

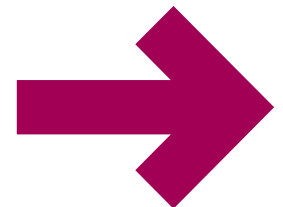
# 2014/15 Community Pharmacy Contractual Framework National Audit

## Emergency Supply of Medicines



# Introduction

- First single national audit
- The audit was undertaken in two stages
  - 23 March 2015 to 4 April 2015
  - 5 – 19 April 2015
- During this 4 week period there were two Bank Holidays – Friday 3 April and Monday 6 April.
- The purpose of this study was to review levels of requests for emergency medicines over this period and the patterns of activity around national holidays.

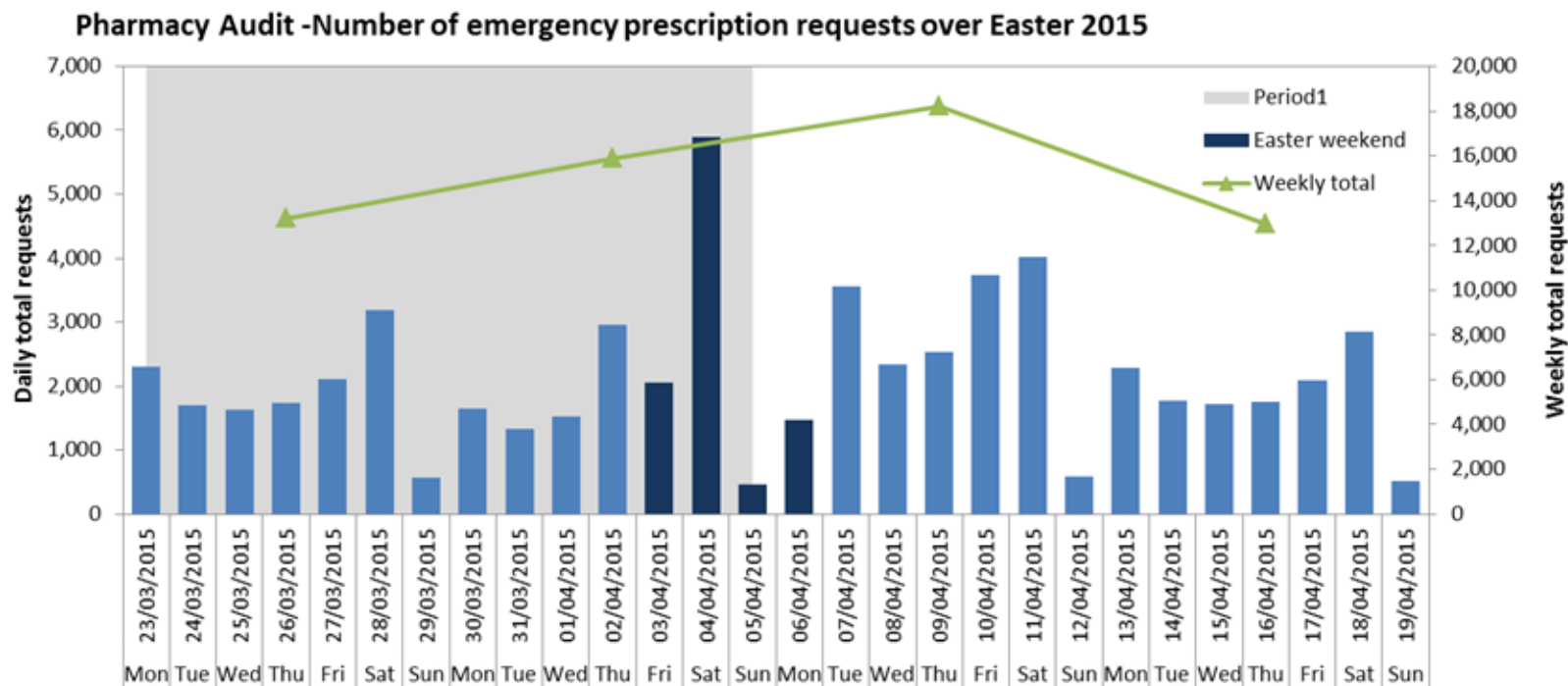




# General Data Analysis



# Total number of requests for emergency supply



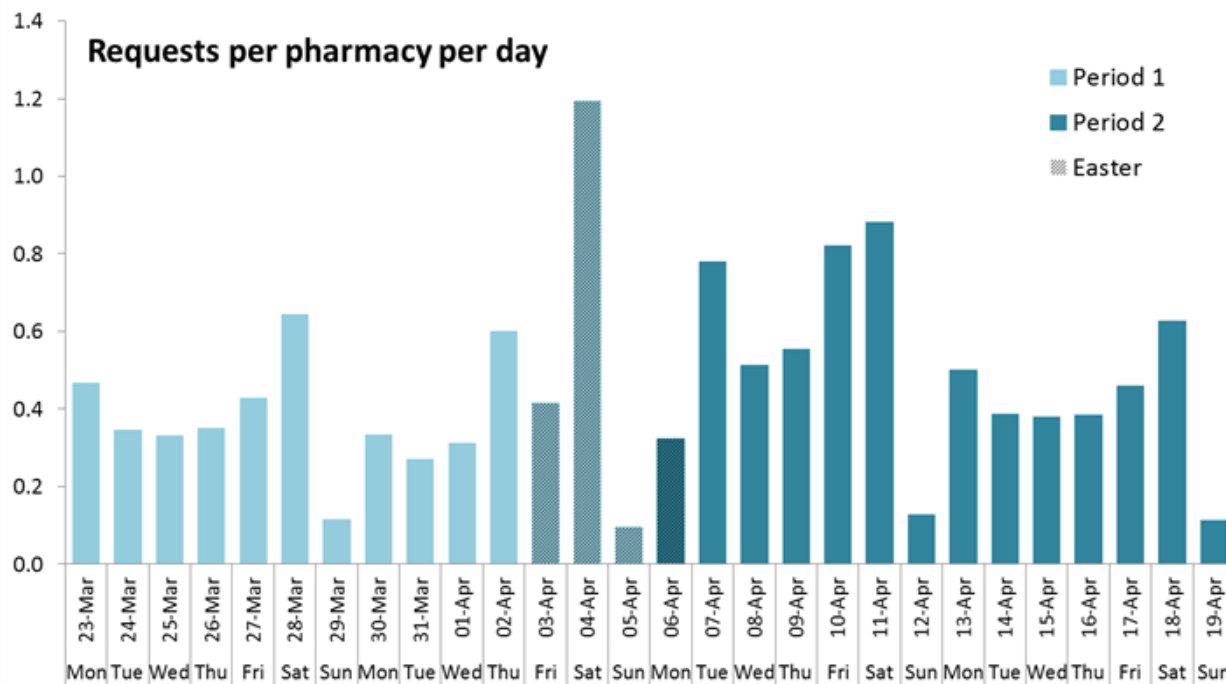
Period 1: 29,105 emergency requests were made to \*4,935 pharmacies

