

Supporting quality, optimised
prescribing in the NHS

www.prescqipp.info

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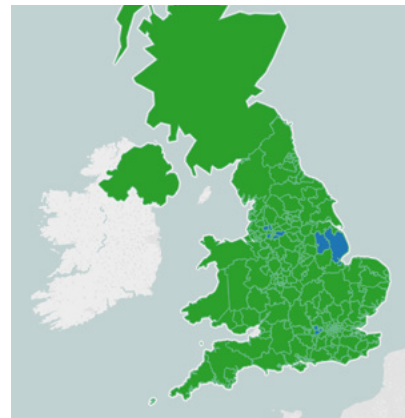
Foreword

As the NHS prepares for its 70th Birthday celebrations on 5th July and everyone gives themselves a well deserved pat on the back, the publication by the Health Foundation and Institute of Fiscal Studies regarding the future funding pressures for the NHS has brought us all back down to earth. Simon Stevens has challenged the NHS leaders asking the question “What will the NHS look like in a decade on its 80th birthday?” The recent additional funding is welcome but the pressure for the NHS to deliver the “10 point efficiency plan” is more important now than ever, and this implies that the need for the CCG medicines optimisation teams to continue to deliver savings and reduce waste is of paramount importance.

During the last year, we have witnessed further changes with more CCG mergers, hospital mergers/groupings, the development of STPs and ICSs and the RMOCs establishing themselves. One of the biggest challenges for the NHS has been the Price Concessions cost pressure which gave PrescQIPP the opportunity to work on your behalf with NHS England finance teams to help them better understand the issues.

PrescQIPP has continued to work on your behalf at a national level with NHS England to produce the recent OTC guidance and provide supporting resources. We will also be representing commissioners on the RMOC Medicines Optimisation Prioritisation Panel to ensure the relevant work is recognised.

In our second full year of operation we have continued to benefit from the input of our loyal and capable staff and directors and we continue to recognise the merits of the need to be accountable, “fit for purpose”, and innovative when reporting to our Council of Members, whose contribution throughout the year has been invaluable.



This year we have welcomed a number of new subscribers bringing our total membership to 192 commissioners out of the possible 204 across the UK.

As CEO, I am pleased to report that we have an exciting programme of work, producing valuable resources for members, including launching a new

and enhanced website together with an e-learning platform, customised reports, and a skills and training competency framework tool.

We trust that this meets your requirements and look forward to working together in the forthcoming year and beyond.



Carol Roberts
Chief Executive
PrescQIPP CIC

Our mission

To proactively help NHS organisations to improve medicines-related care to patients, through the delivery of robust, accessible and evidence-based resources. We will seek to put our members at the centre of our work, considering their collective thoughts, opinions and needs.

Our work will seek to balance responding to the challenges of the present, and the aspirations for improving systems of care in the future.

