Macmillan Pharmacist Facilitator Project

Year 3 (2012) Final Report

Executive Summary

1st February 2013
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Introduction
A 3 year project in NHS Greater Glasgow and Clyde, funded by Macmillan Cancer Support, aimed to explore a new service model in the four participating community health and social care partnerships to support and improve pharmacy services for the increasing numbers of patients with palliative care needs in the community. The first two years of work were subject to formal evaluation by the University of Strathclyde, with a report completed and distributed early in 2012. This final report details the work undertaken during the final year of project activity (2012) and summarises key outcomes over the project duration.

Aim
To share the outcomes and learning from the final year of a quality improvement programme, and make recommendations for widening the benefits across and beyond the Health Board and future service development.

Methods
Project activity during the final year largely comprised completion and refinement of the work in the first two years, with recommendations from the Evaluation Report informing priorities. Changes within the Project Team inevitably led to the need to adapt the work plan, but a short period of funding extension until February 2013 approved by Macmillan allowed a renewed focus on work within the individual localities.

Results
Much of the focus has been on promoting the operation of a cohesive network across all pharmacies, and developing the concept that all pharmacies should be providing a core service responsive to the needs of palliative care patients and their families/carers, with the palliative care network pharmacies providing an enhanced level to support the overall service. Work to integrate pharmacists more closely into local teams delivering palliative care has continued but been limited by the team capacity. Learning from incidents has continued to drive new initiatives.
Key service developments during the final project year were:

- Access to palliative care training for pharmacy support staff, recognised as critical to service quality and responsiveness to patient and carer needs, widened to staff across the whole of NHS GG&C, with an e-learning resource developed in conjunction with NES accessible nationally
- Development of an electronic version of the Community Pharmacy Resource folder to assist longer term sustainability
- An intensive programme of pharmacy visits within project CH(C)Ps demonstrating the benefits of a face to face approach, but also continuing to identify a mix of good practice and areas for improvement
- Visits to all pharmacies in NHS GG&C open on Sundays capturing new information on the nature of the Sunday workforce and their training needs
- Identification of the need for greater engagement with GP Practice Managers
- Continuing liaison with OOH service to learn from significant events
- Development of EMIS short codes to promote safe and cost-effective prescribing of anticipatory palliative care medicines
- Prescribing data analysis demonstrating a greater percentage of prescriptions for the preferred formulations of injectable palliative care medicines, but a continuing need for further improvement
- Establishing the information and training needs of care home staff in relation to palliative care medicines
- Liaising with NHS Inform and the Macmillan Cancer Information and Support Service @ Glasgow Libraries to commence addressing the previously identified information and support needs of patients and carers
- Promoting service improvements via conference poster presentations and publications in palliative care journals

**Conclusion**
The facilitator model evolved through the project activities, and described in the Evaluation report, has effectively supported development of the contribution of community pharmacists and their staff to improving palliative care provision in the community.
Key outcomes from the 3 year project are:

- Improved person centred care through establishing the information needs of patients and carers and developing training for community pharmacy support staff
- Increased capacity to provide regular training to enhance the skills of pharmacists participating in the Community Pharmacy Palliative Care network
- Increased effectiveness and efficiency of the service from community pharmacies through provision of regularly updated information resources and face to face visits to share information, provide support and facilitate learning from incidents
- Tools for the multidisciplinary team developed to support appropriate prescribing, reduce wastage, release time to care and decrease clinical risks from medicines used in palliative care
- Contributing to equitable and timely provision of palliative care to support care in the community, including care homes, and prevention of inappropriate admissions, through promotion of anticipatory prescribing and improving awareness of systems for promptly accessing palliative care medicines

Following confirmation of funding, the service improvements achieved in the past three years are to be rolled out across the Health Board. Recommendations to inform and shape progression to a Board wide service are detailed in the full version of this report. Continual adaptation to change and a vision for the future will be required to sustain momentum.