Period 2: 31,186 emergency requests were made to \*4,554 pharmacies

(\*Includes 76 pharmacies who reported in both periods)

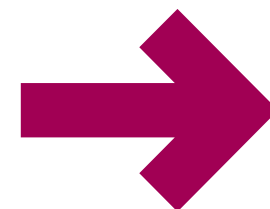


# Requests per pharmacy per day

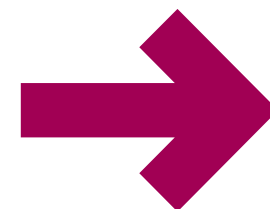
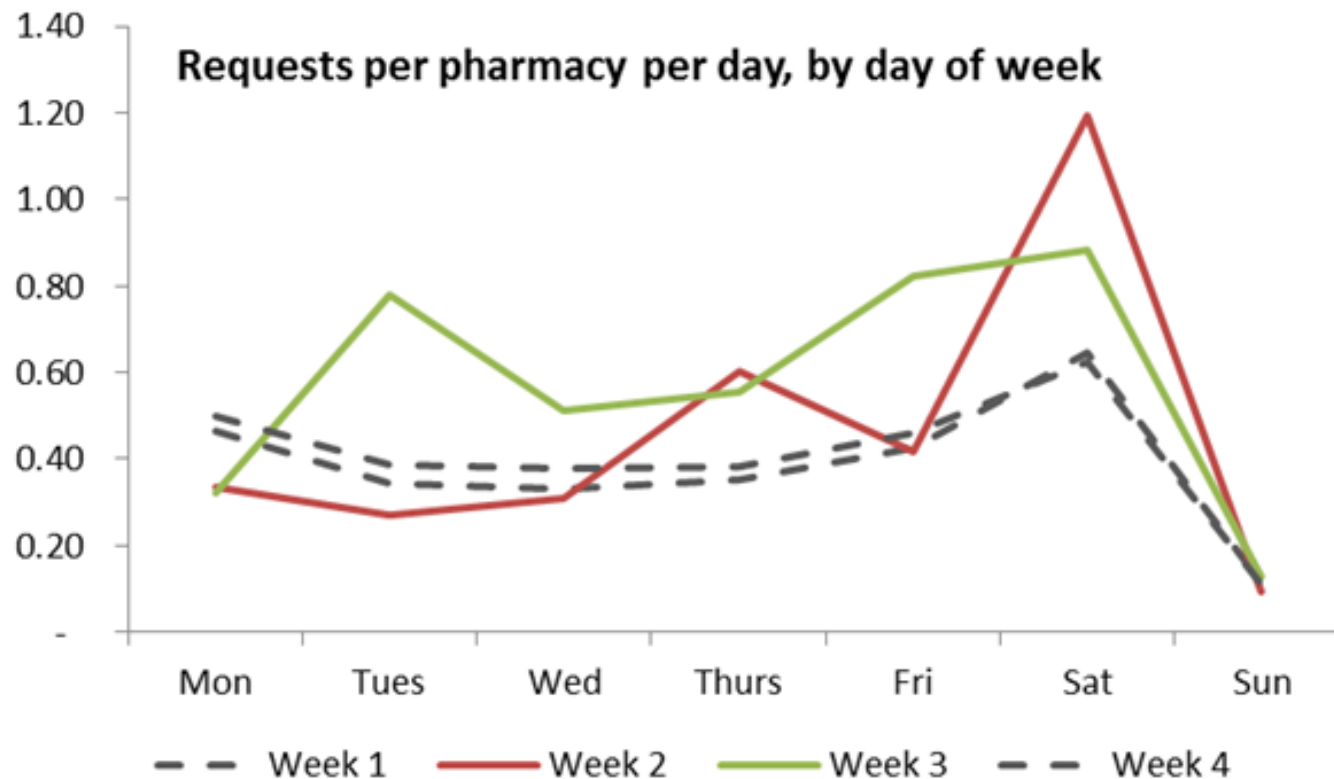


Period 1: Average of 5.9 requests per pharmacy

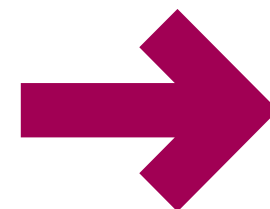
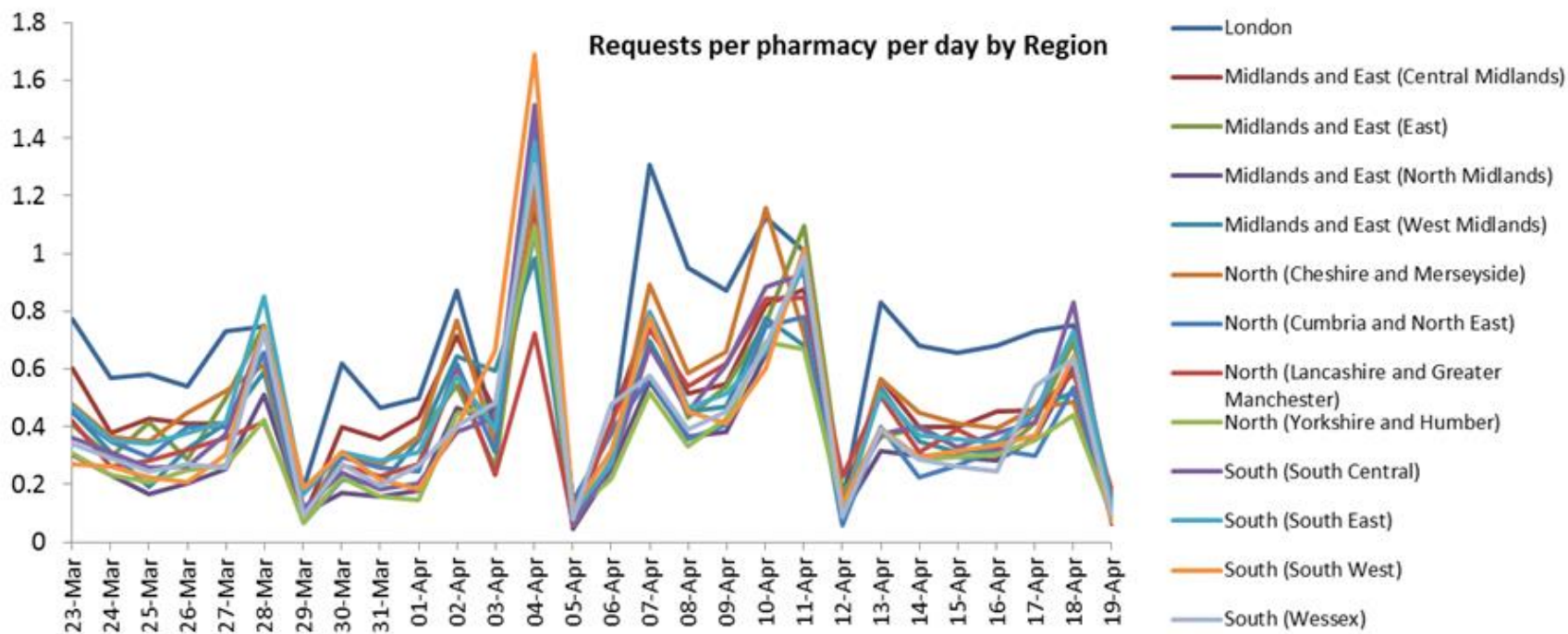
Period 2: Average of 6.6 requests per pharmacy