Our vision

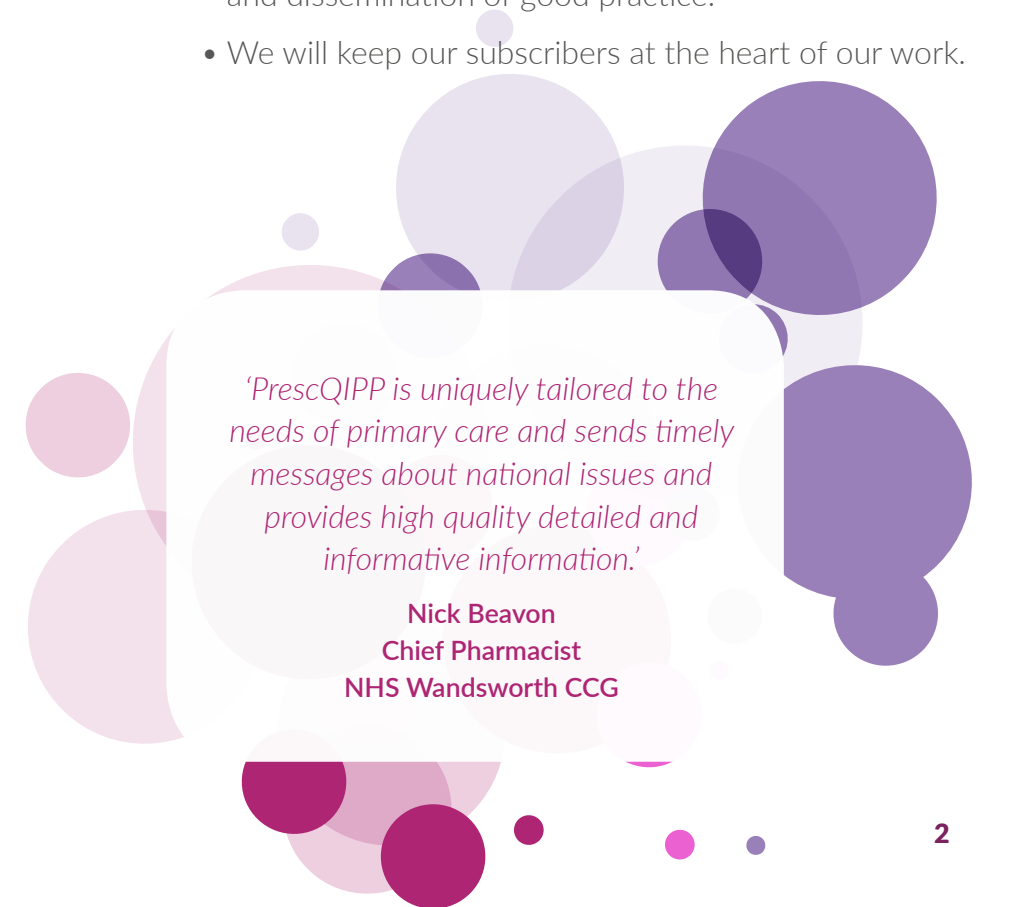
To be seen by NHS professionals as an exemplar for quality, safety, robustness and innovation.

Our values

- Trust is the foundation of PrescQIPP: we are independent, impartial and honest.
- The patient is at the heart of everything we do.
- We take pride in delivering quality and value for money.
- Community is the lifeblood of our programme.
- We are receptive to the opinions of all stakeholders.

Our pledges for 2018/19

- We will strive to constantly improve and build platforms to face challenges for the future.
- We will provide a wider ranging and more cost effective support.
- We will improve our understanding of our subscribers' needs and deliver better implementation resources.
- We will continue to find new ways to support sharing and dissemination of good practice.
- We will keep our subscribers at the heart of our work.



'PrescQIPP is uniquely tailored to the needs of primary care and sends timely messages about national issues and provides high quality detailed and informative information.'

Nick Beavon
Chief Pharmacist
NHS Wandsworth CCG

Your views on PrescQIPP in 2017

In 2017, we received more than double (76) the number of responses from the previous year.

Overall feedback was very positive and closely mirrored the trends of previous years. We achieved an overall satisfaction rating of 94/100, with 100% of respondents telling us that they were either satisfied, or very satisfied as subscribers of PrescQIPP.

Highest performing areas

THE QUALITY OF PRESCQIPP'S WORK (94/100)

RESPONSIVENESS OF PRESCQIPP TEAM (94/100)

WRITTEN GUIDANCE: BULLETINS, BRIEFINGS
AND TOOLKITS (91/100)

PRIMARY CARE REBATES (91/100)

PRESCQIPP AS A SOURCE OF NATIONAL
REPRESENTATION AND INTELLIGENCE (91/100)

PRESCQIPP'S NEWSLETTER (90/100)

*'Very high value, whether identifying savings,
highlighting issues, best practice.'*

Ru Boex
Financial Accountant
NHS Gloucestershire CCG

AREAS FOR IMPROVEMENT

- The website remained the single area in which our subscribers saw the greatest room for improvement (79/100). We are confident that many of the issues highlighted will be addressed with the appointment of our new Head of IT and the imminent launch of our new site, and we hope to see a dramatic improvement in the scores for this area next year.
- With a score of 86/100, respondents also identified training courses for skills as an area in which we can do more. This year will see the launch of our new training hub, and the series of planned subscriber summer training sessions will do much to address the numerous comments that we received about subscribers wanting to better understand and utilise the wide array of resources we produce.
- Our virtual professional groups also scored 86/100 and we are conscious that in addition to doing all we can to minimise technical issues, we also need to work with members to ensure that the forum and content of these forums are as effective as possible.

