

National Advanced Service Support 2022 Plans for service support

PharmOutcomes is offering a solution to record each of the new advanced services being introduced in 2022.

New service templates developed or in development

- National Hypertension Case Finding Service
- National Smoking Cessation Service
- National Contraception Service

Service details - Functionality and guides

National Hypertension Case Finding Service

A set of templates to record both Clinic Check and Ambulatory Blood Pressure Monitoring (ABPM). This solution offers both standalone templates to record patient interventions through pharmacy recruitment and, working with partners at EMIS, we are able to offer a GP referral solution to support seamless referrals from EMIS Web directly into PharmOutcomes for both BP Clinic Checks and ABPM requests for patients requiring this support identified by their GP practice team. Commissioning costs apply for the GP referral option

Solution features include:

- Automated management of all GP notifications sent via nhs.net as data is saved
- Patient information leaflets populated with data recorded at intervention
- System generated appointment reminders for patients requiring follow up support
- System generated equipment loan agreements
- Claim management to MYS on saving records

The image shows two overlapping screenshots. The top one is a patient information leaflet titled 'Your NHS blood pressure check' from NHS. It explains why blood pressure is checked, lists statistics (e.g., 5 million adults with high blood pressure), and shows a color-coded chart for blood pressure readings: Low (blue, 90 or lower), Normal (green, below 140 / 90), High (yellow, between 140 - 179 / 90 - 119), and Very high (red, 180 or higher). The bottom screenshot is an 'Ambulatory Blood Pressure Monitoring Device Loan Agreement' form. It contains fields for Patient details (Name, Address, Postcode, Contact Details), Equipment to be loaned (Device manufacturer & model, Serial number, Items included, Date of provision, Return date, Time), and an acknowledgment section.

National Smoking Cessation service

Supporting patients identified as smokers whilst in hospital, this service always starts with a referral from hospital to community pharmacy. The PharmOutcomes solutions supports the hospital team to record patient demographics, quit date and details of NRT supplied. On hospital discharge, this information can then be referred to the patients chosen community pharmacy for ongoing support.

Support at the hospital - SCS referral options

PharmOutcomes can manage the hospital referral securely in a number of ways:

- i. **An ITK referral:** This solution manages the transfer of clinical information directly from the hospital system typically sending HL7 messages directly in to the pharmacy PharmOutcomes workflow across HSCN via a piece of middleware called 7Bridge. The HL7 message sent contains all required data as detailed in the service specification. This is the same as the mechanism currently adopted to send DMS referrals.
- ii. **Web referral:** For hospital sites that cannot send HL7 messages, the hospital team can use the web interface of PharmOutcomes to send referrals for SCS to community pharmacies.

Support at the community pharmacy

Pharmacies can use a set of linked templates to record a patient's progress through their behavioural change support, these include:

1. An initial intervention template following receipt of referral
2. An interim appointment template to record weekly visits for support
3. A 4 and 12 week quit template to record the patient outcomes
4. An onward referral mechanism to send information on to another community pharmacy (supports onward referral as either PharmOutcomes to PharmOutcomes or via nhs.net where the onward referral pharmacy may not use the PharmOutcomes solution)

Solution features include:

- Automated management of all GP notifications sent via nhs.net as data is saved
- NRT medicine field lookups linked to the dictionary of medicines and devices to ensure accurate claim
- On screen practitioner alerts to highlight patients that fall into "Russell Standard" range for quit evaluation
- Functionality to record NHS mail referrals received by the pharmacy team
- Claim management to MYS on saving records

The screenshot displays a web form for a patient in Newport, Isle of Wight. The form is divided into two main sections: 'Agreed Quit Date Details' and 'Consultation Information'.

Agreed Quit Date Details:

- Days since Agreed Quit Date: 33
- The Week Four Quit Outcome for this attempt needs to be recorded between 25 - 42 days of the agreed date.
- Number of days left to record Week Four Outcome: 9
- Week Four Quit Status: Pending (Outcome should be recorded before days since quit date reaches 42). Make sure to use the Quit Outcome Appointment template to record this information.

Consultation Information:

- Weeks since Quit Date: 4.7 weeks
- Consultation type: Face to face Telephone Video

Additional text on the left side of the form states: "Interim appointments should be offered to the Client throughout the service at no more than TWO weeks apart" and "Quit outcome at weeks four and twelve must be recorded on the Quit Outcome template".

National Contraception Service – Coming soon!

The team at Pinnacle are currently working through the data requirements of the recently release tool kit and will have a solution to support contractors with this service management.

Deployment Plans

Hypertension Case Finding

To date many commissioning areas have used the hypertension case finding service created some months ago. This service was made available to existing commissioner licence holders to support contractors with service delivery and placed into their licenced area. The hypertension case finding service **will be moving to a national commissioning footprint in July and made available to all pharmacies signed up via MYS to deliver the service**. Only the national service will be linked with the NHSBSA via their API to direct service claims into MYS. Work on claim management has started and we hope to have this completed in the near future.

