

Bay of Plenty DHB-Community Pharmacy Contracting Policy

Purpose

The purpose of this policy is to enable Bay of Plenty DHB to configure community pharmacy services to best meet the needs of the local community. The Bay of Plenty DHB will take a planned and thoughtful approach to the supply and location of community pharmacies to ensure a sustained, high quality, and cost-effective service exists for local populations.

The DHB makes its own independent decisions when contracting and procuring, which are consistent with its legal obligations, as well as the BOPDHB Strategic Health Services Plan 2017-2027 and the Pharmacy Action Plan 2016-2020.

The Bay of Plenty DHB is committed to funding services that provide high quality care to its local communities to improve population health outcomes. This policy gives effect to the Bay of Plenty DHB's statutory functions and objectives under the New Zealand Public Health and Disability Act 2000 including *"to seek the optimum arrangement for the most effective and efficient delivery of health services in order to meet local needs"* (section 22 (1), and the Operational Policy Framework (OPF), which provides that *"the DHB should purchase services that best meet the needs of their population"* (clause 3.19.1).

Context

In 2018, all community pharmacies in the Bay of Plenty signed an Integrated Community Pharmacy Services Agreement (ICPSA). This contract places emphasis on clinical services and enabled local DHBs to purchase locally focussed and targeted services. This gives the Bay of Plenty DHB an opportunity to configure and shape its community pharmacy services to start to emphasise targeting inequities and better health outcomes for our communities.

In 2017, the DHB's SHSP states that it will:

- develop a smart, fully integrated system to provide care closer to where people live, learn work and play;
- promote and progress interdisciplinary community teams to enable people to stay well and get well;
- ensure services become much more coordinated particularly people with chronic and complex needs;
- develop a one team approach to health services; and
- build a sustainable health care system where practitioners are working to top of scope.

A DHB is not required to enter into an agreement with every pharmacy license holder that makes an application for an agreement. The Bay of Plenty DHB now intends to take a more strategic approach when making pharmacy contracting decisions as is set out in this policy.

In addition, a DHB is not required to approve every request from a provider to relocate (although approval must not be unreasonably withheld). The DHB intends to take a consistent approach when making decisions regarding the location and relocation of providers.

Policy Statement

The Bay of Plenty DHB seeks to direct funding for community pharmacy services towards health services that best meet local community's needs, improve equity of outcomes which are cost effective, efficient, sustainable and high quality.

Community pharmacies should be capable of not only complying with the requirements of the Integrated Community Pharmacy Services Agreement (ICPSA) but also supporting the Pharmacy Action Plan 2016-20 and our Strategic Health Services Plan (SHSP) 2017-2017.

The Bay of Plenty DHB will purchase community pharmacy services that support its vision for community pharmacy and pharmacists.

Application-Scope

This policy applies to all requests received by Bay of Plenty DHB for a new Integrated Community Pharmacy Services Agreement (ICPSA). This includes any new pharmacy request including "satellite" pharmacies.

This policy applies to a request to relocate a pharmacy if the provider entered into an ICPSA:

- before 1 October 2019 and has signed Variation 1A; or
- after 1 October 2019.

This policy does not include transfer of ownership (all transfers of ownership must be a new ICPSA with the new proprietor), or changes to the schedules of existing community pharmacies which hold an ICPSA with the Bay of Plenty DHB.

Process

New ICPSA

The Bay of Plenty DHB invites anyone who may wish to apply for an ICPSA for a new community pharmacy (includes satellites) to notify the DHB Planning and Funding three months before a potential ICPSA may be required or as soon as possible before committing to any lease or build.

Application forms will be made available on the Bay of Plenty DHB website. Applicants must ensure they submit their application as per the instructions on the application form and include all required and relevant information. Receipt of the application will be acknowledged by email within five working days. The Bay of Plenty DHB is not responsible for applications not being received.

The Bay of Plenty DHB will convene its Assessment Panel to consider the application.

During considering the application the Assessment Panel may require further information from an applicant additional to that contained in the application. If the applicant fails to provide the information within 30 days of the date of request the application will lapse. This would then require the applicant to submit a new application.

In line with the Bay of Plenty DHB's purchasing processes, it may seek additional information or advice from other persons within, and external to the Bay of Plenty DHB as required.

Relocation

A provider (to which this policy relates) seeking approval to relocate its premises is encouraged to notify the DHB Planning and Funding three months (but not less than 20 business days) before the relocation needs to occur.