*'Best investment you could make to support
your medicines optimisation agenda.'*

Sedina Agama
Chief Pharmacist
NHS Merton and Wandsworth CCGs

Governance

Our Council of Members provides strategic oversight and ensures that the organisation is run for the benefit of the community. It is made up of the PrescQIPP directors, twelve members from across the PrescQIPP community, and a specialist expert member.

DIRECTORS

The day to day running of the organisation is delegated by the Council of Members to the Board of Directors:

- **Carol Roberts** - Chief Executive
- **Sajida Khatri** - Director of Medicines Optimisation and Deputy Chief Executive
- **Liam Cahill** - Chief Operating Officer (to July 2018)
- **Katie Smith** - Director of Clinical Quality
- **Kevan Wind** - Non-Executive Director
- **Carole Crawford** - Non-Executive Director* (Subject to approval by Council of Members on 3 July).

SPECIALIST MEMBER

- **Gill Eddy** - Regional Technical Adviser, NICE

For more information including biographies of each member visit the [Governance page](#) of the website or contact the Company Secretary, Michelle Harrison at michelle@prescqipp.info.

COMMUNITY MEMBERS

- **Gary Barnfield** - Head of Medicines Management, NHS Sheffield CCG
- **Susan Bamford** - Head of Medicines Optimisation, NHS East Staffordshire CCG
- **Elizabeth Beech** - Prescribing Advisor, NHS Bath and NHS North East Somerset CCG, HCAI and AMR Project Lead, NHS England
- **Sue Carter** - Head of Medicines Management and Clinical Effectiveness, NHS Coastal West Sussex CCG
- **Richard Croker** - Head of Medicines Optimisation, NHS Northern, Eastern and Western Devon CCG
- **Sanjay Desai** - Associate Director of Medicines Optimisation for NHS Wokingham, South Reading, North and West Reading and Newbury and District CCGs
- **Michael Dennis** - Prescribing and Medicines Management Advisor, NHS Great Yarmouth and Waveney CCG
- **Joanne Fitzpatrick** - Head of Medicines Optimisation, NHS Wakefield CCG
- **Jane Freeguard** - Head of Medicines Management, NHS Worcestershire
- **Dr Brian Hawkins** - Chief Pharmacist, Practice Unit, Cwm Taf Health Board
- **Steve Hulme** - Director of Medicines Management and Business Continuity, NHS Southern Derbyshire CCG
- **Paula Wilkinson** - Chief Pharmacist, NHS Mid Essex CCG

Our products and services

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Evidence-led and quality assured guidance and resources



- Bulletins and clinician-friendly briefings
- Implementation resources - clinical audit templates, presentations, posters and patient information letters, leaflets, posters and videos

Training



- CPD certified e-learning courses with online assessments and certificates
- Short video training courses
- A wide array of webinars delivered live and available to rewatch online

Collaboration and sharing



- Annual Event and Innovation Awards
- Regular virtual professional support groups
- Landscape reviews and surveys
- Online operational documents repository 'Sharepoint'

Data and intelligence



Interactive and user friendly visual data reports that let you effortlessly manipulate national prescribing data to benchmark what you are prescribing, monitor changes, identify priorities and see potential savings.

- Scorecards linked to our key projects
- Financial reports to monitor spend and growth
- Tools to support budget setting, RightCare, and monitor controlled drugs, and NCSO price concessions cost pressures
- Snapshots across a wide range of clinical areas
- Interactive maps offering instant visual intelligence
- Data support tools to help you with your work
- Commissioner level and practice level data reports, with individual practice visit and progress reports

Primary care rebates



- Governance, assessment and monitoring and a tool to assess possible financial returns

Highlights from 2017/18

OUR ACHIEVEMENTS

Our DROP-List (Drugs to Review for Optimised Prescribing) and self care work have always been among our most popular areas of work. We were pleased to see some of these items feature in recently published NHS England guidance. We have updated our resources and developed new support materials and tools (including data) to help commissioners implement this guidance.



