharmacy Wales (CPW) represent community pharmacy on NHS matters and seeks to ensure that the best possible services, provided by pharmacy contractors in Wales, are available through NHS Wales. It is the body recognised by the Welsh Government in accordance with *Sections 83 and 85 National Health Service (Wales) Act 2006* as 'representative of persons providing pharmaceutical services'.

Community Pharmacy Wales are the only organisation that represents every community pharmacy in Wales. It works with Government and its agencies, such as local Health Boards, to protect and develop high quality community pharmacy-based NHS services and to shape the community pharmacy contract and its associated regulations, to achieve the highest standards of public health and the best possible patient outcomes. CPW represents over 700 pharmacies in Wales. Pharmacies are located in high streets, town centres and villages across Wales as well as in the major metropolitan centres and edge of town retail parks.

In addition to the dispensing of prescriptions, Welsh community pharmacies provide a broad range of patient services on behalf of NHS Wales. These face-to-face NHS Wales services, available from qualified pharmacists and Pharmacy Technicians include, Pharmacist Independent Prescribing Services, contraception services, Discharge Medicines Reviews, Smoking Cessation, Influenza Vaccination, Palliative Care Medicines Supply, Emergency Supply, Substance Misuse and the Common Ailments services.

CPW are pleased to have the opportunity to respond to this important consultation as CPW has long advocated a significantly extended role for the community pharmacy network in managing the workload associated with chronic conditions.

With community pharmacies across Wales delivering a significantly broader range of clinical services and primary care struggling to meet the current workload it remains a puzzle to CPW that the opportunity to leverage the community pharmacy asset in the management of chronic conditions has not, too date, been taken up.

Important changes have taken place in the training of pharmacists such that all pharmacists qualifying from 2026 onwards will be qualified independent prescribers. This is in line with the *Pharmacy: Delivering a Healthier Wales* ambition that is endorsed and fully supported by Welsh Government.

Pharmacy has embraced the changes that Welsh Government endorsed and CPW feel that a responsibility now falls on Welsh Government to respond to these

changes and to maximise this investment. The opportunity to engage the community pharmacy network has never been better.

Part 2: Stage 1 – Supporting people with chronic conditions - broader opportunities

Chronic conditions management in the community: There are over 700 community pharmacy practices across Wales, much greater than the number of GP practices. Community pharmacies are located where people live, work and shop and are right at the heart of local communities. They are the most accessible part of NHS Wales and the only resource of any significance that can meet the Committee's desire to '*treat people with chronic conditions within the community*'.

For people in disadvantaged communities, Public Health Wales' own research shows that the network is one where the '*Inverse Care Law*' does not apply in that there are more pharmacies located in areas of deprivation than in other parts of Wales. This fact coupled with the greater accessibility for disabled people, young mothers and those without their own transport means there is no better place to deliver support for chronic conditions.

The opportunity to use the network: For many people living with a chronic condition, the period following diagnosis and initial treatment is one where regular monitoring, medicines management and annual assessment become the norm. This is where most of the routine workload lies and community pharmacies are more than competent to deliver these interventions.

CPW would propose that the network takes on the ongoing management, medicines supply, assessment and support for those more stable patients living with diabetes or asthma. GPs should be able to refer their more stable patients into a *National Community Pharmacy Chronic Conditions Service*.

Adopting a national service approach would ensure that on-going care meets best practice standards defined by AWTTTC, is consistent across Wales for all patients and is recorded and evidenced. In addition any recommended training can be undertaken as a service requirement.

When there is a deterioration of a patient's condition the pharmacy is in a position to refer the patient back to the GP or, where a Pharmacist Independent Prescriber is engaged in the pharmacy, any necessary changes to medication or dosage can be implemented and the national patient record updated.

Patient's with Multiple Conditions: The committee asks about the management of patients with one or more conditions. The answer to this is not a simple one as one patient could have two chronic conditions that are well

managed and another a single condition that is poorly managed. From a community pharmacy support perspective CPW would suggest that the network is used in the first instance to manage more stable patients living with diabetes, asthma or both. There is a significant workload involved in the management of people living with these conditions and therefore plenty of opportunity for pharmacy to make a significant impact on chronic conditions management.

Prevention and Lifestyle: The committee asks about the *'effectiveness of current measures to tackle lifestyle/behavioural factors'*. Several years ago Welsh Government responded to the messaging from CPW and implemented a national Community Pharmacy Stop Smoking Service. This service has gone from strength to strength such that a significant percentage of people now quit through community pharmacy. This is strong evidence of the effectiveness of community pharmacy interventions and the acceptability of community pharmacy services to the people of Wales where the vast majority, having been offered a choice of providers, chose their local community pharmacy.

The skills in change management required to help a person quit smoking are the same skills that can be used to reduce alcohol consumption or reduce weight and improve lifestyle. If Welsh Government wishes to provide local, accessible health and well-being support then community pharmacy has a record of delivery in this area.

Part 3: Conclusion

CPW is pleased that the Committee is looking at the management of chronic conditions in the community as the community pharmacy network has the potential to make a significant contribution to more effective management of people living with diabetes and asthma.

CPW will be pleased to work with Welsh Government to implement these services.

CPW agree that the content of this response can be made public.

CPW welcome communication in either English or Welsh.

For acknowledgement and further Contact:

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