

Health and Adult Social Care Overview and Scrutiny Committee

20 August 2024

Update on Pharmacy and Dentistry Services

Report from: Sukh Singh, Director of Primary & Community (Out of Hospital) Care

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Summary

This report provides an update on the outstanding actions from the Medway Health and Adult Social Care Overview and Scrutiny Committee (HASC) held on 14 March 2024.

1. Recommendations

1.1. The Committee is requested to note the report.

2. Budget and policy framework

2.1. Under the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 the Council may review and scrutinise any matter relating to the planning, provision, and operation of the health service in Medway. In carrying out health scrutiny a local authority must invite interested parties to comment and take account of any relevant information available to it, and, in particular, relevant information provided to it by a local Healthwatch. The Council has delegated responsibility for discharging this function to this Committee and to the Children and Young People Overview and Scrutiny Committee as set out in the Council's Constitution.

3. Background

3.1. At the 14 March 2024 meeting of Medway HASC, NHS Kent and Medway provided an update on Pharmacy and Dentistry, this report provides an update on actions arising from that meeting.

3.2. Community Pharmacy

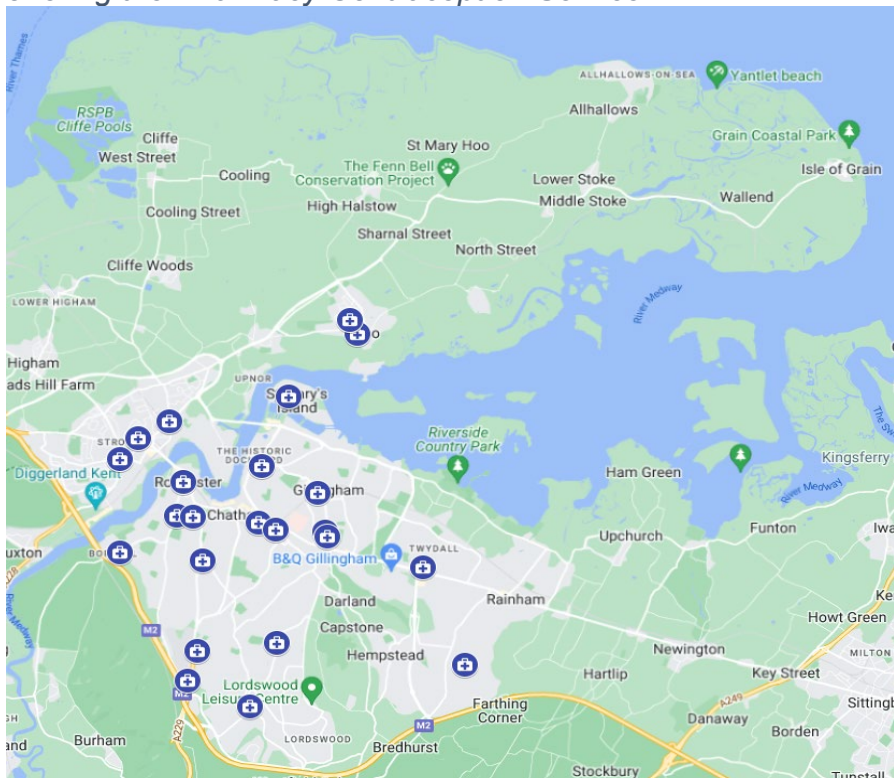
3.3. Community Pharmacy Clinical Services

- 3.3.1. The HASC requested further information regarding details of the time spent by pharmacists in Medway on community pharmacy clinical services and the costs involved.
- 3.3.2. The information in the table as **Appendix 1** provides information on the consultations that have been undertaken and the price per consultation.
- 3.3.3. Please note all the pharmacy advanced services are nationally commissioned and the funding comes out of a global sum, therefore we are unable to utilise the monies in other ways and our priority is to drive the uptake and roll-out of services across Kent & Medway to fully realise the benefits and opportunities that these services bring to reduce pressure on the wider healthcare system, and make it easier for patients to access services.

