

Community Pharmacy Mental Health and Wellbeing Project

Project Background:

The mental health and wellbeing of the local population has been significantly affected following Covid-19. Llanelli Cluster has consistently witnessed the highest rates in Hywel Dda University Health Board experiencing a local lockdown in September 2020 which has contributed to an increase in the local population accessing mental health and wellbeing services. This project will enable an opportunity for the cluster to offer additional support to our community and develop a new service for Community Pharmacy.

Project Aims/Objectives:

- It is hoped that it will result in increased opportunities for patients to access professional support and advice in the locality.

- The patient journey from GP to Pharmacy to accessing services in the community will be strengthened and will benefit all, both staff and patient.

- The project will link Cluster and Community services such as Mind Llanelli, Social Prescribers, third sector groups enabling better communication and opportunities for the population.

- This will be a new role for Community Pharmacy and a development opportunity for the way that Community Pharmacy engages with Cluster and the local population.

Project Approach:

The project will be a service offered to all adults in the Llanelli Cluster who have been newly prescribed a Selective Serotonin Reuptake Inhibitor (SSRI) antidepressant by their GP. Community Pharmacy dispensers and technicians will deliver the service when patients attend the Pharmacy to collect their medication.

Project Outcomes:

The project commenced in September 2021 with all seventeen of the Community Pharmacies in the Llanelli Cluster engaging in Mental Health First Aid training delivered by a local team Mental Health Connected. At least one person from each practice received the training to enable them to deliver this service.

- 3 Community Pharmacies have engaged
- 31 patients have had initial consultations
- 9 patients have had their final consultation

Health Professional Feedback:

- Project evaluation was sent to all seventeen community pharmacies in the Llanelli Cluster. Six responses were received.

22. Patient experience

Do you feel that patients benefitted from the service?

[More Details](#)

• Yes, a lot	1
• Yes, a little	2
• Don't know	1
• No, not a lot	0
• No, not at all	0

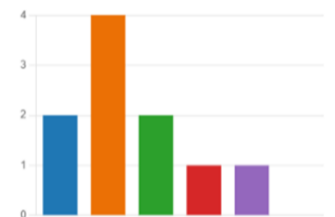


24. Your experience

How do you think this service can be improved?

[More Details](#)

• More funding	2
• More training	4
• More time	2
• More resources	1
• More access to referrals	1
• Other	0



"I really enjoy providing this service so people are aware that there are other places available to help advise and listen which a lot of people are unaware of."

Key Conclusions:

Community Pharmacy are keen to engage with patients and change the more traditional roles carried out. Primary Care and Clusters must nurture and develop this movement as much as possible. With Accelerated Cluster Development (ACD) beginning to pick up speed, the interaction with the Primary Care and Community colleagues is key to progression.

To conclude, not everyone will be in a position to engage with this service but those that are, and those that are keen to have an impact with patients, should be supported and encouraged to do so. The future of Primary Care must be collaboration, patient co-production, skilled workforce and accessible services.

Next steps:

- For the project to continue and progress a renewed round of training and engagement with Community Pharmacy staff will be necessary. A refresh and network opportunity for staff who have been engaged this year and new training package for new staff.
- A patient questionnaire for those that have accessed the service.
- Continue conversations with Welsh Government colleagues to discuss possibility of adoption throughout Wales.