

# Enhancement Opportunities for HK – Lessons from the UK

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“A cheerful heart is good medicine, but a crushed spirit dries up the bones. (Proverbs 17:22)”.

# Acknowledgment

- My team members Miss Sharon Yin Liu and Mr Tommy Lee in the preparation of the talk

# Overview

- Service-based pharmacy model
  - Pharmacy First
  - Vaccination services
  - New Medicine Service
- Integration with NHS
  - operates on a contractor model, contracted by NHS to provide certain services for local populations
- Clinical service commissioning
  - Community Pharmacy Contractual Framework
- Independent prescribing expansion
  - NHS funded training offers are available for community pharmacists



# Clinical Pharmacy Services

- Community Contractual Framework (CPCF) outlines 3 types of services:
- **Essential services** – nationally set, mandatory services that community pharmacies must provide
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# Pharmacy First



The poster is for NHS Pharmacy First. It features a yellow header with the NHS logo and a photo of a smiling female pharmacist. Below the header, on a black background, is the text 'Ask Day Lewis PHARMACY FIRST' followed by a blue cross icon. A bold line of text states: 'Free up surgery appointments for patients with more complex medical complaints'. Below this, a blue heading reads 'Refer patients to Day Lewis pharmacy with:'. A numbered list of seven conditions follows, each with a blue icon: 1. Urinary Tract Infections, 2. Acute Sore Throat, 3. Acute Otitis Media, 4. Infected Insect Bites, 5. Impetigo, 6. Shingles, and 7. Acute Sinusitis. At the bottom, the text '/// Day Lewis Pharmacy' is displayed.

**NHS**

Ask Day Lewis  
**PHARMACY**  
**FIRST** 

**Free up surgery appointments for patients with more complex medical complaints**

**Refer patients to Day Lewis pharmacy with:**

1. **Urinary Tract Infections** in women aged 16-64
2. **Acute Sore Throat** in patients aged 5 years and over
3. **Acute Otitis Media** (Ear Infection) in children aged 1-17
4. **Infected Insect Bites** in patients aged 1 year and over
5. **Impetigo** in patients aged 1 year and over
6. **Shingles** in patients aged 18 years and over
7. **Acute Sinusitis** in patients aged 12 years and over

**/// Day Lewis Pharmacy**

# Clinical Pharmacy Services

## Advanced Services

# Pharmacy First

- Free NHS service
- Community pharmacists to manage 7 common conditions using clinical pathways, including supply of certain POMs via Patient Group Directions (PGDs)
- 7 conditions include:
  - acute otitis media (1-17 years)
  - impetigo (1 year and over)
  - infected insect bites (1 year and over)
  - shingles (18 years and over)
  - sinusitis (12 years and over)
  - sore throats (5 years and over)
  - UTIs in women (women aged 16 - 64)



# Clinical Pharmacy Services

Advanced Services

## Pharmacy First

- Rationale:
  - provide faster access to care
  - reduce burden on GPs
  - pharmacists are highly trained to deliver effective frontline care
  - pharmacists are experienced in identifying red-flag symptoms ensuring timely referral to other healthcare providers when needed
- Access routes:
  - self-refer (walk-in or by phone)
  - GP referral
  - NHS 111 referral
  - other NHS services

# Clinical Pharmacy Services

## Advanced Services

# Flu Vaccination Service

- Free NHS flu vaccine for adults aged 18+ who fall into at-risk or target groups and for children aged 2-3 years
- Aims:
  - boost vaccination uptake by expanding community pharmacy capacity as an accessible alternative to GP appointments
  - protect high-risk groups from serious illness by vaccinating against the most prevalent seasonal flu strains
  - increase convenience and access by offering opportunities for eligible patients to receive their flu vaccine

# Clinical Pharmacy Services

Advanced Services

## Flu Vaccination Service

- In 2024/25 flu season, community pharmacies delivered **over 4 million flu vaccines**
- Community pharmacies play a key role in reaching underserved populations with ~11% of vaccinations in that season were in the most deprived areas