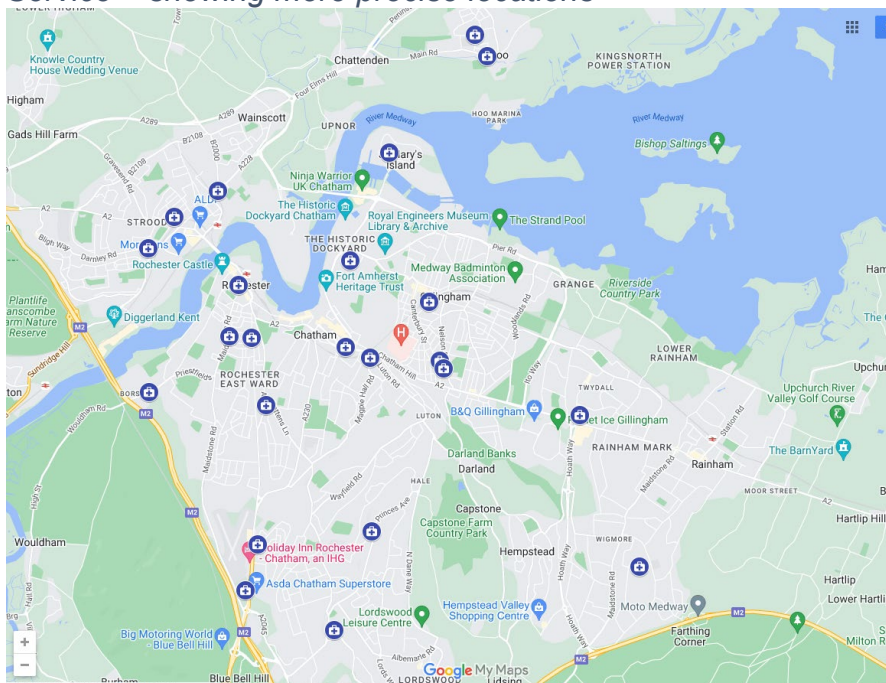
3.4. Community Pharmacy Contraceptive Service

- 3.4.1. Members requested details of the gaps in geographical provision in the pharmacy contraceptive service. The following maps show the Medway community pharmacies that have signed up to deliver the pharmacy contraception service advanced service.
- 3.4.2. Please note that pharmacies can choose whether to sign up to advanced services. This service commenced after the Medway Pharmaceutical Needs Assessment (PNA) was compiled in 2022, so would not have been included in the PNA, but could be considered by public health in the next refresh due in 2025.

1: Map of whole of Medway showing distribution of community pharmacies offering the Pharmacy Contraception Service



2: Map of Medway community pharmacies offering Pharmacy Contraception Service – showing more precise locations



The following table also provides a list of Medway community pharmacies that have signed up to deliver the pharmacy contraception service.

Medway Pharmacies Providing the Pharmacy Contraceptive Service		
Pharmacy Name	Address	Area
Ryders Chemist	130 HIGH STREET, ROCHESTER, KENT, ME1 1JT	Rochester
Bod Pharma	THE THORNDIKE CENTRE, LONGLEY ROAD, ROCHESTER, KENT, ME1 2TH	Rochester
Paydens Pharmacy	134-136 DELCE ROAD, ROCHESTER, KENT, ME1 2DT	Rochester
Bryant Road Pharmacy	59-61 BRYANT ROAD, STROOD, KENT, ME2 3EP	Rochester
Williams Chemist	86-88 FRINDSBURY ROAD, FRINDSBURY, ROCHESTER, KENT, ME2 4HY	Rochester
Kamsons Pharmacy	29 DARNLEY ROAD, STROOD, ROCHESTER, KENT, ME2 2EU	Rochester
Karsons Pharmacy	69-71 CITY WAY, ROCHESTER, KENT, ME1 2BA	Rochester
Focus Chemists	126 BORSTAL STREET, BORSTAL, ROCHESTER, KENT, ME1 3JS	Rochester
Hoo Pharmacy	5 MAIN ROAD, HOO, ROCHESTER, KENT, ME3 9AA	Rochester
Knights Pharmacy	39 KNIGHTS ROAD, HOO, ROCHESTER, KENT, ME3 9DT	Rochester
Brompton Pharmacy	3 HIGH STREET, BROMPTON, GILLINGHAM, KENT, ME7 5AA	Gillingham
Paydens Pharmacy	THE HEALTHY LIVING CENTRE, BALMORAL GARDENS, GILLINGHAM, KENT, ME7 4PN	Gillingham
Smiths Pharmacy	318-320 CANTERBURY STREET, GILLINGHAM, KENT, ME7 5JP	Gillingham
Medway Pharmacy	465 CANTERBURY STREET, GILLINGHAM, KENT, ME7 5LJ	Gillingham
J Spensley	1 TWYDALL GREEN, GILLINGHAM, KENT, ME8 6JY	Gillingham
Fenns Chemist	33-35 PARKWOOD GREEN, RAINHAM, KENT, ME8 9PW	Gillingham
Paydens Pharmacy	139 NEW ROAD, CHATHAM, KENT, ME4 4PT	Chatham
Well	22 MAGPIE HALL ROAD, CHATHAM, KENT, ME4 5JY	Chatham
Island Pharmacy	63 ASTER DRIVE, ST MARY'S ISLAND, CHATHAM, KENT, ME4 3EB	Chatham
Delmergate Limited	21 SHIRLEY AVENUE, CHATHAM, KENT, ME5 9UR	Chatham
Morrisons Pharmacy	NEIGHBOROUGH CENTRE, PRINCES PARK, WALDESLADE, KENT, ME5	Chatham
Asda Pharmacy	387 MAIDSTONE ROAD, CHATHAM, KENT, ME5 9SD	Chatham
Fenns Chemist	9-10 WALDESLADE CENTRE, WALDESLADE, CHATHAM, KENT, ME5 9LR	Chatham

