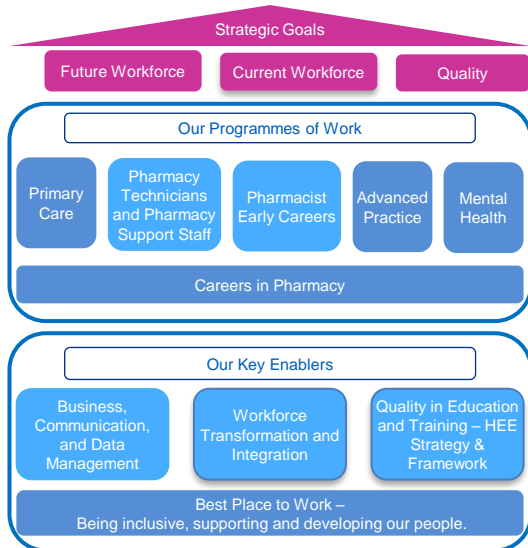


## London / Kent, Surrey and Sussex Pharmacy 2022-23 at a Glance

### Our plan on a page

HEE is part of the NHS, and we work with partners to plan, recruit, educate and train the health workforce.

HEE LaSE Pharmacy exists to support the delivery of excellent healthcare and health improvement for the public across London, Kent, Surrey, and Sussex, by ensuring that the pharmacy workforce has the right numbers of staff, with the right skills, values, and behaviours, at the right time and in the right place.



### 1. Future workforce

- a. To make pharmacy an attractive career choice and widen participation to ensure we have a sustainable workforce.
- b. Implementation of the Initial Education and Training (IET) standards (2021) for pharmacists, specifically transitioning to a quality managed foundation programme for all regional training places.
- c. To support pharmacy technician (PT) workforce growth and new ways of working by supporting the expansion of the pharmacy technician workforce across sectors.

### 2. Current workforce

- a. Develop the current PT workforce to meet the changing skill requirements of the new service models being developed to support the NHS Long Term Plan and Primary Care Networks (PCNs).
- b. Develop an understanding of how post registration training needs are changing for pharmacists, and how we support the current workforce to continue to deliver high quality services to patients and our local populations through the delivery of the newly qualified pharmacist programme and the pharmacy integration fund priorities.

### 3. Quality

- a. Supporting the development and delivery of high-quality education and training for Pharmacy professionals regionally, aligned to the domains of the HEE quality framework.

## London / Kent, Surrey and Sussex Pharmacy at a Glance (cont'd)

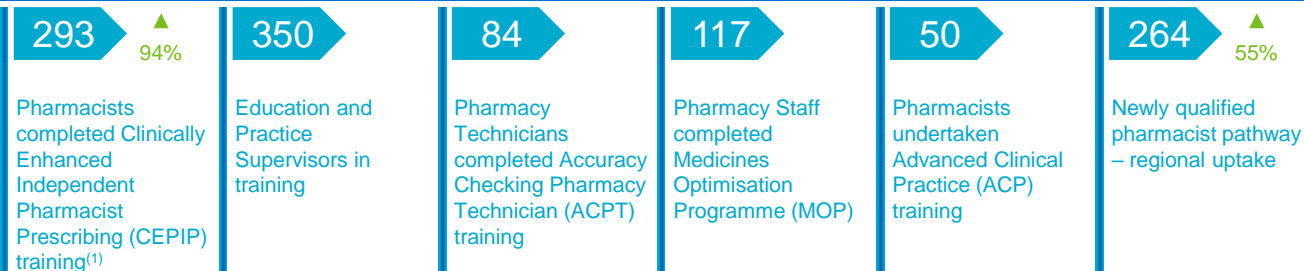
We started 2022/23 on a journey of change, to separate our London, and Kent, Surrey and Sussex (KSS) functions to establish seven regional Health Education England (HEE) pharmacy teams across England. We have worked closely with the newly established South East Pharmacy team to maintain the delivery of existing activity and ensure the smooth transition of Kent, Surrey and Sussex trainee recruitment and management. At the same time, we have been actively engaged in informing new ways of working when HEE becomes part of the Workforce, Training and Education Directorate within NHS England (NHSE) on 1 April 2023.

The Initial Education and Training Reform for Pharmacists has continued to be an area of significant focus. The Early Careers Steering Group has been a valuable forum to collaborate with stakeholders to understand the workforce implications, undertake scoping and pilot work to inform our approach to the implementation of the new standards across the region. We were delighted to support system pilots to inform independent prescribing supervision models.

