1. Background Information

1.1 GP services in deprived areas experience high levels of demand for consultations in relation to minor ailments. Despite various NHS initiatives to redirect these patients to a community pharmacy, many patients continue to visit their GP to obtain a prescription.
1.2 Anecdotally it seems that the fact that financially disadvantaged patients have to pay for an OTC supply is a deterrent.

1.3 The Centre for Pharmacy Postgraduate Education (CPPE) has education resources on minor ailments schemes, which are available at www.cppe.ac.uk

2. Aims and intended service outcomes

2.1 To improve access and choice for people with specific minor ailments by promoting self care through the pharmacy, including provision of advice and OTC medicines where appropriate at NHS expense without the need to visit the GP practice

2.2 To improve primary care capacity by transferring workload in relation to specific minor ailments consultations from general practice to community pharmacy.

2.3 The specific minor ailments covered by this scheme are listed below.

   - Athlete’s foot
   - Cold sores
   - Diarrhoea
   - Haemorrhoids
   - Hay fever - only during the period March-September (inclusive)
   - Head lice
   - Insect bites and stings
   - Threadworm
   - Vaginal thrush
   - Warts and verrucae

2.4 To ensure that consultations are safe, evidence-based, and cost-effective a local protocol and formulary exists for each ailment; which must be adhered to by pharmacy staff in every consultation
2.5 To ensure that advice given is adhered to, a patient information leaflet(s) exists for each ailment; which **must** be supplied in every consultation.

3. Service outline

3.1 The pharmacy staff will use a Bristol CCG approved protocol to:

- Provide advice on the management of the ailment, or
- Provide advice and a medicine from the local formulary, supported by advice on its use, or
- Provide advice on the management of the ailment plus a referral to an appropriate health care professional.

3.2 The pharmacy staff will maintain a record of the consultation and any medicine that is supplied confidentially for a minimum of 2 years.

3.3 This is an **open access** scheme and will be made available to all patients presenting for treatment at those pharmacies commissioned to provide this service by Bristol CCG as long as those patients are:

- Exempt from NHS prescription charges and
- Registered with a General Practice that is a member of Bristol CCG (see [http://www.bristolccg.nhs.uk/about-us/our-members.aspx](http://www.bristolccg.nhs.uk/about-us/our-members.aspx)).

3.4 The pharmacy contractor has a duty to ensure that all pharmacists and staff involved in the provision of the service have relevant knowledge and skills to operate the service, and ensure they keep this skills up to date.

3.5 For treatment under the scheme, requiring General Sales List (GSL) and Pharmacy only (P) medication, all supplies must made by an appropriately trained member of the staff, and approved by the pharmacist where necessary.

3.6 All medication supplied under the Minor Ailments Scheme must be in original packs and must contain a patient information leaflet.
3.7 All transactions should be recorded on the pharmacy patient medication record (PMR); this could be completed at the end of the day if preferred.

3.8 The pharmacy must have a system to check the person’s eligibility for exemption from prescription charges as they must collect charges equivalent to the NHS prescription charge where appropriate.

3.9 The scheme is available for treatment of the agreed list of minor ailments. All products are to be used strictly within their GSL or Pharmacy-only (P) product license.

3.10 The standard protocol relevant to the minor ailment must be adhered to in each consultation. These are available at [http://www.pharmacy.bristol.nhs.uk/pharmacylogon.aspx](http://www.pharmacy.bristol.nhs.uk/pharmacylogon.aspx)

3.11 Standardised patient information leaflets must be supplied to every patient using the scheme. These are available at [http://www.pharmacy.bristol.nhs.uk/pharmacylogon.aspx](http://www.pharmacy.bristol.nhs.uk/pharmacylogon.aspx)

3.12 Parents/guardians can accept transfer of patients under the age of 16 into the scheme on behalf of that patient. The scheme is therefore only available to patients under the age of 16 when their parent or guardian is acting on their behalf.

3.13 Healthcare staff will need to adhere to their own safeguarding children SOP if they are working with adults who may be parents/carers. It is recognised that the adult's behaviour may have a significant impact on the child or young person's safety

3.14 If, in the opinion of the pharmacist the patient presents with symptoms for conditions NOT covered under the scheme, they should be dealt with in the usual way OR referred back to their GP.
3.15 If a patient requests a medicine that is not included in the protocol for the relevant ailment they should be offered the option to purchase OTC or visit their GP; it cannot be supplied free of charge under the minor ailments scheme.

3.16 If a patient presents more than twice within any four week period with the same symptoms but there is no indication for urgent referral, the patient should be told to contact their GP.

