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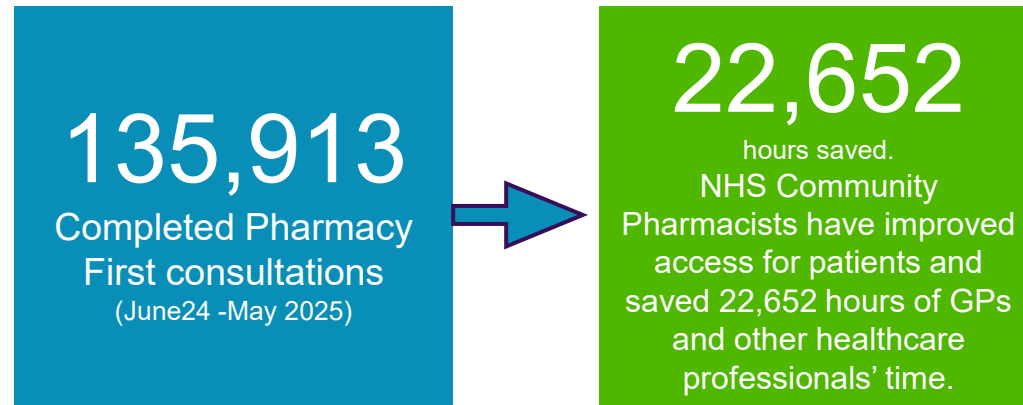
# COMMUNITY PHARMACY UPDATE

11<sup>th</sup> July 2025 – JHOSC  
**Kristina Petrou**

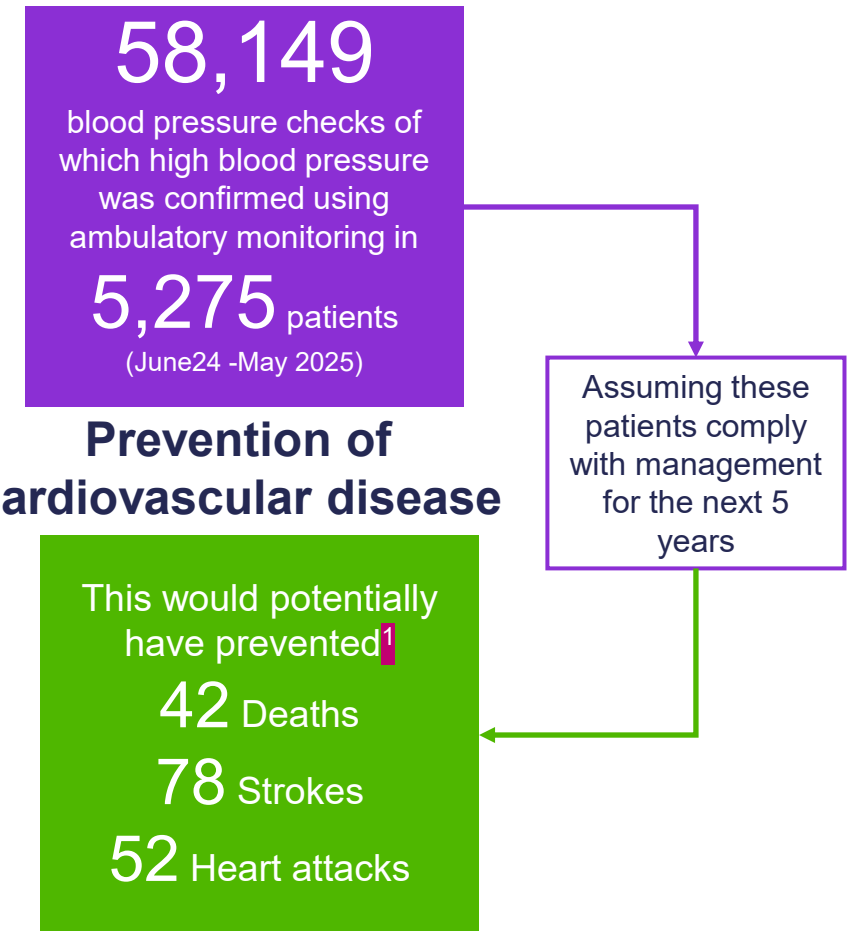
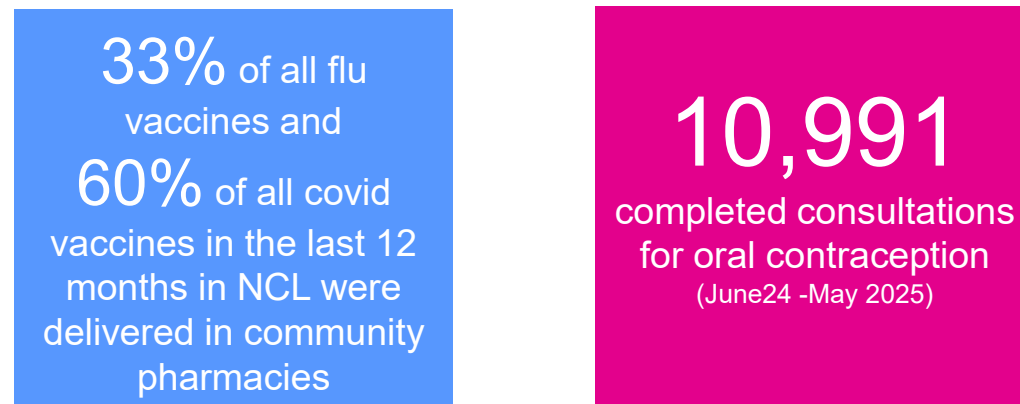
# ***“How are pharmacy clinical services having an impact on patient care in NCL?”***



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## **Improving access in primary care**



<sup>1</sup> <https://thennt.com/nnt/anti-hypertensives-to-prevent-death-heart-attacks-and-strokes/>

# Patient experience



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## Trust in community pharmacy

### Flu and COVID-19 vaccine delivery

**33%** of NCL patients opted to have their flu vaccination in a local pharmacy and **60%** of patients selected pharmacy as the location for their covid vaccination.