SKILLS AND TRAINING

In addition to producing the first draft of our skills and competency framework tool, we have also produced supporting training courses including:

- Clinical system training (for 3 clinical systems- Vision, Emis and SystmOne)
- Business case planning
- Top tips for using ePACT2

We now plan to develop the skills and training competency framework further into a usable tool that can build job descriptions, competency frameworks and signpost users to training packages. Further training courses are also being developed.



PATIENT RESOURCES

Last year we launched our waste campaign which featured a set of pill characters. Following their popularity, we have extended the theme for our self care campaign materials, and have developed further characters which will be used in our patient information materials. We also recently launched a dynamic infographic poster to support self care campaigns, with further resources currently in development.

As an addition to our inhaler technique resources we have been working in partnership with Health + Care videos to develop a set of videos for spacer devices which will be available soon.



CLINICAL RESOURCES

Some of the other key areas we have worked on in 2017 include:

- Anticoagulation
- Polypharmacy and deprescribing
- Care homes
- Specials
- Nutrition



Sajida Khatri
Director of Medicines
Optimisation

2017 Annual Event and Innovation Awards

2017 AWARD WINNERS

Gold, and winner of the Patient Safety and Best Interface categories – Hydration in care homes - Oxfordshire AHSN and East Berkshire CCGs

Silver, and the highest scoring highly commended – Self Care – Cambridge and Peterborough CCG

Polypharmacy and Deprescribing - Going for GOLD – South Devon and Torbay

Service Redesign - A Unique Collaborative Approach to Malnutrition in Herts Valleys CCG's Care Homes for Older People - Essex Partnership University Foundation Trust (EPUT) and Herts Valleys CCG

Adherence and Waste – Reducing Avoidable Medication Waste in Care Homes across Mid-Notts CCGs - Mansfield and Ashfield CCG and Newark and Sherwood CCG

Utilising Technology – A SystmOne template to improve malnutrition care and appropriate prescribing of oral nutritional supplements in primary care - Bradford City CCG and Bradford Districts CCG

Save the date for our 2018 Annual Event

A minimum of three places will be held for every subscribed commissioning area.

**17
Oct**

Enter the 2018 Innovation Awards

[Read more about the categories and the brand new Big Idea award here.](#)



Congratulations to all our winners and highly commended entrants. The standard of entry continues to be extremely high and as always, you can find details of all the award submissions on our [Innovation Hub](#).

Feedback from 2017 delegates

'Engaging, fun, informative, fantastic.'

'Really well put together event and a great way to showcase all the hard work of people/groups.'

'Very enjoyable and informative day.'

'Excellent organisation, from beginning to end, great selection of speakers.'

'As always useful day and great opp to network.'

Look ahead from the team

Liam Cahill one of our co-founders and Chief Operating Officer will leave PrescQIPP in July 2018.

KATIE SMITH

Director of Clinical Quality



In my new role as Director of Clinical Quality I will ensure that all the PrescQIPP and PAC outputs are evidence based and written in a clear and concise manner.

Our governance and QA processes are comprehensive and rigorous so you can trust and rely on our bulletins and publications to support your QIPP projects to optimise medicines use.

'PrescQIPP saves the CCG MM team members so much time by doing a lot of the work for us and we know we can rely on the information to be accurate and of good quality.'

Nicola Cartwright
Head of Medicines Management
NHS St Helens CCG

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KEVAN WIND

Non-Executive Director and
Chair of Primary Care Rebates



Although it is a clique, PrescQIPP will be undergoing a lot of change over the next few months. We wish Liam all the best but will be focussed on making sure the service standards do not slip and that PrescQIPP indeed takes the opportunity to adapt and improve its performance to subscribers. There is a wealth of expertise in the organisation and the gap left by Liam will give others opportunities to grow.

Primary Care Rebates continue to function with myself as chair and Kirsty doing all the hard work. We have seen Scotland and Wales adopt centralised assessment processes and PrescQIPP works very closely with these two devolved authorities (who are subscribers anyway). We would still welcome new members onto the assessment panel. The work is not onerous for you (two teleconferences or meetings a year plus a few e mails) but commissioner input is vital to ensure the schemes are judged against the correct criteria.

