

Prif Swyddog Fferyllol Chief Pharmaceutical Officer



Llywodraeth Cymru
Welsh Government

To:

All Pharmacists and Pharmacy Technicians working in community pharmacy practice in Wales

28 September 2018

Dear Colleague,

Changes to National Enhanced Service Accreditation

Earlier this year it was agreed that all pharmacists and pharmacy technicians currently delivering or intending to deliver enhanced services in Wales will be required to complete the new National Enhanced Service Accreditation (NESA) process during 2018-19.

We are aware the introduction of the NESA process has not been without its challenges, the letter sets out the rationale and context for the change and reiterates why it is critical to the continuing development of community pharmacy practice in Wales.

The community pharmacy sector in Wales has a long history of providing high quality enhanced pharmaceutical services. Wales was the first part of the UK to introduce a national NHS pharmacy influenza vaccination service; emergency contraception, smoking cessation, and emergency medicine supply services are delivered to a common national standard; and the common ailment service, again delivered using a single approach across Wales, is allowing pharmacy professionals to make a telling contribution to improving access to care and reducing inequality.

The NESA process was developed by the Wales Centre for Pharmacy Professional Education (WCPPE), at the request of the Chief Pharmaceutical Officer, to deliver a new model for accrediting pharmacy professionals delivering clinical services. The priorities of that work were to:

1. deliver a new, more streamlined approach to accreditation and reaccreditation;
2. provide a more flexible approach which works for all services and is less reliant on face to face training; and
3. increase the competence of clinical pharmacy professionals delivering enhanced services across a broad range of generic skills which are fundamental to the delivery of high quality pharmaceutical care.

It is this last point that is most important. The changes brought about by NESA are not about new methods for assessing the services pharmacy professionals already provide. Rather the approach being taken through NESA is necessary to provide assurance to patients, other professionals and the NHS, that community pharmacy has the necessary skills and competence to provide services which meet the needs of citizens and the NHS in Wales both now and in the future.

The Welsh Government has set out its commitment to the community pharmacy sector in Wales as a fundamental part of a strong primary care service. The Government's strategy *Taking Wales Forward*, commits to invest in community pharmacies to provide a greater range of clinically focused services, take pressure off our GP services, reducing unnecessary appointments and make sure people are able to see the right professional in the right setting at the right time. This will require a step change in the quality and consistency of pharmacy service provision, ensuring every pharmacy professional delivers care of a quality comparable with the very best in Wales.

In order to maximise the role community pharmacy can play, it is imperative the entire workforce demonstrates excellent foundation skills and competence. From a strong base, the workforce can and will be supported to develop advanced practice through an increasing range of services which realise the potential of pharmacy professionals.

We are acutely aware that there are many pharmacists and pharmacy technicians will not have had any formal education or training in the areas covered by NESA. This will mean that the use of structured frameworks to ensure the competence can be challenging for those individuals. Please be assured we are committed to ensuring WCPPE provides appropriate support for everyone to successfully complete the accreditation process through online resources, face to face events and written and verbal feedback. We would urge you to take advantage of this support.

The roll out of NESA is an investment in the community pharmacy workforce which supports realising the Welsh Government's aspirations for community pharmacy in Wales and we encourage you to engage positively with it.

Further details of NESA are available from WCPPE's [website](#).

Yours sincerely



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