

WIMS and its important links with the PQS domain: PCNs

Walk in my Shoes (WIMS)

An NHS England - South (Wessex)
Area Team supported initiative that
encourages closer working
between Community Pharmacies &
GP surgeries



Walk in my shoes (WIMS)

'Walk in my Shoes' looks to create a greater level of engagement between community pharmacy and GP practice teams to help understand each other's roles, improve working relationships and ultimately provide better care for their patients.

Community Pharmacy South Central are encouraging all community pharmacy teams to engage with 'Walk in my Shoes'. Participation and completion of the WIMS project should help teams with:

- Utilisation of NHS services such as MURs and NMS which can have a positive impact on patient care.
- Making referral processes as smooth as possible and ensuring only those patients that should be referred between each other are.
- Helping to manage patients' expectations with changes to OTC prescribing by ensuring patients receive consistent messages from both teams.
- Help to release some pressures on each by having clear mutually agreed processes around medicine prescribing, ordering and dispensing procedures.

The WIMS project is supported and remunerated by NHS England – South (Wessex). It is also an excellent medium for all pharmacies to be able to demonstrate the required PQS declarations required for the PCN domain.

CPSC encourages PCN Leads to ensure that they are in communication with all pharmacies within their PCN to ensure a coordinated plan for visits.

- It is important that there is a simple process for sharing the outputs from each organised WIMS GP surgery visit. Ideally there should be just one visit to each GP surgery in your PCN, with the agreed representative pharmacy for each visit reporting back to the PCN Lead.
- Following each visit the PCN Lead should ensure the prompt sharing of information with their other PCN pharmacies; enabling each of them to use the WIMS feedback outputs to efficiently complete their WIMS submission on PharmOutcomes.
- The feedback process is detailed below.

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WIMS Feedback process

Each pharmacy can highlight up to THREE actions identified from the WIMS visits that have led to a change to either:

- increase patient safety,
- improve patient outcomes or
- reduce waste

The PharmOutcomes feedback must include your **actions, barriers and evidence**

CPSC have produced the following WIMS guidance on how to submit your feedback on PharmOutcomes below: **(This must be completed before 31st March 2020)**

- [WIMS Feedback using PharmOutcomes](#)
(Fig 1 & Fig 2 screenshots show where to find on the PharmOutcomes website)

Pharmacies that completed the 'WIMS Expression of Interest' on PharmOutcomes prior to 30th November 2019 will have received **£150** for committing to provide feedback on their outcomes from the project.

It is important for pharmacies to now ensure they complete this feedback as failure to do so will result in the **£150 being reclaimed by NHS England**.

Resources available - WIMS Toolkit for visits

PSNC have provided a toolkit for community pharmacies to use in preparation for their intended visits. The kit comprises of template letter, briefing documents, power point presentations, confidentiality agreements, visit checklists, reflective logs, action plans and outcomes of action plan documents.

The toolkit for the Walk in my Shoes can be found on the following PSNC webpage and then by opening up the + symbol to the right of '**Walk in my Shoes toolkit**':

- <https://psnc.org.uk/services-commissioning/working-with-gps/>

Additionally, there is:

- a PSNC Briefing 041/17 provides more background information on the toolkit:
 - [PSNC-Briefing-041.17-Walk-in-my-Shoes-toolkit.pdf](#)
- a video link to explain the project:
 - <https://www.dropbox.com/s/3flk5akw0x5euhb/Walk%20in%20My%20Shoes%20V5.wmv?dl=0>

PQS domain for PCNs

The following extracts summarise the requirements for all pharmacies (page 3) / nominated PCN Lead (pages 4 & 5) to successfully meet the PCN domain quality criterion.

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PQS Domain: Primary Care Networks (All Pharmacies)

Aim

To encourage pharmacies to collaborate and work together to engage effectively with Primary Care Networks.

