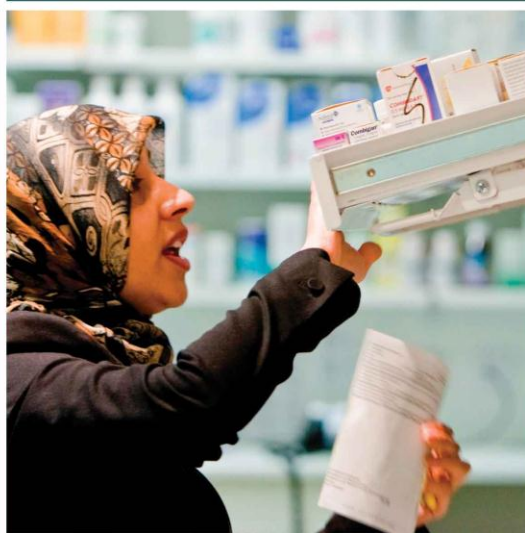
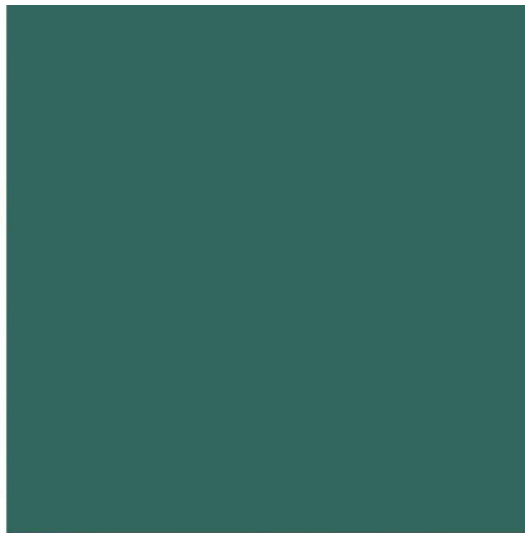




2014/15 COMMUNITY PHARMACY CONTRACTUAL FRAMEWORK NATIONAL AUDIT

Emergency supply of medicines

NHS England Gateway reference: 03118



www.psn.org.uk
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1. Introduction

This year NHS England, NHS Employers and PSNC have agreed that one national audit will be undertaken by all pharmacy contractors; this is instead of locally chosen audit topics selected by area teams.

Choosing a national topic allows the audit to focus on a priority issue for the NHS, in this case the provision of urgent and emergency care. Over the last year NHS England has been undertaking a major review of urgent and emergency care; you can read about the review [here](#).

Community pharmacy teams provide a range of services that support people to manage urgent healthcare needs and use of these services can also help to avoid use of other urgent and emergency care services such as GP practices, out of hours medical services, NHS 111 and hospital emergency departments.

The topic of this year's audit is community pharmacy provision of emergency supplies of medicines at the request of patients (not emergency supplies requested by prescribers).

2. Background to the audit topic

If certain conditions are met, a pharmacist can supply a prescription only medicine (POM) to a patient without a prescription if the pharmacist deems that the patient has an immediate need for the medicine and it would not be practicable to obtain a prescription without undue delay. This is known as an emergency supply and the medicine is sometimes paid for privately by the patient. In some cases, where the patient is due to receive a prescription, the pharmacy may 'loan' medicines, until the prescription arrives.

Pharmacy teams can read more about making emergency supplies in the [Royal Pharmaceutical Society guidance](#) on the topic.

3. Purpose of the audit

Auditing the provision of emergency supplies at the request of the patient made by community pharmacies may help to improve the quality of services in three areas:

a) Community pharmacy: services and practices in the pharmacy may be influenced by the results of the audit. For example, the audit will establish the number of patients accessing repeat medication out of hours in the audit period. Pharmacy teams could use this information to work with local GP practices to identify patients who would benefit from management of repeat prescriptions through the NHS repeat dispensing service or who may need more help and education about ordering their repeat medication;

b) Clinical Commissioning Groups (CCG): the audit will highlight the number of patients requesting repeat medication out of hours which may prompt CCGs to review the following issues with their GP practices:

- Improving information to patients in the out of hours period;
- Improving information about repeat prescription ordering systems and the repeat dispensing service; and
- Ensuring requests for repeat prescriptions made at the end of the week are dealt with before the weekend.

c) NHS England: support the development of national policy regarding access to urgent and emergency care.