### Access

**94.6%** found pharmacies easy to access. Only **5%** of the public found pharmacies “difficult” to access.

**37%** who reported difficulty accessing GP services. Pharmacies were seen as the **most accessible** healthcare setting

**85%** reported an overall positive experiences with staff and convenience.

**60%** were aware of the **Pharmacy First** scheme.

**84%** of the 10,998 patients in NCL using the Selfcare Medicines Scheme(SCMS) in the last 12 months reported they would have gone to their GP were it not for our service

## Concerns

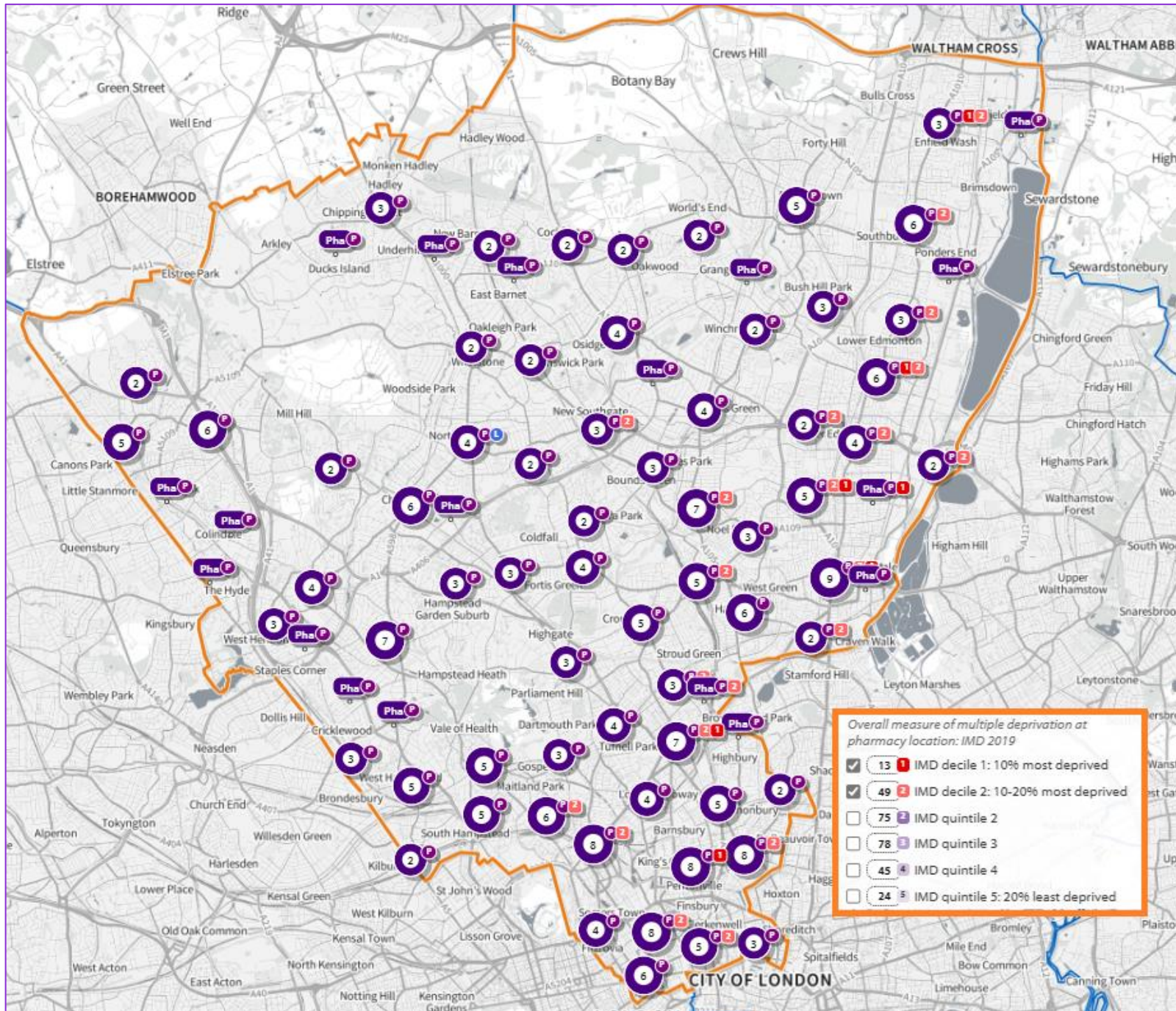
**25%** patients reported having ever delayed or skipped medications due to cost.