# Requests by day of the week

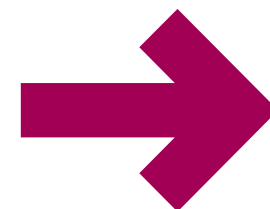
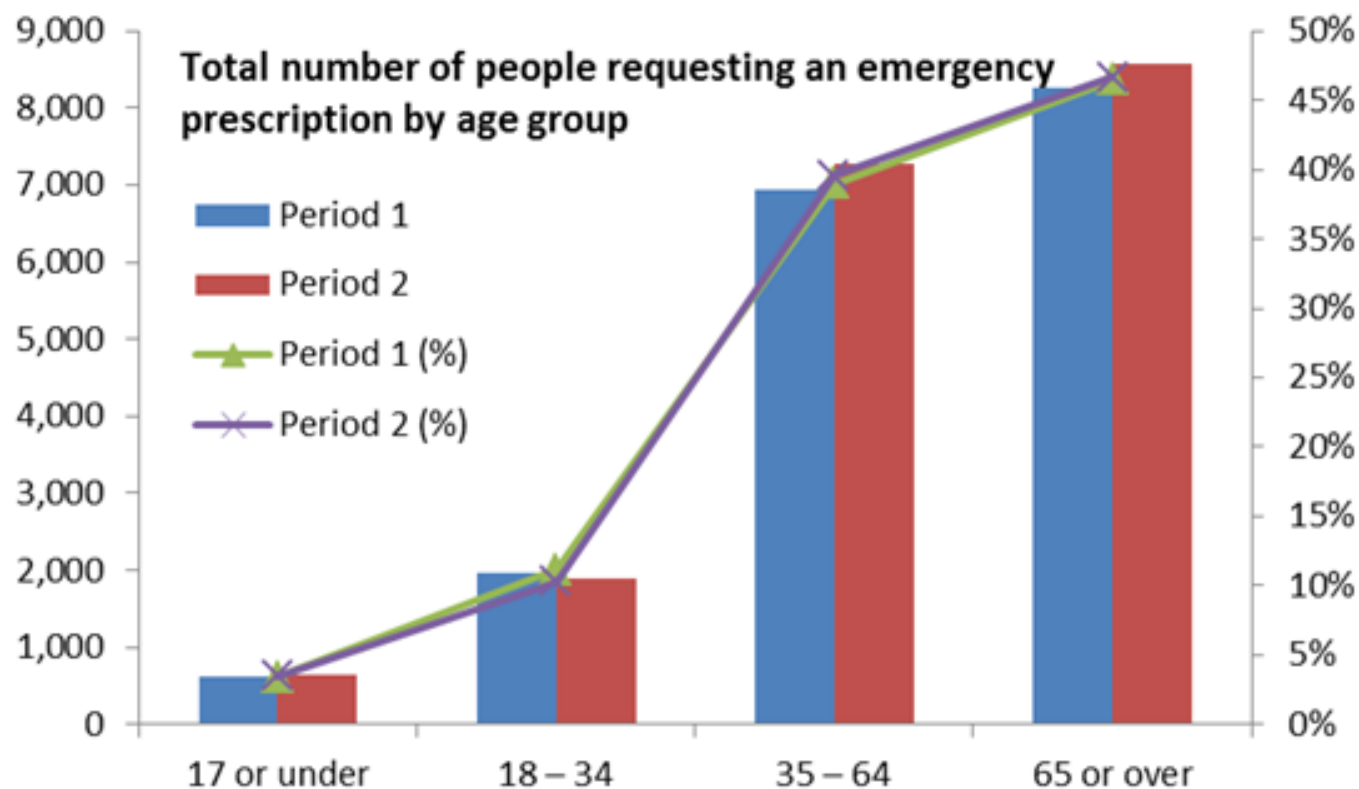


# Requests per pharmacy per day by Region



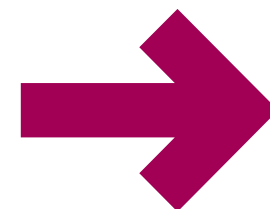


# Age distribution

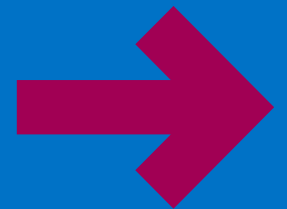


# Age distribution by Region

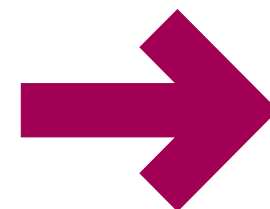
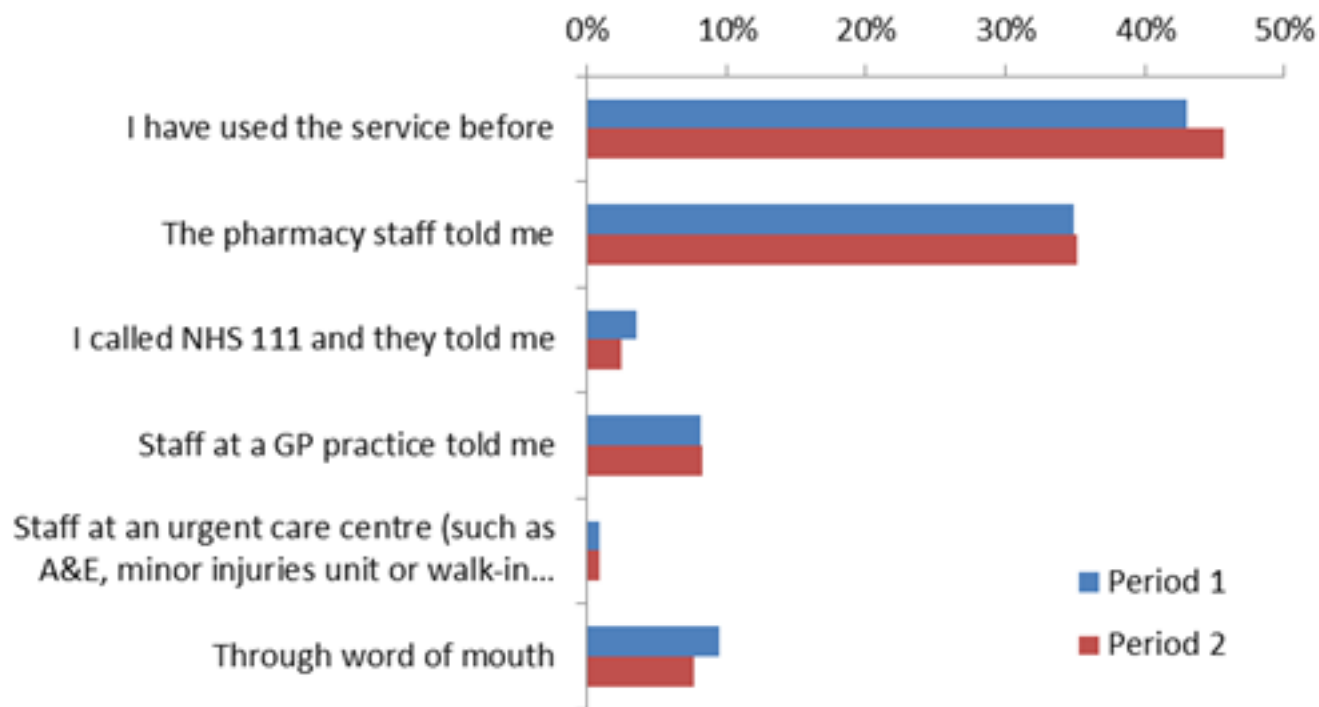
	Period 1				Period 2			
	17 or under	18 – 34	35 – 64	65 or over	17 or under	18 – 34	35 – 64	65 or over
London	3%	12%	45%	40%	3%	10%	43%	44%
Midlands	4%	11%	37%	48%	3%	11%	40%	46%
North	3%	10%	38%	48%	4%	11%	39%	46%
South	3%	11%	37%	48%	4%	9%	35%	52%