Finally I'd like to repeat what I said last year and encourage any feedback from subscribers either to the PrescQIPP team or to me as a non-executive director. Any feedback is taken incredibly seriously and is always acted upon. Thanks for your continued support and here's to another year of success.

DAVID RUSHTON

Head of Technology



Earlier this year we launched our new e-learning platform, which will create several opportunities for us to innovate in this space. Likewise, this year will also see the launch of our new website, designed to be more intuitive, streamlined and there to help our subscribers get the most out of PrescQIPP.

With those two projects completed, my focus will be on working with other parts of the company to see where technology can be used to create further improvements and innovations, particularly around our work plan items. The next 12 months will see a host of changes and is a very exciting time to be part of PrescQIPP, so watch this space!

TOM JOHNSON

Online Projects Manager



This year sees the launch of our new and improved website, and I hope to continue the work on this post launch, to ensure that it is a solid and user friendly platform that meets the needs of our subscribers.

MICHELLE HARRISON

Company Secretary and
Head of Business Operations



In addition to the outwards-facing improvements to PrescQIPP we have been working hard to make significant leaps forward with our internal processes and procedures, especially focusing on finance and governance. I hope that these changes provide a solid groundwork for the wider team as they continue their hard work, and also provide reassurance for our Council Members and the subscribers that they represent that PrescQIPP is running as efficiently and effectively as possible.

ANGELA MASON

Project Officer



I joined the PrescQIPP team in December and have been helping subscribers with general enquiries. I organise and host the many informative webinars which we present throughout the year, and am assisting with the planning for our Innovation Awards. The Awards are an invitation for you and your teams to tell us about the great work you've been doing so please don't be shy and submit an entry this year.

RACHEL SEELEY

Head of Analytics



This year we made the move from Excel based reports to big BI reporting, and practice level data is now available to all our community. We are handling more data than we ever could have imagined and in a much more innovative way. From the feedback I receive, many of you are now fully utilising our BI resources with success.

This year we will be focusing on streamlining our data processes to minimise data handling which will result in more improved and refined reports.

TARSEM BASRA

Community Prescribing
Data Analyst



Since joining PrescQIPP in September I have worked with Rachel to develop and expand upon the range and number of reports we have on the website. In the last few months I launched new Pain and Respiratory snapshots.

In 2018/19 we will continue to build upon existing Tableau reports with the addition of practice level data for Wales.

SUE SMITH

Head of Education



Later in 2018/19 we will be launching a medicines management course aimed at social / domiciliary care providers, that we will be marketing direct to these providers. We will also be producing a course on Reducing opioid use in chronic pain and the third course in our series on Managing medicines in care homes.

KIRSTY SHADBOLT

Project Manager



Within the last year, I joined the e-learning team and we have really focused on increasing the content in our new e-learning hub.

As the e-learning project manager I am excited about the next year, and look forward to continuing to work with the team to introduce lots of new and informative e-learning courses.

CLAIRE DEARDEN

Pharmacy Technician Project Manager



I want to thank all the Pharmacy Technicians that have participated in or kindly volunteered to present at the quarterly Pharmacy Technician Leads Virtual Group. I have particularly enjoyed facilitating the GP clinical system training and continue to develop this suite into 2018/19. Also this year I will be focusing on developing self care campaign materials using the popular "Pill family" and introducing their self care relatives!

JOANNE LOWE

Priorities Advisory Committee Lead and High Cost Drugs Lead



In the coming year, we will work to streamline our document development process for the East of England PAC to ensure we provide timely support for our members without compromising on quality, whilst ensuring we have appropriate clinician input.

The High Cost Drugs Pharmacists virtual professional group has developed into a valuable resource for Pharmacists working with high cost drugs across the PrescQIPP community and we will continue to build on its success.

RAKHI AGGARWAL

Pharmacist Project Manager (Specials)



Over the coming year, I am excited to be involved in updating the care home bulletins and supporting the antimicrobial work programme.

The support from our reviewers helps make sure that our bulletins are robust and we have covered all bases- all feedback is greatly appreciated.