**15%** had concerns about privacy during consultations [*in England, community pharmacies are required to have consultation rooms that comply with the NHS Regulations, to deliver certain clinical services*]



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# Map illustrating the pharmacies in NCL



Data Feb'25

Source: SHAPE

<https://app.shapeatlas.net/place/>



# Community pharmacy services



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NATIONAL		REGIONAL	NCL ICB/PH
Essential Services	Advanced Services	Enhanced Services	Locally Commissioned Services
<ol style="list-style-type: none"> <li>1. Dispensing Medicines</li> <li>2. Repeat Dispensing and eRD</li> <li>3. Dispensing Appliances</li> <li>4. Disposal of unwanted medicines</li> <li>5. Support for Self Care</li> <li>6. Signposting</li> <li>7. Healthy Living Pharmacies</li> <li>8. Public Health (Promotion of Healthy Lifestyles)</li> <li>9. Discharge Medicines Service (DMS)</li> </ol>	<ol style="list-style-type: none"> <li>1. Flu vaccination service</li> <li>2. Pharmacy First</li> <li>3. Hypertension case-finding service</li> <li>4. New Medicine Service (NMS)</li> <li>5. Appliance Use Review (AUR)</li> <li>6. Stoma Appliance Customisation (SAC)</li> <li>7. Smoking Cessation Advanced Service</li> <li>8. Contraception service</li> </ol>	<ol style="list-style-type: none"> <li>1. London Vaccination Service</li> <li>2. COVID-19 vaccination (national)</li> <li>3. Bank holiday rota</li> </ol>	<p><u>Local Authority / Public Health</u></p> <ul style="list-style-type: none"> <li>• Needle Exchange</li> <li>• Supervised self-administration</li> <li>• Stop Smoking Service</li> <li>• Emergency Hormonal Contraception (EHC)</li> <li>• Condom Distribution</li> </ul> <p><u>ICB</u></p> <ul style="list-style-type: none"> <li>• Supply of End-of-Life medicines (EoL)</li> <li>• Self-Care Medicines Scheme (SCMS)</li> </ul>

# Pharmacy First Service



From soothing an earache to treating a UTI, your local pharmacist can now provide medicines for seven conditions, if necessary, without the need for a GP appointment or prescription.

Subject to age eligibility. For more information, visit [nhs.uk/thinkpharmacyfirst](https://nhs.uk/thinkpharmacyfirst)

See your  
pharmacist

Help us  
help you

- Almost all pharmacies now offer the Pharmacy First service, giving advice and, if needed, NHS medicines to treat seven common health conditions – and all without the need for a GP appointment.
- This service is available in 95% of pharmacies in NCL

PHARMACIES REGISTERED FOR PHARMACY FIRST (June25)	Yes	No	Grand Total
Barnet	68	2	70
Camden	57	4	61
Enfield	55	2	57
Haringey	50	2	52
Islington	45	1	46
Grand Total	275	11	286

95%

# Pharmacy First – launched 31<sup>st</sup> Jan 2024



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- Pharmacy First (PF) launched 31<sup>st</sup> January, replacing the Community Pharmacist Consultation Service (CPCS).
- It includes all previous CPCS elements, plus 7 new clinical pathways.
- The PF service comprises three elements:

## Pharmacy First (NHS referrals for minor illness)

- ✓ Previously commissioned as part of CPCS
- ✓ referrals from GP practice and NHS111

## Pharmacy First (urgent repeat medicine supply)

- ✓ Previously commissioned as part of CPCS
- ✓ referrals from NHS111

## Pharmacy First (clinical pathways)

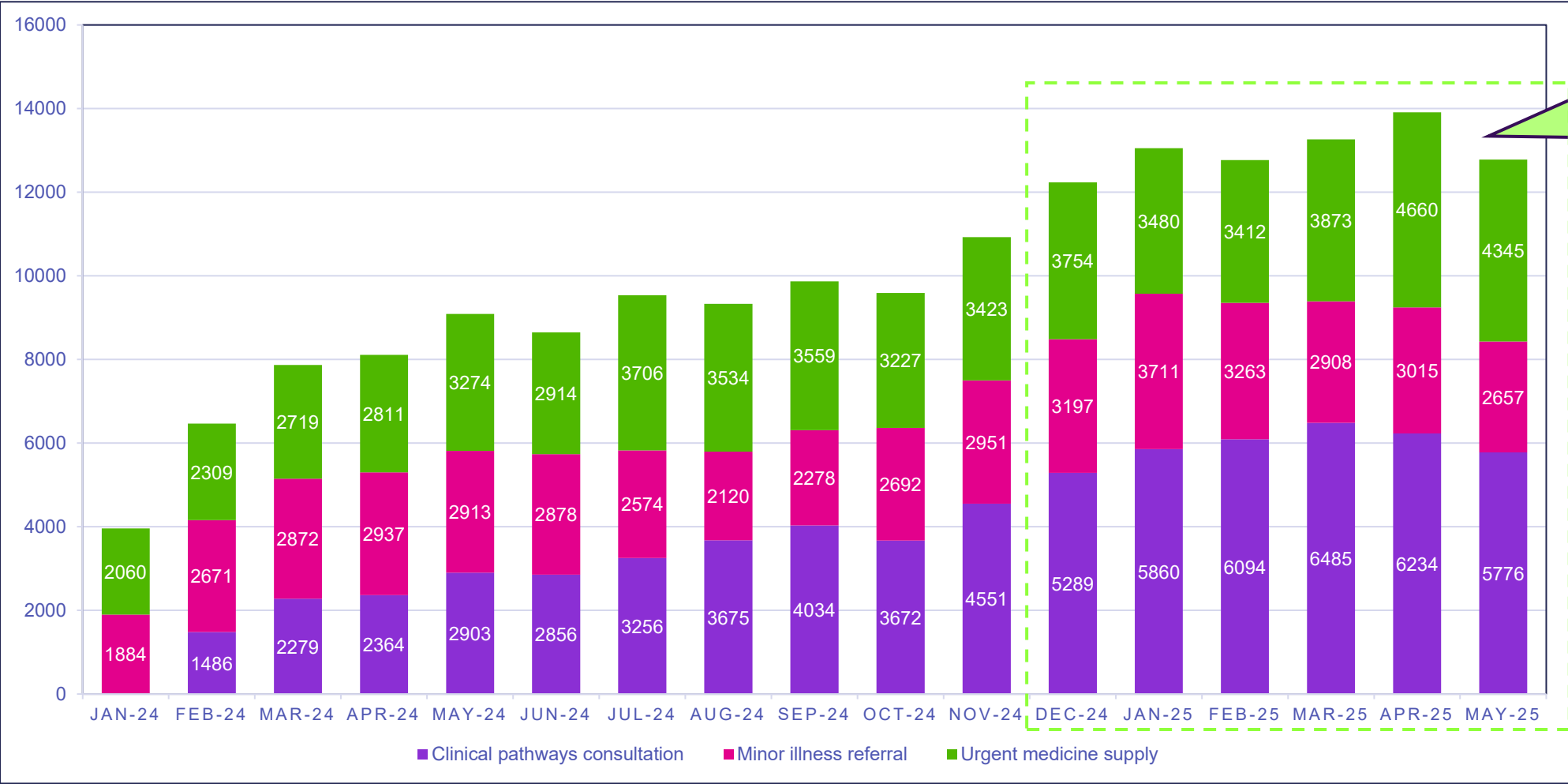
- ✓ new element
- ✓ referrals from GP practice and NHS111 or walk-in