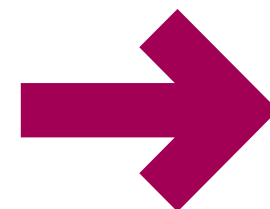
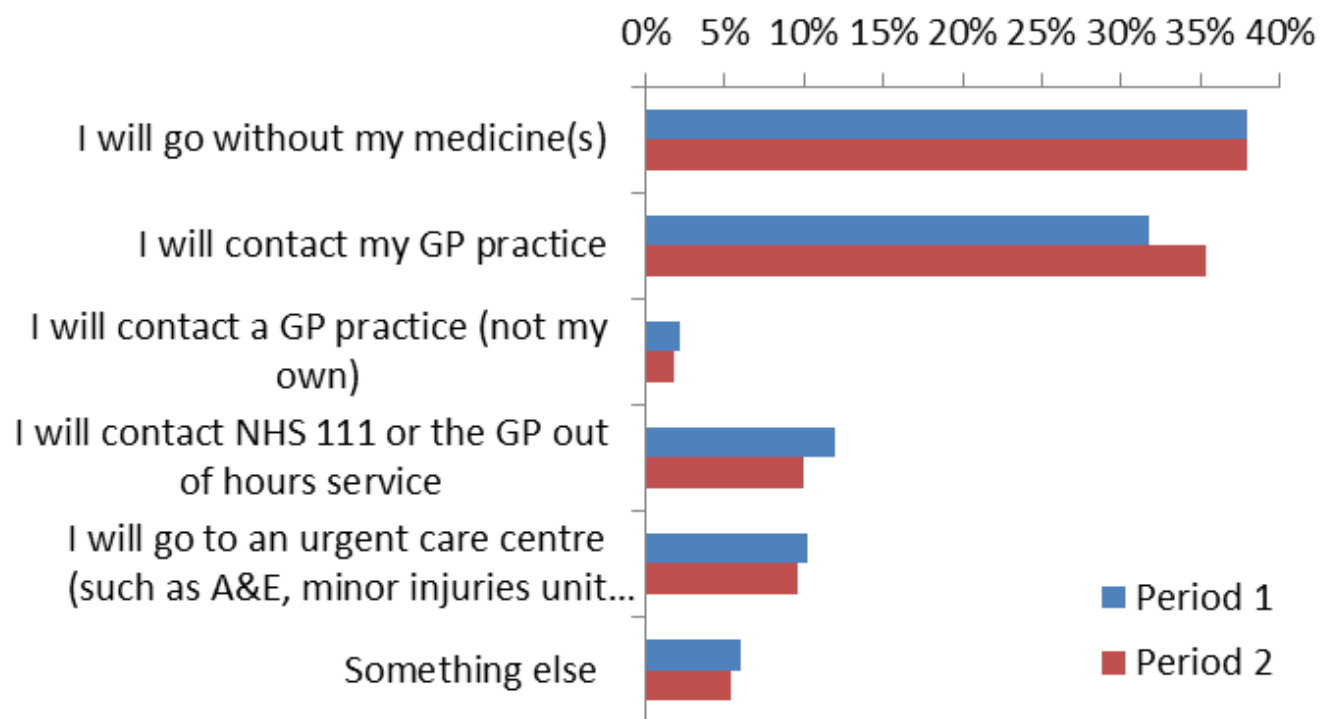
# Analysis of audit questions



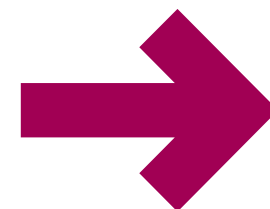
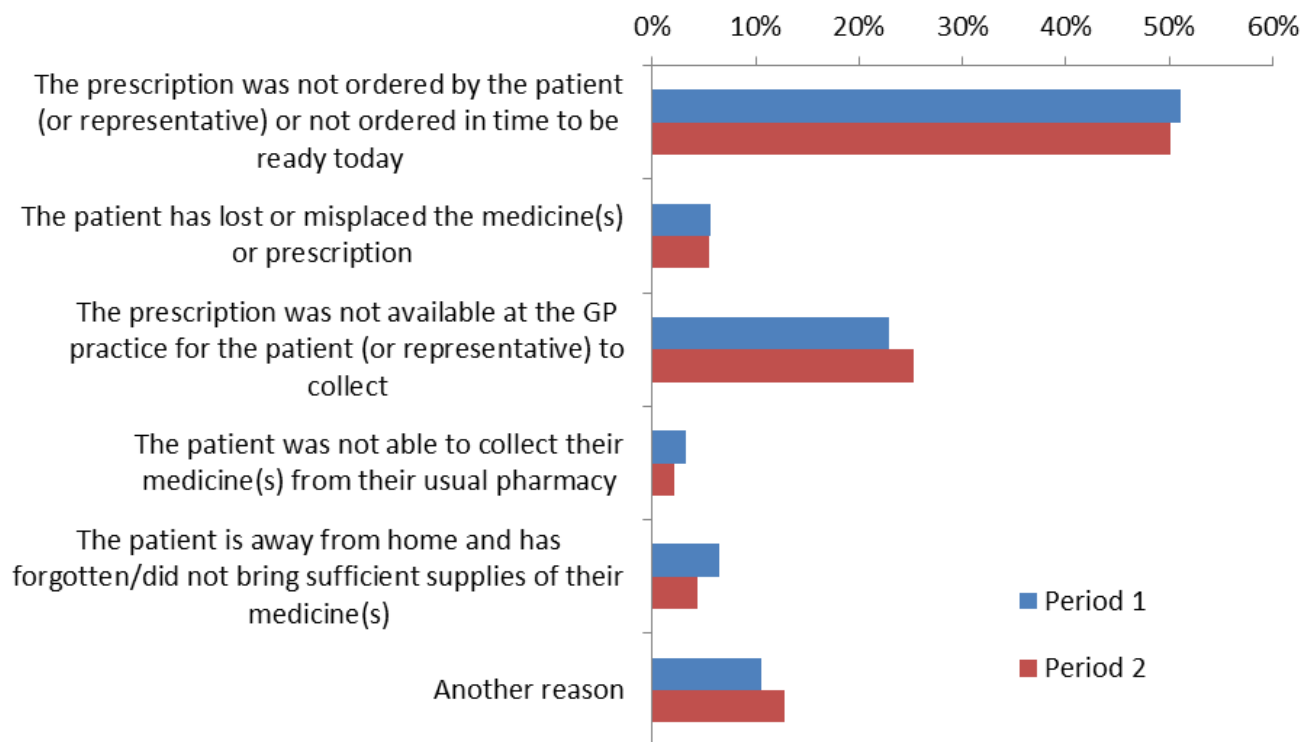
# How did you know you could ask the pharmacists for a supply of your medicines?