Since the inclusion of pharmacy in the clinical tariff in September 2022, we have facilitated the development of collaborations between Schools of Pharmacy and employers to develop the infrastructure to build placement capacity and capability, and ensure consistency in delivery within the region.

We are passionate about promoting pharmacy as a career to increase attraction into the profession. The second phase of the Pharmacy Careers map has been developed to feature careers as a pharmacy technician, careers in mental health and the health and justice sector. In addition, we have expanded our outreach programme by supporting the development of pharmacy career ambassadors.

### Our Year in Numbers



1. CEPIP training breakdown: 133 NHS managed sector, 102 PCPEP (London), 58 PhIP (London).

# London / KSS Pharmacy at a glance (cont'd)

## Our vision

HEE LaSE Pharmacy exists to support the delivery of excellent healthcare and health improvement for the public across London, Kent, Surrey, and Sussex, by ensuring that the pharmacy workforce has the right numbers of staff, with the right skills, values, and behaviours, at the right time and in the right place.

## Strategic aims

- To support the education, training, and development needs of pharmacy professionals throughout their career journey.
- To make pharmacy an attractive career and widen participation to ensure we have a sustainable workforce.
- To ensure workforce planning decisions are driven by accurate data.
- To drive quality in education and training.

## 2022/23 employment



Note: Breakdown for secondary care Trainee Pharmacists: 39 took post at hospital where they trained, 24 took post at another hospital in London or KSS, 10 took a post at another hospital outside London / KSS.

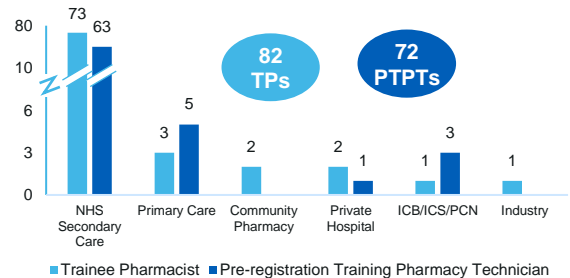
## Quality in Education and Training

## Equality, Diversity and Inclusion

EDI is at the heart of the Quality work that we do, from ensuring our team is supported, to developing initiatives to improve placements for trainees.

A key achievement this year was the appointment of a Clinical Fellow who has responsibility for regional and national projects related to EDI. The work that will be undertaken in 2023/24 will assess the equality impact of training / assessments and create strategic recommendations for improving the ED&I across the pharmacy workforce.

## 2022/23 destination data



## Quality in Education and Training (cont'd)

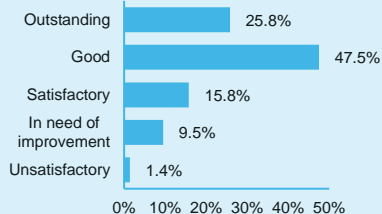
### National Education and Training Survey (NETS)



NETS Reporting Tool 2022

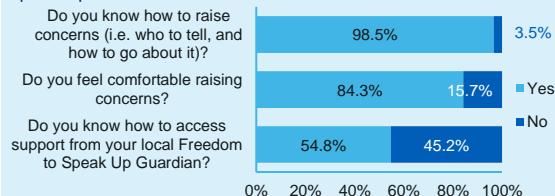
- HEE perform this annual survey of trainees and results are used to improve the quality of education and training. The most recent NETS ran from 18 October to 30 November 2022. A total of 230 London based Pharmacy learners completed the survey which equates to a response rate of 13.59%.
- Individual employers can access, view and benchmark data via the NETS Reporting Tool 2022 which is an interactive platform showing results where there are three or more respondents in the group. Overall educational experience of pharmacy learners surveyed was positive for the majority.

The overall educational experience I gained in my current or most recent practice placement / training post



The themes from the NETS provide the basis for feedback to training placement hosts. We will provide access to resources and information for learners and supervisors around speaking up and raising concerns. We will also continue to engage with trainees, supervisors and employers to maintain the training experience and improve reporting systems.

A key area for improvement related to raising concerns because 16% of learners did not feel comfortable raising concerns and 45% of learners surveyed did not know how to contact their Freedom To Speak Up Guardian.



