Thursday 16 November

Dear,

As you will be aware your practice is taking part in an enhanced asthma service for local children and young people (CYP) being piloted in a selected group of Bexley pharmacies.

As winter approaches and the cold weather increases the risk of asthma exacerbation as well as other respiratory disease, I am particularly keen that local residents will derive maximum benefit from the Bexley pharmacy CYP service. To this end I have been working with local pharmacies to ensure they are fully supported and resourced to take part in the service, and I am greatly encouraged by their commitment to, and enthusiasm for making the new service a great success.

As you will be aware a key aim of the new service is to ensure there is efficient transfer of information between the pharmacy and the patient’s GP, in order to ensure that patients receive the appropriate level of review for the asthma control that is identified by the pharmacy team. I believe strongly that this service is a win-win for patients, GPs and pharmacies.

For GPs, taking part in the service is designed to be as easy as possible, and feedback from pharmacies is designed to be as helpful to you as possible: there are clear key action points for GPs as well as clearly documented responses to the three Royal College of Practitioners’ asthma questions that are required for the QOF indicator for asthma.

To help you encourage your practice team to take part I have included some hints and tips and other resources which you may find useful when sharing information on the service with your practice team.

I would encourage you to do all you can to make this pilot a success and please feel free to contact me by email ([kupton@nhs.net](mailto:kupton@nhs.net)) if there is any clinical support I can offer you with the service.

Kind regards

Karen

Dr Karen Upton

Named GP for safeguarding Children Bexley

Clinical lead for children’s services Bexley CCG

Champion for asthma, autism and learning difficulties

**Hints and tips for administration staff involved in the Bexley pharmacy CYP asthma services**

* Use the practice meeting to remind GPs and asthma nurses about the Bexley pharmacy CYP service
* Recommend a practice protocol for contacting eligible patients who your practice team believe may benefit from receiving the service. This may include sending a personalised letter to eligible patients (see template below) or opportunistic invitations
* Decide your practice’s protocol for accessing participating pharmacies’ reports. As a recommendation, the protocol may include the following:
* Designate a non-clinical team member to access the Sonar dashboard on a (minimum) weekly basis, and to print off pharmacy service reports.
* Designate a non-clinical team member to review the Sonar pharmacy CYP reports, the priorities for patient review by GP or nurse, to arrange reviews and follow-up contact of non-attenders.

**FAQs:   
Who is eligible to receive the Bexley pharmacy CYP asthma service?**  
Any child or young person aged between five to 25 years with asthma and registered with your practice can access the service from a participating pharmacy

**What is the Bexley pharmacy CYP asthma service designed to do?**The service is designed to ensure that children and young people aged between five and 25 years with asthma receive a review of their asthma by a trained pharmacist, and that patients requiring review are identified and receive an appropriate review for their identified need

**What are the benefits to my patients of the service?**The pharmacist review will check a patient’s asthma inhaler technique, ensure that patients understand what medicines they are taking and why, that any problems with their medication are identified and resolved by the pharmacist, and that problems with asthma control are reviewed by the GP practice

**What are the benefits to GPs of the service?**The service provides GPs with clinical support that improves their care of CYPs with asthma. The report provided by the pharmacist clearly documents the key patient review action points for GPs, as well as provides responses to the three Royal College of Practitioners’ asthma questions that are required for the GP QOF indicator for asthma.

The GP will receive the following information:

* Top-line recommendation for on-going care:
* No review
* Review within a week
* Review within a month
* Patient advised to go to A&E
* Completed Asthma Control Test score to inform follow-up patient consultation
* Background information on patient’s asthma
* Responses to the three Royal College of Practitioners’ asthma questions

**What are the benefits to the health service?**

* Decreased emergency admissions for asthma
* Reduction in PICU admissions
* Reduction in asthma deaths
* Reduction in medication waste