- Contractors MUST be able to provide all 3 elements (only exception is DSPs will not need to do otitis media pathway due to need to use otoscopes).

# NCL completed Pharmacy First consultations by month by type



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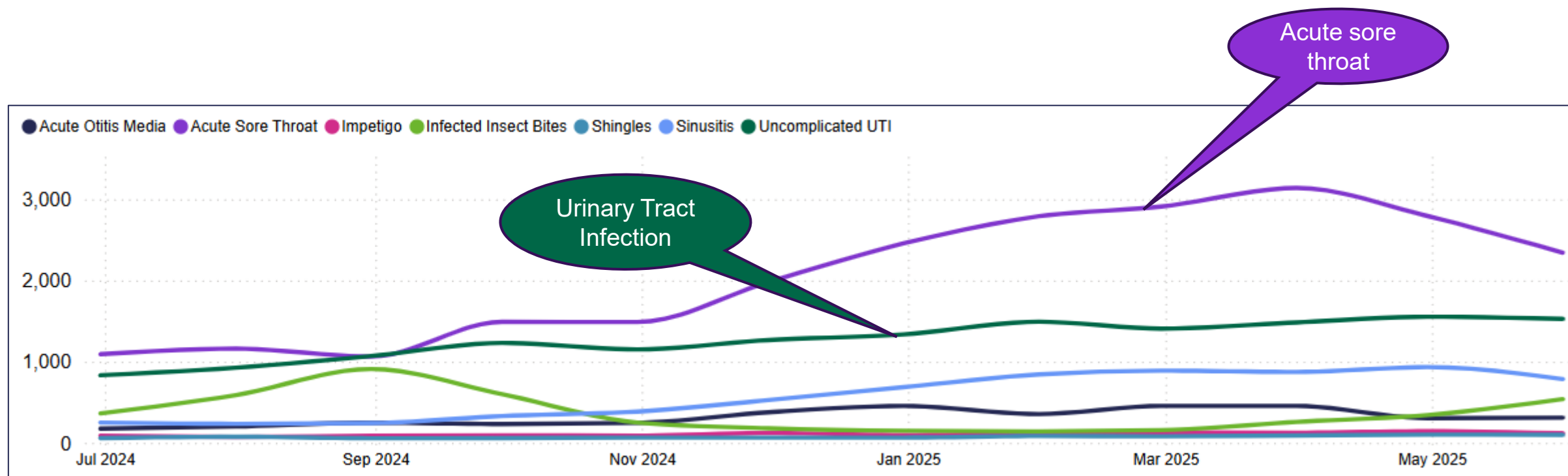
Average  
around 13,000  
completed  
consultations  
per month in  
the past 6  
months



# PF activity by month by clinical pathway



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The two most common conditions presented to community pharmacies as part of Pharmacy First are sore throat and urinary tract infection.

# NCL Self-care Medicines Scheme (SCMS)



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## Self-Care Medicines Scheme

### Could you or your child get free non-prescription medicines?

Some people on low incomes, young people aged 16-18 in education or who are undertaking an apprenticeship, and people who are homeless may be able to get selected free over-the-counter medicines for themselves or their child at a local pharmacy as part of the Self-Care Medicines Scheme in Barnet, Camden, Enfield, Haringey and Islington.

Go to the website below or scan this QR code for full eligibility criteria and more information >



bit.ly/NCLselfcare

## Who can use this service...

Patients aged under 16 years who have at least one parent who would be eligible for this service

Patients who are receiving Universal Credit and whose income is at a level where they are eligible for free prescriptions.

Patients receiving any other benefits which give them eligibility for free prescriptions:

- NHS Low Income Scheme and are in possession of a valid HC2 certificate.
- Income Support (IS) or Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Tax Credit exemption certificate
- Pension Credit Guarantee Credit

Young people aged 16,17 or 18 years **and**

- in full-time education, part-time education, or undertaking an accredited level 1 apprenticeship

Homeless and in possession of local authority 'Letter of homelessness'

Further info: <https://cpe.org.uk/dispensing-and-supply/prescription-processing/receiving-a-prescription/patient-charges/exemptions/>

# Conditions and medicines included in the SCMS



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- Athlete's foot
- Back pain
- Constipation (Age > 12)
- Contact dermatitis
- Diarrhoea
- Dyspepsia and indigestion
- Earache
- Fever / headache
- Haemorrhoids
- Hay fever, allergic rhinitis and allergies
- Head lice
- Minor injuries
- Nappy rash
- Ringworm
- Scabies\*
- (and pruritus from scabies)
- Teething
- Threadworm
- Vaginal thrush
- Warts and verrucas