4. How was the audit developed?

The audit was developed by NHS Employers, NHS England and PSNC in 2014 and it was then tested by 24 pharmacies in the south of England, working collaboratively with the local CCG.

The test pharmacies reported that they found the audit straightforward to undertake and they provided feedback on how to improve the audit. This feedback has been used to develop the final version of the audit which all pharmacies across England will undertake in 2015.

5. When should the audit be completed?

NHS England is asking pharmacy contractors to undertake the audit in one of two defined two week periods:

Period 1 – Monday 23 March to Sunday 5 April 2015 (inclusive) or

Period 2 – Monday 6 April to Sunday 19 April 2015 (inclusive)

In order to get a good range of results from pharmacies across the country, it is very important that there is a good spread of pharmacies undertaking the audit across the two periods. Ideally half of pharmacies should undertake the audit within each period.

The second period covers part of the Easter public holidays which is a busy time for healthcare providers, including community pharmacies, but as a consequence it is also expected that requests for emergency supplies will be increased. This should provide plenty of data for the audit.

Pharmacies can choose in which of the defined two week periods they wish to undertake the audit, but PSNC is asking Local Pharmaceutical Committees (LPCs) to try to ensure there is an even spread of pharmacies undertaking the audit across both periods. PSNC has likewise asked the large multiple pharmacy groups to do the same within their pharmacies. Consequently pharmacies in multiple groups may want to check with their head office which period they should select to undertake the audit.

Once the audit data period is over, pharmacies should collate their results and then submit these to NHS England's online reporting system by the deadlines below; please note that each audit period has its own web address for submission of the collated data:

Period	Data collection ends	Deadline for submission of collated data	Web address for submitting collated data
Period 1	Sunday 5 April 2015	Sunday 19 April 2015	https://www.engage.england.nhs.uk/survey/28dea36a
Period 2	Sunday 19 April 2015	Sunday 3 May 2015	https://www.engage.england.nhs.uk/survey/633b45bd

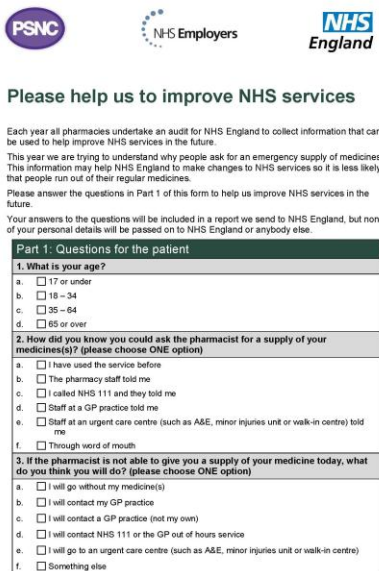
6. Do pharmacies have to undertake the audit?

Yes, undertaking the audit is a contractual requirement. If a pharmacy does not undertake the audit it is a breach of their contractual responsibilities.

7. How to undertake the audit

To undertake the audit you should have the following PDF documents which may have been emailed to you by your NHS England area team or you have downloaded from england.nhs.uk/pharmacy or psnc.org.uk/nationalaudit:

- a) Form A – data collection form – this is a two page A4 form that can be completed by both the patient and the pharmacy team;



Part 1: Questions for the patient

1. What is your age?

a. 17 or under
 b. 18 – 34
 c. 35 – 64
 d. 65 or over

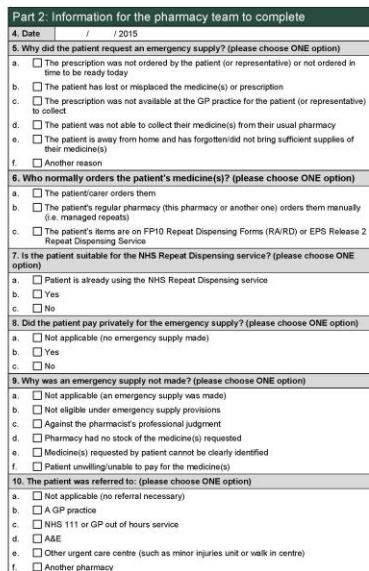
2. How did you know you could ask the pharmacist for a supply of your medicine(s)? (please choose ONE option)

a. I have used the service before
 b. The pharmacy staff told me
 c. I called NHS 111 and they told me
 d. Staff at a GP practice told me
 e. Staff at an urgent care centre (such as A&E, minor injuries unit or walk-in centre) told me
 f. Through word of mouth

