

**From Pharmacy Lead, SPPG**  
**Kathryn Turner**



**By email**

Community Pharmacies contracted to provide CPCHSS

**Strategic Planning and Performance Group**

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Date: 7<sup>th</sup> February 2023

Dear Colleague,

**Community Pharmacy Care Home Support Service (CPCHSS)**

Thank you for your participation in the Community Pharmacy Care Home Support Service (CPCHSS), which commenced in December 2021. I would like to remind all those who are contracted to provide the service for the year 22/23, that all care home visits should be completed by the end of March 2023.

The purpose of this letter is to provide some feedback, now that the service has been operational for over a year, and also to update you on outcomes, following the November 2022 ECHO session, which provided an opportunity for those providing the service to share their experiences and learning.

**Service activity**

A review of a sample of completed medication audit support tools has indicated that community pharmacists are identifying a broad range of medication related issues within care homes. As a result, community pharmacists have been able to provide valuable advice and support to improve medicines management systems within the care homes. A summary of the types of medication issues being identified are outlined in Appendix A.

## Service improvement

An ECHO session was held on Tuesday 22<sup>nd</sup> November 2022, which provided an opportunity for those providing the service to share their experiences and learning.

- The session included comprehensive feedback from two community pharmacists, who have taken part in delivery of the service.
- As a result of this feedback, SPPG have drafted a revised format of the audit tool and a checklist which can be shared with the care home prior to visits.
- The revised audit tool and care home checklist have been uploaded to the [BSO](#) and [Primary Care Intranet](#) sites.

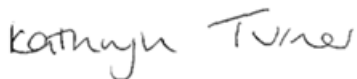
## Service monitoring and post payment verification

SPPG will continue to monitor and review this service. Therefore, as outlined in the service specification pharmacy contractors will be required to submit all records requested by SPPG in relation to the service within 14 days of receipt of the request.

If you have any queries in relation to this service please contact Breege Brogan [Breege.Brogan@hscni.net](mailto:Breege.Brogan@hscni.net) or Gillian Plant [Gillian.Plant@hscni.net](mailto:Gillian.Plant@hscni.net)

Thank you again for the provision of this important service for patients in nursing and residential care homes.

Yours sincerely,



**Kathryn Turner**  
**Pharmacy Lead**  
**Strategic Planning and Performance Group**

Enc. Appendix A- Summary of Visits Outcomes