

Practice-based audit 2019/20: Guidance for pharmacy team

Each year pharmacy contractors must perform a practice-based audit as part of the contractual requirements of the NHS Pharmacy Contract. The audit must have a clear outcome that will assist with developing patient care. Practice-based audits provide an opportunity to review the systems and procedures within the pharmacy and, having assessed them, decide what can be improved. Alternatively, audits can be used to gather data about pharmacy practice so that we can work with other healthcare professionals to improve safety, quality and patient experience.

Background to the 2019/20 CCA and AIM practice-based audit

On occasion, pharmacists and their support staff will not fulfil a patient's request for a particular medicine (GSL or P Med) to be supplied Over The Counter (OTC). The broad reasons for this are:

1. The pharmacist/pharmacy staff provide advice instead
2. The patient/customer is unable or unwilling to pay for a recommended item
3. The pharmacist/pharmacy staff refuse to supply a requested item based on:
 - Suspected abuse, or
 - Unsuitability of the product requested for the patient's circumstances, or
 - Legal reasons relating to restrictions on the product (e.g. quantity, age of patient)
4. The pharmacist/pharmacy staff advise the patient/customer to consult another healthcare professional/support service.

Objectives

The 2019/20 audit will explore the reasons why patients/customers may leave the pharmacy **without** being provided with the specific OTC medication that they requested. This audit will enable us to gather quantitative data about:

- Patients/customers who are unable or unwilling to pay for self-care in respect of medicines
- Patients/customers whose requests for self-care are not met based on their inappropriateness
- Pharmacy staff signposting of patients to other providers (e.g. Health and social care services or support organisations)
- Patients who have been referred into community pharmacy through the Community Pharmacist Consultation Service (CPCS), and the outcomes of these patient interactions

A similar audit was conducted by CCA pharmacies in 2015/16 and the results of this year's audit will be compared with the previous data set to establish if there have been any changes in the provision of self-care advice and reasons for pharmacy teams not supplying OTC medication.

Definitions that may be relevant during the audit

- **Health and social care services:** services which are provided by the NHS (e.g. urgent care services) or a local government organisation (e.g. Child services, housing benefit).
- **Self-care:** This includes the use of OTC products and the following of pharmacy advice on minor, self-limiting conditions so that the patient does not access health and social care services inappropriately.

How to conduct the audit

1. Ensure that all your pharmacy team members are engaged in the audit. It is important that every team member knows what is required and has the tools to complete the audit. Include any relief or locum pharmacists who will be working in your pharmacy. Decide whether each pharmacy team member should use a 'tally sheet' or whether the whole team will use one sheet.
2. Ensure that each 'tally sheet' is annotated with the specific dates of the data collection period, your company name and store number.

PRACTICE-BASED AUDIT 2019/20 - Reasons for the non-supply of products to patients seeking 'self-care'

Audit data collection dates:

Company:

Store number:

TALLY SHEET

| Patient | Advice | Payment issue | Pharmacy refusal to supply | Pharmacy staff signpost patient to an NHS provider | Pharmacy staff signpost patient to NHS 'urgent care' service | Pharmacy staff signpost patient to other resources | Was this patient referred to the pharmacy through the Community Pharmacist Consultation Service (CPCS)? |
|---------|-------------------------------------|---|--|--|--|--|---|
| | Pharmacy staff provided advice only | Patient unable to pay for pharmacy recommended product Patient unwilling to pay for pharmacy recommended product | Supply refused on basis of suspected abuse Supply refused on the basis of unsuitability for the patient's circumstances Supply refused for legal reasons (e.g. quantity requested, age of patient) | General Practitioner Dentist Optician Sexual Health Service Other NHS provider | NHS 111 Out-of-hours GP service 'Walk in' centre Accident & Emergency department Other NHS 'urgent care' service | Local government services (e.g. Child Services, Housing Benefit, Waste Management) Reference resources (e.g. NHS Choices, specific websites) Self-treatment (e.g. medicines already at home, non-drug treatment) | |
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |

3. If there is doubt as to whether a patient conversation should be included as part of the data capture, this should be highlighted to the pharmacist, who should use their professional judgement to decide.
4. Tick as many boxes as are required to describe the outcome/advice provided for each patient/customer, using **one line for each patient/customer** conversation. 30 lines have been provided in the 'tally sheet', however if more than 30 eligible patients are encountered during the audit period, feel free to continue onto another 'tally sheet' where necessary. If you are a quiet pharmacy, you should collect a **minimum of 30 patients' data** even if this takes longer than a week to achieve.
5. Data should be collected over a **one-week period** before **31 March 2020**.
6. Once the data capture week is over, collate your data by completing the 'summary sheet' and filling in the totals for each column. Ensure that this sheet is also annotated with the dates of the data collection period, your company name and store number.

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SUMMARY SHEET

| Advice | Payment issue | Pharmacy refusal to supply | Pharmacy staff signpost patient to an NHS provider | Pharmacy staff signpost patient to NHS 'urgent care' service | Pharmacy staff signpost patient to other resources | Was this patient referred to the pharmacy through the Community Pharmacist Consultation Service (CPCS)? |
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| TOTAL | | | | | | |

7. Answer the supplementary question on the 'summary sheet'.
8. Submit your data via the online survey: <https://www.surveymonkey.co.uk/r/OTCaudit>
9. Use your pharmacy's findings to decide whether there are any actions that your pharmacy team members should take to provide a better service to patients.

Summary

Completing a practice-based audit is a contractual requirement. The CCA and AIM would like to thank you for selecting this audit and for your input and support. The data gathered will be invaluable for enabling community pharmacy to identify opportunities for closer collaboration with other healthcare professionals to improve the patient experience.