

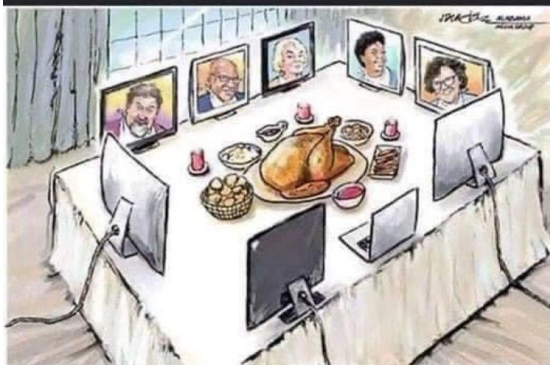


# CHRISTMAS



# NEWSLETTER

## Christmas dinner 2020



Dear pharmacy team,

2020 has been one of the most challenging years we have ever faced both professionally and in our personal lives. No one has been immune to the daily challenges that Covid-19 has brought with it including the challenge faced by the NHS to ensure care was given to all those who needed it. You and your teams have been pivotal to that care and I am immensely proud of the way each and every one of you rose to the challenge ensuring that your local community was supported. Never before has there been so much pressure placed on the shoulders of all pharmacies and you all stepped up and delivered - thank you.

Amazingly against this backdrop this year also marked the start of a new way for pharmacy to operate and deliver clinical services as part of a primary care pathway.

Referrals from NHS111 and General Practice via the Community Pharmacist Consultation Service have significantly increased the amount of clinical consultations community pharmacists are delivering day in day out. At the time of writing we are the leading area in the country for this service, by some way, and have delivered nearly 7,000 consultations referred by surgeries and over 3,500 minor illness consultations from NHS111. There is still work to be completed on this service and Judith has worked tirelessly all year, throughout C19 to deliver face to face training to practices and training to pharmacies to continue the roll out. Although this was a pilot in Bristol, North Somerset and South Gloucestershire CCG, we have taken the learning from the pilot and I am pleased to say are now live in some practices and all pharmacies across BANES.



We have also rolled out, via online training PGDs to pharmacies across BNSSG to support the CPCS service and to reduce the pressure on out of hours GP services. UTI's is leading the way with impetigo, hydrocortisone and chloramphenicol also delivering great results. We now have over two thirds of our pharmacies live and over

half regularly delivering the service. Again this is another great example of community pharmacies delivering great clinical care. Roger has been instrumental in making this project the success it has been.

These projects would not have had the same impact had it not been for the primary care relationship building work that Barbara has co-ordinated over the whole year. We have supported regular meetings between surgeries and pharmacies both at 121 level as well as PCN level. These meetings have allowed pharmacies and surgeries to collaborate with each other at a far higher level and is supporting the building of long lasting, relationships built on mutual trust and respect which will pave the way for community pharmacy to be involved in more clinical services in the future.

On top of all this, during C19 we moved our clinical and business training online via Zoom and successfully delivered our Annual Conference and Award ceremony to over 80 delegates using this method . Moving forward, once it is safe to do so we are keen to provide face to face training again, however we are committed to always having an online course available for those who cannot make it to our venues.



I would also like to thank Debbie for her hard work and commitment during the year. Co-ordinating these events, making sure you all know about the latest news is key to keeping you all informed and we all have Debbie to thank for that.

2020 will go down in history as the year when society realised it was not invincible, however, history will also show the people that rose to the challenge. The NHS certainly did, but it only did so because all of the sectors that together make up the NHS, stepped up to the plate and you and your team were one of them. You should all be proud of what you achieved.

2021 will be the year of new challenges and opportunities with more clinical services coming to community pharmacy. CPCS will become even bigger and the Discharge Medication Service (DMS) will go live to support patients being discharged from hospital. As always we are already planning what this will look for you all and as soon as we can, we will support you all in the implementation of the projects.

Finally I wish you and your families a very Merry Christmas and a Happy New Year and I look forward to working with you all in 2021.

Seasons greetings,

*Richard*

Chief Officer  
Avon LPC

*Lisa*

Chair  
Avon LPC