3.17 The patient should not be put at any disadvantage for having accessed the scheme instead of accessing a GP appointment in the first instance. If a patient presents with symptoms indicating the need for an immediate consultation with the GP, the pharmacist should redirect the patient to their GP, the Out-of-Hours GP service, NHS Walk-in Centre, or other service as appropriate.

3.18 If the pharmacist suspects that the patient and/or parent are abusing the scheme they should alert Bristol CCG by telephoning Jon Hayhurst on 0117 984 1575.

4. Quality Indicators

4.1 Pharmacy staff should promote the service to patients that normally claim prescription charge exemption on the grounds of low income.

4.2 Pharmacy staff should display the standard poster that advertises the scheme.

4.3 Pharmacy staff should make contact with local surgeries to build links and emphasise that the surgery can confidently re-direct patients to the pharmacy.

4.4 The pharmacy is happy to liaise with Bristol CCG to audit the service so that informed decisions can be made about how to improve it.

4.5 The service should be available whenever the pharmacy is trading. It should not be dependent on the presence of a single member of staff.
5. Clinical incident reporting

5.1 To ensure that the information contained in the agreements for this enhanced service are sufficient we would encourage contractors to feedback any adverse incidents that occur to Bristol CCG. Contact Jon Hayhurst on 0117 9841575.

5.2 Any incidents involving controlled drugs are legally required to be reported to the CD Accountable Officer in the NHS Commissioning Board Area Team responsible for Bristol.

6. Complaints procedure

6.1 Any complaints from patients should be dealt with via the pharmacy’s own standard complaints procedure in the first instance. If the complaint is not resolved, the patient should direct their complaint to the PALS team at Bristol CCG, who can be contacted on 0117 976 6600.

7. Administration and Payment

7.1 A record of the transaction must be made by using the MAS1 form (see appendix 2), which should be retained in the pharmacy for two years. A copy of the MAS1 form should be given to the patient.

7.2 Payment for the scheme will be as follows:

A professional service fee of £5 per consultation

PLUS

The trade price of the drug supplied (at the time of the consultation), plus VAT (at the rate applicable at the time of the consultation)
7.3 If the treatment is for the ailment of a whole family (e.g. in the case of threadworm or head lice), this constitutes ONE consultation, and therefore ONE consultation fee. Treatment for the whole family will be reimbursed however.

7.4 Bristol CCG may undertake a regular cycle of audit of records held at the pharmacy and payments made and reserve the right to view MAS1 forms.

7.5 Claims for payment must be made using the standard claim form available online and should be sent to Bristol CCG. Claims on non-standard forms will be returned and not processed. Claims should be submitted within 8 weeks of the month end to which they relate. Claims submitted after this will not be paid.

Claims should only be sent by fax to Jon Hayhurst on 0117 900 2690
Claims received by any other means will not be processed

7.6 Payment will be made by the NHS Business Services Authority as a Local Scheme Payment.

7.7 Patient identifiable information (i.e. the MAS1 form) should NOT be sent to NHS Bristol.

8. Decommissioning

8.1 This service will be decommissioned in March 2014. It may be decommissioned earlier if Bristol CCG gives providers one months notice in writing.
9. NHS MINOR AILMENTS SCHEME SERVICE CONTRACT

1. The contract is made between **Bristol CCG** (the commissioner) and ........................................................................................................................................................................... (the provider), the pharmacy authorised to provide this service.

2. The contract is for a **12 month** period to that ends on the 31\textsuperscript{st} March 2014. It is subject to termination as in points 5 and 6 below.

3. The provider will ensure that the necessary documentation (as detailed in the service specification) is maintained and made available to the commissioner to enable the service to be monitored.

4. The first points of contact for enquiries about this service specification are: .......................................................................................................................... (the nominated contact for the provider) and **Jon Hayhurst** (the nominated commissioner for Bristol CCG).

5. This agreement shall be terminated:
   - on expiry of the contract period;
   - by either party giving not less than **one month** notice in writing;
   - if either party commits a breach of the terms and conditions of the contract at any point during the period of the contract. The offended party may serve notice in writing of not less than one month to the party in breach, terminating the contract on the expiry of the notice period
   - if the provider ceases to maintain the standards of the service specification.

6. The contract will be suspended pending the outcome of any investigation into alleged fraud.

7. The pharmacy must remain compliant with all the essential services under the Community Pharmacy Contractual Framework as part of this agreement.