Anusol™ cream / oint / supps  
 Aquamax® cream  
 Beclometasone nasal spray  
 Bonjela® teething gel  
 Bug busting kit  
 Cetirizine tablets / liquid  
 Chlorphenamine tablets / liquid  
 Clobetasone 0.05% cream  
 Clotrimazole cream / pess/ combi  
 Crotamiton 10% cream  
 Dimeticone (Hedrin®)  
 Dioralyte™ sachets  
 Docusate sodium caps  
 Duofilm® (15ml)  
 Emulsifying ointment  
 Fluconazole oral capsule 150mg (1)  
 Head lice comb  
 Hydrocortisone 1% cream (15g)  
**Ibuprofen \*\***  
 Isphagula husk sachets (Fybogel™)

Loperamide capsules (6)  
 Loratadine 10mg tablets (30)  
 Macrogol compound oral powder sachets  
 Malathion liquid  
 Mebendazole tablet / liquid  
 Metanium® ointment  
 Miconazole cream 2% (30g)  
 Mucogel® oral suspension  
 Olive Oil ear drops  
**Paracetamol \*\***  
 Peptac® suspension  
 Permethrin cream  
 Salactol™ paint  
 Senna tablets / liquid  
 Sodium bicarbonate eardrops  
 Sodium chloride 0.9% sterile solution  
 Sodium cromoglicate 2% eye drops  
 Sudocrem®  
 Zinc & castor Oil cream

<b>Paracetamol</b>	Tablets 500mg (32)	Suspension SF 120mg/5ml (100ml)	Suspension SF 250mg/5ml (100ml)	Suspension SF 120mg/5ml (200ml)	Suspension SF 250mg/5ml (200ml)
<b>Ibuprofen</b>	Tablets 200mg (24)	Tablets 400mg (24)	Suspension 100mg/5ml (100ml)	Suspension 100mg/5ml (200ml)	

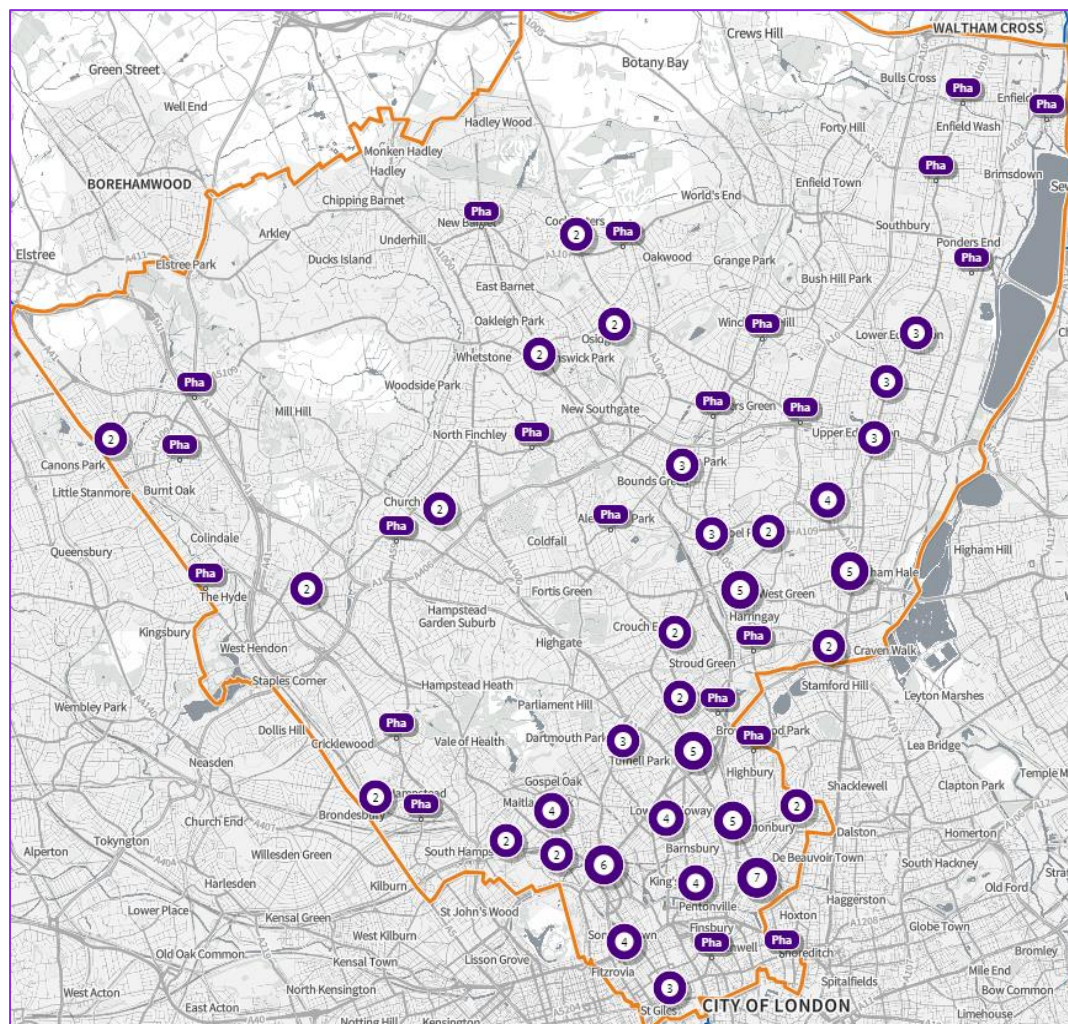


# Pharmacies signed up for SCMS

(as of 23/6/2025)