Source: <https://www.nhs.uk/nhs-services/pharmacies/find-a-pharmacy-offering-contraceptive-pill-without-prescription/>

3.5. Pharmacy First Advanced Service

3.5.1. Members also requested an update on the Pharmacy First Advanced Service.

3.5.2. The service commenced on 31 January 2024 and incorporates two previous elements of the Community Pharmacy Consultation Service (CPCS) – minor illness consultations and the supply of urgent medicines. In addition to this, the service also enables community pharmacies to provide advice and NHS-funded treatment, where clinically appropriate, for seven common conditions:

1. sinusitis (12 years and over)
2. sore throat (5 years and over)
3. infection of the middle ear- acute otitis media (1 to 17 years)
4. infected insect bite (1 year and over)
5. impetigo (1 year and over)
6. shingles (18 years and over)
7. uncomplicated urinary tract infections in women (16- 64 years)

3.5.3. Consultations for these seven clinical pathways can be provided to patients presenting to the pharmacy as well as those referred by NHS 111, general practices urgent treatment centre and walk-ins. This service commenced after the Medway Pharmaceutical Needs Assessment (PNA) was compiled in 2022, so would not have been included in the PNA.

3.5.4. In the clinical pathway consultations with a pharmacist, people with symptoms suggestive of the seven conditions will be provided with advice and will be supplied, where clinically necessary, with a prescription-only treatment under a Patient Group Direction (PGD) or in one pathway, an over-the-counter medicine (supplied under a clinical protocol) as part of the free NHS service. Note that prescription fees apply to those who pay for prescriptions.

3.5.5. After 2026, all newly qualified pharmacists joining the register will be independent prescribers from day one of registration, which (combined with the fact that many existing pharmacists will also choose to undertake the training) will significantly increase the pool of independent prescribing pharmacists in community pharmacy. There are currently pilots being set up across England to test how independent prescribing could play a role in community pharmacy services, and to support the design of a commissioning framework for the NHS to do so. In the context of this service and others, this presents a future opportunity to expand on this service and broaden the criteria and conditions outside of these PGDs, meaning that more patients can be supported in this setting.

3.6. Dentistry

Dental Practices Accepting NHS Patients

3.6.1. Members requested information on NHS dentists accepting new patients.

3.6.2. Information on which practices are accepting new patients can be accessed via Find a dentist - NHS (www.nhs.uk), anyone can search the locality to find dentists accepting new patients. Dentists do not have practice boundaries and patients are only registered at a dentist for their course of treatment so patients can approach any NHS dentist in England.

3.6.3. Dental Practices are required to update their website profiles once a quarter, this includes indicating whether they are accepting new patients. As of 25 July 2024, there were 11 Medway dental practices accepting patients in one or more categories.