8. In the event of a dispute remaining unresolved to the satisfaction of both parties, the issue shall be resolved by arbitration. Within one month of the required meeting between the contract manager for the purchaser and the contract manager for the provider, an arbitrator who is mutually acceptable to both parties shall be engaged. The decision of the arbitrator shall be binding upon both parties.

<table>
<thead>
<tr>
<th>For Bristol CCG</th>
<th>Signed:</th>
<th>Dated: 01/04/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>JON HAYHURST</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>For the provider</th>
<th></th>
<th>Dated:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signed:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**I understand that action may be taken against me if I make an incorrect claim.**

**I consent to the disclosure of relevant information for the purposes of fraud prevention, detection and investigation**
Appendix 1: Model Standard Operating Procedures

These are available online at www.avonlpc.org.uk. Bristol CCG is grateful to Richard Brown, Chief Officer of Avon LPC for the development of these for the benefit of pharmacy staff.
Appendix 2 – Example MAS1 form

<table>
<thead>
<tr>
<th>MAS1 Form</th>
<th>The patient does not have to pay because he or she:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Name</td>
<td>□ Is under 16 years of age</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>□ Is 16-18 and in full-time education</td>
</tr>
<tr>
<td>Address (First line and postcode)</td>
<td>□ Is over 60</td>
</tr>
<tr>
<td>GP Name</td>
<td>□ Has a maternity exemption certificate</td>
</tr>
<tr>
<td>GP Address (First line and postcode)</td>
<td>□ Has a medical exemption certificate</td>
</tr>
<tr>
<td>How did the patient hear about the scheme?</td>
<td>□ Has a prescription pre-payment certificate</td>
</tr>
<tr>
<td>Presenting Symptom</td>
<td>□ Has a war pension exemption</td>
</tr>
<tr>
<td>Detail of items and quantities supplied</td>
<td>□ Is named on a current HC2 charges certificate</td>
</tr>
<tr>
<td>Action token</td>
<td>□ Gets income support</td>
</tr>
<tr>
<td>Advice and Treatment □ Advice □ Referral</td>
<td>□ Gets income based job seekers allowance</td>
</tr>
<tr>
<td>Pharmacist Signature and Date:</td>
<td>□ Is named on a working families tax credit NHS exemption</td>
</tr>
<tr>
<td>Evidence of exemption seen? □ Yes □ No</td>
<td>□ Is named on a disabled persons tax credit NHS exemption</td>
</tr>
</tbody>
</table>

DECLARATION
I declare that the information I have given on this form is correct and complete and I understand that if it is not, appropriate action may be taken against me. I confirm proper entitlement to exemption and for the purposes of checking this, I consent to the disclosure of relevant information, including to and by the Inland Revenue, Local Authorities and the NHS Counter Fraud Service.

Now sign and complete the relevant parts below

□ I have received medicines/advice as indicated opposite and do not have to pay for the reason stated above

□ I am the patient

□ I am the patient’s representative

Patient Signature and date

| Unique Form ID |

Important – Your pharmacist is providing treatment and/or advice under the minor ailments scheme according to the symptoms you have described. If symptoms persist consult your doctor. Please advise the doctor which pharmacy you attended and what advice and/or treatment you received.
## Remuneration claim

<table>
<thead>
<tr>
<th>Condition treated</th>
<th>Tally chart (optional)</th>
<th>Number of consultations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athlete’s foot</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cold sores</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diarrhoea</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Haemorrhoids</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hay fever</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head lice</td>
<td>NB: Number of families consulted, not number of people treated</td>
<td></td>
</tr>
<tr>
<td>Insect bites and stings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Threadworm</td>
<td>NB: Number of families consulted, not number of people treated</td>
<td></td>
</tr>
<tr>
<td>Warts and verrucae</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vaginal thrush</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

We will remunerate at the rate of £5 per consultation.

<table>
<thead>
<tr>
<th>Print name</th>
<th>Signature</th>
<th>GPhC number</th>
<th>Date</th>
</tr>
</thead>
</table>
Reimbursement claim -

