Service Specification
Minor Ailment Service

1. Introduction

1.1 This specification is for the provision of a minor ailments scheme through community pharmacies across Wigan Borough CCG.
1.2 The provision of this service will be open to any willing pharmacy contractor who has suitable facilities and who is subsequently approved as a provider of this service by Wigan Borough CCG.
1.3 This service must be provided during all core and supplementary hours once the pharmacy is approved as a provider.

2. Service description

2.1 The pharmacy will provide advice and support to patients on the management of minor ailments, including where necessary, the supply of medicines for the treatment of the minor ailment, for those people who are exempt from prescription charges or hold a prepayment certificate who would have otherwise gone to their GP for a prescription.
2.2 Where appropriate the pharmacy may sell additional OTC medicines to the person to help manage the minor ailment.
2.3 The pharmacy will operate a triage system, including referral to other health and social care professionals, where appropriate and as detailed in the treatment protocols.

3. Aims and intended service outcomes

3.1 To improve access and choice for people with minor ailments by:
   - Promoting self care through the pharmacy, including provision of advice and where appropriate medicines and/or appliances without the need to visit the GP practice;
   - Supplying appropriate medicines at NHS expense, in line with the minor ailment scheme treatment protocols.
3.2 To improve primary care capacity by reducing medical practice workload related to minor ailments.
3.3 To reduce A & E attendances.

4. Service outline

4.1 The part of the pharmacy used for provision of the service must provide a sufficient level of privacy and safety as required by the patient or their carer.
4.2 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
4.3 The pharmacy contractor must have appropriate standard operating procedures in place for the service. If the pharmacist is to delegate aspects of service provision to other members of staff the SOP must make reference to their role and responsibilities, highlighting steps in the procedure where referral to the pharmacist is necessary.
4.4 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within the standard operating procedures and any local protocols.
4.5 Staff to whom the pharmacist delegates supply must have received adequate training in the management of minor ailments and be aware when to refer to the pharmacist.
4.6 Please note, this service cannot be provided solely by trained pharmacy staff. At all times a pharmacist must be present and accountable. Overall accountability and responsibility will remain with the pharmacist.
4.7 Pharmacists and staff participating in the service must ensure they have appropriate insurance cover.
4.8 Pharmacists must not treat family members on the scheme but should refer them to another pharmacy providing the service.

4.9 Any patient entitled to receive NHS services who is exempt from prescription charges or holds a prepayment certificate can present to the pharmacy and access the service for treatment of a current self-limiting condition.

4.10 This service must not be used for the treatment of:

- long-term conditions including season long treatment of hayfever
- patients with symptoms not indicative of any of the minor ailments included in the scheme
- scheme formulary is contraindicated
- lost medicine
- medicine requested ‘just in case’
- medicine requested to take on holiday
- medicine requested in lieu of uncollected repeat prescription
- medicine requested to stock up medicine cabinet
- patient or carer unwilling to complete scheme documentation
- patient or carer unwilling to accept medication or quantity of medication available from the scheme

4.11 A local minor ailments formulary will be used.

4.12 The pharmacy will:

- 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

4.13 The pharmacy will maintain a record of the consultation and any medicine that is supplied using the minor ailment scheme consultation form. These consultation forms must be fully completed and kept for a minimum of 4 years to ensure effective ongoing service delivery and audit.

4.14 If a patient presents with multiple conditions one consultation form should be completed for all conditions i.e. one form should be completed per consultation not per condition.

4.15 Pharmacy staff should complete the front of the consultation form, ensuring all information is entered legibly. The patient or their carer should be asked to complete the back of the form detailing reason for exemption from prescription charges, if the patient refuses or is unable to provide this information they must not be supplied under this scheme.

4.16 The pharmacy will have a system to check the person’s eligibility for receipt of the service.

4.17 Wigan Borough CCG will provide appropriate software for the recording of relevant service information for the purposes of audit and the claiming of payment.

4.18 Pharmacists will share relevant information with other health care professionals and agencies, in line with locally determined confidentiality arrangements.

4.19 Wigan Borough CCG will provide details of relevant referral points which pharmacy staff can use to signpost service users who require further assistance.

4.20 Wigan Borough CCG will be responsible for the promotion of the service locally, including the development of publicity materials, which pharmacies will be required to use to promote the service to the public.

4.21 Providers will be required to display leaflets relating to the scheme and make these available to patients.

5 Quality indicators

5.1 Providers of the Minor Ailments Service will be required to make full use of any promotional material made available for the service.

5.2 Providers will promote and use self-care material available for service users.

5.3 Providers will review their standard operating procedures and the referral pathways for the service when there are any major changes in the law affecting the service or in the event of any dispensing incidents. In the absence of any of these events they will be reviewed every 2 years.

5.4 Providers should be able to demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD in the treatment of minor ailments and training as specified by Wigan Borough CCG.

5.5 The pharmacy co-operates with any locally agreed PCT-led assessment of the service or service user experience.
6 Payment mechanism

5.6 All payments will be made on a monthly basis; consultations should be submitted via Webstar.
5.7 Once claims are submitted to Webstar a unique identifier is produced for each consultation, this should be documented on the consultation form in the space provided to ensure a suitable audit trail is in place.
5.8 Claims should be submitted no later than the 5th day of the following month to which the claim relates. Late submissions will not be processed until the next month. Submissions for March must be received before the end of June or payment may be refused.
5.9 Wigan Borough CCG will make the payments to pharmacies via the PPA statement.
5.10 Wigan Borough CCG reserves the right to verify claims by, but not limited to, inspecting paper and computer records in accordance with ethical guidelines.

6 Current funding

6.1 Consultation Fee - A fee of £3.00 will be paid for each consultation up to the first 200 consultations and £2.50 for each consultation thereafter.
6.2 Drug Costs - Drug cost reimbursement will be at current Drug Tariff cost. If the drug is not within the Drug Tariff the cost will be the current Chemist and Druggist cost. In agreement with the LPC drug costs will be adjusted annually.
6.3 VAT - VAT will be paid on the drug cost only.
6.4 Payments can only be made to pharmacies that have signed up to this scheme and meet the service specifications outlined above. Payments are made to the pharmacy contractor not individual pharmacists.

7 Termination of service

7.1 Wigan Borough CCG and the contractor should give 3 months notice of either party's desire to terminate the service.
7.2 Where contractors stop providing this service, then they should inform the Medicines Management Team (01942 482838) and endeavour to re-engage in the service as soon as possible.

8 Service review

8.1 This service will be reviewed every three years.
8.2 The service specification will be reviewed every three years.
8.3 Next review: June 2013.