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Borough	Number of participating pharmacies
Barnet	21
Camden	29
Enfield	27
Haringey	30
Islington	36
Westminster (on Camden border)	1
Brent (Camden border)	1
Grand Total	145

51%

Further info: <https://nclhealthandcare.org.uk/keeping-well/self-care/>

# SCMS activity: June 24 – May 25



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10,998

consultations June -  
May 2025

84% of

patients would  
have gone to GP

84% of

consultations were  
self-referred

54%

of consultations in Islington  
27% in Camden  
10% in Haringey  
9% in Enfield  
0.4% in Barnet

44%

patients under 16

11 patients

required onward  
referral



# NHS blood pressure check service



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## Over 40? You need to know your blood pressure



Around 1 in 4 adults in the UK have high blood pressure, but many don't know it. It can increase your risk of having a heart attack or stroke.

Knowing what your blood pressure numbers mean could save your life.

To find out how to get checked and manage your risk, visit [nhs.uk/bloodpressure](https://nhs.uk/bloodpressure)



Help us  
help you

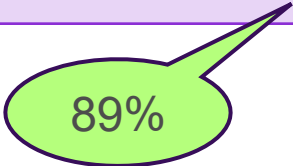
### Why get your blood pressure checked?

- High blood pressure, also called hypertension, is a condition which can be controlled to reduce the risk of a heart attack, stroke or other cardiovascular disease.
- In the UK there are about five million adults (one in every nine) who have high blood pressure without even knowing it, since high blood pressure itself rarely causes symptoms.
- The British Heart Foundation estimates that high blood pressure causes over 50% of heart attacks and strokes.

### What does this free NHS blood pressure check involve?

- FREE NHS blood pressure checks to people aged 40 and over with no appointment necessary.
- General practices can also refer patients to a participating community pharmacy for a clinic blood pressure reading, or for 24-hour ambulatory blood pressure monitoring.

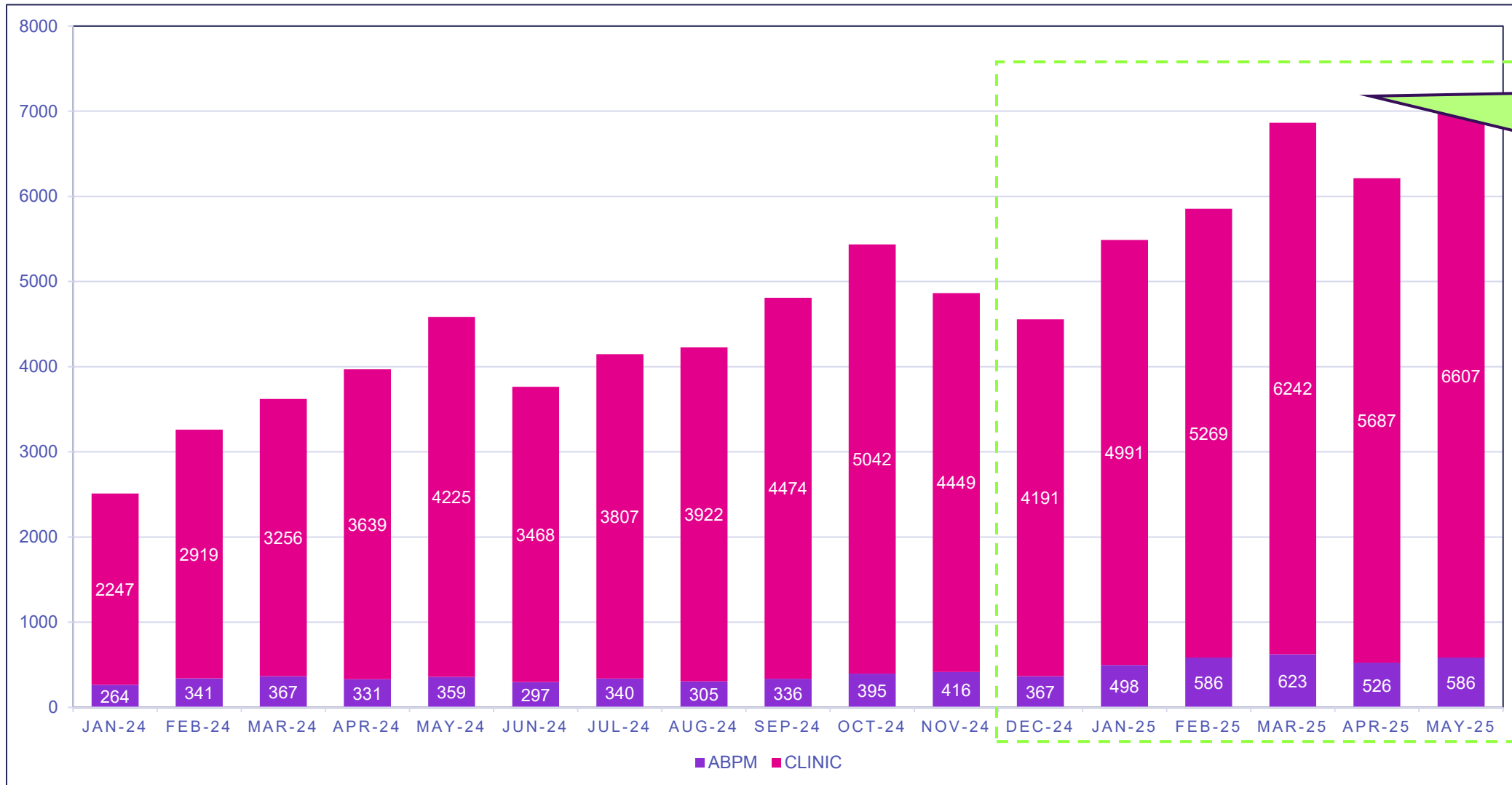
PHARMACIES REGISTERED FOR BLOOD PRESSURE CHECK (June25)	Yes	No	Grand Total
Barnet	63	7	70
Camden	53	8	61
Enfield	51	6	57
Haringey	47	5	52
Islington	42	4	46
Grand Total	256	30	286



# BP activity by type (Sep23-May25)



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An average of just over 6,000 blood pressure checks completed in NCL in the past 6 months

# Pharmacy Contraception Service



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## Need a supply of oral contraception?