Application forms will be made available on the Bay of Plenty DHB website. Applicants must ensure they submit their application as per the instructions on the application form and include all required and relevant information. Receipt of the application will be acknowledged by email within five working days. The Bay of Plenty DHB is not responsible for applications not being received.

If the Bay of Plenty DHB has not notified the provider in writing of its decision within 20 business days from receipt of the application, DHB consent is deemed to be given.

Criteria

1. People Powered

Service User Needs	Key indicator	Rationale
Service users have access to the right services in the right place at the right time.	Offers (or, if relocating, will continue to offer) extended opening hours.	To provide service user with opportunities to obtain medicine and seek advice out of hours.
	Increased integration with local GPs and other healthcare providers.	To provide multi-disciplinary trade.
Services and design that target addressing inequities.	Plans a design and layout and design of services that supports addressing inequities.	To reduce inequitable health outcomes for our population.
An environment that is inviting and good access regardless of level of need, mobility or cognitive impairment.	Adequately fitted out sizeable consulting room with wheelchair access.	To enable equity of access
	Is the proposed FTE and scope adequate to meet service users' needs in a timely fashion?	Community pharmacists are a valuable resource in our health system and should be practicing at top of scope to meet service user needs.

2. Closer to where people are e.g. work, live, learn and play.

Service User Needs	Key indicator	Rationale
To have a pharmacy close to me where I	A range of pharmaceutical services are offered.	To ensure service users have choices and can access services

can have a good relationship where my medicines and pharmacy related needs can be met.		they need.
	Demonstrates a focus on reducing inequities and improving health outcomes for high need groups who will be served by at the proposed location.	The service user can build long-term relationships with the community pharmacy team and have an understanding of their health need.
Access to pharmacy services regardless of where I live.	Number of pharmacies in the locality is appropriate to the population.	
	If relocating, the needs of current service users will be met.	
	Location of proposed pharmacy and distance to and between pharmacies in the same locality. Geographical spread meets the community's needs.	The service user maintains their longer term relationship with a pharmacy. Quality pharmacy services are sustainable.
	Offers home visits (or, if relocating will continue to offer those services) to those service users who need it.	To provide home-bound service users with advice, education and other pharmacy services.
	Offers a full range of medicines provision and medication management services.	To enable people centric care.
	Offers diagnostic tests e.g. blood pressure and peak flow monitoring.	To encourage early detection leading to early diagnostic and treatment.

3. Value and High Performance

Service User Needs	Key indicator	Rationale
A pharmacy that provides expertise and leadership in medicines/pharmacy related services.	The pharmacist has a good understanding of the health needs of the proposed community.	To contribute to the achievement of local goals, health targets and service priorities.
	Proposed staffing mix is adequate to enable significant direct pharmacist time and interaction with population.	Pharmacists have time to spend time with people and provide medicines advice.
	The pharmacy will have a process in place for recording and investigating adverse and	To ensure that the service to be delivered is informed to learn from adverse and near miss events.

	near miss events.	
	The pharmacy will comply with the Consumer Rights Standard and have clearly displayed complaints process.	To ensure the community has a mechanism for raising concerns and having these appropriately managed.
To know I am getting current, evidence based expert advice on pharmacy and medicine related services.	Pharmacists and technicians have qualifications/competency and sufficient experience to establish good patient relationships and to positively influence patient behaviours.	To provide safe care on current best practice.
	The responsible pharmacist has suitable experience and professional knowledge.	To ensure high standards of care are maintained.
	The pharmacy plans to have a quality improvement plan and system in place which will include audit and evaluations of services and practice.	The pharmacy will have a commitment to continuous improvement.

4. One Team

Service User Needs	Key indicator	Rationale
To receive a high quality professional service as part of a multi-disciplinary programme of care.	Will work collaboratively and connectedly with local GPs and other relevant providers to improve health outcomes.	Service users receive holistic targeted integrated care.
	Will provide community education.	Focussing relationships within high risk groups.
	Will engage with the community to support particular health and wellness campaigns.	Targeted education and support is provided to those who need it.

5. Smart Systems

Service User Needs	Key indicator	Rationale
Access to CHIP and medicine list.	Will connect to CHIP BOPDHB patient information system on opening.	To facilitate shared integrated care and remove barriers to you getting the information you need about service users.
A safe and efficient system for prescriptions and dispensing.	Technology, including online service, is used to support service delivery where and	Increased safety in prescribing and ensures efficiencies for both the prescriber and the

	when available.	pharmacists.
	The pharmacy has IT capability and will implement electronic medicines which are being rolled out nationally.	To promote safe shared and integrated care and connected services.