### Employer Network Events

- The team hosted Education Programme Director network meetings to support organisations across the region to develop trainees locally. There have been workshops on the implications of ICB formation, pharmacist initial education and training reforms, promotion of career pathways and available funded development opportunities.
- Trainees have also been provided with support directly, from orientation webinars to preparation for registration. The team have met with trainees at regular points throughout their training and provided assistance for those experiencing issues during placements.

# Primary Care and Community Pharmacy

## Resource Development

We joined forces with our dental teams to re-evaluate our Dental Factsheets for healthcare practitioners. This resulted in:

- Twelve original Factsheets fully updated to reflect latest oral health guidance.
- Three new Factsheets created in response to user requests and identified need: oral hygiene advice, tooth whitening, and medication-related osteonecrosis of the jaw (MRONJ).

## New and Extended Role Development

We worked with our colleagues in the British Oncology Pharmacy Association (BOPA) and an external review team to evaluate Let's Communicate Cancer (LCC), a free-to-access learning resource to support community pharmacists and their teams to help cancer patients from early diagnosis through to treatment.

- 47 individuals completed the full course, 38 additionally completed a feedback survey and of these 25 undertook face to face interviews on their experiences.
- The evaluation found that completion of the modules led to significantly increased confidence to undertake discussions with patients on a range of cancer-related matters.



[View and download Dental Factsheets](#)

## Developing System Leadership

A project group of HEE and Local Pharmaceutical Leads has been meeting regularly, with support from NHS England leads, to scope and design a training offer to equip community pharmacists with the skills to have discussions with emerging primary care systems. A training provider has been engaged to deliver the offer, which will be piloted before further rollout.

# Pharmacy Technicians

Goal: Support regional pharmacy technician (PT) workforce growth, development, and integration of new / extended roles in practice and drive development of structured career pathways supported by the right education and training to meet current / changing service needs.

## Future Workforce Growth

### PTPT recruitment 2022/23

We continued to support expansion of PTPT numbers through the secondary care and PT workforce expansion programmes. Working closely with our employers, we provided guidance, networks and resources and supported the use of apprenticeship levy and transfer.

Across the London and Kent, Surrey and Sussex region, 191 PTPTs were recruited into a placement supported by Health Education England.



## Support for PTPTs

We have introduced online sessions for trainees at the beginning and end of their training programme to help them understand expectations of their course, signpost to support available during their training, prepare them for applying for jobs and entering the register as a pharmacy professional.

## Current Workforce Development

### Final Accuracy Checking for Pharmacy Technicians (ACPT)

- The final cohort of ACPT training funding by HEE LaSE enrolled in August 2022. Over the last 12 months, 22 pharmacy technicians successfully completed the programme with an additional 81 enrolling onto the programme.

### Medicines Optimisation Programme (MOP)

- We continued to deliver the MOP throughout 2022 with the final cohort for pharmacy technicians in December. 117 pharmacy technicians successfully completed the programme from 1 April 2022 to 31 March 2023.
- Following feedback from trust education leads that there were still pharmacy technicians requiring education and / or training in medicines optimisation, we developed a Medicines Optimisation Toolkit, to be launched in April 2023. The toolkit includes a framework mapped against the National Occupation Standards to help pharmacy technicians identify any gaps in knowledge relating to Medicines Optimisation. The toolkit then signposts to relevant resources from providers such as the Centre for Postgraduate Pharmacy Education (CPPE) or e-Learning for Health (eLfh).

\* Cross-sector placements are within a minimum of 2 sectors: ambulance services, community pharmacy, general practice, primary care networks (PCNs) and / or secondary care. NHS trusts across the region recruited into 105 of an intended 134 secondary care positions with 86 / 89 positions recruited into the PT workforce expansion programme.

## Early Careers

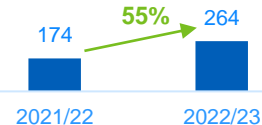
Goal: To understand training needs, implement Foundation Training Year and ensure the early careers workforce develop knowledge, skills and attributes to provide high quality care to support learners as they develop towards advanced practice.

### Pharmacist Early Careers Programme

Early Careers TPDs have continued to build direct relationships with system and sector stakeholders, critical to growing cross-sector training places for TPs and identifying workforce training and development challenges.