3. If the pharmacist is not able to give you a supply of your medicine today, what do you think you will do? (please choose ONE option)

a. I will go without my medicine(s)
 b. I will contact my GP practice
 c. I will contact a GP practice (not my own)
 d. I will contact NHS 111 or the GP out of hours service
 e. I will go to an urgent care centre (such as A&E, minor injuries unit or walk-in centre)
 f. Something else

Form A



Part 2: Information for the pharmacy team to complete

4. Date / / 2015

5. Why did the patient request an emergency supply? (please choose ONE option)

a. The prescription was not ordered by the patient (or representative) or not ordered in time to be ready today
 b. The patient has lost or misplaced the medicine(s) or prescription
 c. The prescription was not available at the GP practice for the patient (or representative) to collect
 d. The patient was not able to collect their medicine(s) from their usual pharmacy
 e. The patient is away from home and has forgotten/aid not bring sufficient supplies of their medicine(s)
 f. Another reason

6. Who normally orders the patient's medicine(s)? (please choose ONE option)

a. The patient/carer orders them
 b. The patient's regular pharmacy (this pharmacy or another one) orders them manually (i.e. managed repeats)
 c. The patient's items are on FP10 Repeat Dispensing Forms (R/RD) or EPS Release 2 Repeat Dispensing Service

7. Is the patient suitable for the NHS Repeat Dispensing service? (please choose ONE option)

a. Patient is already using the NHS Repeat Dispensing service
 b. Yes
 c. No

8. Did the patient pay privately for the emergency supply? (please choose ONE option)

a. Not applicable (no emergency supply made)
 b. Yes
 c. No

9. Why was an emergency supply not made? (please choose ONE option)

a. Not applicable (an emergency supply was made)
 b. Not eligible under emergency supply provisions
 c. Against the pharmacist's professional judgment
 d. Pharmacy had no stock of the medicine(s) requested
 e. Medicine(s) requested by patient cannot be clearly identified
 f. Patient unwilling/unable to pay for the medicine(s)

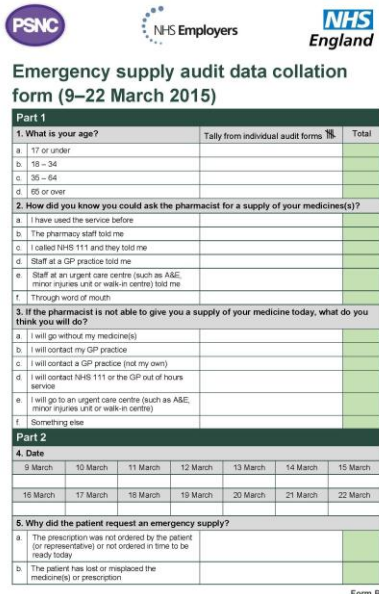
10. The patient was referred to: (please choose ONE option)

a. Not applicable (no referral necessary)
 b. A GP practice
 c. NHS 111 or GP out of hours service
 d. A&E
 e. Other urgent care centre (such as minor injuries unit or walk-in centre)
 f. Another pharmacy

Form A

You will need to print off a number of copies of this form to use during the audit period; one copy per patient requesting an emergency supply will be needed.

- b) Form B or Form C – a data collation form to allow you to collate all the data from the completed data collection forms. Form B is for use in audit period 1. Form C is for use in audit period 2.



