

Prif Swyddog Fferyllol Chief Pharmaceutical Officer



Llywodraeth Cymru
Welsh Government

To:
British Medical Association Welsh Council,
Chief Pharmacists,
Community Pharmacy Wales,
Directors of Primary, Community and Mental Health,
General Practitioners' Committee Wales,
Health Education and Improvement Wales,
Royal Pharmaceutical Society Wales.

By email

11 January 2022

Dear Colleague,

Independent Review of Dispensing Volumes in Community Pharmacies

In 2019, as part of the Community Pharmacy Contractual Framework 3 year agreement covering the period 2020-21 to 2022-23, the Welsh Government commissioned an independent review into the feasibility of reducing dispensing volumes in community pharmacies in Wales.

Following a competitive tendering process, the Welsh Institute for Health and Social Care (WIHSC) at the University of South Wales were commissioned to undertake the review, which has now concluded.

The full review and the Welsh Government response has now been published, available here: <https://gov.wales/review-dispensing-volumes-community-pharmacies-welsh-government-response>

In summary, the review identifies several priorities for action classified under four broad themes:

- reducing the number of dispensing events in primary care;
- non-medicine supply: reducing the dispensing of products, dressings and/or appliances where community pharmacy provides no added clinical value or efficiency;
- reducing the prescribing of items of low clinical value; and
- remodelling community pharmacy services to better use the skills available in community pharmacy to provide advice and where appropriate supply medication without the need for a prescription.

The findings support the view that it is feasible to reduce the volume of prescriptions dispensed by community pharmacies through practical, system level changes to prescribing and dispensing arrangements. These changes are likely to release

significant amounts of pharmacist time to provide more focused direct patient care through clinical services, supporting our longer term aspirations for community pharmacies that meet the needs of the people of Wales now and in the future.

Additionally, implementing the actions in the areas identified by the review will provide benefits for general practice through a reduction in the administrative workload involved in generating repeat prescriptions. Most importantly, taking a more flexible approach to balance more appropriately, patient convenience with clinical appropriateness, cost-effectiveness and patient safety, is likely to have considerable benefits for patients.

A list of high-level actions have been developed, included in the formal Welsh Government response, which will require a range of stakeholders to come together to determine and implement a range of specific actions within defined timescales. Your collaboration in supporting these actions, as key stakeholders, will provide a significant contribution in delivering a change of practice across all of the identified themes.

Yours sincerely,



Andrew Evans

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