# Clinical Pharmacy Services

Advanced Services

## New Medicine Service

- For patients starting new medications for long-term conditions
- Focuses on supporting patients with adherence, understanding and safe use
- Service is split into 3 stages:
  - Patient engagement
  - Intervention
  - Follow up

# Clinical Pharmacy Services

## Advanced Services

# New Medicine Service

- Based on research which has shown that pharmacists can successfully intervene when a medicine is newly prescribed, with repeated follow up in the short term, to increase effective medicine taking for the treatment of a long-term condition
- Service usually provided in the first several weeks after medicine is started
- The service has demonstrated increased patient medicine adherence which translates into increased health gain at reduced overall cost

# Commissioning & Funding

## Community Pharmacy Contractual Framework (CPCF)

- National contractual agreement between NHS England, Department of Health & Social Care (DHSC) and Community Pharmacy England
- Defines how community pharmacies are funded and outlines the NHS services that are expected to deliver
- Through CPCF, community pharmacies are encouraged to expand beyond dispensing, taking on more clinical roles



Guidance

### **Community Pharmacy Contractual Framework: 2024 to 2025 and 2025 to 2026**

Published 31 March 2025



# Commissioning & Funding

## Pharmacy First

- Consultation fee
  - £17 per completed consultation
- Monthly fixed payment
  - In addition to consultation fee, pharmacies completing a least 30 clinical pathways consultations within a month will receive £1000 fixed month payment
  - Those delivering 20-29 consultations in a month will receive £500 payment

# Commissioning & Funding

## Flu Vaccination Service

- £9.58 for each vaccine administered
- Pharmacy owners will also be reimbursed for the vaccine cost at the basic price (list price) of the individual vaccine administered and an allowance at the applicable VAT rate will also be paid



# Commissioning & Funding

## New Medicine Review

- £14 per completed intervention or follow up consultation
- Total of £28 will be paid if the pharmacy has undertaken both the intervention and follow up consultation

