

Galw **IECHYD** Cymru
NHS Direct Wales



Ymddiriedolaeth GIG
Gwasanaethau Ambiwylans Cymru
Welsh Ambulance Services NHS Trust

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Our Ref:

21st September 2011

Clerk
Health and Social Care Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA

Dear Sir/Madam,

Re: Inquiry into contribution of community pharmacy to health services in Wales

The Welsh Ambulance Services NHS Trust welcomes the opportunity to provide a response to the Health and Social Care Committee's inquiry.

Whilst our organisations interface with community pharmacy services is limited, we recognise the important role these services provide to the community. As with all other healthcare partners in Wales, the Welsh Ambulance Services NHS Trust is committed to ensuring that patients have access to the right service, at the right time, by the right professional.

We consider the potential development of minor ailment schemes at community pharmacies as a valuable opportunity to not only provide an enhanced level of healthcare closer to the patient, but in the wider context of unscheduled care, it has the potential to reduce the pressure on the acute sector, by reducing the number of inappropriate or unnecessary 999 calls and attendances at Accident and Emergency departments.

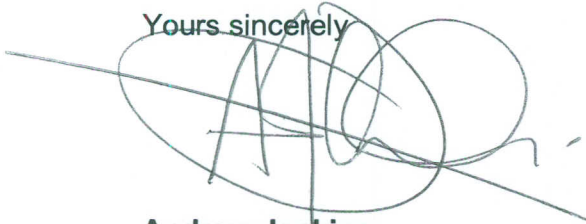
Patients who access the NHS Direct Wales services via the 0845 46 47 telephone number, or website, are currently able to access information such as their nearest pharmacy and its opening hours. The addition of information related to the provision of minor ailment services, would be a useful resource not only for patients themselves, but could also be used to enhance the experience for users who might initially access the 999 service, but are subsequently identified as not requiring an emergency or urgent ambulance response. Sign-posting these users to community based services, could be viewed as another valuable opportunity to reduce pressures on the acute sector.

The Welsh Ambulance Services NHS Trust has been a leading partner in the development and introduction of the National Take Home Naloxone (THN) scheme in Wales. Following the publication of an independent review of the THN initiative at demonstration sites in Wales, the Welsh Government is supporting plans to widen the availability of THN to all areas of Wales.

One development of particular note to this initiative, is the provision of replacement THN kits, from a community based pharmacy in Cardiff City centre. This initiative should be seen as a shining example of good practice in the provision of community pharmacy services, because it aims to ensure that service users have local and timely access to an important life-saving intervention.

Thank you for the opportunity to respond.

Yours sincerely

A handwritten signature in black ink, appearing to be 'AJ', written over a large, light-colored scribble or stamp.

Andrew Jenkins
Assistant Clinical Director / Consultant Paramedic
Welsh Ambulance Service NHS Trust