Medway Dental Practices Accepting New Patients			
	Organisation Name	Address	Area
1	St Mark Crown Court Clinic	203 High Street, Rochester, Kent, ME1 1HB	Rochester
2	Photay & Associates	196 High Street, Rochester, Kent, Rochester, Kent, ME1 1EY	Rochester
3	Thakray Dental Clinic	11 Central Road, Strood, Kent, Kent, ME2 3HF	Rochester
4	Louise Lunness-Barnes Dental Clinic	4 The Parade, Allington Drive, Strood, Kent, ME2 3ST	Rochester
5	Dental Healthcare Practice	Dental Healthcare Practice, 83a, High Street, Gillingham, Kent, ME7 1BL	Gillingham
6	Maidstone Road Dental Clinic	3 Maidstone Road, Rainham, Gillingham, Kent, ME8 0DH	Gillingham
7	Omnipark Dental Practice	The Dental Surgery, 3 Birling Avenue, Rainham, Gillingham, ME8 7HB	Gillingham
8	Toothcare Dental	367 Maidstone Road, Wigmore, Gillingham, Kent, ME8 0HT	Gillingham
9	Luton Arches Dental	425 High Street, Chatham, Kent, Chatham, ME4 4NU	Chatham
10	Ashley S Lupin & Associates	27 Railway Street, Chatham, Kent, ME4 4RH	Chatham
11	Gibraltar House	Gibraltar Hill, Chatham, Kent, Kent, ME4 4RY	Chatham

Source: <https://www.nhs.uk/service-search/find-a-dentist>

3.7. Recruitment and Retention

3.7.1. Members requested further information on recruitment and retention, including delays in newly qualified dentists being registered to practice.

Registration of Dentists

Dentists who qualify in the UK come to the NHS through Dental Foundation Training (DFT), for which there is a national selection process, and they can work for 3 months as a DFT without being on the performer list. They are issued their performer number at the completion of DFT and automatically able to work for the NHS.

3.7.3. Dentists who are returning practitioners or who are from overseas come to the NHS through the Performers List Validation by Experience (PLVE) process. There have been some delays getting international and returning practitioners on to the General Dental Council (GDC) performer list.

- Stage 1 - the practitioner is required to register with the General Dental Council (GDC). Registration with the GDC covers the basic requirements of a practitioner being safe to work including identifying any health conditions that preclude them from safe practice.
- Stage 2 -once accepted onto GDC register, the individual will be processed to be added to the performers list so they can work in the NHS. If further checks are needed practitioner will be provisionally included in the GDC performers list.

3.7.4. This process has recently been sped up. There is a new target to get them provisionally registered within 3 weeks of application.

3.7.5. The main causes of delay are incomplete applications or lack of supporting paperwork. Safety is a priority, so they need Disclosure and Barring Service (DBS) checks and occupational health clearance. Work is being done to better communicate the requirements to all to avoid these delays. There are also issues with lack of resources for screening the applications, but efforts are being made to address this.

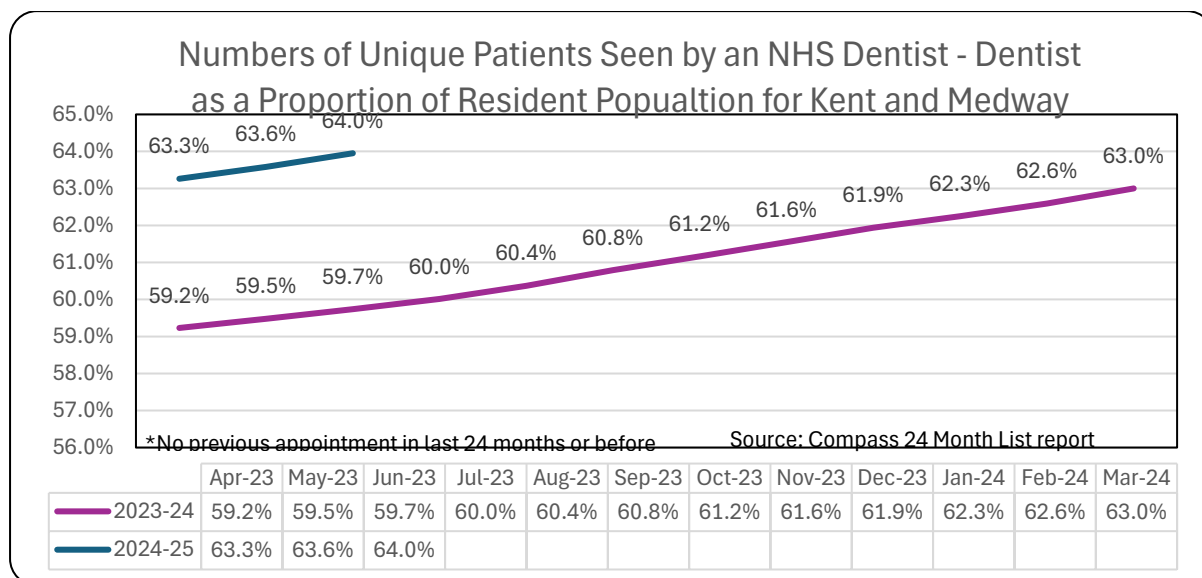
- Time to join the provisional performer list is now down from 6 months+ to 6 weeks against a target of 3 weeks
- Time to full inclusion on the performer list down from 12 months to 3 – 12 months