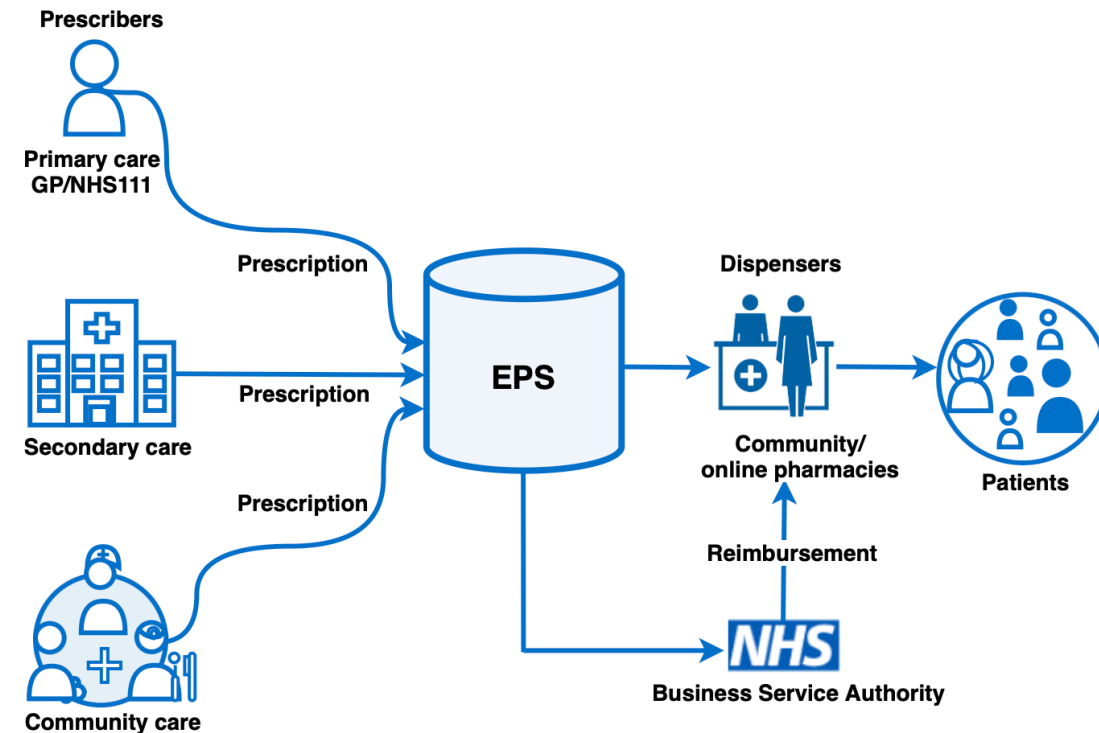


# Digital Integration

## Electronic Prescription Service (EPS)

- Enables prescriptions to be sent electronically from prescriber to the pharmacy, and subsequently to the NHS for payment processing
- EPS is not a prescribing system; it is a system to manage the workflow of prescriptions
- Makes prescribing and dispensing process more efficient and convenient
- Over 95% of all prescriptions in England is now being produced electronically
- Prescriptions can be tracked allowing patients to check the status and readiness of prescribed medicines

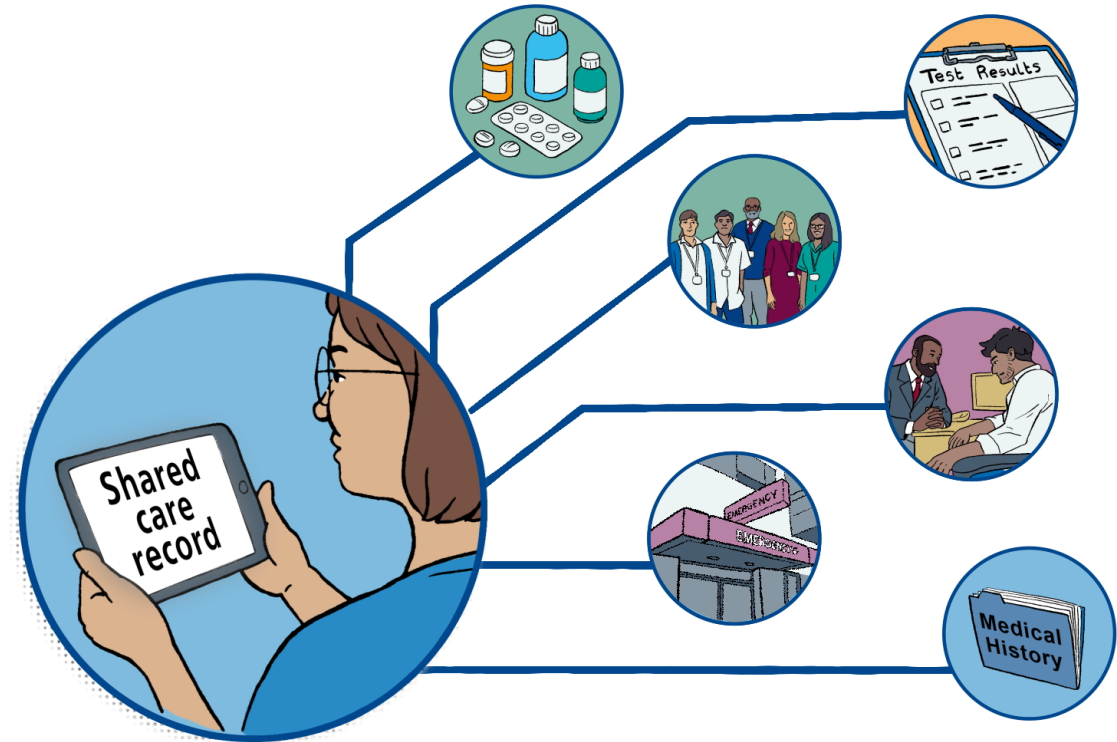
### How this service works



# Digital Integration

## Shared patient records

- Community pharmacists has access to GP medication records via the NHS Spine Portal
- A read-only access ensuring data integrity and safe use
- Ensures safe practice by helping identify interactions and duplications
- Supports better medication reviews with fuller background information





# Digital Integration

## Assured IT providers for commissioned clinical services

- NHS-approved IT providers offer modules that capture the required data for commissioned clinical services
- Modules connect to an NHS portal, enabling service evaluation and post-payment verification
- System will also share relevant information from the consultation to patient's GP or other healthcare professionals