If you're already taking oral contraception (the pill) or looking for your first supply, you can arrange a confidential consultation at a local participating pharmacy.

This service is free for everyone, and you don't need to be registered with a GP.



To find out more, scan the QR code or visit [www.england.nhs.uk/pharmacycontraception](http://www.england.nhs.uk/pharmacycontraception)

- This free service may be more convenient than booking an appointment with the GP surgery or at a sexual health clinic.
- The pharmacist can give the same expert advice about selecting and managing contraceptive pills as the GP surgery.
- From October'25 Emergency Hormonal Contraception(EHC – 'morning after pill') will be added to the national service.

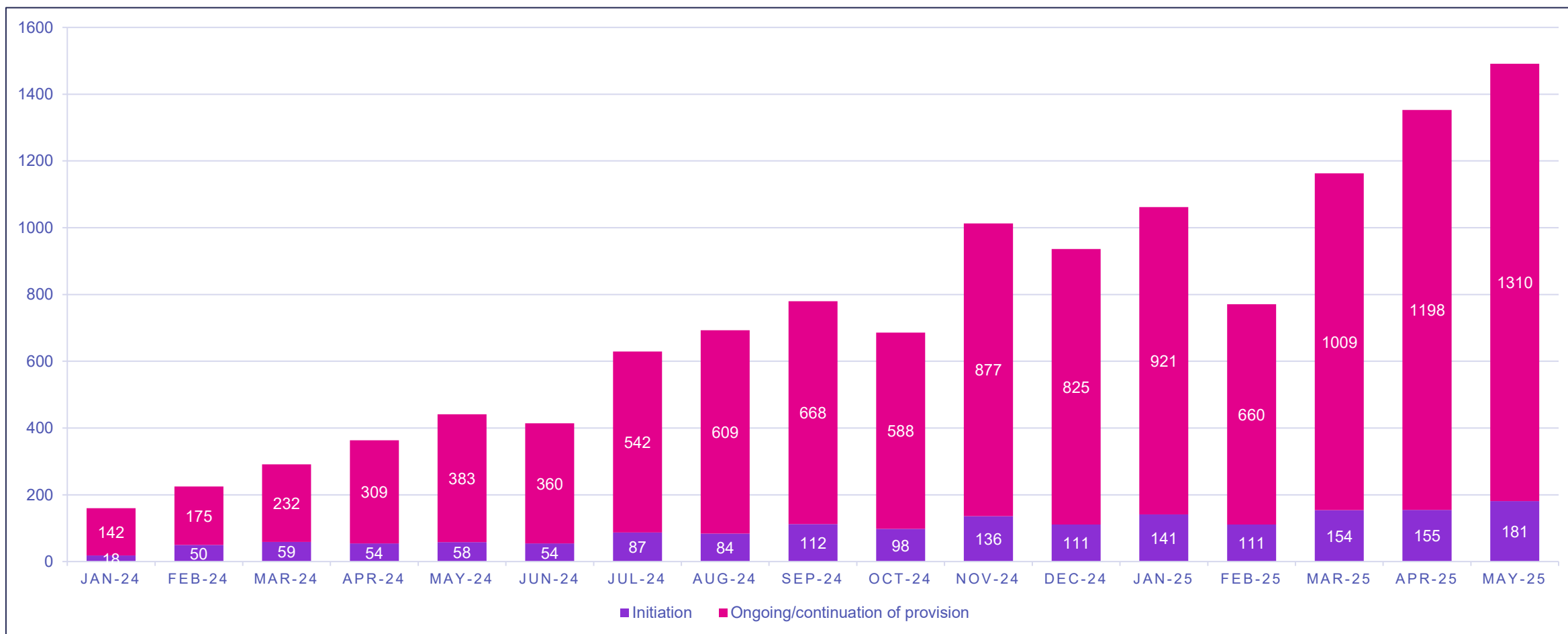
PHARMACIES REGISTERED FOR CONTRACEPTION SERVICE (June25)	Yes	No	Grand Total
Barnet	62	8	70
Camden	53	8	61
Enfield	53	4	57
Haringey	42	10	52
Islington	44	2	46
<b>Grand Total</b>	<b>254</b>	<b>32</b>	<b>286</b>

