

NHS111/Integrated Urgent Care workforce development Programme for Pharmacists

Background about the Pharmacy Integration Fund

The NHS is working to ensure that pharmacists and pharmacy technicians play an increasingly visible and expanded role in improving outcomes and value from medicines for patients.

To support this, NHS England is enabling the development of pharmacy practice through the Pharmacy Integration Fund <https://www.england.nhs.uk/commissioning/primary-care/pharmacy/>

The fund is being used to develop schemes which integrate pharmacists and pharmacy technicians into wider primary care as part of new multi-disciplinary healthcare teams, diversify the workforce and make the most of their clinical skills.

The NHS Five Year Forward View set out a clear direction for the future NHS and placed great emphasis on service integration, including 'new models of care' which integrate primary and secondary care, and health and social care.

Health Education England (HEE) is working in partnership with NHS England to drive forward the workforce transformation which will be needed to achieve these goals. This work is part of a broader HEE agenda to enable workforce transformation across the NHS to support locally delivered integrated care models.

The Pharmacy Integration Fund will play a key part in helping the NHS increase the scale of high quality clinical pharmacist and pharmacy technician intervention and delivery of medicines optimisation.

Working with the Royal Pharmaceutical Society and other partners, HEE has developed new, fully-funded, innovative programmes. These are available for individual pharmacists or pharmacy technicians through flexible and accessible learning solutions, allowing those enrolling to study at work, or in their own time.

The training programmes are:

- Independent Prescribing for Pharmacists in GP practices, care homes and integrated urgent care/NHS111 hubs aligned to specific programmes
- NHS111/Integrated Urgent Care Workforce Development Programme for Pharmacists
- Medicines Optimisation in Care Homes Training for Pharmacy Professionals
- Clinical and Professional Leadership Development for Pharmacy Professionals
- Post-registration Training for Community Pharmacists
- Community Pharmacy Technician Training and Development Programme pilot
- Accuracy Checking Pharmacy Technician Programme.

About the NHS111 IUCCAS Training for pharmacists

Pharmacists working in [Integrated Urgent Care Clinical Assessment Services](#) (IUC CAS) are being offered fully-funded training to support the development of pharmacists in new roles and careers in urgent care.

HEE has procured training to support pharmacists working in an Integrated Urgent Care Clinical Assessment Service virtual contact centre environment. The training aligns with the new NHS England Integrated Urgent Care [service specification](#), and the newly developed IUC/NHS111 Workforce Blueprint and [careers framework](#).

NHS England is supporting the deployment of prescribing pharmacists in Integrated Urgent Care Clinical Assessment Service (IUC CAS) virtual contact centres to help increase prescribing capability and capacity of IUC CAS and reduce the pressure on urgent and emergency care and general practice.

Pharmacists working in the Integrated Urgent Care (IUC) Pharmacists Programme will work as part of the multidisciplinary team as an expert resource. The work will involve handling medicines-related enquiries and issues, undertaking clinical assessment and treatment of minor ailments and prescribing where appropriate, prescribing for repeat prescription requests, and providing self-care advice.

Upon completion, Pharmacists will be able to work confidently in Integrated Urgent Care settings with the skills, knowledge and confidence to deliver timely patient care and medicines optimisation for the benefit of patients, as part of an integrated multi-disciplinary team.

The tailored training, lasting up to 12 months, will enable them to lead on person-centred medicines optimisation in a virtual acute setting helping to improve the access and delivery of urgent care and enhance the quality of care and patient safety.

Pharmacists will also be able to complete an Independent Prescribing course where this meets the service need: Pharmacists must meet the [GPhC Independent Prescribing Requirements](#).

The training will be delivered by the University of Derby through a blended learning platform, offering a mixture of online and face to face learning. There will be an induction day, followed by the online learning programme, with opportunities for online or placement visit support.

There are several entry points for cohorts over the length of the contract, which ends in April 2020.

NHS England will be providing salary support for employers wishing to expand their team to include Pharmacists.

Training will cover a range of skills and competencies informed by HEE training needs assessment, NHS 111 Workforce Development Fund pilots and the NHS 111 IUC Workforce Blueprint.

It will include: using video technology for consultations; prescribing using EPS; answering a range of calls from the simpler NHS 111 medicines-related calls to minor illness, 999 and minor injury calls. Other key features of the course include:

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Online learning environment:

- Flexible online learning: guided study, activities and facilitated discussions;
- Elements of the IUC functionality may be replicated within the learning environment
- Competence-based and simulation activities to develop confidence
- Online Tutors; facilitated network for peer support; Live Webinars

Placement Support

- Support for placement supervisors and practice-based assessment
- Portfolio development with links to competence frameworks
- Support provided via: online, phone, and / or placement visits
- Each student to have named practice link tutor
- Portfolio assessment and feedback

IT and academic support

- Support for Technical difficulties
- Managing / controlling software updates
- Academic guidance and support.

Who can access the training?

The training is open to pharmacists new to working in a virtual urgent environment such as NHS111 or an Integrated Urgent Care setting for a minimum of 0.4WTE.

Once employers have appointed the pharmacist, the individuals will be directed by employers to Derby University's website for course information and to register for enrolment via email iuc.derby.ac.uk. All applications will have to be confirmed by the employer and in so doing the employer is also confirming adherence to IUC Pharmacist Programme criteria.

The training provision for Pharmacists working in NHS111 or IUCAS environments is supported by NHS England and Health Education England through the Pharmacy Integration Fund. It will strengthen and diversify the pharmacy workforce and help to improve patient care. The fund has been set up by NHS England to enable pharmacist integration in primary care as part of new multi-disciplinary healthcare teams, making the most of their clinical skills, particularly for the benefit of people with long-term conditions.

For information about the full range of workforce development opportunities offered for pharmacists and pharmacy technicians, fully funded from the Pharmacy Integration Fund, please see <https://www.hee.nhs.uk/our-work/developing-our-workforce/pharmacy-education-training/pharmacy-integration-fund>.

Who is offering Post-registration Training for Pharmacists?

University of Derby Kedleston Road, Derby, DE22 1GB

Contact details and more course detail is available from Derby University

IUC@derby.ac.uk

<https://www.derby.ac.uk/courses/short/workforce-development-pharmacists/>

March 2018