Hypertension Case Finding service templates that have been made available to date regionally will have an end date set of 31st July and will be removed from commissioner footprints from the second week of August 2022. From mid-July, pharmacy teams will see two sets of Hypertension Case Finding templates in their “Services” page, the national service will be tagged as an “Advanced Service”. Pharmacy teams should be advised to register all new patients into the new advanced service template from mid-July. Current interventions should be completed in the old template.

National Smoking Cessation Service

The national smoking cessation templates will be made available to all pharmacies that have signed up to deliver this advanced service via MYS from the beginning of August 2022

Cost of support

As no funding is available to cover the cost of IT support for these new services, all of these new advanced service templates will eventually fall into the “provider pays” Pinnacle service portfolio.

Initial use of the templates for all services will be free of charge until the necessary changes can be made in PharmOutcomes Direct, the Pinnacle provider pays service management tool. The cost of service support on completion of that work will mirror arrangements currently in place for CPCS and pharmacies will have the option to pay for support via our Affinity group partners, see exceptions in the table below.

Support costs for each service are detailed below:

National Smoking Cessation Service

Set up/annual cost to hospital – Referral management

The cost of referral set up at hospital sites is aligned with our DMS service management costs with **referral solutions starting at £4233.00 plus VAT for use of the web interface or to send us HL7 messages containing discrete data**.

NB: For hospitals already engaged with our DMS service, the set up costs for a second referral type such as smoking cessation referral is discounted to just over £1000.00 plus VAT.

Cost of support to community pharmacy

In order to support this service in line with national referral aspirations it is important that any hospital using one of our referral solutions is connected with every community pharmacy signed up to deliver the advanced service. Pinnacle will be making available all smoking cessation templates required to record follow up care at participating community pharmacies on a **free of charge basis**.

When a pharmacy elects to **use our claim management functionality, the cost of support will be based on our transactional pricing model adopted to support CPCS**. The same-tiered structure will apply to service costs.

The PharmOutcomes Direct portal will require further development to manage the new service invoicing. This functionality will not be available for several months. Pharmacy teams will be able to use the full system functionality to support the National Smoking Cessation Service, including claim management, on a free of charge basis until the PharmOutcomes Direct work is complete. Pharmacies will be given notice before the move to provider pays takes place. At this stage pharmacies can elect to continue with claim management functionality or revert to the free option of template use only.

National Hypertension Case Finding service

Cost to community pharmacies

As with the smoking cessation service, initial use of the hypertension case finding templates will be offered to all participating pharmacies on a **free of charge basis**. Service charges will be applied once the work is completed in PharmOutcomes Direct to support invoice management. Pharmacy teams will be notified well ahead of any introduction of service charges. The costs will be aligned with our current transactional cost model used for CPCS.

Exceptions to the charge rule

As there are commissioner costs attached to the implementation of GP referrals for hypertension case finding, **no charges will apply** to any “Hypertension Case Finding” records saved at community pharmacies where these are linked to a GP referral sent from the EMIS integration “Local Services”.

Summary of costs attached to each service

Service name	Organisation charged	Cost of service (ex VAT)
Hospital referral for Smoking Cessation Service (SCS) (ITK or web based)	Hospital	Starting at £4233.00. NB: if already set up with DMS cost is just over £1000.00 plus VAT
Completion of SCS service follow-ups without claim management	Community Pharmacy	Free of Charge
Completion SCS service follow ups with claim management	Community Pharmacy	Transactional charging
Completion of Hypertension case finding templates with claim management(Pharmacy Recruitment)	Community Pharmacy	Transactional charging
GP referral to community pharmacy for Hypertension case finding	Commissioning organisation	Per patient cost
Completion of Hypertension case finding templates linked to GP Referral sent via Local Services	Community Pharmacy	Free of Charge

Updates

The NHS BSA API's for DMS, Smoking Cessation and Hypertension Case Finding that are required to complete the work to support pharmacy claim management on saving the PharmOutcomes record have now been released. Work is underway to implement this functionality as soon as possible. When this work is complete, saving the record in PharmOutcomes will auto populate the MYS claim eliminating the need for double data entry into the MYS portal.

In light of the recently introduced hospital CQUIN connected with the Discharge Medicines Service, pharmacies should be encouraged to complete the PharmOutcomes template following a DMS referral receipt. Saving the PharmOutcomes record provides the hospital team with the audit information they need to evidence their activity against the CQUIN requirements.

Video guides for both new services will be available from the end of July 2022.

For more information, please contact the PharmOutcomes team via the help or contact us tab of PharmOutcomes or email PST@emishealth.com
