

Inhaler Technique Service Relaunch: Supporting Info for all providers

30th April 2021 v2

CHL, Bolton LPC and GM LPC are pleased to announce the relaunch of the 'Improving Inhaler Technique through Community Pharmacy' service which is commissioned by GMHSCP.

This service, commissioned for a number of years in GM, has recently been renewed and updated.

ALL Contractors who wish to be commissioned to deliver this service should complete the expression of interest (EOI) here: <http://bit.ly/inhalerEOI> by DEADLINE.

The EOI must be completed by all pharmacies who wish to provide this service, including any previously commissioned providers.

Pharmacies will be scored and selected based on the quality of their answers, opening hours and by geographical need.

Completion of the EOI does not guarantee enrolment onto the service.

The service specification, funding information and further details can be found on the Inhaler page of our website: <http://www.cpgmhealthcare.co.uk/inhaler.html>

The key changes to the previous service:

Allows provision of the service by pharmacy technicians

Amended fees to give an additional £5 payment if a positive change in CAT or ACT score is recorded in the follow up consultation

Allows the service to be delivered remotely, without commissioner consent

Removed the requirement to complete 5 initial and follow up consultations before payment is released

Please note there is funding available for this service for delivery of 1000 reviews to 31st March 2022. The service will terminate before this date if this ceiling is reached. Contractors will be given at least one month's notice of this eventuality.

1. Service Overview

1.1. Activity Fees

There is a £10.00 payment for the initial consultation and a £7.00 payment for completion of the follow up, if clinically appropriate. There is also an additional payment of £5.00 per patient that will be payable if a positive change to the ACT / CAT score is recorded at the follow up consultation.

1.2. Personnel involved in service delivery

This service may be delivered by a pharmacist or registered pharmacy technician, however the clinical and professional responsibility for overall service delivery remains with the pharmacist. The service must only be delivered under the direction of the responsible pharmacist, who can intervene as and when required.

Training requirements for registered technicians wishing to commence with delivering this service are outlined below.

1.3. Remote consultations

This service may be provided face to face or remotely via appropriate means. If provided remotely, the pharmacy contractor must ensure that a suitable method of delivery is available which supports patient confidentiality and ensures delivery to the service specification. The service may also be provided away from the pharmacy premises e.g., at the patient's home.

Consent from the commissioner to provide remote consultations or consultations at the patient's home is not required.

1.4. Key Performance Indicators (KPIs)

The following KPIs will be measured and monitored by CHL.

A pharmacy who persistently fails to meet the required KPIs and service outcomes will be decommissioned and therefore no longer able to provide this locally commissioned service.

- Each pharmacy will deliver a minimum of 1 consultation per month
- Each pharmacy will follow up patients where clinically appropriate and if not clinically appropriate will document the reasons why
- CAT/ACT score will be recorded for every consultation
- All patients who report they are a current smoker will be referred for smoking cessation advice/support and this will be recorded

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2. Training Requirements

CHL is hosting a series of service delivery webinars to support pharmacists and pharmacy technicians wishing to deliver this service.

- Tuesday 25th May 2021, Microsoft Teams. Book here: <https://inhaler01.eventbrite.co.uk>
- Thursday 17th June 2021, Microsoft Teams. Book here: <https://inhaler02.eventbrite.co.uk>

An overview of the training requirements is included below.

Pharmacists:

- Complete DOC for Improving Inhaler Technique via www.cppe.ac.uk and associated learning
- Book onto one of the planned events
- Complete the enrolment on PharmOutcomes, which includes the CPPE Declaration of Competence (see further information below)

Pharmacy Technicians wishing to deliver the service:

- Complete DOC for Improving Inhaler Technique via www.cppe.ac.uk and associated learning
- Book onto one of the planned events
- Discuss and confirm competence & confidence in delivery after completing the above with your pharmacist prior to commencing service delivery
- Complete the enrolment on PharmOutcomes, which includes the CPPE Declaration of Competence (see further information below)

2.1. Pharmacists

Prior to commencing delivery of this service, pharmacists must self-declare their competence using the 'Declaration of Competence (DOC) for Improving Inhaler Technique through Community Pharmacy' available at www.cppe.ac.uk. Pharmacists or pharmacy technicians should ensure they re-accredit in line with the requirements of DOC; this is usually every three years.

Pharmacists must also attend a locally arranged service delivery session from an approved provider (see dates above or our website for more information) every three years whilst delivering the service.

Note – attendance at a locally arranged event does not preclude a pharmacist commencing service delivery, they should attend the next available event but can start to deliver the service if the DOC has been completed.

2.2. Pharmacy Technicians

Prior to pharmacy technicians delivering the service, they must have attended a locally arranged service delivery session from an approved provider (see dates above or our website for more information). Attendance at a locally arranged session is required every three years whilst delivering the service.

Pharmacy technicians must self-declare their competence using the 'Declaration of Competence (DOC) for Improving Inhaler Technique through Community Pharmacy' available at www.cppe.ac.uk.

The completion of 'Inhaler technique for health professionals: getting it right' is mandatory. Pharmacists or pharmacy technicians should ensure they re-accredit in line with the requirements of DOC; this is usually every three years.

Pharmacy technicians should ensure that they are competent and confident in assessing and demonstrating inhaler technique with a variety of devices prior to offering the service to patients. The responsible pharmacist should provide initial and ongoing support to any pharmacy technicians new to delivering this service. The clinical and professional responsibility for overall service delivery remains with the pharmacist.

What you need to do

ALL Contractors who wish to be commissioned to deliver this service should complete the expression of interest (EOI) here: <http://bit.ly/inhalerEOI> by DEADLINE.

If you are selected as a provider you will receive confirmation from enquiries@cpgmhealthcare.co.uk and you can then complete the following actions.

Read and sign the updated service specification, and return a copy of the signature page (p13) and banking mandate to enquiries@cpgmhealthcare.co.uk

Ensure you have personnel appropriately trained to deliver the service and that each professional completes the updated enrolment on PharmOutcomes, which includes the CPPE Declaration of Competence

Book to attend one of the GM Healthcare Academy Webinars
Tuesday 25th May 2021, Microsoft Teams. Book here: <https://inhaler01.eventbrite.co.uk>
Thursday 17th June 2021, Microsoft Teams. Book here: <https://inhaler02.eventbrite.co.uk>

Start recruiting patients to the service and record in the new PharmOutcomes modules