Emergency supply audit data collation form (9–22 March 2015)

Part 1

1. What is your age?	Tally from individual audit forms	Total
a. 17 or under		
b. 18 – 34		
c. 35 – 64		
d. 65 or over		

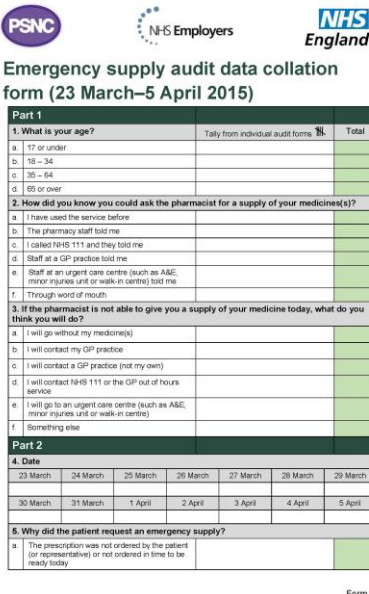
2. How did you know you could ask the pharmacist for a supply of your medicine(s)?

3. If the pharmacist is not able to give you a supply of your medicine today, what do you think you will do?

Part 2

4. Date	5. Why did the patient request an emergency supply?
9 March	
10 March	
11 March	
12 March	
13 March	
14 March	
15 March	
16 March	
17 March	
18 March	
19 March	
20 March	
21 March	
22 March	

Form B



Emergency supply audit data collation form (23 March–5 April 2015)

Part 1

1. What is your age?	Tally from individual audit forms	Total
a. 17 or under		
b. 18 – 34		
c. 35 – 64		
d. 65 or over		

2. How did you know you could ask the pharmacist for a supply of your medicine(s)?

3. If the pharmacist is not able to give you a supply of your medicine today, what do you think you will do?

Part 2

4. Date	5. Why did the patient request an emergency supply?
23 March	
24 March	
25 March	
26 March	
27 March	
28 March	
29 March	
30 March	
31 March	
1 April	
2 April	
3 April	
4 April	
5 April	

Form C

Step 1	Determine whether you are undertaking the audit in period 1 or period 2.
Step 2	Print off multiple copies of Form A and One copy of either Form B (for audit period 1) or Form C (for audit period 2).
Step 3	Brief pharmacy team members (including locums) on the aims of the audit and how the data will need to be collected, including how you will ask patients requesting an emergency supply to complete Part 1 of Form A.
Step 4	When a patient asks for an emergency supply during the audit period, explain to them that you are undertaking an audit of emergency supplies, working with NHS England. Ask them to complete Part 1 of Form A before you then assess their request for an emergency supply in line with your normal pharmacy procedures. All requests for emergency supplies should be recorded, including those where you do not charge the patient for the supply.
Step 5	Complete Part 2 of Form A when you have decided whether to make an emergency supply to the patient. Please complete all sections. Question 5 asks why the patient requested an emergency supply; this information will usually be apparent from the conversation the pharmacist has with the patient, but if not, the patient should be asked about this. Question 6 asks who normally orders the patient's medicines from their GP practice. If the patient regularly uses the pharmacy, the pharmacy team is likely to know the answer to this question, but if not, the patient should be asked about this. Question 7 asks whether the patient is suitable for the NHS Repeat Dispensing service. The answer to this question will be a subjective assessment made by the pharmacist; a professional judgment needs to be made of the individual's suitability. The NHS Repeat Dispensing service is not suitable for all patients, but it is likely to benefit most patients with long-term, stable conditions that need regular medicines.
Step 6	Use Form B or Form C to collate the data from each completed copy of Form A.
Step 7	Report the totals for each of the audit questions to NHS England via their online reporting system by the appropriate deadline (see above). You will need your ODS code (F code) to submit your data to NHS England.

Step 8

Review your audit data with your pharmacy team and reflect on what you may need to do differently in your pharmacy in order to improve your service to patients. For example, could some patients requesting emergency supplies benefit from the NHS repeat dispensing service? If so, how could this be promoted to those patients?

Also reflect on whether the audit data should be considered by your local GP practices? Are there changes to their procedures they need to consider in order to improve the service to their patients?

Thank you for taking part in the audit. The collated results of the audit will be published later in 2015 and the data will be used by NHS England and CCGs to consider whether they can work with GP practices and community pharmacies in order to improve services to patients.

**Pharmaceutical Services
Negotiating Committee**
www.psn.org.uk

NHS Employers
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