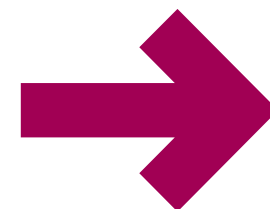
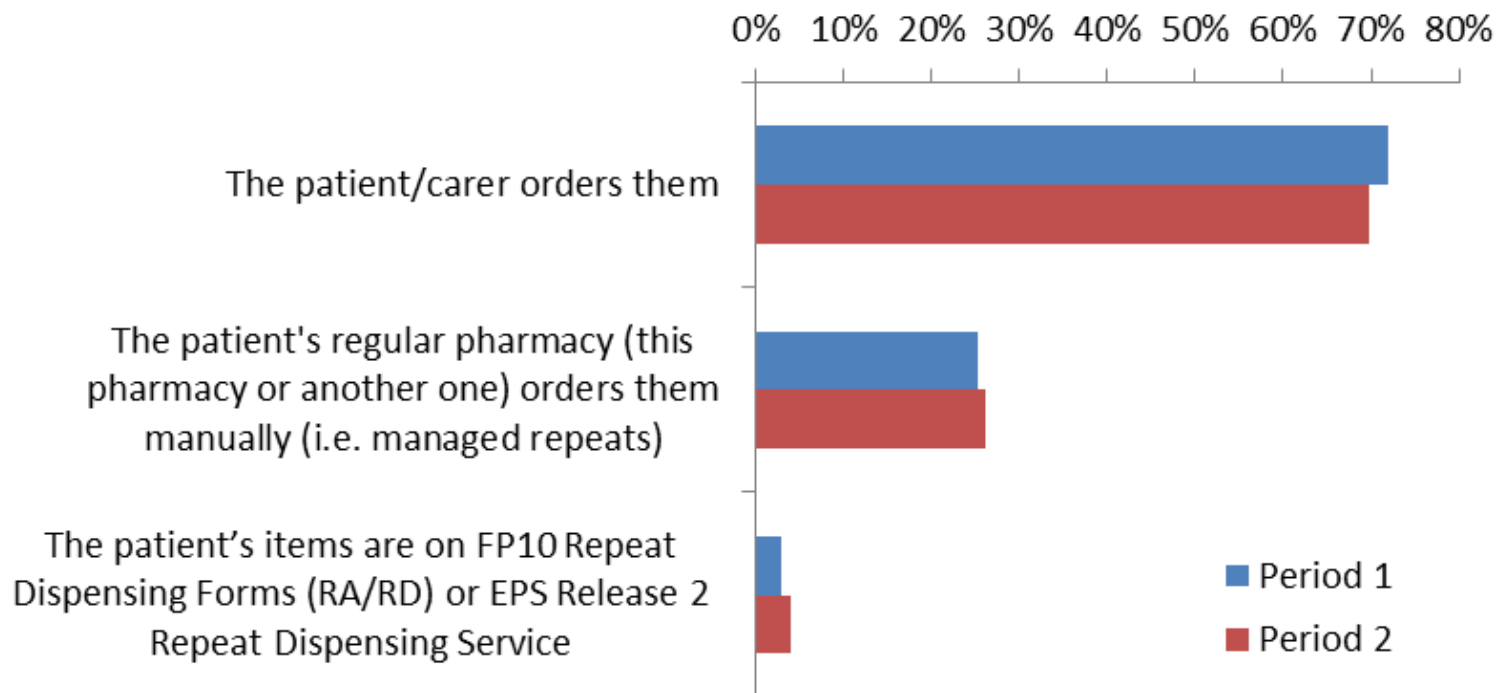
# If the pharmacist is not able to give you a supply of your medicines today what do you think you will do?



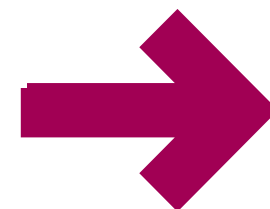
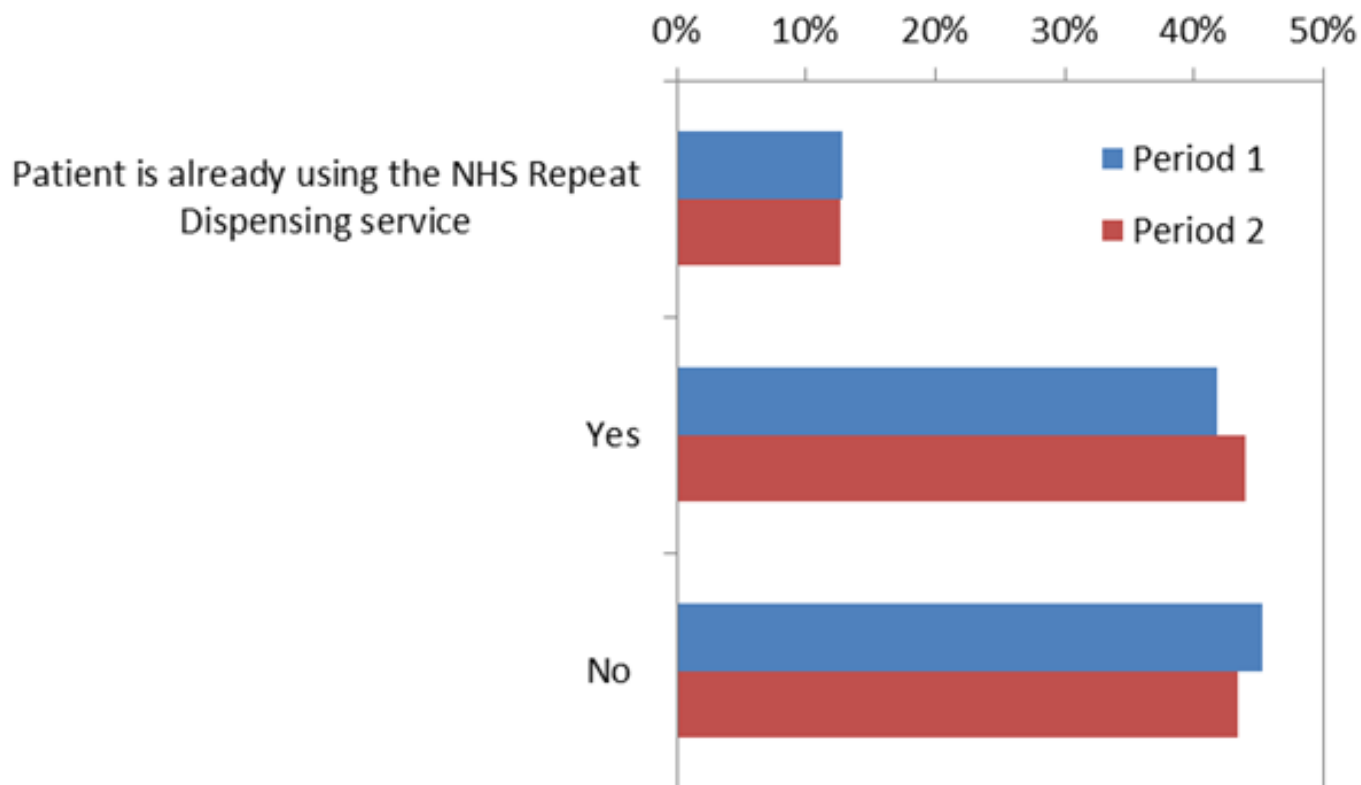
# Why did the patient request an emergency supply?