- The establishment of the Early Careers Steering Group has been a valuable forum to engage and work collaboratively with stakeholders to develop an understanding of workforce implications, undertake scoping and pilot work to inform implementation and inform national approach.
- A key success was the IP and DPP workforce scoping survey, which provided invaluable insights into the supervision infrastructure to support access to IP training in year 5. Key findings highlighted a need to develop DPP and DS capability and capacity in the region. To support this, we have funded five Integrated Care System (ICS) level DPP transformation projects for 2022-23 to support systems to develop independent prescribing supervision models across sectors to meet the requirements of the IETP reforms.
- In addition, significant variation in DPP self-declaration at application required by HEIs as a barrier to acting as a DPP, which has led to national work to standardise DPP requirements.
- Support was provided for newly qualified pharmacists across the region through the [HEE Newly Qualified Pharmacist Pathway \(NQPhP\)](#). The pathway provides access to the RPS post-registration e-portfolio, training resources and supervision funding.
- We attribute a 55% increase in regional uptake to stakeholder engagement events and extension of eligibility criteria to new pharmacists who are qualified up to 3 years.

#### NQPhP Regional uptake



## Early Careers (cont'd)

### Key Changes to TP Programme

#### Support for Education Programme Directors and Designated Supervisors

- On-line orientation to the foundation training year.
- Regional programme and national offerings from HEE.
- Return to face to face EPD network events.
- Specific TP programme guides.

#### On-line regional induction and sessions

- Stress management and building resilience.
- Cultural competence.
- Job applications, interviews and workload management.
- Preparation for the GPhC registration assessment.
- Management of long-term conditions.
- Polypharmacy.

#### Expansion of programme content

- EDI.
- Support trainees to meet specific GPhC interim learning outcomes <sup>(1)</sup>.
- Support preparation for working as a newly qualified pharmacist <sup>(2)</sup>.
- Protected time for trainees to complete the regional programme was agreed by the programme board and implemented.

1. *Public health and health inequalities, Advanced therapeutic medicinal products, Pharmacogenomics and Leadership and management.*  
2. *Infections and antimicrobial resistance, Consulting with people with mental health problems.*

## Pharmacy Careers

The objective of the Pharmacy Careers programme is to increase recruitment and awareness of roles and opportunities within pharmacy.

#### Key achievements:

- Developed modules for Online Work Related Learning to showcase the roles of pharmacy professionals across different sectors (focusing on community pharmacy, GP practice and hospital environments), to support those who may find it challenging to obtain face-to-face work experience. The resources created are initially aimed at 15-18 year olds and will be available from May 2023.
- Created Pharmacy Technician videos providing first hand accounts of the breadth of roles will be added the [careersinpharmacy.uk](http://careersinpharmacy.uk) website in early 2023.
- In collaboration with Inspiring The Future, increased outreach into schools and colleges by increasing the numbers of Pharmacy Ambassadors. As a result, there were 124 new sign ups two weeks following the event.
- In collaboration with Inspiring The Future, two webinars were held to promote the role of Pharmacy Ambassadors volunteering their time in schools and colleges, to share experiences of being a pharmacy professional and the opportunities available. 641 people signed up to the webinars.



Careers in Pharmacy



# Mental Health, Learning Disabilities and Autism

## Specialist Mental Health Pharmacists working as part of Community Mental Health Teams

- In 2022, HEE funded 50 training places nationally to support the development of pharmacists working in community mental health teams, as per the ambitions outlined in the NHS England Mental Health Implementation plan 2019-2023/24, which aimed to create 260 new Pharmacist roles in this area. These new roles are a key part of the multidisciplinary team (MDT) within new models of integrated primary and community mental health care – for adults and older adults with severe mental health problems.
- The pathway consists of a tailored 12-month programme aimed at experienced pharmacists working in community mental health teams. It aims to further develop pharmacists' knowledge of: medicines optimisation, initiation, and personalisation particularly of medication for patients with complex co-morbidities and will, therefore, have a key role in improving physical health outcomes for people with severe mental illness. The training pathway supports the journey to advanced level practice for pharmacists.
- Across London and Kent, Surrey and Sussex 2022/23, 11 Pharmacists commenced the training pathway, which is due to complete in May 2023.
- A national evaluation of the first cohort of the pathway is being undertaken, and due for publication in June 2023. The outputs will be published on our national website.

## Mental Health Pharmacist ACP MSc pilot evaluation

- We have been working with the South Faculty for Advancing Practice to finalise the evaluation of this training pathway, with final cohorts of learners finishing summer 2023.
- The completed evaluation will be shared with stakeholders once available.

