

Wessex Pharmacy Urgent Repeat Medicines (PURM) Service

Questions and Answers

Is my pharmacy eligible to provide the service?

Yes if the pharmacy opens on Saturdays and / or Sundays and is compliant with all essential services.

How does the pharmacy sign up to provide the service?

When you have read the service specification and consider that your pharmacy is able to provide the service, you will need to log on to PharmOutcomes www.pharmoutcomes.org to sign up to provide the service and declare that you will work in accordance with the requirements set out in the service specification.

NHS England – South (Wessex) will cross check the records and if there are no concerns, will accredit the pharmacy to provide the service. Once the pharmacy is accredited, the full service will be visible.

If your pharmacy is not already using PharmOutcomes, please contact the helpdesk at www.pharmoutcomes.org and click on the help tab.

When does the service operate?

The service is being commissioned to ease pressure on the out of hours service and reduce the number of people accessing GP out of hours services and A&E just to ask for a repeat prescription.

You can provide the service on Saturdays, Sundays, Bank Holidays and after 6pm on a Friday evening.

If the day before a bank holiday is not a Sunday, then you can provide the service from 6pm the day before the bank holiday.

If the pharmacy signs up to provide the service, it is very important that all pharmacists are made aware of the service and are able to provide it. All locums must be briefed about the service and enabled to provide it.

What medicines can be supplied?

For detailed information, please see appendix B in the service specification.

In summary, you can supply medicines that have been prescribed on a repeat basis apart from controlled drugs, antibiotics, unlicensed medicines and specials, most injections and some other exceptions such as pregabalin and gabapentin.

A list of excluded medicines has been drawn up to help the NHS111 service. This has also been sent to pharmacies as a guide and will be available to access on PharmOutcomes.

What length of treatment can be supplied?

The first time a patient accesses the service, you can make a supply in accordance with the emergency supply regulations. In general that means no more than 30 days' supply but please refer to Appendix B for the detail of the exceptions.

If the patient accesses the service again within a 12 month period, you should only supply enough to last until the next working day when the patient can obtain a prescription from a doctor. This will be a maximum of 5 days' supply.

What if a patient has used the service before?

You will be able to check on PharmOutcomes whether a patient has used the service on a previous occasion in the last 12 months.

If the patient has used the service on a previous occasion within the last 12 months either at your pharmacy or at another pharmacy providing the service, you can still supply medicines for the patient, however you should only supply enough to last until the next working day when the patient can obtain a prescription from a doctor. This will be a maximum of 5 days' supply.

How can patients access the service?

Patients who phone NHS111 will be referred to a pharmacy that provides the service. NHS111 will advise the patient to phone the pharmacy first and take ID and evidence of repeat medication when they attend the pharmacy.

You can also provide the service for patients who phone or visit the pharmacy and ask for assistance because they have run out of their repeat medicines.

Please see appendix A for the pathway descriptions.

What do I do if a patient has been referred to the pharmacy by NHS111 and I cannot help them?

You will be provided with a telephone number that you can use to refer the patient back to the GP out of hours service. The number will vary for each area. The number is for health professional use only and is not to be given to members of the public.

What do I do if a patient has accessed the service directly at the pharmacy i.e. not referred by NHS111 and I cannot help them?

You will need to provide advice to the patient and it may be appropriate to refer the patient to the GP out of ours service using the access number. The number will vary for each area. The number is for health professional use only and is not to be given to members of the public.

Can the service be provided to a patient's representative?

The service should normally be provided directly to the patient. However in circumstances where this might not be possible, for example if the patient is a child or is being cared for, the pharmacist should use their professional judgement and consider the best interest of the patient.

Do I have to enter the information on PharmOutcomes at the time of the consultation?

Yes.

The service has been set up on PharmOutcomes to capture all the required information and to prevent inappropriate supplies. The consent and declaration form will be generated by the system and all patients (or their representative) must sign the form. It is also very important that the patient's GP is notified as soon as possible; PharmOutcomes will send a message via NHS mail where a verified email address is held on the system. In cases where there is no NHS mail address available, the system will prompt the pharmacist to print the GP notification which must be sent to the GP practice no later than the end of the next working day following the supply.

How do we claim payment for the service?

PharmOutcomes will automatically generate invoices and payment information for the service which will be passed on to the NHSBSA. Payments will appear on the pharmacy contractor's monthly statement as Local Scheme 2.