LINDSAY WILSON

Pharmacist Project Manager



In the coming year much my focus will be on updating some of our older (but still popular) bulletins to ensure that they reflect the current evidence-base and landscape. It is a great opportunity to look at what implementation tools can be updated or added to support our subscribers in practice.

2018/19: The year PrescQIPP 'goes pro'

Each year we like to try and define the major strategic themes that dominate the work we do, and make us better than the years before. Last year was the year of learning, delivering our first e-learning courses, and working with subscribers to map out the tasks, skills and knowledge needed in a modern medicines optimisation team, and then rolling out our first training courses.

This year many of the changes our users will see will be in improving the systems you interact with to improve the experience you have with us.

LAUNCHING A BRAND NEW WEBSITE AND E-LEARNING PLATFORM



After much work behind the scenes we are rebuilding and launching both our website and e-learning platform to present the range of support we provide in a much better way, allowing you to find what you're looking for and explore the catalogue of materials. The new website will include a major new training hub to support skills and knowledge training across the range of areas that medicines teams work.

*High quality information summarised to be of relevance to our responsibilities.
Trusted guidance.*

Rachael Clark
Head of Medicines Management
NHS Camden CCG

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MAKING CUSTOMISATION OUR FOCUS IN THE DATA WE PROVIDE



We've got really exciting plans for our ever-evolving visual reporting functionality, in response to the valued feedback from our community. This year we aim to make many of our key reports customisable so you can include your local projects alongside PrescQIPP ones. This will also allow us to capture more data that helps you compare yourself against national peers in a more meaningful way as a community.

CREATING WAYS TO PROVIDE HELPFUL AND SPEEDY SUPPORT



It's great to be popular, and we love being able to support your needs but often we get very similar questions that could be answered much more quickly to save you time. This year we're going to bring some new contact tools in that intelligently help you to find what you're looking for on the site. But don't worry, we're always there to help if PQD2 the PrescQIPP Robot doesn't help you find what you need!



Our 2018/19 work plan

BNF 1 - GASTROINTESTINAL	Safety of long-term PPIs		to ensure that it is relevant to their needs. Progress of delivery is constantly monitored and communicated via the work plan tracker on the PrescQIPP website.	
BNF 3 - RESPIRATORY SYSTEM	Montelukast	COPD		
BNF 4- CENTRAL NERVOUS SYSTEM	Chronic pain	Mental health - antidepressants	Prescribing	Appropriately switching antiepileptic drugs
BNF 5 - INFECTIONS	Antimicrobial stewardship			
BNF 6 - ENDOCRINE SYSTEM	Diabetes resources update		Bisphosphonate treatment breaks	
BNF 7 - OBSTETRICS, GYNAECOLOGY AND UTDS	Male sexual dysfunction			
BNF 13- SKIN	Cost effective prescribing of emollients			
BNF A2 - BORDERLINE SUBSTANCES	DROP-List - Probiotics update	Dysphagia/nutrition - Assisting people with swallowing difficulties		Nutrition - Infant feeds update
BNF A5 - WOUND MANAGEMENT PRODUCTS	Update range of dressings bulletins			

Our 2018/19 work plan

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CONTINENCE AND STOMA	Continence - update and expand resources	Stoma - update resources	
POLYPHARMACY AND DEPRESCRIBING	Deprescribing support tools		
GENERAL - CLINICAL	Care homes - updates	DROP-List review and update	Biosimilars - Updates and new resources
	Templates for clinical systems	Patent expiry planning tool	Medicines in schools
GENERAL - NON-CLINICAL	Interface working: discharges and communications on admission	Working with community pharmacy	
	Behavioural change: Aimed at patients	Domiciliary care: Guidance for carers commissioned by local authorities	
SKILLS TRAINING	Communication: Engaging and influencing clinicians	Communication: Shared decision making	Communication: Positive questioning
	Communication: Addressing barriers, problems and dilemmas	How to use polypharmacy metrics on ePACT 2	
	Project management: Understanding contracts and tenders	Project management: Managing risk	
PATIENT INFORMATION	Anticoagulation shared decision making		

Our subscription fees and pricing model

We are committed to providing the best value for money through a not for profit operating model.