## Learning Disabilities and Autism

- We worked with the HEE South East Learning disabilities and autism programme to support the delivery of the following project - "Overcoming workforce barriers to the sustainable embedding of the STOMP and STAMP programmes as normal practice".
- The findings of this work are due to be published later in 2023.



# Workforce Transformation

We supported 4 projects focusing on the following themes:

## Mental Health, Intellectual Disabilities and Autism

- Increase in the number of patients identified newly started ACS or HF medicines and counselled to reduce medicine related incidents and hospital re-admissions. 200 cardiac patients were identified over 8 months of which 41% (81) were counselled on their new / changed medication. This is an increase from baseline data by 17%.
- As part of DMS, timely referrals to improve communication with primary care and aid patient outcomes so they can benefit from follow up care and services in community. Out of 200 patients 47% (94) had cardiac referrals submitted to community pharmacy of which 30% (29) were accepted, helping us to contribute to the national CQUIN. 76% (71) of these referrals were submitted within 72 hours of discharge as per national target which is an increase from 59% baseline data.

## Developing Pharmacy Technician and Support Staff Workforce

- The development of a training workbook for pharmacy technicians to provide the DMS service for patients newly started on heart failure or ACS medicines.
- This project has led to an increase in cardiac-related Discharge Medicines Services (DMS) referrals within 72 hours from baseline 59% to 76% to meet national incentives and a 17% increase in patient counselling prior to discharge.

## Using Technology to Support Training

## Utilisation of Pharmacist Prescribing Skills



## Business, Communication and Data Management

Data received from our providers into the [Multi-Professional Education and Training Investment Planning \(METIP\)](#) process this year, has seen an increase in requests for new trainees to meet workforce demands of:

- Foundation Trainee Pharmacists 3.7% (n=270/288). Demand for trainees starting in 2024 has seen a further increase of 8% (n=288/311) and an increase of 68.4% (n=128/76) for cross sector programmes.
- Preregistration Trainee Pharmacy Technicians 6.9% (n=130/139) for single placement trainees. In addition, demand has seen a 76% increase (n=44/25) for cross sector programmes employed within NHS providers only.

This year has seen the creation of Integrated Care Boards as legal entities from 1 July, our communication strategies have developed during the later part of the year to ensure key messages are circulated to known ICB Chief Pharmacists as workforce plans within these new organisations take shape.

### Acronyms

ACP	Advanced Clinical Practice	MDT	Multi-Disciplinary Team
ACPT	Accuracy Checking Pharmacy Technician	METIP	Multi-professional Education and Training Investment Planning
ACS	Acute Coronary Syndrome	MOP	Medicines Optimisation Programme
BOPA	British Oncology Pharmacy Association	MRONJ	Medication-related osteonecrosis of the jaw
CEPIP	Clinically Enhanced Pharmacist Independent Prescribing	MSc	Master of Science
CPPE	Centre for Postgraduate Pharmacy Education	NETS	National Education and Training Survey
CQUIN	Commissioning for Quality and Innovation	NHS	National Health Service
DMS	Discharge Medicines Service	NHSE	NHS England
DPP	Designated Prescribing Practitioner	NQPhP	Newly Qualified Pharmacist Pathway
DS	Designated Supervisor	PCN	Primary Care Network
EDI	Equality, Diversity and Inclusion	PCPEP	Primary Care Pharmacy Education Pathway
eLfh	e-Learning for Health	PhIP	Pharmacy Integration Programme
EPD	Education Programme Director	PT	Pharmacy Technician
GP	General Practice	PTPT	Pre-registration Trainee Pharmacist Technician
GPhC	General Pharmaceutical Council	RPS	Royal Pharmaceutical Society
HEE	Health Education England	STAMP	Supporting Treatment and Appropriate Medication in Paediatrics
HEI	Health Education Institutions	STOMP	Stopping Over Medication of People with a learning disability, autism or both
HF	Heart Failure	TP	Trainee Pharmacist
ICB	Integrated Care Board	TPD	Training Programme Director
ICS	Integrated Care System		
IET	Initial Education and Training		
IP	Independent Prescribing		
KSS	Kent, Surrey and Sussex		
LaSE	London and South-east		
LCC	Let's Communicate Cancer		

Stay in Touch

Email

[pharmacy.london@hee.nhs.uk](mailto:pharmacy.london@hee.nhs.uk)

Website

[lasepharmacy.hee.nhs.uk](http://lasepharmacy.hee.nhs.uk)