



Primarycare and Community Together

Multi-disciplinary working.

GP Federations
and
Primary Care and Community Together (PACT).

“The primary objective of the Federation is to provide better care, delivered in a more responsive way and closer to home, for all our patients. This will focus on working across the local health and social care community, in collaboration with a wide number of agencies, in seeking to design and implement innovative healthcare strategies and ways of delivering high quality care. In all that we do we will place the patient and his / her carers at the centre and will use all means possible to ensure that their voices are heard.”
- GP Federations NI

What is PACT ?

Primarycare And Community Together (PACT) is an innovative new **social enterprise** which will deliver targeted local patient centered public health initiatives that address some of the most entrenched health issues facing society.

PACT will use its unique network of community pharmacy outlets to deliver programmes in partnership with local host communities. The benefits of this socially innovative approach include, savings to hard pressed health budgets, improving health outcomes, supporting local business and upskilling and creating employment within communities.

Another ground breaking aspect of PACT is the partnership with the **Ulster University** and the **Medicines Optimisation Innovation Centre (MOIC)** who will carry out pioneering research and develop accredited training programmes for both pharmacists, pharmacy support staff and community/voluntary sector employees. This will result in up skilling of the pharmacy profession and community and voluntary sector, contribute to research, leading to service development, patient benefit and improvement of science.

The Directors of PACT have considerable experience in business, management, education, pharmacy and healthcare as well as experience working across the private, public and community sectors.

PACT will use the unique network of 525 points of presence created by community pharmacies to deliver programmes in partnership with local community and voluntary sector organisations and host communities. Pharmacists are ideally situated to deliver this service and many are already involved in community projects. Community Pharmacists skills, experience and knowledge can deliver services that drive better patient outcomes. The community sector partners have the skills and experience to engage some of the most difficult to reach individuals within their communities and support them to benefit from the health initiatives.

Development of Primary Care Teams.

Primary care provides around 95% of the health and social care that people require throughout their lives.

Primary care is now changing and developing to provide a model based around multidisciplinary teams embedded around general practice. These teams will include GPs, Practice Pharmacists, District Nurses, Health Visitors, Allied Health Professionals and Social Workers.

However these teams will need to work in a more integrated way across boundaries with **other** community services and develop work streams within their areas including community pharmacy.

Community Pharmacy is an important part of primary care and can help to reduce pressure on over stretched health services.

As services shift from hospital to home and other community settings, activities will shift to GP surgeries and increasingly towards community pharmacy. This will require changes to planning and commissioning processes that recognises the contribution that community pharmacy services will play within the integrated healthcare team to achieve improved health outcomes. Community pharmacists are well placed to deliver locally based and accessible clinical and public health services.

This model is radically different from what we have at present and it will require significant change from existing traditional roles and ways of working.

PACT can provide a solution for GP Federations partnering and integrating with Community Pharmacy and the Community Voluntary Sector.

PACT (Primary Care and Community Together) has developed a new “model of care” for the community pharmacy network which includes a PACT pharmacist representing **ALL** the community pharmacies within a locality.

This is a new concept of community pharmacies working together to provide a population model of care.

While developing its “new model of care” PACT has identified barriers which inhibit integrated multidisciplinary working and identified potential gaps in population service provision from the traditional community pharmacy model. These barriers include,

- Not all community pharmacies provide all commissioned services.
- Commissioned community pharmacy services are not well understood by other health care providers and are poorly integrated.
- A GP federation would have difficulty communicating and co-ordinating with all the community pharmacies within its population area.
- Some community pharmacies and C&V organisations work across GP Federation boundaries.
- There is no formal referral mechanism into community pharmacy for other health care providers or the C&V sector.

It was clear that the traditional “silo” model of community pharmacy service provision would need to change and adapt to newer integrated ways of working. Community pharmacy will need to organise and transform if it is to deliver health care services in a modern, integrated, population based approach to health and wellbeing.

PACT is currently delivering and evaluating several service and quality improvement projects which support this new integrated “model of care” with a population approach.

1) **IMPACTAgewell Project®** - Community Pharmacy working as a partner in a “whole system” multidisciplinary team.

- Project has been running for over one year.
- Community pharmacy is an essential member of the multidisciplinary team.
- Community pharmacies can work collaboratively to provide pharmacy services to a population and can plug the gaps to ensure delivery of a commissioned service.
- Community pharmacists are a skilled clinical resource.
- There is a robust referral and feedback mechanism for community pharmacy services.
- This model can be easily adapted and scaled to work in a GP federation.

2) **Antrim and Ballymena GP Federation/PACT/ICP/MOIC** - A project to optimize anticoagulation in patients with AF. Community pharmacy working with a GP federation developing a model for future service design and whole system service provision.

- This new model aims to support partnership working and will involve collaboration between GP Federations, MOIC, ABPI, ICP and community pharmacy. The value of integration.
- The goal is to develop useful quality improvement strategies while supporting clinical teams to improve care.
- PACT model scalable across GP federation.
- One point of contact in GP Federation for providing community pharmacy clinical services.
- This model will also provide evidence that this unique partnership model is replicable, scalable and transferable to other chronic conditions.

3) **Community led Medicines Support Project** - Community Pharmacy working in partnership with the C&V sector to provide medicines adherence solutions and support for a defined population.

- PACT's unique model embodies an inter-agency network of community sector organisations, community pharmacies and Ulster University.
- Community development approach to a co-produced service improvement.
- More efficient and effective service provision within hard to reach communities.
- Partnership working to upskill community sector.
- Early intervention.
- Improved research into community health.

4) **Project ECHO** - PACT is the lead partner delivering an educational Project ECHO supporting and upskilling isolated community pharmacies working within the IMPACTAgewell® project.

- Service improvement across professional boundaries.
- Improved method of continuous professional development for clinicians.
- Links new models of pharmaceutical care, consultant pharmacists, hospital pharmacists, practice based pharmacists, community pharmacists.
- Curriculum spans across all health services, eg social determinants of health and health literacy.

All of these PACT partnership projects are currently being delivered and evaluated.

Following evaluation, we will be able to demonstrate that through PACT, community pharmacy and the C&V sector have developed an elegant solution for GP Federations and Trusts to partner and work across boundaries with other community providers.