# Who normally orders the patient's medication?

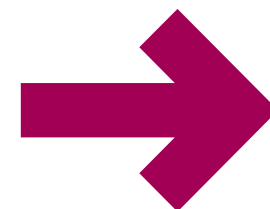
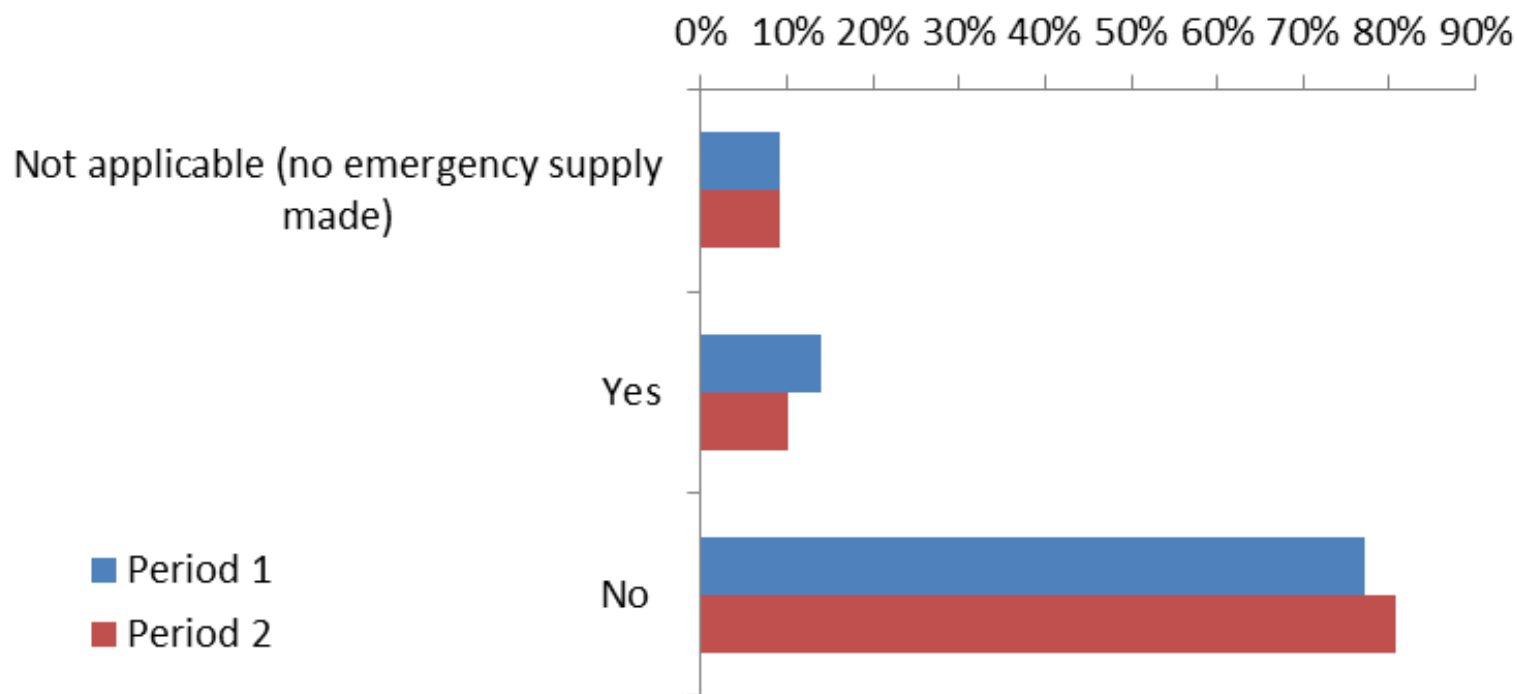


