**NHSE BP service Training briefing**

Disclaimer: Please note that this guide outlines some of the key elements of the service and is designed to support pharmacy staff to understand what is required. Pharmacy teams must ensure that they read and follow the requirements within the SLA.

**What’s the same?**

* BP measurements still need to be taken using the equipment received as part of the BHF pilot.
* BP measurement data will be recorded onto PharmOutcomes.
* The Cheshire and Mersey guidelines for blood pressure testing for use outside of general practice still apply (note that these guidelines have been updated).

**What’s different?**

* The BHF pilot focused on finding people with undiagnosed blood pressure, people with an existing diagnosis of hypertension were excluded. **The NHS E service allows BP measurements of people who have been diagnosed with high blood pressure (see SLA section 3 - service inclusion criteria) as well as those undiagnosed.**
* It is expected that at least 50% of the people measured will not already be diagnosed with high blood pressure so we will be continuing to screen for undiagnosed hypertension.
* **If the patient is found to have high blood pressure during consultation 1, they are invited back to the pharmacy after 7 days for a repeat blood pressure test.**  This is different to the BHF project where patients were referred directly to their GP.
* **A follow up telephone call has been added to the service.** If the person comes back for a 2nd BP measurement irrespective of the outcome you need to follow them up with a telephone call, 3 months after the first interaction, to check what the outcome was. You will need to diary this in at the end of the 2nd consultation.
* The number of blood pressures you can complete has initially been set to 40 and then this will be reviewed by NHS England.
* Fees: The fees for the service have been increased to fully reflect the work being undertaken and provide a more sustainable funding model for the service. You will be paid £6 per BP measurement and £3 for the follow up call. (Maximum potential of £15 per patient).
* Payment. Invoices will be generated by PharmOutcomes and payment will be made via NHS BSA.
* Information for each BP intervention is to be sent to the GP practice within 3 working days. This may be either electronically by PharmOutcomes or via hard copy if electronic communication to the GP practice isn’t in place.

**Where can you find information?**

* NHSE has sent copies of the SLA to contractors.
* Your pharmacy will have been sent copies of the new Cheshire and Mersey guidelines.
* Copies of the NHSE BP SLA are available on the PharmOutcomes template and from your LPC website.

**What training is required?**

* You MUST have participated in a BHF pilot scheme in order to be eligible for this service.
* You need to have an SOP in place to support the delivery of this service.
* Staff delivering the service must be trained to do so and there must be a record of this. Staff trained by the original BHF training process can train other members of staff. The details for this are included in schedule 10 in the SLA. These in-house trained staff must make themselves available to attend a BHF training, ideally within the next 6 months.
* Further BP training sessions are planned to allow more staff to be trained. See LPC newsletters for details of training sessions.

**PharmOutcomes**

**What are the changes to PharmOutcomes?**

* When you transition to the new service you will switch from the existing BHF template onto the NHSE service template.
* The service will operate with **4 templates** and it’s really important that you ensure you are using the correct one for each stage.



**Template 1: Registration**

* Enter the patient’s consent to share data. You won’t be allowed to proceed with the service if the patient refuses. This is because the system will send notifications to the GP practices after each BP measurement (if the GP practice is linked with PharmOutcomes).
* It is really important that you enter all registration data carefully. Errors with the data will cause problems for the GP practice identifying the patient, when the notification is sent, and it is really important to enter the correct GP practice to avoid data breaches, with the data being sent to the wrong GP practice.
* You will be asked to enter the NHS number for the patient. If you don’t know the number it is acceptable to enter unknown.
* **Getting a telephone number is vital** so that you can contact the patient at later stages, in particular if they have a second BP measurement and if they need to be followed up.