3.7.6. Some dentists have chosen to raise the issue with their MPs and local councillors rather than follow the required process.

3.7.7. All provisional applicants also need a training needs assessment, which takes time, and is important to ensure they can offer the standard of care required across the board. The current plan is that things will be tweaked to allow the assessment to be completed after they are provisionally included on the list to speed things up further, but it is important to identify gaps in knowledge - for example in some countries, dentists do not take x-rays as these are all done by technicians. In the UK, dentists take their own, and they must be able to do this safely.

3.7.8. Dentists who are provisionally included on the GDC performers list are supported by a mentor in practice. The time it takes for them to reach "sign off" and be fully included on the performer list is variable and related to their needs. Experienced dentists who have had little time out of practice will progress much faster than those who may have been out of practice for several years and need more skills refreshing. This more bespoke and flexible

3.8.6. The child target set for Q1 = 54%, performance for April, May and June has exceeded this target. Performance for the three months has also exceeded the performance for these months in 2023-24.



4. Conclusion

- 4.1. This report provides an update on actions from the Medway HASC meeting on 14 March 2024.
- 4.2. We recognise further work is needed to continue to address the challenges in accessing NHS dental services and we are committed to working with our key stakeholders and system partners to make best use of our existing provision and bring forward innovative solutions. We will be focusing our commissioning of additional dental capacity in areas of highest need to improve access to NHS dentistry and work collaboratively with Medway public health to ensure we collectively support the Oral Health needs of Medway residents.
- 4.3. The report also positively highlights the valuable role of community pharmacy in supporting Medway residents to access clinical services. The ICB are committed to working with system partners (including Medway council) to raise public awareness of community pharmacy services.

5. Risk management

- 5.1. There are no significant risks to the Council arising from this report.

6. Financial implications

- 6.1. There are no financial implications to Medway Council arising directly from this report.

7. Legal implications

7.1 There are no financial implications to Medway Council arising directly from this report.

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Appendices

Appendix 1 - Community Pharmacy Clinical Services (information on the consultations that have been undertaken and the price per consultation)

Background papers

None

Appendix 1 - Community Pharmacy Clinical Services

Name of service	Launch date	% signed up	Number of Medway pharmacies signed up	No. of consultations	Costs associated *excludes any incentives	Links
Community Pharmacist Consultation Service (CPCS)	Expired 31 st January 2024	100%	51	2023/24 17133 consultations	A consultation fee of £14 will be paid for each completed referral (both urgent medicines supply and low acuity/minor illness). Scheme superseded by Pharmacy First 31 st Jan 2024.	NHS England » Community pharmacy advanced service specification: NHS Community Pharmacist Consultation Service
Pharmacy First Advanced Service	31 January 2024	96%	49	February and March 2024 6904 consultations	15 per consultation* https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-first-service/	https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-first-service/
Discharge Medicines Service (essential service)	15th February 2021.	100%	51	2023/24 1024 consultations	Stage 1, 2 and 3 payable separately at £11 or £12 Full service: £45	Discharge Medicines Service - Community Pharmacy England (cpe.org.uk)
Pharmacy Contraception Advanced Service	1 December 2023	66%	34	February and March 2024 124 consultations	After 10 consultations*completed - £18 per consultation	https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-contraception-service/
Hypertension Advanced Service	November 2021	86%	44	2023/24 4809 consultations	Clinic check fee of £15 Ambulatory monitoring fee of £45.	https://cpe.org.uk/national-pharmacy-services/advanced-services/hypertension-case-finding-service/