

# Bury Integrated Care Partnership - response to Healthwatch Bury's Prescriptions Report

Response received 8<sup>th</sup> October 2024

## Summary

### Executive Summary

Healthwatch conducted a project to explore patient experiences with prescription processes in Bury between December 2023 and May 2024. The project aimed to identify key issues and good practices, resulting in several recommendations.

### Key Findings

- **Patient Satisfaction:** Most respondents were very satisfied or satisfied with their initial contact with healthcare professionals.
- **Confidence in Pharmacists:** A high level of confidence in pharmacists was noted, with the majority feeling comfortable asking for further information.
- **Challenges with Repeat Prescriptions:** Many patients found the repeat prescription process difficult and expressed a need for more support, particularly through the NHS App.

### Recommendations

**Implementation of Findings:** The Primary Care Commissioning Committee (PCCC) is advised to receive the report, consider the findings, and support the implementation of recommendations.

**North Neighbourhood Prescribing Project:** This project aims to improve communication and relationships between general practices and community pharmacies, reduce duplication, and enhance patient-led ordering (PLO).

### Strategic Objectives

The report aligns with strategic objectives to deliver improved outcomes through transformation and secure financial sustainability.

### Further Discussion Points

**Community Pharmacy Services:** Despite pressures, community pharmacies continue to provide essential services, including the NHS Pharmacy First advanced service.

**Digital Platforms:** Encouraging the use of the NHS App for managing prescriptions is a key focus, with efforts to educate patients and staff.

**Medicines Supply Chain:** Addressing challenges in the medicines supply chain and improving communication between practices and pharmacies is crucial.

## **Actions Required**

The Primary Care Commissioning Committee is required to:

- Receive the Healthwatch Prescriptions Project report.
- Consider the collective response to the findings and recommendations.
- Support the Bury-wide implementation of the North neighbourhood prescribing project.