

Promote Use of Pharmacies to Improve Access to Quality Health Care and Disease Prevention - Dr Loretta Chu, Ealing GP

AIM & OBJECTIVES

Ealing Borough need is to improve health inequalities. The aim of this project is to increase uptake of CPCS, now Pharmacy First Service, so as to improve access to quality health care and promote use of local pharmacies for health promotion / disease prevention in vulnerable population.

CHALLENGES

- Language barrier
- Staffing issues in pharmacies
- National programme and IT system were behind
- GPs do not have strong believe of the programme
- Misunderstanding of referrals are still required
- Concern about poor feedback from patients

SUCCESS

- Patients enjoy easy access
- Saving precious GP appointments
- Improved education for reception staff
- Positive feedback from asylum hotel / homeless charity staff
- Established good communication between pharmacies and GP services
- Models to establish links between GP practices and local pharmacies to work together
- Personal growth through mentoring - self development, and improved wellbeing

To improve uptake of Pharmacy First Service, it is very important to establish good communication between community pharmacies and GP practices. Working together is the key in building trust amongst users and improve access long term. Our vulnerable communities are keen to engage but more work can be done to build collaboration.

JOURNEY

- Understand current projects on Pharmacy First Service
- Established links with people who are working on the projects in the ICB
- Established links with local pharmacies
- Meeting with Local Pharmaceutical Committee (LPC)
- Understand user needs
 - homeless communities
 - asylum population
- Attending homeless health forum
- Educational events for GP receptionists / homeless charity / asylum hotel staff
- Auditing patient outcome after signposting to Pharmacy First Service
- Mentoring / peer support - reflective practice

PLAN FOR THE FUTURE

- Educational seminars for pharmacists to help with vulnerable communities - asylum seekers, homeless population
- Outreach work to other local vulnerable communities care providers
- Funding for interpreter services in the community pharmacies
- Provide access to SystmOne / EMIS in the community pharmacies
- Working with PCNs / LPC / OOH
- How does primary care support vulnerable population?
- Can community pharmacists help us to do this better?

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Queries: LORETTA.CHU@NHS.NET