Rationale

for full details see section 4.4, page 56 of [PQS Guidance 2019-20 document](#)

Reporting

- Pharmacies must identify which PCN they will align themselves to.
- They must collaborate with other community pharmacies aligning to the same PCN and nominate between them a Pharmacy PCN Lead.
- The Pharmacy PCN Lead must have provided their name to the LPC in which the PCN lies and must have demonstrable evidence that they have started the engagement process with the PCN
i.e. they have made initial contact with the Clinical Director for the PCN either by contacting them through correspondence or by meeting them.

Declaration

On the day of the declaration, the pharmacy must:

- Be able to demonstrate that their pharmacy, and all other pharmacies within the PCN who wish to engage with a PCN, have agreed a collaborative approach to engaging with their PCN.
- This approach must include:
 - agreement on a single channel of communication by appointing a named lead representative for all of the community pharmacies who wish to engage with the PCN.
 - this role cannot be shared; the requirement is for a single Pharmacy PCN Lead that had been agreed by all the pharmacies within the PCN who wish to engage with a PCN.

All pharmacies claiming for this domain must submit the following on the MYS application:

- the name of the PCN they have aligned to.
- their appointed Pharmacy PCN Lead.
- the pharmacy name and ODS code for the Pharmacy PCN lead.

The Pharmacy PCN lead must also declare:

- that they are the appointed Pharmacy Lead for that PCN.
- the name of the PCN.
- that they have notified this to the LPC in which the PCN lies.
- that they have evidence of having started the engagement process with the PCN, as outlined above.

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PQS Domain: Primary Care Networks (PCN Leads only)

Aim

To encourage pharmacies to collaborate and work together to engage effectively with Primary Care Networks.

Rationale

for full details see section 4.4, page 56 of [PQS Guidance 2019-20 document](#)

The Pharmacy PCN Lead will play a critical role in shaping the engagement and providing a single channel of engagement with a PCN. Their suggested key responsibilities are:

- providing leadership as the appointed Pharmacy PCN Lead, collaboratively developing and implementing the approach to engagement with the PCN
- working closely with the key members of staff of the other pharmacies in the PCN to discuss, understand and be able to describe how community pharmacy will support and deliver local improvement programmes aligned to national priorities
- developing relationships and working closely with other Pharmacy PCN Leads, clinical leaders of other primary care, health and social care providers, local commissioners, Local Medical Committees and LPCs

A communication or meeting with the PCN Clinical Director could include details of the following:

- introducing themselves
- the number of pharmacies in the PCN the appointed Pharmacy PCN Lead represents
- short background of community pharmacy and opportunities for integrated working with PCNs (including those described above) and opportunities for maximising eRD (as outlined in the GP contract)
- the nationally-backed roll-out of the pharmacist-led information technology intervention for medical errors (PINCER or equivalent) by the AHSNs.
- PQS:
 - medicines safety audits complementing GP QOF QI prescribing safety module
 - diabetes patients check for retinopathy screening and foot checks.

The Pharmacy PCN Lead must be able to take an objective view and approach to opportunities that they may become aware of or arise as the appointed Pharmacy PCN Lead and share this detail with the rest of the pharmacies who have appointed them as the lead.

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The Pharmacy PCN Lead must not abuse or use this information in way that would lead to sole or preferential personal or business gain or gain by their employer.

- Opportunities should be discussed, and an approach agreed with the rest of the pharmacies that have appointed the Pharmacy PCN Lead.
- Discussions must take place between all pharmacies in the PCN engaging in this PCN domain to agree the Pharmacy PCN Lead and to provide a single channel of engagement with a PCN.
- Part of the PQS responsibilities for the lead will be managing any conflicts of interest and managing confidential PCN information.

LPCs may have been preparing or already started to facilitate conversations between local community pharmacies within a PCN. Contractors may want to contact their LPC and/or check their website to identify if they intend to provide any support such as contractor events that provide local information on PCNs, including details of PCN Clinical Directors, introduce contractors to start discussions on collaborating and share information on local health and social care priorities aligned with national goals.