This year changes to the commissioning environment and a number of CCG mergers prompted a review of our fees and pricing model which was essential to ensure that the support we provide to our community remains viable and sustainable. The work was overseen and approved by our Council of Members, which includes a majority representation of the commissioners that we serve.

The resulting banding system is simpler, and our core subscription has been expanded to include intelligence and data reports at a practice as well as commissioner level.

We will continue to monitor and respond to changes in the market and while further fee restructuring may be required by further consolidation, all our subscribers can be assured that we will do all we can to keep fees to a minimum, ensure that any necessary changes are communicated with plenty of notice, and through the 'do once and share' model, that we will continue to provide exceptional value for money.

'This is an extremely valuable service, we have used benchmarking data to highlight areas of work which in one year saved £200,000 for 1 project.'

Christine Walton
North Norfolk CCG
Prescribing Advisor

Subscription fee bands



Based on the size of the subscriber commissioning area patient population.

Band - Patient pop	Fee
A/B - Under 125k	£3,700
C - 169k - 200k	£21.50 per 1,000 patients
D - 200k - 250k	£21.00 per 1,000 patients
E - 250k - 300k	£20.50 per 1,000 patients
F - 300k - 350k	£20.00 per 1,000 patients
G - 350k - 420k	£19.50 per 1,000 patients
H-K - 420k +	£7,950

In response to the prospect of further statutory mergers within the NHS, we will be issuing an updated pricing structure for merged commissioners in late 2018.

Optional e-learning bolt on



Subscribers also have the opportunity to commission access to e-learning courses for an **unlimited** number of NHS healthcare professionals and care home staff in their area. The following are **one-off fees** (not annual) and include e-learning activity reports to show uptake and completion rates in their area.

Cost per course: £375 + VAT

Package of any three courses: £1,000 + VAT

2018/19 year in brief

APR	New FY kicks off, starting to get exciting new projects in place.
MAY	First resources from 18/19 work plan published. Innovation award categories announced.
JUN	The data year starts, launching new reports and updates to established reports. We tour the country to deliver subscriber training sessions.
JUL	Usually one of our busiest delivery periods, with many of the first FY projects coming through to publication.
AUG	Head off for the holidays, and soak up some free vitamin D (or play cards in the rain).
SEP	Back in the swing of it. Deadline for innovation award entries.
OCT	Swathes of you join us for the Annual Event and Innovation Awards.
NOV	Subscriber groups and planning starts for the next year's work plan.
DEC	Our festive newsletter, with special Christmas bulletin, and then some R&R with our families.
JAN	Ratify and publish our work plan, start shaping new concepts for the next year.
FEB	Lots of webinars and training sessions. Subscribers invited to join us for another year.
MAR	End year activities and webinars to understand your priorities for the next year, and explain in more detail what projects we'll be delivering to help out.



'There's no way we could have the same level of productivity done in-house.'

Iain Roberts
Lead Medicines Optimisation
Pharmacist
NHS South Devon and Torbay CCG

Further reading and contacts

Useful links

Workplan tracker available on the [PrescQIPP homepage](#)

[PrescQIPP newsfeed](#)

[Quality Assurance process](#) and [e-learning Quality Assurance](#)

[Stakeholder pages](#) - for people with interest in our work including patient groups, voluntary sector organisations, pharmaceutical companies and NHS professionals and networks.

[E-learning Hub](#) - with details of our CPD certified e-learning courses available for purchase including:

- Practice medicines co-ordinators
- Polypharmacy and deprescribing
- Medicines use in care homes: Course 1
- Medicines use in care homes: Course 2
- Anticoagulation: Stroke prevention in atrial fibrillation

Contacts

The easiest and quickest way to get an answer to any queries is to email help@prescqipp.info however if you have a specific query, please feel free to contact the members of our senior management team below:

Carol Roberts
Chief Executive
carol@prescqipp.info

David Rushton
Head of Technology
david@prescqipp.info

Sajida Khatri
Director of Medicines
Optimisation
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Rachel Seeley
Head of Analytics
rachel@prescqipp.info

Michelle Harrison
Head of Business Operations
michelle@prescqipp.info

Sue Smith
Head of Education
sue@prescqipp.info