**Which GPs are taking part in the service?**

* Albion Surgery
* Lakeside Surgery
* Slade Green

**Which pharmacies are taking part in the service**

* Boots ([Broadway shopping centre branch](http://www.nhs.uk/Services/opticians/Overview/DefaultView.aspx?id=15773))
* [Broadway Pharmacy](http://www.nhs.uk/Services/pharmacies/ReviewsAndRatings/DefaultView.aspx?id=3745)
* [Brownes Pharmacy](http://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8295)
* Crook Log Chemisal ([Broadway](http://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=7010) and [Bourne Road](http://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=12315) branches)
* [Davidsons Chemists](http://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=4450)
* [Harrisons Pharmacy](http://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8777)
* LloydsPharmacy ([Barnehurst Road](http://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=8412) and [Pickford Lane](http://www.nhs.uk/Services/pharmacies/MapsAndDirections/DefaultView.aspx?id=7045) branches)
* Neem Tree Pharmacy
* [Praise Pharmacy](http://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=13886)
* [Stelling Road Chemist](http://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=5229)
* [Warren Pharmacy](http://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=13650)

**How are pharmacies paid for the service?**For payment purposes, the service is classed as a Medicines Use Review, which receives advanced service funding as per the terms of the Community Pharmacy Contractual Framework.

**How secure is the IT?**

The IT infrastructure underpinning the system is delivered and managed by Sonar Informatics and is based on the same secure technology and information governance that underpins communications between GPs and pharmacies relating to seasonal flu vaccination. By accessing the system, GPs will be able to see real-time information on their patients who have received the pharmacy CYP asthma service. The Sonar platform has links to resources important for asthma management such as the asthma toolkit

Problems and concerns with the Sonar system can be directed to [pritpal.thind@sonarinformatics.com](mailto:pritpal.thind@sonarinformatics.com)

**Resources for GP practices**

1. **Template website copy – pharmacy asthma service**

This practice is taking part in a new, free NHS asthma service for local children and young people aged between 5-25 years in a selected group of Bexley pharmacies. If asthma is causing you or your child problems, please speak to your GP or nurse to see if you could benefit from the service.

1. **Letter for patients  
   Bexley pharmacy children and young people’s asthma service**

Dear [patient name]

I am writing to you to invite you to take part in a new free NHS asthma service for local children and young people aged between five and 25 years old and registered at this practice.

As winter approaches and the cold weather increases the risk of asthma problems, I am particularly keen that you should receive every possible help and support so that your asthma remains under control during the cold weather.

In the service, selected specially trained pharmacists check your asthma inhaler technique, answer any questions that you have about the medicines you are taking for asthma and speak to you about any problems you are having with your asthma. This will take place in a private consultation room in the pharmacy, and the information will be shared only with your GP using secure NHS technology. Your GP may then contact you to discuss any issues arising from your asthma check-up so that we may work together to jointly find a solution that best fits your health and lifestyle needs.

It’s easy to take advantage of the service. Simply visit a participating pharmacy (listed below) and let them know you are registered with this practice and would like to receive your free children’s and young person’s asthma review. The pharmacist will then book your appointment.

Poorly-controlled asthma can have a real impact on your quality of life, causing children and young people to miss out on important school, work and leisure time, and causing parents problems with childcare. I would therefore urge you to take advantage of this new, free service to ensure your or your child’s asthma remains problem-free.

Kind regards

Lead GP name

**Which pharmacies are taking part in the service**

* Boots ([Broadway shopping centre branch](http://www.nhs.uk/Services/opticians/Overview/DefaultView.aspx?id=15773))
* [Broadway Pharmacy](http://www.nhs.uk/Services/pharmacies/ReviewsAndRatings/DefaultView.aspx?id=3745)
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* Crook Log Chemisal ([Broadway](http://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=7010) and [Bourne Road](http://www.nhs.uk/Services/pharmacies/Overview/DefaultView.aspx?id=12315) branches)
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1. **Suggested SMS messages for patients**

If you are aged between 5-25 years and have asthma you might benefit from our new free NHS asthma service. Ask your GP about this service now