# Workforce Development

- With increasing emphasis on clinical services, community pharmacists are expected to update and expand their clinical expertise
- Centre for Pharmacy Postgraduate Education (CPPE) provides learning programmes and assessments in clinical pharmacy, disease management and therapeutics to support the delivery of NHS commissioned clinical services
- For a community pharmacist to provide a service they may require to pass an assessment provided by CPPE

# Workforce Development

## Independent Prescribing

- From September 2026 newly qualified pharmacists will enter the GPhC register as independent prescribers
- NHS England is currently offering independent prescribing training places for the current community pharmacist workforce

# Workforce Development

## Independent Prescribing

- Rationale:
  - Developing and applying clinical skills of community pharmacists supports a wider health system shift to improve access to care and reduce health inequalities
  - Ensure people have access to safe and high-quality healthcare, address health issues before they get worse , provide monitoring of long-term health conditions, and prevent ill-health
- NHS England has yet to commission national clinical services permitting community-based independent prescribing pharmacists to provide NHS prescriptions

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# Service Standard

[https://www.healthbureau.gov.hk/phcc/files/guidelines\\_of\\_practice\\_for\\_community\\_pharmacy.pdf](https://www.healthbureau.gov.hk/phcc/files/guidelines_of_practice_for_community_pharmacy.pdf)

## Guidelines of Practice for Community Pharmacy

First Edition 2025



# Training



Primary Care Pharmacy Consortium



HKU  
Med

LKS Faculty of Medicine  
Department of Pharmacology  
& Pharmacy  
香港大學藥理及藥劑學系

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## Certificate Course in Primary Healthcare for Pharmacists 2025



HKU  
Med

LKS Faculty of Medicine  
Department of Pharmacology  
& Pharmacy  
香港大學藥理及藥劑學系



### CERTIFICATE COURSE IN PRIMARY HEALTHCARE FOR PHARMACISTS 2025

Duration:	March to September 2025 (Total 60 hours) Weekday evenings or weekend afternoons (For online and in-person live sessions)
Mode of Learning:	Pre-recorded lectures (27 hours); Online or in-person live sessions (33 hours)
Venue:	HKU Campus (For in-person live sessions) or online via Zoom
Entry Requirement:	Registered pharmacists in Hong Kong under the Pharmacy and Poisons Ordinance (Chapter 138)



# Primary Care Sub-Directory Pharmacy



基層醫療署  
PRIMARY HEALTHCARE COMMISSION



基層醫療指南  
Primary Care Directory

繁 | 简 |  Other Languages

About the DirectoryGeneral PublicPrimary Care ProviderRelated L



General Public

The Primary Care Directory (the Directory) is a web-based electronic database containing practice information and professional qualification of primary care providers in the community to facilitate the public to search for suitable doctors, dentists, Chinese medicine practitioners (CMPs), occupational therapists (OTs) and physiotherapists (PTs).

Primary Care

Registered doctors, dentists  
CMPs in Hong Kong who are committed to providing accessible, comprehensive, continuing and co-ordinated person-centred primary healthcare services, can apply for enrolment in the Directory.

Bahasa Indonesia - Bahasa Indonesia  
Hindi - हिन्दी  
Nepali - नेपाली  
Punjabi - ਪੰਜਾਬੀ  
Tagalog - Tagalog  
Thai - ไทย  
Urdu - اردو  
Vietnamese - Tiếng Việt

# Hong Kong Version of Advanced Services

- Pharmacies participating in the Community Pharmacy Programme (CPP) will also provide a range of professional value-added pharmaceutical services according to the actual needs of patients.
- Apart from general drug consultations and counselling, drug reconciliation and drug safety information, pharmacies under the CPP also provide services such as:
  - drug management,
  - chronic disease management,
  - smoking cessation and
  - oral health promotions.

# Summary

- Hong Kong Community Pharmacy is at a turning point
- Community pharmacists and pharmacies will continue to enhance their standard of practice
  - To start with dispensing of HA prescription
  - Then medicine management in chronic diseases with other healthcare professional as a healthcare provider in primary healthcare network.
- Carpe diem



**Thank  
You**

