

Strengthening the position of medicines management in the commissioning and service re-design environment: A collaborative approach

Introduction

This programme of learning essentially helps primary care pharmacists and other key stakeholders:

- Place prescribing and medicines management at the heart of commissioning and service redesign
- Capitalise and strengthen their role and influence to lead and drive through improvements in prescribing and medicines management.

1. The Programme - Moving forward with prescribing and medicines management in the commissioning environment.

The **key focus** is to ensure that medicines management teams in primary care are equipped to contribute fully to commissioning and service re-design.

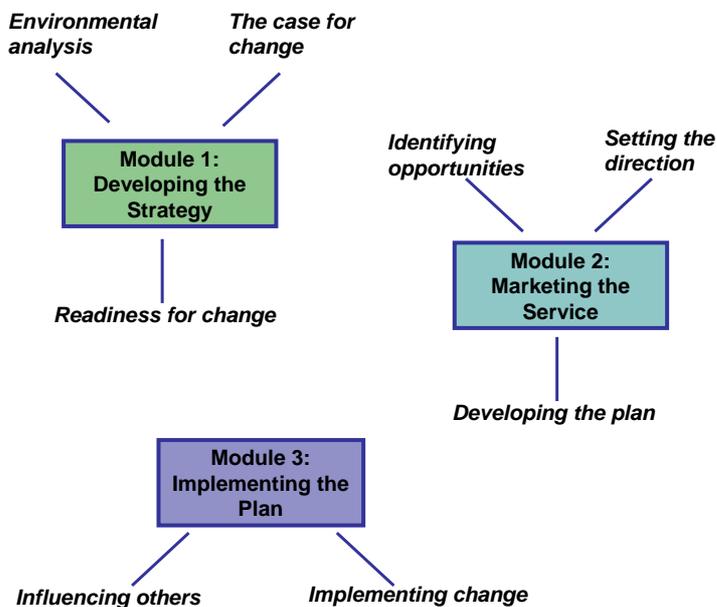
Linking self-development with policy drivers is a **major feature** of the programme which is designed to deliver:

- A clear, practical understanding of the current environmental issues and the place of medicines management in this wide agenda
- An enhanced skill set needed to meet the challenges of working in a new, and ever changing environment.

3. The Process

The process:

- **Is case-study based** whereby participating organisations identify a 'real' situation to work on, including specific outputs to be achieved (e.g. to produce an outline business case for a particular medicines management initiative).
- Follows a '**reflective learning set**' approach
- Consists of three, individual full-day, face-to-face modules, spread over three months and incorporates specific 'action points' identified by the participants.



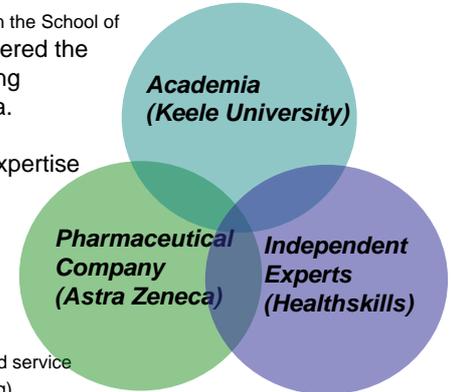
2. The People

The **main strength** of the pilot was its collaborative approach

• NPC PLUS (which operates within the School of Pharmacy at Keele University) delivered the pilot, funded via a joint working agreement with Astra Zeneca.

• Individuals with particular expertise in the NHS environment (Shailen Rao and Helen Liddell) contributed to the development and delivery.

• Healthskills (an independent organization focusing on strategic and service leadership and effective team working) delivered the skills training elements.



The programme was **piloted in three NHS regions**:

- South Central
The programme was delivered as an adjunct to compliment an established Strategic Health Authority (SHA) development aimed at medicines optimisation across the region and involved Southampton City PCT, NHS Hampshire and NHS Isle of Wight
- West Midlands
Dudley PCT and Shropshire County PCT
- Yorkshire and Humberside
Leeds PCT and North Yorkshire and York PCT

4. The Performance

Feedback from the pilot sites was extremely positive and used to build on the identified strengths and refine areas of the programme as needed.

Comments from participants

- "The opportunity and time to work on a particular area and to try out new 'tools' made local implementation real and possible."
- "The group work and exercises gave considerable clarity and focus."
- "The opportunity to apply theoretical concepts (change theory, marketing, leadership) to real situations was invaluable."
- "The programme helped us frame strategic thinking, move the focus away from operational issues and really think about how to move forward."
- "We now have a head start to engaging participation from a wide range of stakeholders back in the workplace."
- "The semi-structured approach allowed enough flexibility for each session to be tailored to individual needs."

5. The Possibilities

Feedback, experience and reflection strongly indicate:

- The flexibility of the programme means it can be tailored to meet the needs of a range of organisations (such as SHAs, PCTs, etc)
- The learning from the programme can be easily applied to other aspects of medicines management.
- Each module could be delivered as 'stand-alone' sessions.

If you would like to know more, or discuss how your MMT could access this programme, please contact Trudy Granby, Assistant Director NPC Plus on 01782 734 798 or by email at t.granby@mema.keele.ac.uk