Overview of Community Pharmacy Services in Europe

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Austria  Belgium  Bulgaria  Croatia  Cyprus  Czech Rep  Denmark  Estonia  Finland  France  Germany  Greece  Hungary  Ireland  Italy  Luxembourg  Malta  Netherlands  Poland  Portugal  Romania  Slovakia  Slovenia  Sweden  United Kingdom  Bosnia Herzegovina  FYR Macedonia  Norway  Serbia  Switzerland  Turkey  Ukraine

2016: 33 Countries
1959 - 2016

- 400,000 Community Pharmacists in Europe,
- 160,000 Community Pharmacies in Europe,
- 46 million citizens visit a pharmacy every day.
WHERE

WHO

WHEN

HOW

SOLUTION

WHY

WHAT
The Case of the Elderly

- Older patients are more likely to take multiple medications and have problems with adherence.
- Hospitalisations due to adverse drug reactions are four times higher in older patients.
- 90% of ADRs among older people are thought to be preventable.
- The demographic ‘timebomb’ is also a medication time bomb.
Healthcare improving too slowly to meet rising strain of chronic diseases

4/11/2015 - Too many lives are still lost in OECD countries because healthcare quality is improving too slowly to cope with ageing populations and the growing number of people with one or more chronic diseases, according to a new OECD report.

*Health at a Glance 2015* shows that overall health expenditure continues to grow slowly in many OECD countries in line with GDP growth, although health spending fell in 2013 for a third consecutive year in Italy and Portugal and a fourth in Greece.

The new edition of Health at a Glance provides a set of dashboards allowing readers to visualise the relative performance of different OECD countries on selected indicators. These dashboards show that all countries have wide scope for improving the quality of health care and tackling unhealthy lifestyles, such as obesity and harmful alcohol consumption.

No country consistently performs at the top of the country ranking on key indicators of quality of care, even those that spend the most on health. There is room for improvement in all countries in the prevention, early diagnosis and treatment of different health problems.

OECD Health Care Quality Indicators - Primary Care

Asthma hospital admission in adults, 2006 and 2011 (or nearest year)

Age-sex standardised rates per 100 000 population

Note: 95% confidence intervals represented by H.

The Adherence Problem

- For years, emphasis has been placed on the problem of medication non-adherence
  - € 1.25 billion a year in direct and indirect costs
  - 194,500 deaths that result from not taking medication correctly
  - 69% of medication-related hospital admissions due to poor adherence
  - 50% of new statin patients will discontinue medication after 6 months

Medi Voice project

It’s Time to Bring Solutions

- Transformation of pharmacy practice with focus on patient care and quality
- Large portion of total health care spending on pharmaceuticals and chronic disease, imperative to improve healthcare quality and personal outcomes
- Pharmacy services can achieve the ‘triple aim’ of:
  - Better quality of care
  - Better health outcome
  - Lower costs
Trends in pharmacy services

- **Core Pharmacy Services (expertise in medicines):**
  - Dispensing (incl. repeat dispensing and homecare);
  - Compounding;
  - Medication management (unit dose packaging, new medicines service, medicines use review);
  - Emergency care (incl. emergency contraception) and minor ailment management.

- **Advanced Pharmacy Services (health care services):**
  - Vaccination;
  - Smoking cessation;
  - Measurement of blood pressure, cholesterol, glucose, weight,
  - Chronic disease management;
  - Early screening and testing.
Overview of pharmacy services

1. Dispensing prescriptions: 24
2. Night services: 24
3. Disposal of medicines waste: 23
4. Blood pressure measurement: 20
5. Emergency Contraception: 21
6. Glucose measurement: 18
7. Weight measurement: 19
8. Smoking Cessation: 19
9. Cholesterol measurement: 17
10. Diabetes management: 15
11. Repeat dispensing: 15
12. Asthma management: 14
14. Hypertension management: 13
15. Homecare services: 13
16. Pregnancy test: 11
17. Vaccination: 9

*PGEU Database 2014-15"
Some examples
Ireland

Vaccination

• Pharmacists contribute to a significant advancement towards the EU target of vaccinating 75% of the older age groups against influenza¹
• In 2014/15 season over 50,000 patients (1 in 10) vaccinated by community pharmacists
• Influenza vaccines since 2011, pneumococcal and shingles added in 2015²

¹http://file.ipu.ie/publications-40196/ipu-review-25861.html
UK - England

Medicines Use Reviews/New Medicines Services
• Semi-structured interview with patient in a consultation room or over telephone
• Target groups (high risk medicines, post-discharge, respiratory & cardiovascular patients)
• Proven cost effective and to improve adherence by 10%¹
• In 2014/15: 3,172,107 MURs done²
• In 2014/15: 774,930 NMSs done³

Seasonal influenza vaccination (300,000 in first 30 days of this season).

¹The New Medicines Service Evaluation: http://www.nottingham.ac.uk/~pzmjnb/nms/
New Medicine Service

- Nationally commissioned service\(^1\). Two semi-structured consultations for **starting vitamin K antagonist (VKAs)**
- Jun 2013 to present, +230,000 VKA interviews performed
- **14,584 pharmacies** performed VKA service by Dec 2014 (63% out of approx. 22,500)\(^2\)
- Patient satisfaction score of **8.7/10**\(^2\)
- Dec 2014 to present: service widened to **asthma medications** (~5000 services performed)

\(^1\)http://www.ordre.pharmacien.fr/Le-pharmacien/Champs-d-activites/education-therapeutique
\(^2\)http://www.ameli.fr/fileadmin/user_upload/documents/CP_Bilan_1_an_AVK_141217_01.pdf
Belgium

New medicines service

• Two follow-up consultations for asthma patient that has neen newly prescribed inhaled corticosteroid

• After 23 months **36,000 patients have benefited** from the service

• Plans to widen scope to other chronic conditions

[1](http://www.apb.be)
Norway

Service for patients using inhaled medication

- Service can be recommended by a doctor, a pharmacist or requested by a patient
- New patients as well as ‘experienced users’ can benefit from this service
- After its launch in spring 2015, in the first two months 11 000 patients benefited from this service
COMMUNITY PHARMACIES

Approximately 98% of EU citizens can reach their nearest community pharmacy within 30 minutes, while 58% of citizens indicate that their closest community pharmacy is within 5 minutes reach from their work or home. Pharmacies in the majority of EU countries are required to ensure that premises have access for people with disabilities.

There are 154,000 community pharmacies in the EU. Pharmacies are the most widely distributed healthcare facility in Europe.

IN GENERAL PHARMACIES HAVE LONGER OPENING HOURS THAN OTHER HEALTH CARE SETTINGS AND THROUGH EXTENDED OPENING HOURS, ROTA AND NIGHT SERVICES ENSURE PATIENTS CAN ACCESS THEIR SERVICES 24/7.

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1. 154,000 is the number of community pharmacies in EU27 and candidate country Croatia. Source: PGEU database 2011.
2. Survey of Chain of Trust Project, under EC Public Health Programme (Grant Agreement Nº 2009 11 13).
More trips here can mean

Fewer visits there
THANK YOU

www.pgeu.eu