

# Pharmacists in Integrated Urgent Care – NHS 111

Steven Allen – NEAS/NTW

Sarah Browbank – NEAS/Gateshead Health

Oyin Close – NEAS/North Tees



**Academic Health  
Science Network**  
North East and North Cumbria



**when it's less  
urgent than 999**

## The Five Year Forward View

# Background + pilot

- *NHS Five Year Forward View* - new models of care and service integration.
- Role of pharmacists in the direct provision of care in Urgent Treatment Centres and the NHS 111 Clinical Assessment Service.
- 9 posts funded by NHS England
- Collaboration with North East Ambulance Service, the Academic Health Science Network (AHSN, North East and North Cumbria) and individual NHS Trusts
- Previously successful elsewhere

# Pharmacists involved

PHARMACISTS	NHS TRUST
Steven Allen Aniqa Rezwana	
Sarah Browbank	
Oyinkansola Close	
Eimear Connell Liam Ross	
Michael Moore	
Samantha Moore	
Lauren Tough	





# Types of Calls Answered



## Medicines related queries

- Prescription requests – NUMSAS, POM medicines supply
- Medicines advisory service – interactions, dosing
- Toxicology
- Care home enquiries – missed doses, advice on clinical scenarios

## Minor ailments

- Self care
- Referral to pharmacies

## Developing advanced practice to answer more clinical queries

- E.g. lab results
- Following NHS 111 blueprint

# Evaluation of pilot

- 3 arms of pilot led by:
  - AHSN – experiences of pharmacists
  - Pharmacists – experiences of other 111 clinicians
  - Pharmacists/NEAS – quantitative data for impact of pharmacy in CAS – outcomes at end of pilot (2020)



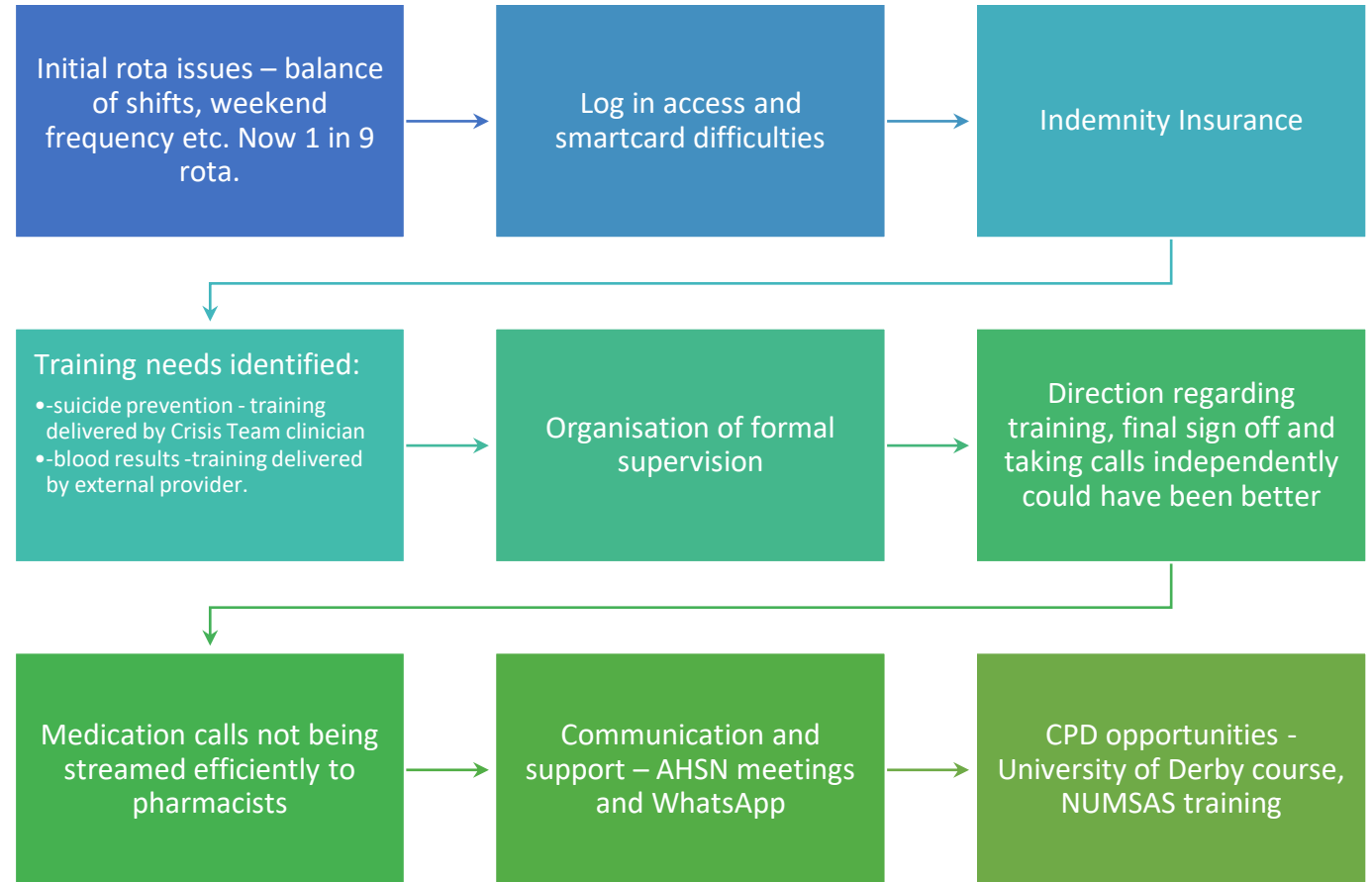
# Pharmacist experiences

- 4 Themes
  - **Personality**
    - All pharmacists involved keen to develop service and career
    - All enjoy working in fast paced and high stress environments
  - **Integration**
    - Challenges encountered making it difficult
    - Unclear roles
  - **Benefits**
    - All have seen a benefit to their role within A&E/mental health/111
    - Medication safety and medicines optimisation
  - **Training**
    - Issues around initial mandatory training requirements
    - All pharmacists undertaking 111 course through University of Derby