# Is the patient suitable for the NHS Repeat Dispensing service?

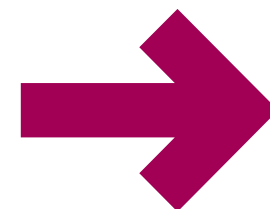
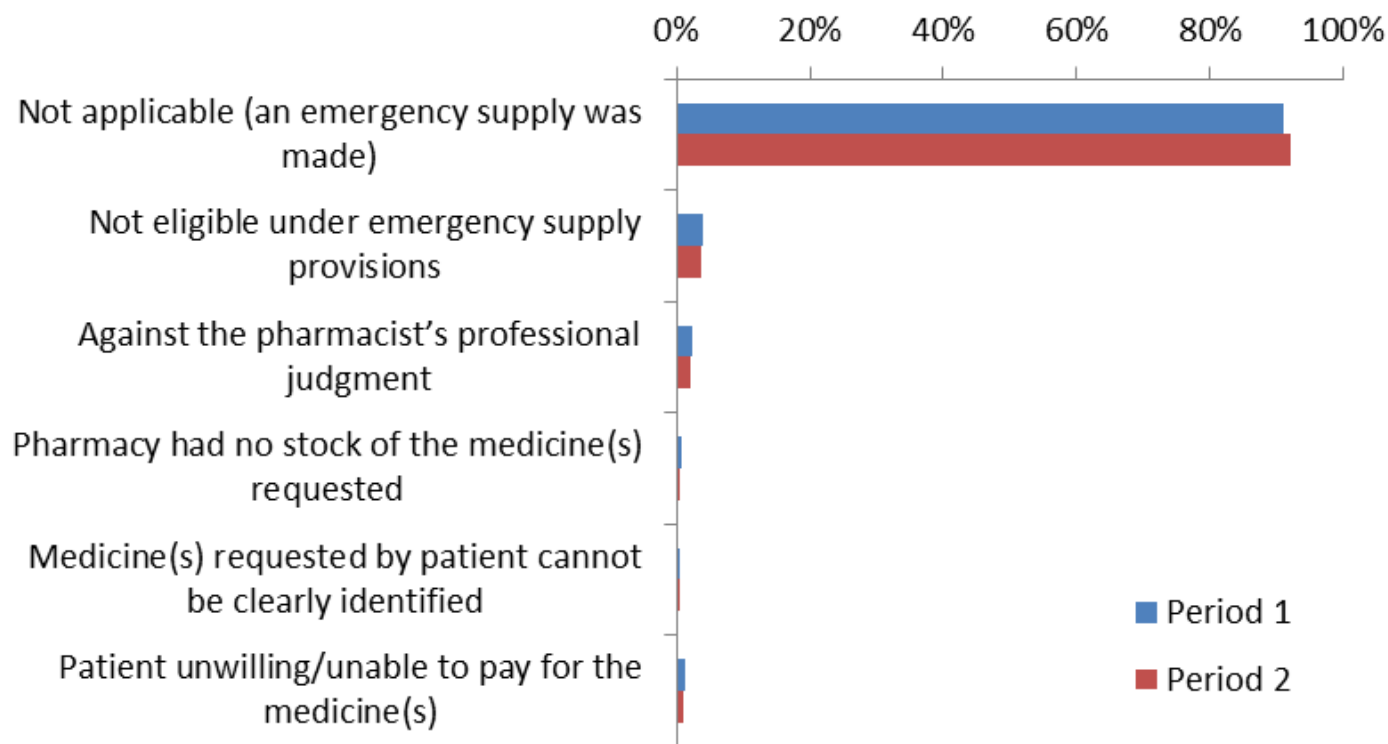




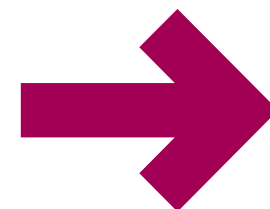
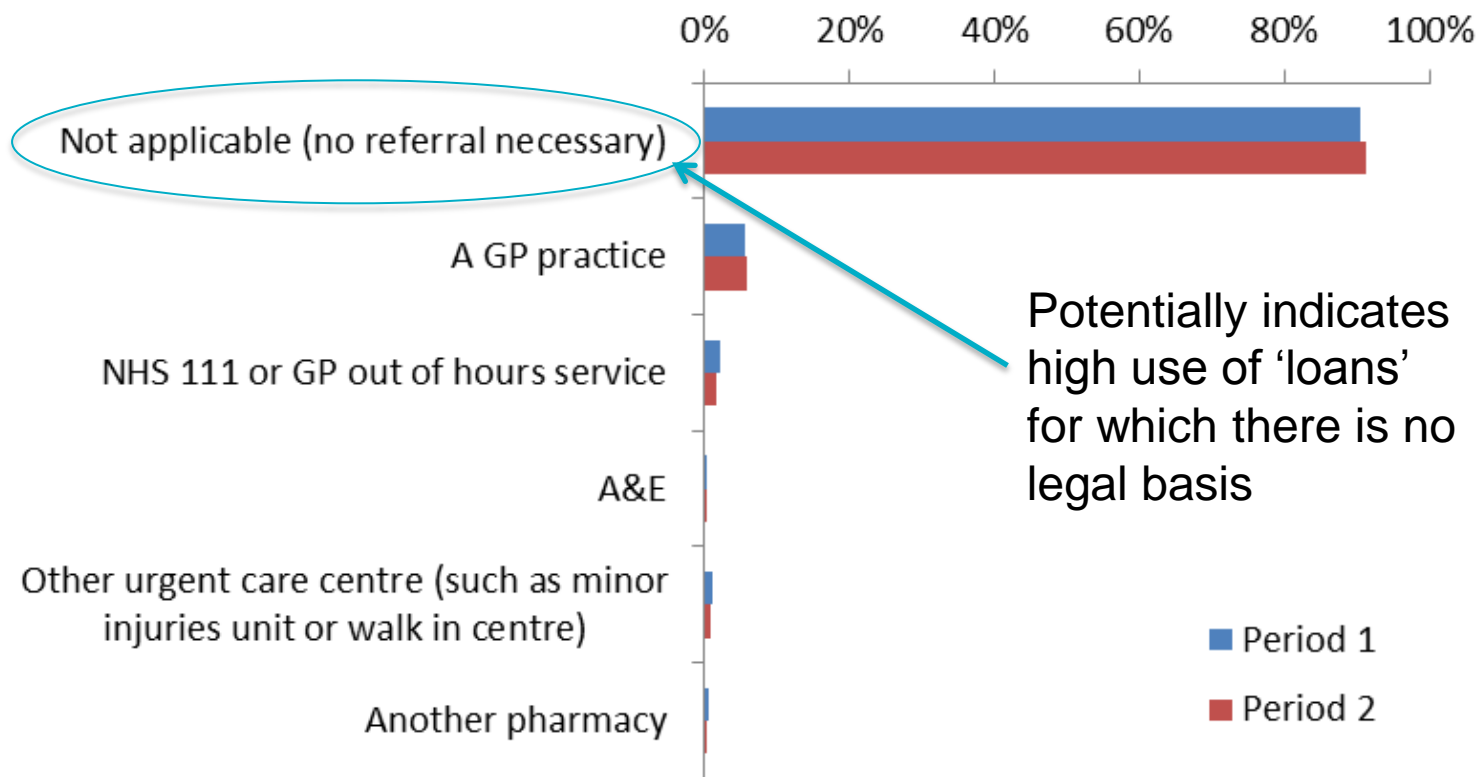
# Did the patient pay privately for the emergency supply?



# Why was an emergency supply not made?



# The patient was referred to?



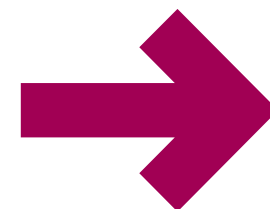
# NHS 111 Referrals for repeat medication

The total number of completed calls to NHS111 in the time period 1 March 2015 to 29 February 2016 is **9,571,516**.