**Template 2: BP measurement 1**

* Select the template Blood Pressure in Community Pharmacy Enhanced service – Consultation 1
* Enter the patient’s details and select the patient that you have just registered.
* Check the provision history in the top right-hand corner to ensure you are using the correct template. (It’s really important that you ensure you are on the correct template).
* ***You will be asked to confirm that you have selected the correct template. This is to ensure that this is the first measurement you are taking for this patient and that you aren’t trying to record a follow up BP measurement as the first BP measurement.***
* Complete the exclusion criteria and Medical History:
* Note that patients with existing hypertension are allowed for this service and you will be asked to indicate the reason why you are doing the BP measurement.
* You need to ask the patient if they have any other medical conditions. This is because these patients may have a different target BP range advised by their GP.
* Confirm consent to share data with GP and also for the pharmacy to contact them. This follow up will only happen if they need to come back for a second BP measurement
* Take the blood pressure readings and record on the template.
* If the patient has high blood pressure – it will prompt you to ask the patient to return in 7 days’ time for a repeat measurement.
* If the patient has a very high BP measurement – it will prompt you to advise same day medical attention. It isn’t appropriate for this patient to be brought back for a second measurement.
* Provide advice and support as per the C&M guidance.
* Record the BP measurement details on the z card and give to the patient.
* Record the provision of the z card leaflet, referral, signposting and who took the reading.
* If the blood pressure is high then you will be prompted to arrange a follow up appointment and also collect details to send an automatic text message reminder to the patient.
* Remember to take a note of the patient’s appointment/ phone number and add it to your diary reminder system.
* If the blood pressure is normal or very high then the patient will not be invited back for a second measurement so you can ignore the yellow box prompting for a phone number.
* If the notification doesn’t send directly to the GP practice via PharmOutcomes you will need to print off a copy and send it to the GP practice within 3 working days.

**Template 3: BP measurement 2**

* Select the template Blood Pressure in Community Pharmacy Enhanced service – Consultation 2
* ***You will be asked to confirm that the patient has already had their first consultation. This is to ensure you are recording on the correct template.***
* Complete the consent for this BP measurement and record the medical history and take the next BP measurement.
* The template will prompt you to follow the Cheshire and Mersey guidance for referral outcomes for the patient.
* Medicines optimization advise: This question only applies to patients diagnosed with hypertension and taking medication. If they are not an existing hypertensive or no advice was given then answer N/A.
* Record the BP measurement details on the z card and give to the patient.
* Advise the patient that the service includes a follow up telephone call 3 months after the 1st BP measurement reading. ***This is for all patients who come back for a second BP measurement. As outlined in the Service flow chart.***
* Record patients name and telephone number in a diary to remind you to phone the patient. Also consider including in the diary if the BP was normal, high or very high.

**Template 4: Follow up telephone call**

* This template is still under construction and will as a minimum be in place 3 months after the service go live.

**Go-live checklist**

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| **Activity**  | **Tick when complete** |
| Print out and read the contract for the service. “Provision of Blood Pressure Testing Service in Healthy Living Pharmacies (HLP)” which can be found on LPC websites. |  |
| SOP in place to deliver the service. |  |
| Record of staff training for the service in place. |  |
| BHF BP machine available to measure patient’s blood pressure. |  |
| Locate the new version of the Cheshire and Merseyside BP guidelines, confirm that the old version has been disposed of. |  |
| Locate the new copies versions of the C&M z cards. Confirm that any old versions have been disposed of. |  |
| Print out a copy of the process flow for the service, schedule 5 on page 27 of the contract and keep in the consultation room for reference. |  |
| Advertise the service using the BP measurement poster which was sent out with the new guidelines. |  |
| Ensure staff providing the service can access PharmOutcomes. Check out the new BP templates on PharmOutcomes. Your pharmacy will be accredited to the new service when all documentation has been sent to NHS E. Contact your LPC if you have difficulty accessing the templates. |  |
| Identify a champion in the branch to ensure that patients are followed up. |  |
| Decide how you will identify that a patient is due for their second BP reading and for their follow up call. Have you got a diary that you can use?  |  |
| Identify who in the branch is trained to deliver the service. They will need to be working on the day of the follow up appointment so consider this when booking the appointments. |  |
| Book more members of staff onto the BP measurement training sessions. These will be advertised in the LPC newsletters and are running from June 2019. |  |
| Plan training of additional staff to ensure the service is sustainable. (The person who has attended the training can train another member of staff in the interim whilst you are waiting for the next training session to become available – but they do then need to attend the formal training. More details about this are included in Schedule 10 within the SLA.  |  |

If you have any questions relating to the service your local LPC is happy to offer support please contact us on the following e-mail addresses.

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