88%

# Contraception activity by service type by month (Jan'24-May'25)



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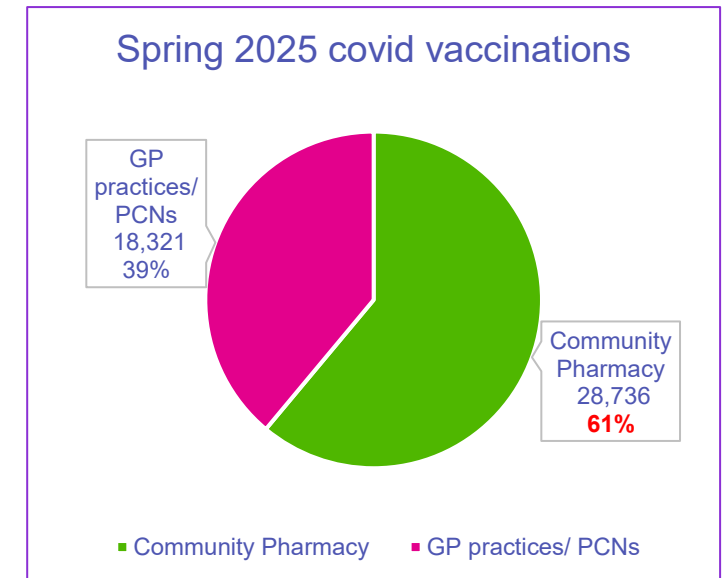
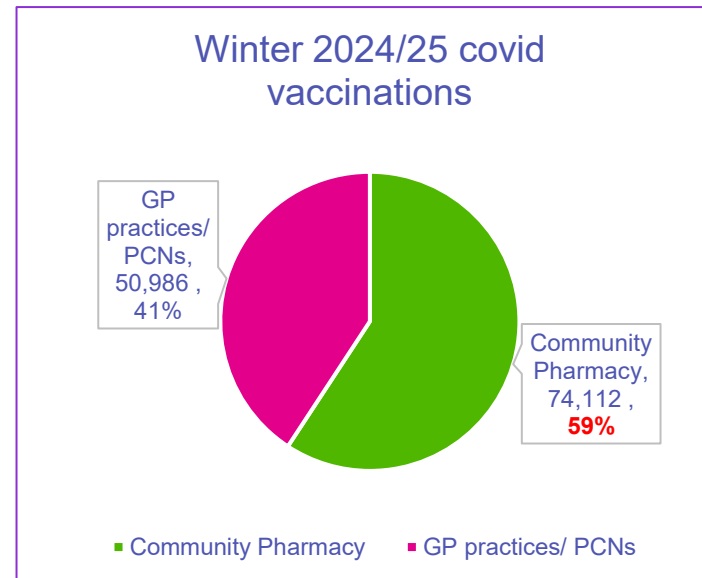
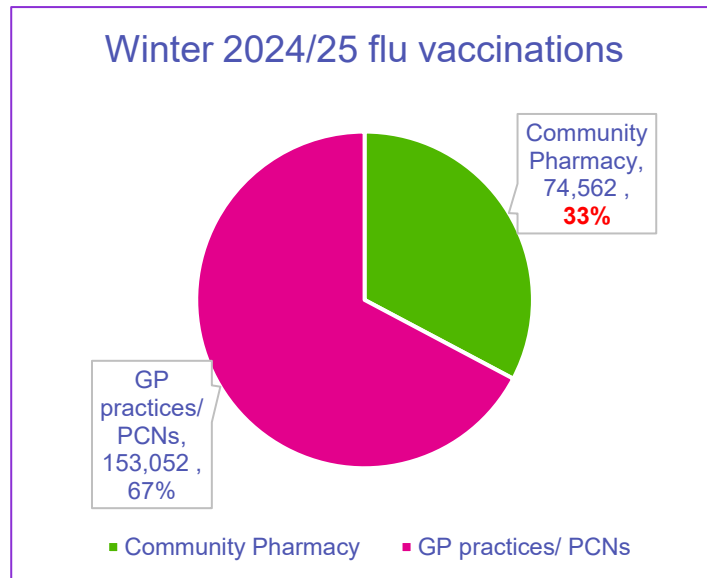


# Vaccinations in NCL community pharmacies 2024/2025



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- Many community pharmacies are actively involved in providing both COVID-19 and flu vaccinations as part of the NHS vaccination programmes, and pharmacies have been key providers of COVID-19 vaccines since the early stages of the pandemic
- NHS commissioned vaccinations (e.g. flu/covid) delivered in a community pharmacy setting are followed by a digital 'post-event-message' sent to the GP practice. Depending on the clinical systems used in the pharmacy and the practice, they may code automatically in the records, or the message may come through as a PDF which an admin colleague in the practice needs to manually code the patient's records.
- Privately delivered vaccinations e.g. travel vaccinations, would not always trigger this notification, and may rely on the patient to notify the practice



- A new "flu walk-in finder" tool will launch in October 2025, allowing patients to locate pharmacies offering walk-in flu jabs without needing an appointment



# Recent and future developments



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## Urgent Care centres referring eligible patients to community pharmacy

- The ICB are working with three Urgent and Emergency Care (UEC) settings in NCL to start referring eligible patients to the Pharmacy First service. This will help reduce pressure on emergency departments by diverting non-urgent cases, it will speed up care for patients with minor ailments and improves access to treatment without needing a GP appointment.

## Independent Prescribing Pathfinder Programme (IPPP)

- From September 2026 newly qualified pharmacists will be joining community pharmacy ready to work as independent prescribers.
- An *Independent Prescribing Pathfinders pilot* has been commissioned from three NCL pharmacies, to establish a framework for future commissioning.

## Point-of-Care(PoCT) lipid testing in community pharmacy

- NCL is supporting Barts Health with a Pilot of Point of Care testing (PoCT) in Community Pharmacy.
- The PoCT will check Lipids and calculate QRISK<sup>1</sup> for selected patients. The pilot will run for 3 to 6 months and be available to patients in 10 NCL Community Pharmacies, located in areas with high levels of deprivation and high levels of Blood pressure (BP) testing taking place.

<sup>1</sup> QRISK is a clinical algorithm that calculates a person's 10-year risk of having a heart attack or stroke.