The following table provides data on the number of calls for urgent repeat prescriptions that currently default for referral to GPOOHs:

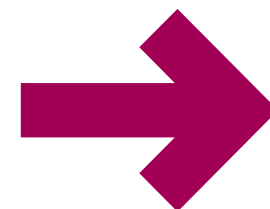
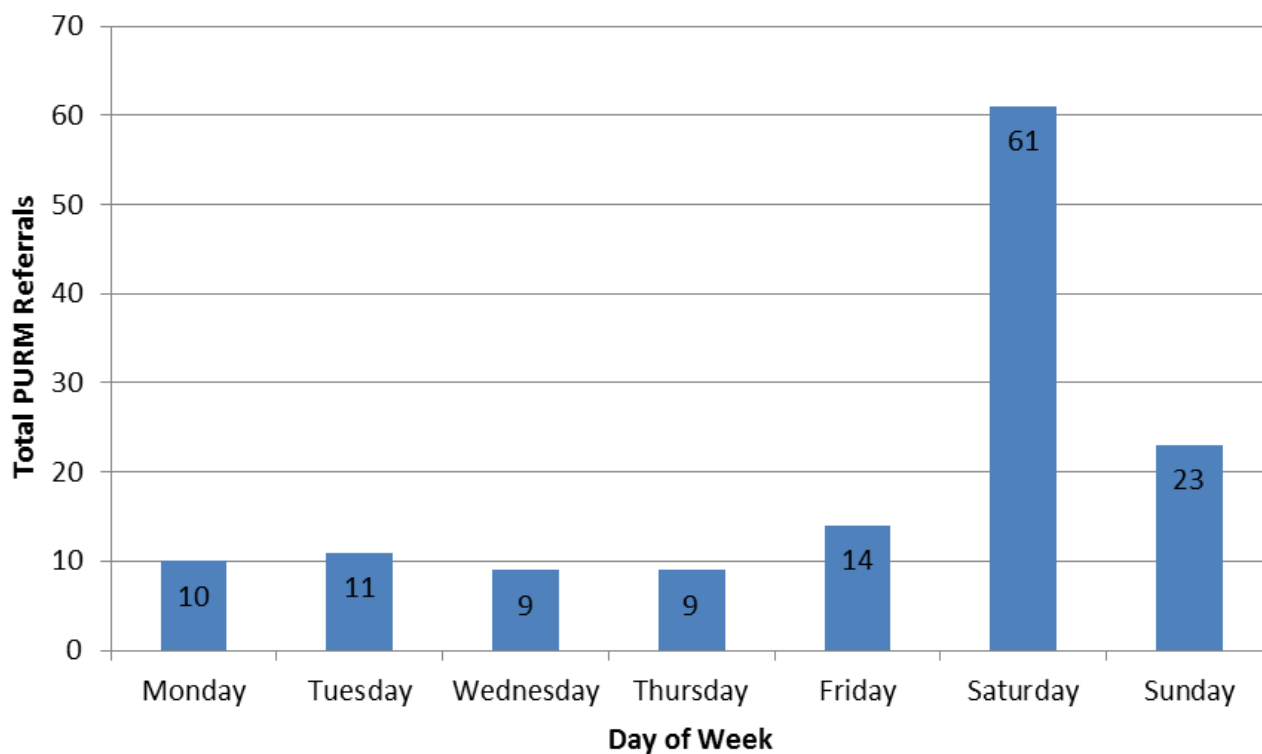
Disposition	Call Volume	Percentage of total
Repeat prescription required within 2 hours	23,169	0.24%
Repeat prescription required within 6 hours	2,588	0.03%
Repeat prescription required within 12 hours	137,145	1.43%
Repeat prescription required within 24 hours	18,505	0.19%

**Note:** 11,513 (0.12%) calls are referred from NHS 111 to GP next working day for routine repeat prescription requests



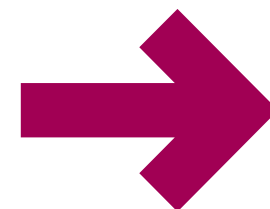
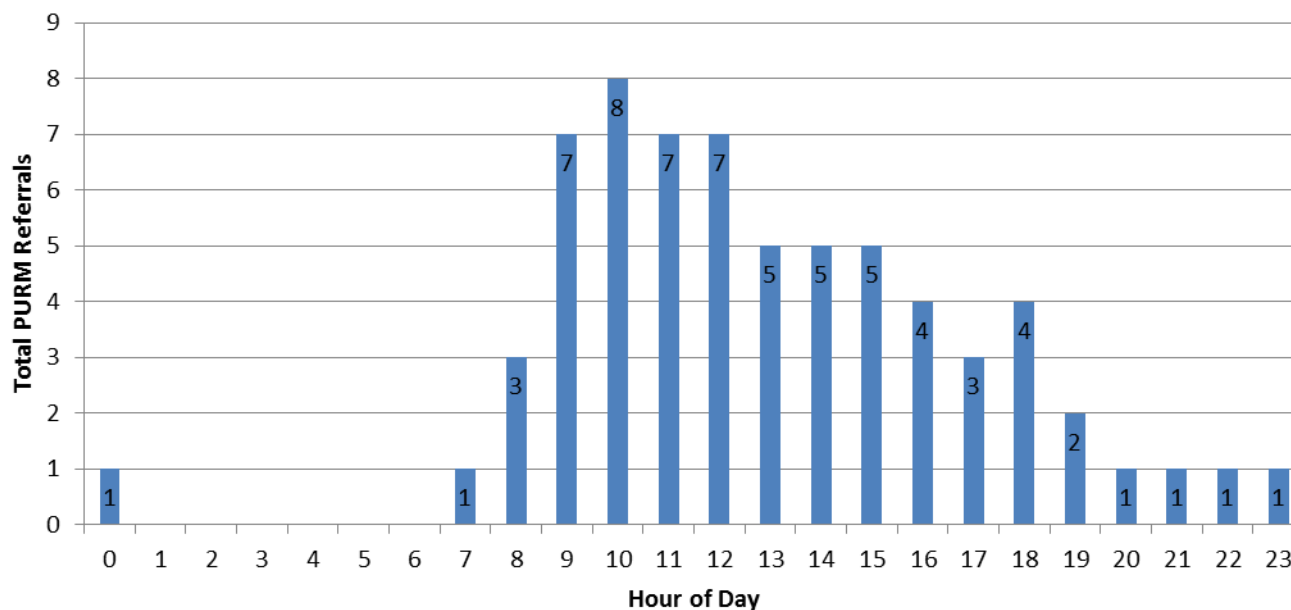
## Referrals to community pharmacy from London NHS 111 providers.

Referrals to PURM pharmacies are relatively steady on weekdays but peak on Saturdays achieving a 35% referral rate. This is typical of the picture across England for repeat prescription requests. Lack of a consistent service, patient preference and call handler behaviour are key factors that affect referral rates.



## Average Referrals on Saturdays by Hour (25-01-16 to 21-02-16) for London NHS 111 Providers

During Saturdays referrals to PURM pharmacies peak between 9am and 1pm and tale off in the afternoon. This is typical across England.



# NHS 111 Referral to community pharmacy

- Current NHS England guidance

<https://www.england.nhs.uk/wp-content/uploads/2015/03/rept-medictn-guid-nhs111.pdf>

<https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2015/11/quick-guid-comm-pharm-urgent-care.pdf>