# Challenges of role initially







### **Questionnaire – 26 responses**

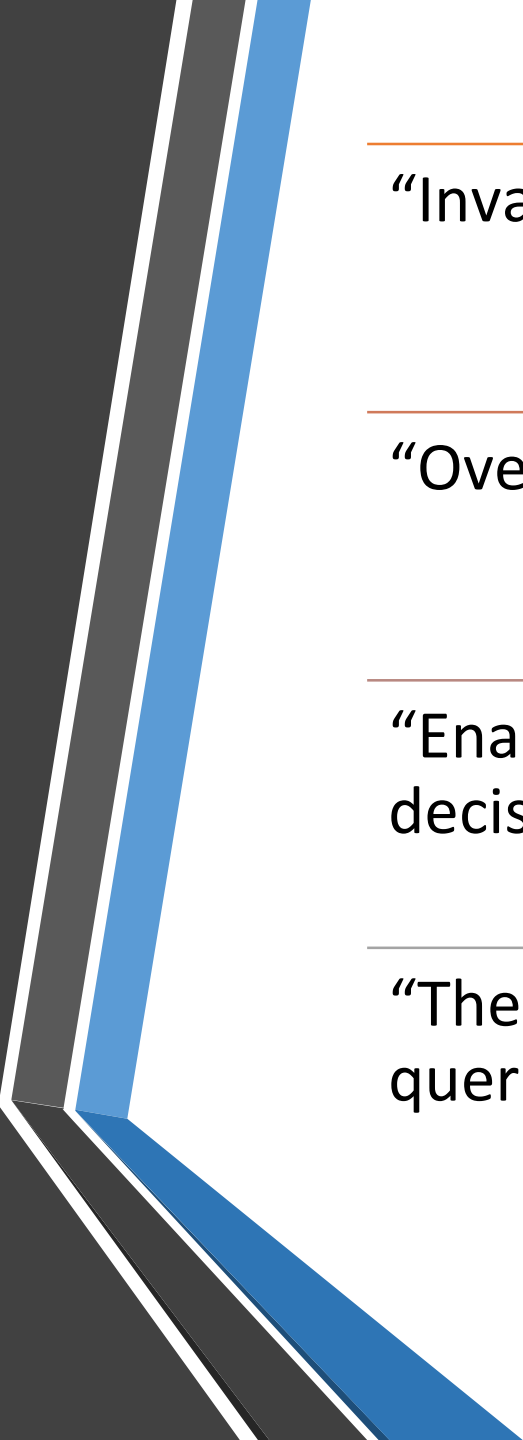
89% of staff interviewed felt pharmacists were an extremely positive/positive addition to the CAS



### **Specific comments/examples which have helped in CAS:**

- Reducing workload pressures on other staff groups
- Right staff member for right query at right time
- Helpful for polypharmacy in care homes
- Helpful in missed doses, overdose – both intentional and unintentional
- Treatment of minor ailments – when and where to refer
- Interface issues – able to teach/share processes from hospital
- Helpful for admin – liaising with pharmacists in community
- Sharing medicines specific resources

# NHS 111 colleague positive experiences



## Quotes from NHS 111 senior clinicians

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“Invaluable asset to the CAS team”

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“Overwhelmingly positive impact”

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“Enabled me to make quick and timely decisions”

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“The ability to stream all medicines related queries allows for a better patient experience”

# NHS 111 colleague experiences – areas for improvement

## Hours – need to be there longer

- Currently finish at 10pm weeknights
- 8am-8pm weekends

## No backfill when on annual leave – ‘unreliable’

## Clearer communication

- Of hours
- What types of calls we are able to answer

## Other roles at acute trust – Oyin Close

A&E and Urgent care at North Tees

Urgent Care practitioner

Clinical governance - patient safety, finance

Staff education and pharmacy updates

Stock review of both ED and urgent care

Collaboration with other directorates in production of guidelines - inpatient management of Parkinson's

# Other roles at acute trust – Sarah Browbank

A&E and Walk in centre at Queen Elizabeth hospital

New role – developing an A&E pharmacy service

Medicines management

Safe and optimal use of medication

Medicines reconciliation

Support with discharge

# Acute roles of other pharmacists

Mental health pharmacists NTW and TEWV – acute admissions, crisis teams, psych liaison

Practitioners in walk in centre – Northumbria

A&E – Sunderland, James Cook

Crossover between roles

- History taking/consultation skills
- Clinical skills
- Understanding of processes
- Able to follow up
- Psych liaison and crisis team referral
- Mental health consultations

# The future of the NHS 111 role

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- **Short Term**

- Improve competence in assessment, diagnosis and management of general medical problems to expand the role.
- Pharmacist specific shared email account for queries
- Direct information passed from 111 to GPs – ‘discharge letter’
- Specific care home number to call with medicines queries
- Prescribing
- Increase pharmacist hours at CAS

- **Business case in development**

- Rotational?
- Linked with base trusts?
- Experience at a more junior level?

- **Remote working for integration of care with acute role.**





# Questions?

## Further info:

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