

NHS Wales: Community Pharmacy Local Enhanced Service Framework – Obesity Management Support Service

1. Service Description

- 1.1 The Obesity Management Support Service is one in which pharmacies will provide one to one support and advice to people who want to reduce their weight and commit to a more healthy lifestyle.
- 1.2 The service is designed to compliment existing obesity support services and to be commissioned as part of an integrated approach to obesity management in the locality.
- 1.3 When commissioned, the service will help to increase choice and improve access to obesity support services in a non threatening environment where patients will be receptive to healthy lifestyle messages and will find convenient to access.
- 1.4 Community Pharmacy Obesity Management Support Services can be accessed through direct referral from GPs and other health professionals, through self referral or a combination of the above
- 1.5 Self referral services offer the advantage that the pharmacy's location in the heart of the community can result in the recruitment of obese persons who may not otherwise be accessing traditional primary care services.
- 1.6 This Enhanced service is to be provided in addition to the Essential service 'Promotion of healthy lifestyles (Public Health).

2. Aims and intended service outcomes

- 2.1 To improve access to and choice of obesity management services.
- 2.2 To assist in the delivery of the NHS strategy 'Designed for Life' and to meet the requirements of the Diabetes and Coronary Heart Disease NSFs.
- 2.3 To reduce obesity related illnesses and deaths by helping people to manage their weight and to make appropriate lifestyle changes.
- 2.4 To help service users access additional treatment by offering referral to specialist services where appropriate.

3. Service outline

- 3.1 The part of the pharmacy used for provision of the service should provide a sufficient level of privacy and safety.
- 3.2 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are appropriately trained in the principles of weight management and lifestyle intervention and are aware and act in accordance with local protocols and guidance.
- 3.3 Access routes to this service will be determined locally, however they could include:

- pharmacy referral as a result of the 'Promotion of healthy lifestyles (Public Health)' or 'Signposting' Essential services
- direct referral by the individual
- referral by another health or social care worker
- or, a combination of the above

The pharmacy would have to confirm the eligibility of the person to access the service, based on local guidelines.

- 3.4 The **assessment** should include:
 - an assessment of the person's readiness to lose weight and to make lifestyle changes; and
 - A measurement of BMI, blood glucose, blood pressure and HDL/LDL cholesterol or other starting parameters as deemed appropriate.

- 3.5 The **consultations** should:
- Assess the motivation of the patient to use the support service.
 - Include an assessment of the patient's starting BMI and other agreed parameters.
 - Include a description of the effects of obesity on adults.
 - Include an explanation of the benefits of losing weight and pursuing a healthier lifestyle.
 - Include a description of the main features of the service and the common barriers to losing weight.
 - Outline the treatment programme, its aims, length, how it works and its benefits.
 - Maximise commitment to the weight loss targets
 - Apply appropriate behavioural support strategies to help the person lose weight and make lifestyle changes.
 - Provide information on healthy eating in a structured and appropriate manner supported by patient information leaflets and handouts.
 - Provide advice on appropriate exercise and promote an increase in exercise levels.
 - Ensure the person understands the ongoing support and monitoring arrangements.
- 3.6 If considered appropriate, the pharmacist may supply treatment from a locally agreed formulary under a Patient Group Direction and provide advice on its use.
- 3.7 People not qualifying for support under the service protocols will be offered appropriate health literature or referral to an alternative obesity management service.
- 3.8 A completed record of measurements and patient weight loss data will be retained at the pharmacy for audit and monitoring purposes.
- 3.9 The materials and equipment required, including cholesterol/blood glucose monitors, lancet devices and weighing scales are supplied to the pharmacy by the LHB.
- 3.10 The LHB reimburses the pharmacy for the cost of diagnostic testing performed as part of the service.
- 3.11 The LHB pays the pharmacy a professional fee for the delivery of the service.
- 3.12 The LHB will need to provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.
- 3.13 The LHB should provide health promotion material relevant to the service users.
- 3.14 The LHB should arrange at least one contractor meeting per year to promote service development and update the knowledge of pharmacy staff.
- 4. Quality Indicators**
- 4.1 The pharmacy has appropriate health promotion material available for the user group and promotes its uptake.
- 4.2 The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
- 4.3 The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- 4.4 Clinic outputs in terms of weight loss and changes in health parameters.
- 4.5 Patient feedback as part of the service audit process.

Background information – *not part of the service specification*

Enhanced service 10 – Patient Group Directions may be used in association with this service, for example for the supply of orlistat or sibutramine. A Practical Guide and Framework of Competencies for all Professionals using Patient Group Directions (March 2004) is available on the National Prescribing Centre Website.

<http://www.npc.co.uk/publications/pgd/pgd.pdf>

Guidance on specific Product PGDs will be available from the relevant drug company.

RPSGB Practice Guidance on Obesity is available at:

<http://www.rpsgb.org/pdfs/obesityguid.pdf>

The first authoritative estimates of the costs and consequences of obesity in England, reports that obesity accounted for 18 million days of sickness absence and 30,000 premature deaths in 1998. Treating obesity costs the NHS at least £1½ billion a year. The wider costs to the economy in lower productivity and lost output could be a further £2 billion each year.

The '*Health Status Wales Report (2003-4)*' identified that:

- 54% of adults were classified as overweight, including 18% classified obese.
- 29% of adults met the guidelines for physical activity in the last week.

WCPPE training which may support this service:

WCPPE regularly provide training evenings on the pharmacist's role in the management of obesity. Contact WCPPE for further details.