<table>
<thead>
<tr>
<th>Medication supplied</th>
<th>Tally chart (optional)</th>
<th>Total number of packs supplied in month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aciclovir 5% cream (2g)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anusol® ointment (25g)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anusol® suppositories (12)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beclometasone 50 micrograms/dose nasal spray (200 dose)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bug Buster® kit (1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cetirizine 1mg/ml SF oral solution (200ml)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cetirizine 10mg tablets (30)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chlorphenamine 2mg/5ml SF oral solution (150ml)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chlorphenamine 4mg tablets (28)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clotrimazole 1% cream (20g)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clotrimazole 500mg pessary (1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dimeticone 4% lotion (50ml)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dimeticone 4% lotion (150ml)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duofilm® (15ml)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electrolade® multiflavour powder sachets (6)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fluconazole 150mg capsule (1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hydrocortisone 1% cream (15g)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mebendazole (Ovex®) 100mg tablets (1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mebendazole (Ovex®) 100mg tablets (4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mebendazole 100mg/5ml oral suspension (30ml)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miconazole 2% cream (30g)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nitty Gritty NitFree® Comb (1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salactol® (10ml)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sodium cromoglycate 2% eye drops (10ml)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Terbinaine 1% cream 15g</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

We will reimburse at the price quoted in the relevant month’s edition of the Drug Tariff. Where the product is not listed in the Drug Tariff, we will reimburse at the price quoted in the relevant month’s edition of the Chemist and Druggist. VAT at the current rate will be added to the reimbursement.
Appendix 4: Which patients should be referred into the scheme?

**NOT Appropriate for the NHS Bristol Minor Ailments Scheme:**

- Patients that consult your staff about a condition, and wish to purchase OTC.
  - Complete an OTC sale as normal
  - These customers should purchase OTC.

- Patients that come into the pharmacy with an FP10 for a medicine that is listed in the Minor Ailments Scheme.
  - These patients should have their FP10 dispensed as normal
  - These customers will already benefit from free treatment if they do not pay NHS prescription charges, and have already used the medical centre to assess their need for treatment.

- Patients that do not live within Bristol Primary Care Trust and are not registered with a GP within Bristol Primary Care Trust.
  - These patients should NOT be referred into the Minor Ailments Scheme.
  - If they intended to use the scheme please explain that the service is not commissioned by their PCT.
  - These patients live in an area that has chosen not to fund a Minor Ailments Scheme at this time. NHS Bristol should not pay for their treatment.

- Patients that are NOT exempt from NHS prescriptions charges.
  - Complete an OTC sale as normal
  - These customers should purchase OTC.

**Appropriate for the NHS Bristol Minor Ailments Scheme:**

- Patients that are exempt from NHS prescriptions charges but normally buy medicines because they usually visit a pharmacy for minor ailments treatment.
  - These patients can be referred into the Minor Ailments Scheme where appropriate
  - These patients may still choose to buy OTC, but the Minor Ailments Scheme is an alternative that will be free of charge.

- Patients that consult your staff about a condition, but do not wish to purchase OTC because of the price.
  - These patients can be referred into the Minor Ailments Scheme where appropriate
  - These patients may still choose to visit the GP for a prescription, but the Minor Ailments Scheme is an alternative that will give them faster access to treatment.

- Patients that come into the pharmacy with a repeat slip, asking you to order their prescription for a medicine that is listed in the Minor Ailments Scheme.
  - These patients can be referred into the Minor Ailments Scheme where appropriate
  - These patients may still choose to wait for a prescription, but the Minor Ailments Scheme is an alternative that will give them faster access to treatment.

These patients live in an area that has chosen not to fund a Minor Ailments Scheme at this time. NHS Bristol should not pay for their treatment.

These customers will already benefit from free treatment if they do not pay NHS prescription charges, and have already used the medical centre to assess their need for treatment.

These customers should purchase OTC.

These patients may still choose to visit the GP for a prescription, but the Minor Ailments Scheme is an alternative that will give them faster access to treatment.

These patients may still choose to wait for a prescription, but the Minor Ailments Scheme is an alternative that will give them faster access to treatment.

These patients should purchase OTC.
Patient presents at the pharmacy counter asking for advice about a minor ailment listed in the scheme

Does the patient pay NHS prescription charges?

If YES, offer an OTC sale

If NO, offer the Minor Ailments Scheme

Is the patient eligible for treatment under the relevant MAS protocol?

YES
Supply under MAS
Complete MAS1 forms
Give information leaflet and advice
Supply medication

If NO, consider alternatives

Patient presents at the pharmacy counter with a prescription repeat slip asking you to order a medicine listed in the minor ailments scheme

Tell the patient you may be able to give them their medication immediately under the minor ailments scheme or by an OTC sale.

Does the patient pay NHS prescription charges?

If NO, offer the Minor Ailments Scheme

If YES, offer an OTC sale

Healthcare assistants can provide the MAS service if the regular pharmacist is happy they are familiar with the process

There is no requirement for a pharmacist to personally conduct any part of this process

The pharmacist must however supervise the sale or supply of pharmacy medicines